

SECTION 8—TROUBLESHOOTING GUIDE

If your XPO₂ Portable Oxygen Concentrator fails to operate properly, refer to the following chart for possible causes and solutions. If necessary, contact your service provider.

ALARM/WARNING:		
SYMPTOM	PROBABLE CAUSE	SOLUTION
START-UP INDICATOR		
XPO ₂ does not operate when On/Off button pressed. OR Front panel lights DO NOT illuminate upon start-up OR All front panel lights go dark.	On/Off button was not held down long enough. Internal battery is discharged (and supplemental battery if connected to the unit). Malfunction	Try to power up the unit again while continuing to press the On/Off button until the front panel lights begin to illuminate. This takes typically 2-3 seconds. Connect XPO ₂ to either the AC or DC charger and retry. Change to an alternate oxygen supply and contact your equipment provider.
NO BREATH DETECTED ALARM:		
Continuous audible beep and red alarm indicator is on continuously (not blinking) upon start up.	XPO ₂ has not detected a breath for a predetermined time period.	1. Verify the cannula is connected, not kinked, properly positioned and you are breathing through your nose. 2. If the alarm continues, change to another source of oxygen and contact your equipment provider.

ALARM/WARNING:		
SYMPTOM	PROBABLE CAUSE	SOLUTION
CHARGING INDICATOR		
With the unit turned Off and with the AC or DC charging adapter plugged into the unit, no Battery Gauge segments are illuminated. Battery Gauge is dark.	Power source is no good, or there is a loose connection.	Try another power outlet and check connections to charger and unit.
	Internal Battery is outside the allowed temperature range for charging.	Allow unit to cool down to less than 95°F, or warm up to 50°F.
LOW BATTERY WARNING:		
There is a single audible beep and the green 25% battery indicator is blinking.	Internal battery requires charging.	Connect XPO ₂ to its AC or DC power adapter, or to its supplemental battery pack.
LOW BATTERY ALARM:		
There is a double audible beep and the green 25% battery indicator is rapidly blinking.	Internal battery requires charging.	<ol style="list-style-type: none"> 1. Connect XPO₂ to its AC or DC power adapter, or to its supplemental battery pack. 2. If no other power source is available, change to a reserve oxygen supply.
BATTERY DISCHARGED ALARM:		
There is a triple audible beep and the green 25% battery indicator is blinking very rapidly.	Internal battery is completely discharged and needs to be recharged.	<ol style="list-style-type: none"> 1. Connect XPO₂ to its AC or DC power adapter, or to its supplemental battery pack. 2. If no other power source is available, change to a reserve oxygen supply.

ALARM/WARNING:		
SYMPTOM	PROBABLE CAUSE	SOLUTION
BREATH RATE OVER CAPACITY ALARM:		
<p>Intermittent audible beep and illuminated red alarm indicator.</p> <p>Audible beeps and red indicator blinks become more rapid as breathing rate increases.</p>	<p>Your breathing rate has exceeded the capacity of the XPO₂.</p>	<ol style="list-style-type: none"> 1. Immediately reduce your activity level to get your breath rate to slow down, and / or 2. If the alarm continues, change to another source of oxygen.
SYSTEM TOO HOT/COLD TO START ALARM:		
<p>Continuous audible beep and red alarm indicator is illuminated. Fan is On.</p> <p>AND</p> <p>Flow indicators 1 & 2 are illuminated.</p>	<p>Unit is too hot, or too cold, to allow it to turn On.</p>	<ol style="list-style-type: none"> 1. Allow unit to cool down to less than 95°F, or warm up to 50°F, before turning the unit Off, then On again. 2. If the alarm continues, change to another source of oxygen and contact your equipment provider
SYSTEM RUNNING TOO HOT/COLD ALARM:		
<p>Continuous audible beep and red alarm indicator is illuminated. Fan is On.</p> <p>AND</p> <p>Flow indicators 1 & 3 are illuminated.</p>	<p>Unit has become too hot, or too cold, during operation.</p>	<ol style="list-style-type: none"> 1. Allow unit to cool down to less than 95°F, or warm up to 50°F, before turning the unit On again 2. If the alarm continues, change to another source of oxygen and contact your equipment provider

ALARM/WARNING:		
SYMPTOM	PROBABLE CAUSE	SOLUTION
BATTERY TOO HOT/COLD ALARM:		
<p>Continuous audible beep and red alarm indicator is illuminated.</p> <p>AND</p> <p>Flow indicators 1 & 4 are illuminated.</p>	<p>Internal Battery has become too hot, or too cold, during operation.</p>	<ol style="list-style-type: none"> 1. Unplug chargers if connected. 2. Allow unit to cool down to less than 95°F, or warm up to 50°F, before resuming charging or turning Off the unit and turning the unit On again. 3. If the alarm continues, change to another source of oxygen and contact your equipment provider.
STUCK BUTTON ALARM:		
<p>Continuous audible beep and red alarm indicator is illuminated.</p> <p>AND</p> <p>Flow indicators 1 & 5 are illuminated.</p>	<p>A stuck button is being detected upon power up.</p>	<ol style="list-style-type: none"> 1. Turn Off the unit 2. With the unit turned Off, press each control button looking for a stuck button 3. Turn On the unit while ensuring that you are not continuing to hold the Power On/Off button once the lights begin to illuminate. 4. If the alarm continues, change to another source of oxygen and contact your equipment provider

ALARM/WARNING:		
SYMPTOM	PROBABLE CAUSE	SOLUTION
OPERATING ALARM:		
<p>Continuous audible beep and red alarm indicator is illuminated.</p> <p>AND</p> <p>Flow indicators 3 & 4 are illuminated.</p>	<p>Abnormal operation has been detected.</p>	<ol style="list-style-type: none"> 1. Turn Off the unit. 2. Turn On the unit. 3. If the alarm continues, change to another source of oxygen and contact your equipment provider
COMPRESSOR ALARM:		
<p>Continuous audible beep and red alarm indicator is illuminated.</p> <p>AND</p> <p>Flow indicators 4 & 5 are illuminated.</p>	<p>Abnormal compressor operation has been detected.</p>	<ol style="list-style-type: none"> 1. Turn Off the unit. 2. Turn On the unit. 3. If the alarm continues, change to another source of oxygen and contact your equipment provider
SYSTEM ALARM:		
<p>Continuous audible beep and red alarm indicator is illuminated.</p> <p>AND</p> <p>Flow indicators 3, 4 & 5 are illuminated.</p>	<p>Abnormal system operation has been detected.</p>	<ol style="list-style-type: none"> 1. Turn Off the unit. 2. Turn On the unit. 3. If the alarm continues, change to another source of oxygen and contact your equipment provider