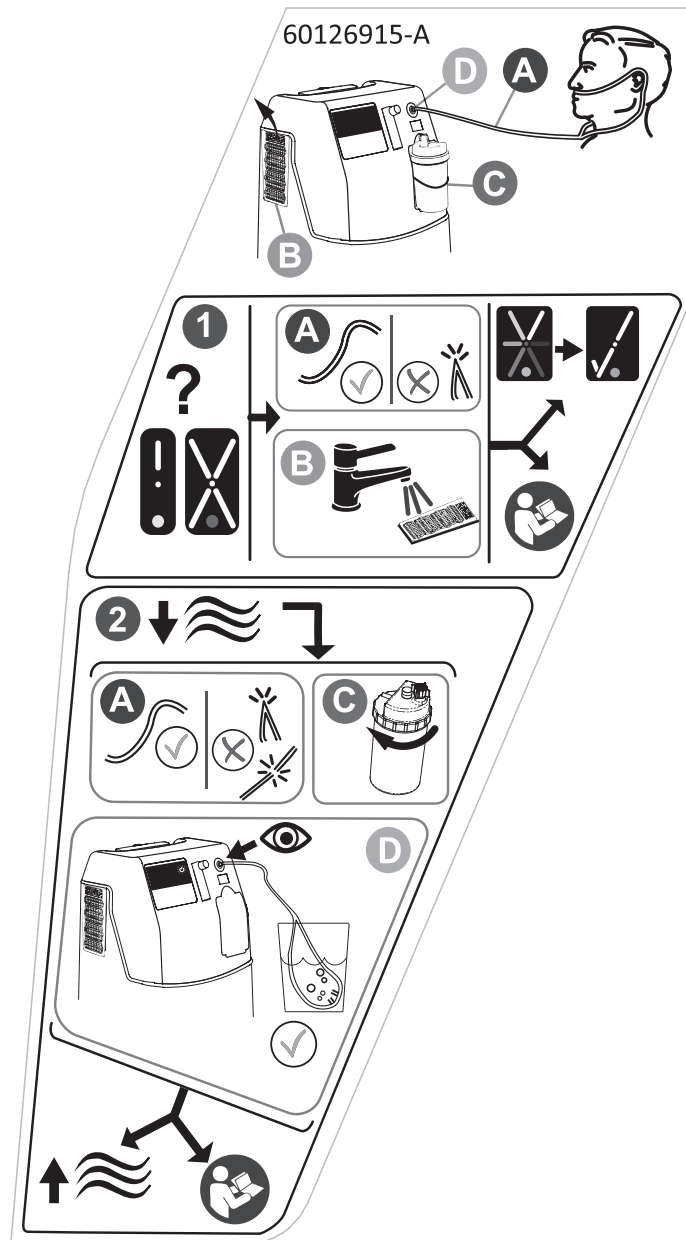


8 Troubleshooting

8.1 Troubleshooting Label

The Troubleshooting Guide Label is on the side of the device. The Troubleshooting Label covers the most common issues. Refer to 8.3 *Alarm and Notification Types*, page 36 and 8.4 *Error Codes*, page 37 for full details.



1. If there is an issue, the Alert indication (exclamation point and yellow light) or Alarm indication (X and red light) illuminate. Check the following items:

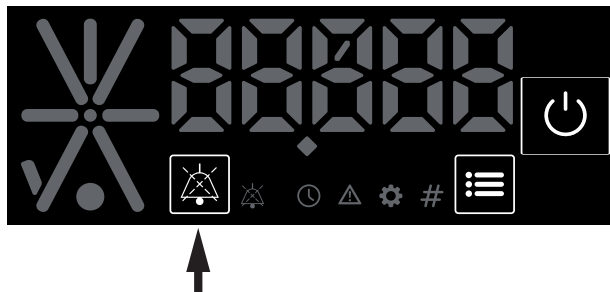
- Ⓐ Check the cannula for kinks, blockages, or obstructions.
- Ⓑ Check the filter. Clean the filter, if dirty.

2. If there is low or restricted oxygen flow, check the following items:

- Ⓐ Check the cannula for kinks or damage.
- Ⓒ Check the humidifier bottle. Ensure the cap is tightened securely. Check the cannula connection to the bottle.
- Ⓓ Check the cannula. Check that there is airflow through the cannula. Check the connection to the device.

3. If the device continues to have an issue or oxygen flow is low, check the troubleshooting section of the user manual. Refer to 8 *Troubleshooting*, page 35.

8.2 Muting the Alarms






Press the Mute button to mute alerts and alarms.

- ⓘ Pressing the mute button will only silence the alarm for 24 hours if the alarm condition remains active during that time. If the alarm clears and returns, the alarm will sound. If a new alarm occurs the alarm will sound.

8.3 Alarm and Notification Types





- ⓘ All alarms generated are defined as low priority alarms.


The following table contains general descriptions and solutions for the categories of alarms.






Type	Error Code	Solution	Symbol	Indicator Light Color	Sound Indication
Running Alarms	LXXXX	<ol style="list-style-type: none"> 1. Check if flowmeter is set between 1.0-5.0 L/min 2. Inspect cabinet filter 3. Inspect for kinks or blockages (kinked cannula, blocked vents, etc.) 4. Restart unit using stop/start button 5. Ensure device is in specified operating environment <ul style="list-style-type: none"> ⓘ If alarm is still present, contact provider 		White with yellow dot	Beeping
Shut Down Alarms	HXXXX	<ol style="list-style-type: none"> 1. Check if flowmeter is set between 1.0-5.0 L/min 2. Inspect cabinet filter 3. Inspect for kinks or blockages (kinked cannula, blocked vents, etc.) 4. Restart unit using stop/start button 5. Ensure device is in specified operating environment <ul style="list-style-type: none"> ⓘ If alarm is still present, contact provider 		White with red dot	Constant Audible Alarm
Notifications	LXXXX	Contact provider for service		White with blue dot	N/A








8.4 Error Codes




The following table contains detailed descriptions and solutions for the error codes and alarms.



Alarm	Error Code	Solution	Symbol	Indicator Light Color	Sound Indication
Running Alarms					
Potential Obstruction Alert	L1000	<ol style="list-style-type: none"> 1. Check if flowmeter is set between 1.0-5.0 L/min 2. Inspect cabinet filter 3. Inspect for kinks or blockages (kinked cannula, blocked vents, etc.) 4. If alarm is still present, contact provider 		White with yellow dot	Single audible beep with less than 2 second interval.
Oxygen Sensor Heater Open Failure	L2000	<ol style="list-style-type: none"> 1. Restart unit using stop/start button 2. If alarm is still present, contact provider 		White with yellow dot	Single audible beep with less than 20 second interval.
Oxygen Sensor Heater Short Failure	L2010				
Oxygen Sensor Out of Range High Failure	L2020				
Oxygen Sensor Out of Range Low Failure	L2030				
Low Oxygen Concentration	L2040	<ol style="list-style-type: none"> 1. Check if flowmeter is set between 1.0-5.0 L/min 2. Inspect cabinet filter 3. Inspect for kinks or blockages (kinked cannula, blocked vents, etc.) 4. If alarm is still present, contact provider 		White with yellow dot	Single audible beep with less than 20 second interval.
Low Oxygen Concentration Diagnostics	L204x	<ol style="list-style-type: none"> 1. Check if flowmeter is set between 1.0-5.0 L/min 2. Inspect cabinet filter 3. Inspect for kinks or blockages (kinked cannula, blocked vents, etc.) 4. If alarm is still present, contact provider 		White with yellow dot	Single audible beep with less than 20 second interval.

Alarm	Error Code	Solution	Symbol	Indicator Light Color	Sound Indication
High Temperature Alert	L4000	<ol style="list-style-type: none"> 1. Inspect for blocked vents 2. Ensure device is in specified operating environment 3. If alarm is still present, contact provider 		White with yellow dot	Single audible beep with less than 20 second interval.

Alarm	Error Code	Solution	Symbol	Indicator Light Color	Sound Indication
Shut-Down Alarms					
Power Loss 3 times in a row	H1000	<ol style="list-style-type: none"> 1. Restart unit using stop/start button 2. If alarm is still present, contact provider 		White with red dot	Constant Audible Alarm
Low Oxygen Concentration Shut Down	H2040	<ol style="list-style-type: none"> 1. Check if flowmeter is set between 1.0-5.0 L/min 2. Inspect cabinet filter 3. Inspect for kinks or blockages (kinked cannula, blocked vents, etc.) 4. If alarm is still present, contact provider 		White with red dot	Constant Audible Alarm
Low Oxygen Concentration Shut Down Diagnostics	H204x	<ol style="list-style-type: none"> 1. Check if flowmeter is set between 1.0-5.0 L/min 2. Inspect cabinet filter 3. Inspect for kinks or blockages (kinked cannula, blocked vents, etc.) 4. If alarm is still present, contact provider 		White with red dot	Constant Audible Alarm
Pressure Sensor Out of Range High	H3000	<ol style="list-style-type: none"> 1. Restart unit using stop/start button 2. If alarm is still present, contact provider 		White with red dot	Constant Audible Alarm
Pressure Sensor Out of Range Low	H3010	<ol style="list-style-type: none"> 1. Restart unit using stop/start button 2. If alarm is still present, contact provider 		White with red dot	Constant Audible Alarm

Alarm	Error Code	Solution	Symbol	Indicator Light Color	Sound Indication
High Pressure	H3020	<ol style="list-style-type: none"> 1. Check if flowmeter is set between 1.0-5.0 L/min 2. Inspect cabinet filter 3. Inspect for kinks or blockages (kinked cannula, blocked vents, etc.) 4. If alarm is still present, contact provider 		White with red dot	Constant Audible Alarm
High Pressure Diagnostics	H302x	Contact provider/Refer to Service Manual		White with red dot	Constant Audible Alarm
Low Pressure Diagnostics	H304x	<ol style="list-style-type: none"> 1. Check if flowmeter is set between 1.0-5.0 L/min 2. Inspect cabinet filter 3. Inspect for kinks or blockages (kinked cannula, blocked vents, etc.) 4. If alarm is still present, contact provider 		White with red dot	Constant Audible Alarm
High Temperature Shut Down	H4000	<ol style="list-style-type: none"> 1. Inspect for blocked vents 2. Ensure device is in specified operating environment 3. If alarm is still present, contact provider 		White with red dot	Constant Audible Alarm
Valve Coil Failure	H5000	<ol style="list-style-type: none"> 1. Restart unit using stop/start button 2. If alarm is still present, contact provider 		White with red dot	Constant Audible Alarm
Fan Not Connected	H6000	<ol style="list-style-type: none"> 1. Restart unit using stop/start button 2. If alarm is still present, contact provider 		White with red dot	Constant Audible Alarm
Fan Speed Out of Range	H6100	<ol style="list-style-type: none"> 1. Restart unit using stop/start button 2. If alarm is still present, contact provider 		White with red dot	Constant Audible Alarm

Alarm	Error Code	Solution	Symbol	Indicator Light Color	Sound Indication
Calibration Failure	H7000	<ol style="list-style-type: none"> Restart unit using stop/start button If alarm is still present, contact provider 		White with red dot	Constant Audible Alarm
Invalid State	H7100	<ol style="list-style-type: none"> Restart unit using stop/start button If alarm is still present, contact provider 		White with red dot	Constant Audible Alarm
 x = numeric value (defined in the service manual)					

Alarm	Error Code	Solution	Symbol	Indicator Light Color	Sound Indication
Notifications					
Prediction Notification/Replace Sieve Bed	L0100	<ol style="list-style-type: none"> Contact provider for sieve bed replacement 		White with blue dot	N/A
Prediction Notification/Replace Compressor or Inlet Filter	L0110	<ol style="list-style-type: none"> Contact provider for compressor or inlet filter replacement 		White with blue dot	N/A