

# Oxygen Concentrator User **Guide**



# Concentrator Safety

Your technician will explain how to use your concentrator safely. It is important that you follow these instructions.

The technician will check the main plug socket on installation and therefore every effort should be made to plug the concentrator into this socket directly (as per manufacturer's guidelines). If you choose to use an extension lead, then you take full responsibility for doing so as we cannot check the suitability of the extension lead being used.

Your concentrator will be installed in a location that is suitable and **SAFE** for everyday use.

It is important that you:

- **ALWAYS** switch your concentrator off when you are not using it
- **ALWAYS** make sure that the operating controls are easy to access
- **NEVER** open or remove the cover
- **ALWAYS** keep your concentrator at least 1ft (30cm) away from walls, drapes, furniture, and in a well ventilated area

**It is important that you're aware that your concentrator can alarm (audible and/or visual) at any time during operation to alert you to a potential issue. Please refer to the troubleshooting section for more details if this happens.**

## Back-Up Cylinders

As a patient with a concentrator you will also receive a back-up cylinder(s) to use in the event of a power cut or concentrator breakdown.

You should:

- **ALWAYS** ensure you know where your back-up cylinder(s) is and that it is easily accessible
- **ONLY** use your back-up cylinder(s) in the event of an emergency
- **ALWAYS** tell us if you have used your back-up cylinder

Please refer to our Using Cylinders guide for information on how to use and store your back-up cylinder safely.

# Looking After Your Concentrator

## Servicing and Maintenance

Your concentrator will need to be serviced at 3 months after installation, then every 6 months, to ensure that it is working correctly and in line with the manufacturer's specifications. This is for your safety and to ensure your equipment is working properly.

It is important that our healthcare technicians are able to access your property and equipment to complete the service. Failure to allow this may result in your equipment being removed.

In addition to servicing the equipment, your technician will also:

- Check your tubing is in good condition
- Check the back-up cylinder(s) are full and working properly
- Record the hour meter reading to calculate your electricity repayment
- Provide replacement consumables

## Cleaning

It is important to clean your concentrator and filter every week.

### To clean the outer cover:

1. Turn your concentrator off and unplug it from the mains socket before cleaning
2. Use a damp cloth
3. Wipe it dry (**NEVER** use detergents or abrasive cloths)

A clean filter helps to prevent overheating and ensures the concentrator is working efficiently.

### To clean the filter:

*(NB: the VisionAire 5 concentrator does not have an external filter requiring weekly maintenance).*

1. Remove the filter and replace it with the spare filter
2. Hand wash the filter in warm soapy water
3. Rinse the filter thoroughly and remove any excess water with a clean absorbent towel
4. Allow the filter to dry naturally
5. When the filter is completely dry it should be stored in a safe place

Do not operate the concentrator without a filter installed. If you do not have a filter, please call our customer service team.

# Troubleshooting

## **My concentrator is not working and there is a constant audio alarm when the power switch is on?**

Check that one end of the power cable is attached to your concentrator, the other is in the wall socket, and that the wall socket is switched on. If it is and this continues, use your back-up cylinder and call our customer service team.

## **There has been a power cut so I cannot use my concentrator?**

Use your back-up cylinder and call our customer service team.

## **My concentrator is on but oxygen does not flow?**

Check that the tubing has not become trapped or kinked obstructing the flow. If the flow is still obstructed, replace the cannula with a new one. If this does not resolve the problem use your back-up cylinder and call our customer service team.

**If you have any further questions please either ask your technician or call our customer service team or view our concentrator video on our website [www.airliquidehealthcare.co.uk](http://www.airliquidehealthcare.co.uk)**

# Using your Concentrator

Before using your concentrator it is important that you read this guide and the **Home Oxygen User Guide** also provided. If you have any questions please ask your technician or contact our customer service team.

## At installation, our healthcare technician will:

1. Attach the oxygen tubing to the outlet connection on the concentrator
2. Insert the power plug into an electricity mains socket and switch the socket ON
3. Turn your concentrator switch to ON
4. Turn the flow control knob anti-clockwise until the ball inside the flow meter centres on the flow line number that has been prescribed by your healthcare professional
5. Check the oxygen flow and purity that your concentrator produces

## To use your concentrator:

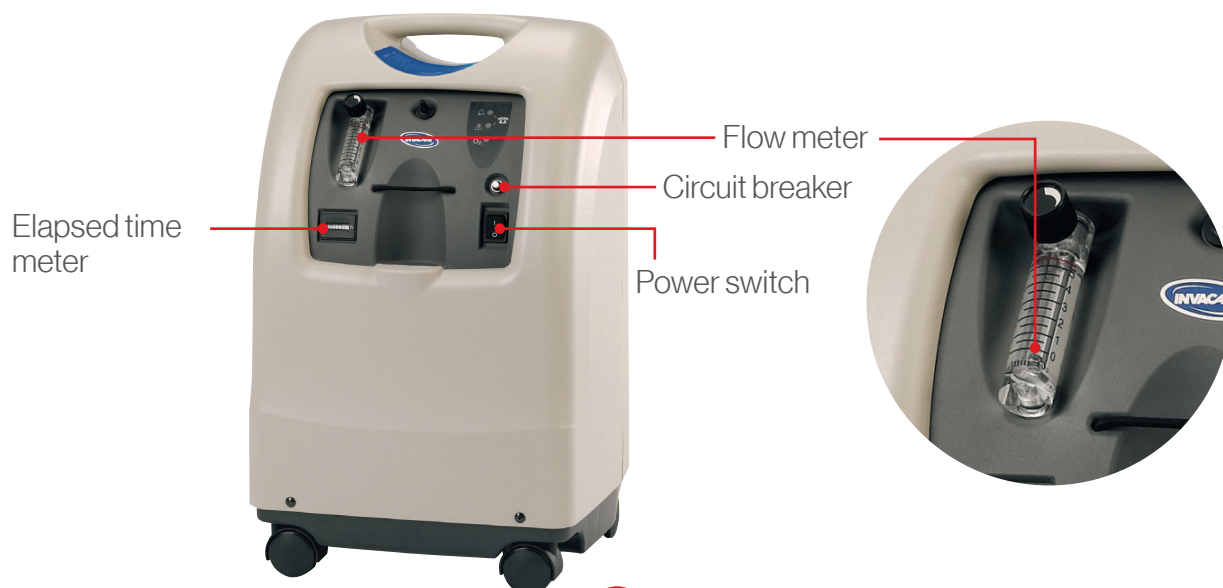
1. Turn your concentrator switch to ON. A test alarm will sound for a few seconds. This is normal, it is to check the alarm is working

**If the test alarm does not sound when you switch the concentrator on, then please contact our customer service team.**

2. When you are not using your concentrator you should turn it off. If you are not using the concentrator for a number of hours, switch it off at the mains socket

**NEVER** adjust the flow control on your concentrator unless instructed to do so by your healthcare professional.

**NEVER** move your concentrator from where your healthcare technician installed it.



# Fixed Piping System

A fixed piping system is a semi-permanent installation that enables you to use oxygen in different rooms of your home from an oxygen concentrator(s). This may help prevent trips and falls by reducing the amount of tubing on the ground without the need for multiple concentrators.

## Survey and Risk Assessment

Our healthcare technician **will first perform a survey and risk assessment in your home to determine whether a fixed piping system is feasible**. Please note: if you have a tenancy agreement, you will require the permission from your landlord before the survey can take place. If any problems are identified that prevent the safe installation of a fixed piping system, your healthcare technician will discuss alternatives. This may include installation of an additional static concentrator. Please note that we cannot install an oxygen outlet in bathrooms or kitchens. Once the survey has been completed, and it is deemed safe to carry out the work, a date will be agreed.

## Installation

The fixed piping system consists of the following elements:

- A static oxygen concentrator in a central location
- A switch fitted to the wall which directs the flow of oxygen from the concentrator towards the other outlets in your home
- Oxygen tubing will be fixed to the skirting boards and around door frames, up to a maximum length of 15 metres, inclusive of your nasal cannulae or mask tubing
- A 10mm wide hole may need to be drilled through your walls to access rooms where you want an oxygen outlet
- A length of tubing fitted to the oxygen outlet so you can move around each room
- A firebreak. This stops the flame burning along the oxygen tubing and towards the concentrator in the event of a fire. These must **NEVER** be removed or tampered with



## Using Your Fixed Piping System

Once installed, your healthcare technician will explain how to use your fixed piping system. You will need to adjust the wall switch so the oxygen is directed to the outlet in the room you will be moving to. Remember to **ALWAYS** switch off equipment when not in use.

## Safety Advice

**ALWAYS** follow the safety advice given by your healthcare technician and in our guidance. **NEVER** tamper with or modify your fixed piping system as this could result in serious injury or damage to your property.

Please be aware that a fixed piping system doesn't eliminate the risk of trips and falls as some tubing will remain on the floor. Be vigilant of your oxygen tubing at all times, especially before standing and/or when walking so that you always know where your tubing is. This ensures that it is not caught up or wrapped around your feet before moving around. Take extra care on or near the stairs.

## Contact Us

If you would like to request a survey for a fixed piping system, or you would like more information, please contact our customer service team.



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