OXYGEN CONCENTRATOR TROUBLESHOOTING GUIDELINES

DEAR PATIENT:

If you experience difficulty with your oxygen concentrator, please follow the guidelines listed below. If you are unable to resolve the problem, call Carolina Homecare at 864-271-8258 or 1-800-922-9373.

NO OXYGEN FLOW:

If you do not feel that oxygen is coming through your nose piece, please the end of your nose piece in a small glass of water and look for a flow of bubbles. If you can see the bubbles, there is flow coming through your nose piece.

If you do not see any bubbles coming from your nose piece, check to see that:

1. Your oxygen concentrator is plugged in and turned on.
2. Your flowmeter is set on your prescribed flow.
3. Your nose piece is attached to your tubing.
4. Your oxygen tubing is attached to your oxygen concentrator.

If you have completed each of these steps and are still experiencing difficulty, go on your back up system and call Carolina Homecare.

WATER IN THE OXYGEN TUBING:

If you are using a humidifier on your oxygen concentrator, you will occasionally experience an accumulation of moisture in your oxygen tubing. This can be caused by overfilling your humidifier bottle, or your tubing lying on a cold floor.

When this occurs:

1. Remove your nose piece and place in a container that will collect the water.
2. Remove the humidifier.
3. Attach your oxygen tubing directly to your oxygen concentrator. This will help to eliminate the water from your oxygen tubing.
4. When your oxygen tubing is dry, reattach your humidifier.

UNIT NOT OPERATING-POWER FAILURE ALARM SOUNDS:

If your power failure alarm sounds check to see that:

1. Plug is securely in outlet.
2. You have pressed the reset button.
3. You have power.

UNABLE TO DIAL PRESCRIBED FLOW RATE:

If you have an obstruction in your oxygen tubing, your machine will alarm and the flowmeter will fall to zero. If this occurs:

1. Disconnect tubing and check for kinks in tubing and nose piece.
2. Replace tubing and check to see if flow rate is restored.

ALL OTHER PROBLEMS:

1. Contact Carolina Homecare.

Greenville: (864) 271-8258 • 1-800-922-9373 • (864) 242-2970 Fax
Spartanburg: (864) 327-1487 • 1-888-241-9570 • (864) 327-14941 Fax

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