

## Troubleshooting – Millennium concentrator

| Problem  | Probable cause   | Solution  |
|--|--|---|
| The device is not working when it is turned on; the alarm condition (red light) is activated and the power indicator (green light) is not illuminated. | The power cord plug is not properly inserted into the electrical outlet. | Make sure the device is properly plugged into the electrical outlet.  |
|  | No power from the electrical outlet.                                     | Check your household outlet fuse or circuit breaker.  |
|  | Internal part failure.   | Contact Air Products.   |
| Lower oxygen (yellow light) activated.   | The air flow to the device is impeded or blocked.                        | Check the condition of the air inlet filter and clean or replace as necessary.<br><br>Remove any items that appear to be blocking the air flow into the device. |
|  | The flowmeter knob is completely closed.                                 | Turn the flowmeter counterclockwise to center ball on prescribed flow rate.   |
|  | 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.  |
| Alarm condition (red light) activated, when the device is on with the power indicator (green light) on.  | Internal system failure.   | Contact your Air Products technician immediately.   |
| Limited oxygen flow to the user.   | Faulty oxygen tubing, cannula or face mask.                              | Inspect and replace the items if necessary.   |
|  | Faulty humidifier bottle.  | Inspect and replace the item if necessary.  |
| Alarm is weak or not sounding when the power cord is unplugged and power switch is on.   | The 9V battery is weak.  | Contact your Air Products technician.   |