

Minor Troubleshooting Guide

Problem	Probable Cause	Solution
The device is not working when it is turned on; the alarm condition (red light) is activated and the power indicator (green light) is not illuminated.	<p>The power cord plug is not properly inserted into the electrical outlet.</p> <p>No power from the electrical outlet.</p> <p>Internal part failure.</p>	<p>Make sure the device is properly plugged in to the electrical outlet.</p> <p>Check your household outlet fuse or circuit breaker.</p> <p>Contact your home care provider.</p>
Low oxygen (yellow light) activated.*	<p>The airflow to the device is impeded or blocked.</p> <p>The flowmeter knob is completely closed.</p> <p>The oxygen tubing is kinked and blocking the delivery of oxygen.</p>	<p>Check the condition of the air inlet filter and clean or replace as necessary. Remove any items that appear to be blocking the airflow into the device.</p> <p>Turn flowmeter knob counterclockwise to center ball on prescribed LPM Flow.</p> <p>Check to see that the tubing is not kinked or blocked. Replace if necessary.</p>
Alarm condition (red light) activated, when the device is on with the power indicator (green light) on.	Internal system failure.	Contact your home care provider immediately.
Limited oxygen flow to the user.	<p>Faulty oxygen tubing, cannula.</p> <p>Poor connection of device accessory.</p>	<p>Inspect and replace the items if necessary.</p> <p>Ensure that all connections are free from leaks.</p>
Alarm is weak or not sounding when the power cord is unplugged and power switch is on.	The 9V battery is weak.	Contact your home care provider.

* Units may have intermittent RED indicator and sound an audible alarm accompanying the YELLOW indicator under a Low Oxygen condition.