

**Everflo Q**

**Alarms and Troubleshooting**

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



Green Power on Indicator

Red Alarm Indicator

Yellow Check System Indicator

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| **Audible Alarm / Colored LED** | **Possible Cause** | **Your Action** |
| All 3 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 backup oxygen source, and call your home care provider |
| The Audible Alarm is sounding continuously. None of the LEDs are illuminated. | The device is turned on but is not operating. 0ften this indicates that the device is not plugged in or there is a power failure. | Check the power outlet and verify that the device is plugged in. If the problem continues, connect to a backup oxygen source or call 911 and call Oxygen Now. |
| 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 5 minutes. Restart the device. lf the problem continues, connect to a backup oxygen source or call 911 and call Oxygen Now. |
| 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 on the next page. lf the problem continues, connect to a backup oxygen source or call 911 and call Oxygen Now.  . |
| Yellow LED is blinking. The Red LED is not illuminated, and the Audible Alarm is beeping periodically. | The device has detected a high oxygen flow condition. | Follow the troubleshooting guide on the next page. Connect to a backup oxygen source and call your home care provider if your troubleshooting actions fail to end this alert condition.  Note: The High Oxygen Flow alarm may take up to 1 minute to activate from the time the alarm condition is present. |
| Yellow LED illuminates c0ntinuously. The Red LED is off, and the Audible Alarm is silent. | The device has detected a low oxygen condition. (0Pl units only.) | Continue using the unit but call your home care provider about this condition. |

Troubleshooting

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| **Problem** | **Why it Happened** | **What to Do** |
| 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. Make sure hoses are all attached and that a Y connector is not without a connection. Wait at least 2 minutes... lf the problem continues, connect to a backup oxygen source or call 911 and call Oxygen Now. |
| 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. |
| 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.  The unit is not receiving power from the electrical outlet.  lnternal part failure | Make sure the device is properly plugged in to the electrical outlet  Check your household outlet fuse or circuit  Connect to a backup oxygen source and contact your home care provider |

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| The device is not working when it is turned on.  (The Audible Alarm is sounding continuously, and all 3 LEDs are illuminated.) | lnternal part failure. | . lf the problem continues, connect to a backup oxygen source or call 911 and call Oxygen Now. |
| lmpeded oxygen flow indication is activated.  (The Yellow LED illuminates continu0usly, 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.  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 center the ball on the prescribed LPM flow  Check to see that the tubing is not kinked or blocked. Replace if necessary. |
| Limited oxygen flow to the user without any fault indication.  (All LEDs are off and the Audible Alarm is silent.) | The oxygen tubing or cannula is faulty.  There is a poor connection to a device accessory | Inspect and replace the items if necessary.  Ensure that all connections are free from leaks. |