

Troubleshooting Guide

Problem	Why it Happened	What to Do
Yellow LED is blinking. The Red LED is off and the Audible Alarm is beeping periodically.	The device has detected a high oxygen flow condition.	Turn the flow rate down to your prescribed level. Wait at least 2 minutes. If the condition persists turn the unit off, connect to a back up oxygen source, and call your home care provider.
Green LED illuminates continuously. The other LEDs are off and the Audible Alarm is silent.	The device is turned on and working properly.	Take no action.
The device is not working when it is turned on. (The Audible Alarm is sounding continuously. All LEDs are off.)	The power cord plug is not properly inserted into the electrical outlet.	Make sure the device is properly plugged in to the electrical outlet.
	The unit is not receiving power from the electrical outlet.	Check your household outlet fuse or circuit.
	Internal part failure.	Connect to a back up oxygen source and contact your home care provider.
The device is not working when it is turned on. (The Audible Alarm is sounding continuously and all 3 LEDs are illuminated.)	Internal part failure.	Connect to a back up oxygen source and contact your home care provider.
Impeded oxygen flow indication is activated. (The Yellow LED illuminates continuously, the Red LED is blinking and the Audible Alarm is beeping periodically.)	The airflow to the device is impeded or blocked.	Remove any items that appear to be blocking the airflow into the device.
	The flow meter knob is completely closed.	Turn the flow meter knob counterclockwise to center the ball on the prescribed LPM flow.
	The oxygen tubing is kinked and blocking the delivery of oxygen.	Check to see that the tubing is not kinked or blocked. Replace if necessary.
Limited oxygen flow to the user without any fault indication. (All LEDs are off and the Audible Alarm is silent.)	The oxygen tubing or cannula is faulty.	Inspect and replace the items if necessary.
	There is a poor connection to a device accessory.	Ensure that all connections are free from leaks.