

Troubleshooting Guide - POC

Display has gone dark

1. Make sure batteries are seated correctly. Remove and reinsert.
2. Make sure the unit is powered on and plugged in when not in use. Portable concentrators can be used while plugged in, which is convenient during car rides.
3. Portable concentrators will dim the display screen during use to conserve power. This is normal and the display should return when adjustments are made.

The unit is not providing oxygen

1. Make sure the tubing isn't kinked or blocked and that it is connected correctly.
2. Is the patient inhaling through the mouth instead of nose?
3. When set to pulse mode, the portable concentrator will only provide oxygen in bursts. The portable concentrator will sense when the patient inhales through the nostrils and delivers oxygen in puffs. (Similar to a conserving regulator on an oxygen tank cylinder.)

Short run duration time while on battery power

1. Is unit set to continuous mode when expected to be set in pulse?
2. Continuous mode battery life can range roughly from 45 min to 3 hrs depending on machine and O2 setting. Pulse mode battery life can range from roughly 1hr45min to 4hrs depending on machine and O2 setting. Call for service if times are unexpected.

Alarms

1. Check operations manuals for detailed information regarding alarms and messages.

Troubleshooting guides are provided for informational purposes only. Patient safety is our #1 priority. Please call 888-233-7677 to schedule service when needed.