

## 6. TROUBLESHOOTING

### 6 Troubleshooting Guide

Symptom	Possible causes	Solution	Remark
Elapsed time meter displays, the green and yellow lights are on, but the oxygen concentrator stops running immediately and has a continuous audible alarm.	1) The valve's plug has not been inserted completely	1) Check and connect the circuit board to the valve's plug.	Repairs must be performed by qualified service personnel.
	2) Exhaust sound buffer box jammed.	2) Replace it.	
	3) Valve is unable to open.	3) Replace it.	
	4) Failure of the main electronic control circuit board.	4) Replace it.	
The nasal cannula has more fogging or droplets.	1) The unit is not properly ventilated, so operating temperature is too high.	1) Make sure the machine is at least 10 cm away from walls, heaters and other obstructions..	Repairs must be performed by a qualified service personnel.
	2) Fan inside the machine is unable to run or running speed is slow making the operating temperature too high.	2a) Remove any obstructions blocking the fan.	
		2b). Replace it.	
	3) Temperature of the water in humidifier bottle is too high.	3) Add cold water to the humidifier bottle.	
4) Too much water was added to the humidifier.	4) Water added should be between the maximum and minimum level.		

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Symptom	Possible Causes	Solution
Concentrator works, but yellow light is on.	1) Concentrator's oxygen concentration is safe but is decreasing.	1) Clean or replace filters.
	2) Unit is overheating due to blocked air intake.	2) Move concentrator at least 10 cm (4 inches) away from walls, draperies, furniture, or similar surfaces.
	3) Concentrator is safe to use, but if condition persists, contact equipment provider immediately.	
Concentrator doesn't work, red light illuminates, continuous audible alarm sounds.	1) Low pressure	1) Clean or replace filters. If condition persists, discontinue use and contact equipment provider immediately.
	2) High pressure	2) Contact equipment provider immediately.
	3) If condition persists, contact equipment provider immediately.	
Concentrator doesn't work, continuous audible alarm sounds.	1) Compressor open circuit alarm. 2) Compressor short circuit alarm.	Contact equipment provider immediately.

*NOTE:* If you experience a problem with your concentrator and are unable to resolve it using the troubleshooting steps above, contact the equipment provider from whom you purchased the concentrator.