

TROUBLESHOOTING

The following troubleshooting chart will help you analyze and correct minor oxygen concentrator malfunctions. If the suggested procedures do not help, switch to your reserve oxygen system and call your DeVilbiss homecare provider. Do not attempt any other maintenance.



WARNING

To avoid electric shock, do not plug the concentrator into an AC outlet if the concentrator cabinet is broken. Do not remove the concentrator cabinet. The cabinet should only be removed by a qualified DeVilbiss technician.

Troubleshooting Chart

SYMPTOM	POSSIBLE CAUSE	REMEDY
A. Unit does not operate. All lights are off when the power switch is "ON." Audible alert is pulsing.	1. Power cord not properly inserted into wall outlet.	1. Check power cord connection at the wall outlet. On 230 volt units, also check the mains connection on the back of the unit.
	2. No power at wall outlet.	2. Check your home circuit breaker and reset if necessary. Use a different wall outlet if the situation occurs again.
	3. Oxygen concentrator circuit breaker activated.	3. Press the concentrator circuit breaker reset button located below the power switch. Use a different wall outlet if the situation occurs again. If the above remedies do not work, contact your DeVilbiss provider.
B. Unit operates. Red Service Required light is illuminated. Audible alert may be sounding.	1. Filter door vents are blocked.	1. Check filter door vents and ensure that the openings are not blocked.
	2. Exhaust is blocked.	2. Check the exhaust area and make sure there is nothing restricting the unit exhaust.
	3. Blocked or defective cannula, face mask, or oxygen tubing.	3. Detach cannula or face mask. If proper flow is restored, clean or replace if necessary. Disconnect the oxygen tubing at the oxygen outlet. If proper flow is restored, check oxygen tubing for obstructions or kinks. Replace if necessary.
	4. Blocked or defective humidifier bottle.	4. Detach the humidifier from the oxygen outlet. If proper flow is obtained, clean or replace humidifier.
	5. Flow meter set too low.	5. Set flow meter to prescribed flow rate. If the above remedies do not work, contact your DeVilbiss provider.
C. Unit operates. Audible low-frequency vibration sound is detected.	1. Electronic Assembly Malfunction.	1. Turn your unit "OFF." Switch to your reserve oxygen system and contact your DeVilbiss provider immediately.
D. Yellow Low Oxygen light is on.	1. Unit in "start up" mode.	1. Allow unit up to 15 minutes to complete start up period.
E. The yellow Low Oxygen light is on and the intermittent audible signal is sounding.	1. Flow meter is not properly set.	1. Ensure the flow meter is properly set to the prescribed number. (The maximum flow meter setting is 3 LPM when an oxygen bottle is being filled with oxygen from the auxiliary port.)
	2. Filter door vents are blocked.	2. Check filter door vents and ensure that the openings are not blocked.
	3. Exhaust is blocked.	3. Check the exhaust area and make sure there is nothing restricting the unit exhaust. If the above remedies do not work, contact your DeVilbiss provider.
F. Red Service Required light is on and an intermittent audible signal is sounding.	1. Flow meter is not properly set.	1. Ensure the flow meter is properly set to the prescribed number. (The maximum flow meter setting is 3 LPM when an oxygen bottle is being filled with oxygen from the auxiliary port.)
	2. Filter door vents are blocked.	2. Check filter door vents and ensure that the openings are not blocked.
	3. Exhaust is blocked.	3. Check the exhaust area and make sure there is nothing restricting the unit exhaust. If the above remedies do not work, contact your DeVilbiss provider.
	4. Electronic Assembly Malfunction.	4. Turn your unit "OFF." Switch to your reserve oxygen system and contact your DeVilbiss provider immediately.
G. If any other problems occur with your oxygen concentrator.		1. Turn your unit "OFF." Switch to your reserve oxygen system and contact your DeVilbiss provider immediately.
H. Unit operates. Any of the visual and audible alerts do not function when the power switch is turned "ON."	1. Electronic assembly malfunction.	1. Turn your unit "OFF." Switch to your reserve oxygen system and contact your DeVilbiss provider immediately.

OVERVIEW OF ALARMS AND SERVICE INDICATORS

This device contains an alarm system which monitors the state of the device and alerts of abnormal operation, loss of essential performance or failures. Alarm conditions are shown on the LED display. The alarm system functions are tested at power up by lighting all visual alarm indicators and sounding the audible alarm (beep).

All alarms are Low Priority Technical Alarms.

Alert or Alarm Condition	LED Icon	Details of Alert or Alarm Condition	Visual Alert or Alarm	Audible Alarm	Action
Start-up Period		The unit has recently been started and is in start-up period, the output flow of the oxygen is temporarily < 82%	The YELLOW LED light on the panel is illuminated indicating low O2 condition	No audible alarm during start-up period	Wait for unit to finish start-up period, up to 15 minutes
Low Oxygen Output Concentration		The output flow of oxygen is ≤ 82%, which indicates the unit may need routine servicing	The YELLOW LED Light on the panel is illuminated, indicating a Low O2 condition	The audible alarm is beeping intermittently	Contact your Oxygen Equipment Provider for assistance and to arrange for servicing of the unit
Device Malfunction		The device is experiencing a malfunction that requires servicing to correct	The RED Service Required LED light is illuminated	The audible alarm is beeping intermittently	Contact your Oxygen Equipment Provider for assistance and to arrange for servicing of the unit