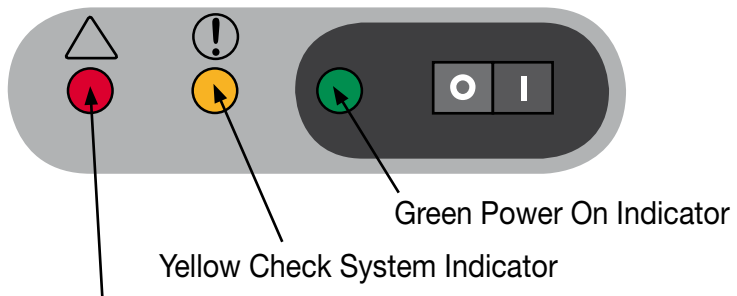


Troubleshooting – EverFlo concentrator

Alarms and Indicators

The Everflo has an audible alarm and three LED indicators, as shown below.



Red Alarm Indicator

Problem	Probable cause	Solution
All three LEDs illuminate continuously and the audible alarm is sounding continuously.	The device has detected a system malfunction	Immediately turn off the device, connect to a back up oxygen source and call Air Products.
The audible alarm is sounding continuously. None of the LEDs are illuminated.	The device is turned on but is not operating. Often this indicates that the device is not plugged in or there is a power failure.	Check the power outlet and check that the device is plugged in. If the problem continues, connect to a back up oxygen source and call Air Products.

Troubleshooting – Everflo concentrator (contd.)

Problem	Probable cause	Solution
Red LED illuminates continuously and the audible alarm is sounding continuously.	The device has detected a system malfunction.	Immediately turn off the device and wait five minutes. Restart the device. If the condition persists turn the unit off, connect to a back up oxygen source and call Air Products.
Yellow LED illuminates continuously. The red LED is blinking and the audible alarm is beeping periodically.	The device has detected an impeded oxygen flow condition.	Follow the troubleshooting guide for an impeded oxygen flow on the next page. Connect to a back up oxygen source and call Air Products if your troubleshooting actions do not solve the problem.
Yellow LED illuminates continuously. The red LED is off and the audible alarm is silent.	The device has detected a low oxygen condition (OPI units only).	Continue using the unit but call Air Products.
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 two minutes. If the condition persists, turn the unit off, connect to a back up oxygen source and call Air Products.
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.

Troubleshooting – Everflo concentrator (contd.)

Problem	Probable cause	Solution
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 Air Products.
The device is not working when it is turned on. (The audible alarm is sounding continuously and all LEDs are illuminated.)	Internal part failure.	Connect to a back up oxygen source and contact Air Products.
	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. The flow meter knob is completely closed.
Limited oxygen flow to the user without any fault indication. (All LEDs are off and the audible alarm is silent.)	The oxygen tubing is kinked and blocking the delivery of oxygen.	Remove any items that appear to be blocking the airflow into the device. Turn the flow meter knob counterclockwise to centre the ball on the prescribed flow.
	The oxygen tubing or cannula is faulty.	Check to see that the tubing is not kinked or blocked. Replace if necessary.
	There is a poor connection to a device accessory.	Inspect and replace the items if necessary. Ensure that all connections are free from leaks.