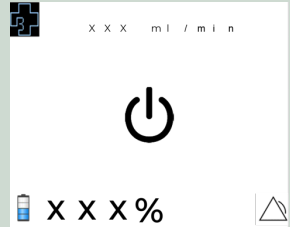




X-PLO₂R™
PORTABLE OXYGEN
CONCENTRATOR


TROUBLESHOOTING
GUIDE




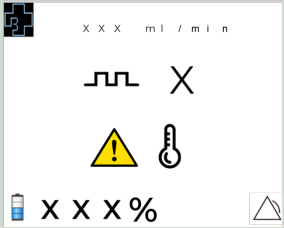
Message Displayed in Text	Displayed on System <i>*Not exact just an example*</i>	Stated in the IFU Page 18 -19 Condition/Action/Explanation	Possible Causes (Internal Use)	Equipment Provider Actions
<h1>Shutting Down</h1> 		<p><i>On/Off has been pressed for two seconds. Concentrator is performing system shut down.</i></p>	<p><i>The patient has pushed the power button for 2 seconds.</i></p>	<p>N/A</p>
		<p><i>On/Off has been pressed for two seconds. Concentrator is performing system shut down.</i></p>	<p>N/A</p>	<p><i>The breath icon shows when a breath is detected, if shut down is already in process "Shutting Down" then no new breaths will be detected. Powering the system back on ensure the cannula is not kinked, fully on the cannula barb, and the breath icon displaying on the screen. Complete a power cycle and ensure the cannula is not connected for warm-up period. RMA should be initiated after above troubleshooting.</i></p>
		<p><i>On/Off has been pressed for two seconds. Concentrator is performing system shut down.</i></p>	<p><i>The patient has pushed the power button for 2 seconds on accident, possible confusion with the alarm mute button. This could happen when an alarm(s) is going off and patient is trying to mute/resolve the issue.</i></p>	<p><i>Educate the patient on the difference between the alarm mute and power button.</i></p>
		<p><i>On/Off has been pressed for two seconds. Concentrator is performing system shut down.</i></p>	<p><i>Sensor Fail alarm will cause automatic shutdown after the 10 second "Shutting Down" display</i></p>	<p><i>O2 purity is below 21% or over 100% Complete a full power cycle. Remove sieve and ensure no debris and is properly inserted if power cycle does not correct the issue. RMA should be initiated after above troubleshooting</i></p>
		<p><i>On/Off has been pressed for two seconds. Concentrator is performing system shut down.</i></p>	<p><i>Oxygen Delivery Error alarm will cause automatic shutdown after the 10 second "Shutting Down" display.</i></p>	<p><i>Complete a full power cycle. Ensure the power supply is fully plugged into the battery. Try an alternate battery/power supply/outlet. Remove sieve and ensure no debris and is properly inserted if power cycle does not correct the issue. RMA should be initiated after above troubleshooting</i></p>
		<p><i>On/Off has been pressed for two seconds. Concentrator is performing system shut down.</i></p>	<p><i>Battery empty. Attach power source alarm has occurred will shut down.</i></p>	<p><i>Attach power supply or swap for a charged battery.</i></p>

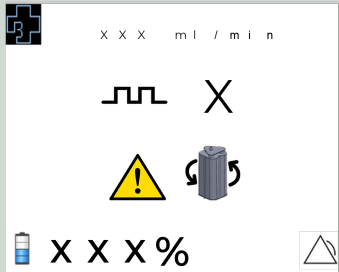
Message Displayed in Text	Displayed on System *not exact just an example	Stated in the IFU Page 18 -19 Condition/Action/Explanation	Possible Causes (Internal Use)	Equipment Provider Actions
<p>Battery Low – Attach Power Source</p>		<p><i>Battery power is low, with less than 20% of charge remaining. Attach external power supply or power down and then insert a fully charged battery.</i></p>	<p>N/A</p>	<p><i>Charge the battery with one of the power supplies.</i></p>


Message Displayed in Text	Displayed on System *not exact just an example	Stated in the IFU Page 18 -19 Condition/Action/Explanation	Possible Causes (Internal Use)	Equipment Provider Actions
<p>Battery Empty – Attach Power Source</p>	 <p>The screenshot shows a device interface with a battery icon at the top left, a flow rate display 'x x x ml / min' at the top center, a pulse waveform and a crossed-out 'X' in the middle, a yellow warning triangle and a power source icon below that, and a battery percentage display 'x x x %' at the bottom left.</p>	<p><i>Concentrator has insufficient battery power to produce oxygen. Attach external power supply or exchange battery, then restart unit, if necessary, by pressing On/Off button.</i></p>	<p>N/A</p>	<p><i>Attach power supply or swap for a charged battery.</i></p>


Message Displayed in Text	Displayed on System <i>*Not exact just an example*</i>	Stated in the IFU Page 18 -19 Condition/Action/Explanation	Possible Causes (Internal Use)	Equipment Provider Actions
Replace Battery		<p><i>Battery error has occurred. Stop using the battery and switch to a new battery, connected to an external power supply, if needed.</i></p>	<p><i>Battery will not charge but should work as a passthrough to run the system until a replacement battery is attached.</i></p>	<p><i>If in warranty RMA should be initiated. IF out of warranty a new battery must be purchased.</i></p>


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<p style="text-align: center;">System Hot</p>		<p><i>POC temperature is too high. Ensure air intake and outlet vents have clear access and particle filters are clean. If the vents are not obstructed, the filter is clean and this alarm condition does not clear, try moving to a cooler environment.</i></p>	<p><i>Patient has incorrectly placed the system in the bag. Blocking vents.</i></p>	<p><i>Ensure system is put into the bag correctly. Vents must align with the mesh.</i></p>
		<p><i>POC temperature is too high. Ensure air intake and outlet vents have clear access and particle filters are clean. If the vents are not obstructed, the filter is clean and this alarm condition does not clear, try moving to a cooler environment.</i></p>	<p><i>Patient has covered one or both sides of the unit preventing proper ventilation. Examples: Sitting with unit in chair, covered with a blanket, placing in a closet, etc.</i></p>	<p><i>Clean intake filter with room temperature water and mild soap (Page 22 of IFU). Must be completely dry before reuse.</i></p>
		<p><i>POC temperature is too high. Ensure air intake and outlet vents have clear access and particle filters are clean. If the vents are not obstructed, the filter is clean and this alarm condition does not clear, try moving to a cooler environment.</i></p>	<p><i>Air intake filter has become clogged.</i></p>	<p><i>Ensure the system is in a well-ventilated space and nothing is blocking the vents.</i></p>
		<p><i>POC temperature is too high. Ensure air intake and outlet vents have clear access and particle filters are clean. If the vents are not obstructed, the filter is clean and this alarm condition does not clear, try moving to a cooler environment.</i></p>	<p><i>Internal temperature has exceeded 45 C.</i></p>	<p><i>Move to a cooler environment. Remove from bag if necessary. System could take some time to cool down and remove this alarm. System should not shut off and is fine to continue using.</i></p>

Message Displayed in Text	Displayed on System *Not exact just an example*	Stated in the IFU Page 18 -19 Condition/Action/Explanation	Possible Causes (Internal Use)	Equipment Provider Actions
System Cold		<i>POC temperature is too cold. Try moving to a warmer environment.</i>	<i>Internal temperature has fallen below 5C.</i>	<i>Move to a warmer area. System could take some time to warm-up. System should not shut off and is fine to continue using.</i>

Message Displayed in Text	Displayed on System *Not exact just an example*	Stated in the IFU Page 18 -19 Condition/Action/Explanation	Possible Causes (Internal Use)	Equipment Provider Actions
<p>Replace Sieve Cartridge</p>		<p><i>Replace the sieve cartridge as soon as possible. Contact your equipment provider to arrange for replacement. If replacing the sieve cartridge does not clear the alarm, then switch to a backup source of oxygen and contact your equipment provider.</i></p>	<p><i>End of service life for the sieve cartridge.</i></p>	<p><i>Replace the sieve cartridge. System can still be used until a replacement cartridge is received.</i></p>

Text	*Not exact just an example*	Condition/Action/Explanation	(Internal Use)	Provider Actions
<p>External Power Failure</p>		<p>The concentrator is plugged in, but the POC is running on battery power and is not charging. Switch external power supply or exchange battery. If the problem persists, please contact your equipment provider.</p>	<p>Two AC cords are not connected.</p>	<p>Ensure all power supplies are fully assembled (AC cord to AC brick).</p> <p>RMA should be initiated after above troubleshooting.</p>
			<p>Power cycling could reset the alarms.</p>	<p>Complete a full power down cycle by shutting the system down, removing the power supply from the battery, removing the battery from the system, and then reattaching and powering back on.</p> <p>RMA should be initiated after above troubleshooting.</p>
			<p>DC Charger is not fully inserted to 12V DC port.</p>	<p>Ensure DC car charger is fully inserted into the 12V outlet.</p>
			<p>Outlet is not working.</p>	<p>Try a different outlet.</p>
			<p>Charging function in the battery is not functioning.</p>	<p>Try a different battery if available. If battery is under warranty an RMA can be initiated.</p>
			<p>Power Supply is not functioning.</p>	<p>Try a different power supply if available. If power supply is under warranty an RMA can be initiated.</p>
			<p>Battery charger port has debris or is not functioning.</p>	<p>Try plugging in the power supply to an unattached battery ensuring the power jack is fully seated in the battery and there is no debris in the port.</p> <p>RMA should be initiated after above troubleshooting.</p>
			<p>DC Charger has a blown fuse.</p>	<p>If DC charger is under warranty an RMA should be initiated after above troubleshooting</p>

Message Displayed in Text	Displayed on System *Not exact just an example*	Stated in the IFU Page 18 -19 Condition/Action/Explanation	Possible Causes (Internal Use)	Equipment Provider Actions
<p style="text-align: center;">No Breath Detected – Check Cannula</p>		<p>When the X-PLOR has not detected a breath for 45 seconds, this alarm will alert the user. If the X-PLOR is left idle, the alarm will continue for another 45 seconds before transitioning into No Breath Detected Mode. The duration of the continuous flow (no breath detected) will last up to 3 minutes. To dismiss the alarm, check that the cannula is connected to the X-PLOR, and that there are no kinks in the tubing. Once positioned properly in your nose and connected to the X-PLOR, the alarm should be dismissed by pressing the UP/DOWN button. The POC will automatically shut down. If the condition appears to be corrected and the POC still shuts down, then switch to a backup source of oxygen and contact your equipment provider.</p>	<p><i>Cannula is cut or damaged.</i></p>	<p><i>Check cannula and ensure it is fully seated on the cannula barb.</i></p> <p><i>Ensure the cannula is threaded through the backpack/carry bag correctly and not kinked. Replace cannula.</i></p>
			<p><i>Unit is not detecting Patient breathing through their nose.</i> <i>Examples:</i> <i>Singing, talking, etc.</i></p>	<p><i>The breath icon shows when a breath is detected, if shut down is already in process "Shutting Down" then no new breaths will be detected. Instruct patients to breath through their nose.</i></p>
			<p><i>Cannula is detached or kinked.</i></p>	<p><i>Check cannula and ensure it is fully seated on the cannula barb.</i></p> <p><i>Ensure the cannula is threaded through the backpack/carry bag correctly and not kinked.</i></p>
<p><i>Possible false "No Breath Detected" alarm/ Cannula was attached and breathed on during warm-up.</i></p>	<p><i>Power the system off, disconnect the cannula. Power the system back on, allow for warm-up to finish then attach cannula. Ensure the cannula is fully seated on the cannula barb and not kinked. Verify the breath icon is displaying on the screen.</i></p> <p><i>RMA should be initiated after above troubleshooting.</i></p>			

Message Displayed in Text	Displayed on System *Not exact just an example*	Stated in the IFU Page 18 -19 Condition/Action/Explanation	Possible Causes (Internal Use)	Equipment Provider Actions
<p>Sensor Fail</p>		<p>The concentrator's oxygen sensor has malfunctioned. The concentrator will shut itself down automatically. Switch to a backup source of oxygen and contact your equipment provider.</p>	<p>No sieve cartridge is inserted, O2 concentration is below 21%.</p>	<p>Insert cartridge, without dust cap.</p>
			<p>Sieve Cartridge is not completely seated in the system, preventing a good seal.</p>	<p>Power off unit, remove battery, remove sieve cartridge. Ensure nothing is blocking the three ports on top of the sieve cartridge. Place the sieve cartridge back into the unit and is fully seated (flush with the system). Attach battery and turn the unit back on.</p>
			<p>Possible false "Sensor Fail" alarm. Voltage read on sensor is outside of approved range.</p>	<p>Complete a full power cycle. Remove sieve and ensure no debris and is properly inserted if power cycle does not correct the issue. RMA should be initiated after above troubleshooting.</p>

Message Displayed in Text	Displayed on System *Not exact just an example*	Stated in the IFU Page 18 -19 Condition/Action/Explanation	Possible Causes (Internal Use)	Equipment Provider Actions
Oxygen Delivery Error		<p><i>The concentrator has detected a mechanical or electrical problem that prevents normal operation. The POC will shut itself down automatically. Switch to a backup source of oxygen and contact your equipment provider.</i></p>	N/A	<p><i>Complete a full power cycle. Ensure the power supply is fully plugged into the battery and outlet.</i></p> <p><i>Ensure the cannula is not connected until after warm-up is completed.</i></p> <p><i>Remove sieve and ensure no debris and is properly inserted without the dust cap. RMA should be initiated after above troubleshooting.</i></p> <p><i>Try an alternate battery/power supply/outlet.</i></p>