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Troubleshooting

Solutions to some possible issues you may encounter are described in this section.

Inogen One® G4 Oxygen Concentrator

Problem	Possible Cause	Recommended Solution
Any problem accompanied by information on concentrator display, indicator lights and/or audible signals	Refer to Chapter 4	Refer to Chapter 4
Concentrator does not power on when On/Off button is pressed	Battery is discharged or no battery is present	Use external power supply or replace battery with one that is fully charged
	AC Power supply is not connected properly	Check power supply connection and verify green light is solid
	DC Cable is not connected properly	Check DC Cable connection at the Concentrator and at cigarette lighter or auxiliary DC power source
	Malfunction	Contact your equipment provider

Troubleshooting (continued)

Problem	Possible Cause	Recommended Solution
No oxygen	Concentrator is not powered on	Press On/Off button to power concentrator
	Cannula is not connected properly or is kinked or obstructed	Check cannula and its connection to concentrator nozzle