

# DeVilbiss 525DS 5 Liter Oxygen Concentrator

## TROUBLESHOOTING

The following troubleshooting chart will help you analyze and correct minor oxygen concentrator malfunctions. If the suggested procedures do not help, switch to your reserve oxygen system and call your DeVilbiss homecare provider. Do not attempt any other maintenance.

### WARNING

To avoid electric shock hazard, do not remove the cabinet. The cabinet should only be removed by a qualified DeVilbiss homecare technician.

### Minor Troubleshooting Chart

SYMPTOM	POSSIBLE CAUSE	REMEDY
A. Unit does not operate. Power light is off when the power switch is "On." Audible alert is pulsing and Service Required light is flashing.	1. Power cord not properly inserted into wall outlet.	1. Check power cord connection at the wall outlet. On 230 volt units, also check the mains connection on the back of the unit.
	2. No power at wall outlet.	2. Check your home circuit breaker and reset if necessary. Use a different wall outlet if the situation occurs again.
	3. Oxygen concentrator circuit breaker activated.	3. Press the concentrator circuit breaker reset button located below the power switch. Use a different wall outlet if the situation occurs again. If the above remedies do not work, contact your DeVilbiss provider.
B. Unit operates, the Power light is on when the power switch is "On." Red Service Required light is illuminated. Audible alert may be sounding.	1. Air filter is blocked.	1. Check the air filter. If the filter is dirty, wash it following the cleaning instructions on page 5.
	2. Exhaust is blocked.	2. Check the exhaust area; make sure there is nothing restricting the unit exhaust.
	3. Blocked or defective cannula, face mask, or oxygen tubing.	3. Detach cannula or face mask. If proper flow is restored, clean or replace if necessary. Disconnect the oxygen tubing at the oxygen outlet. If proper flow is restored, check oxygen tubing for obstructions or kinks. Replace if necessary.
	4. Blocked or defective humidifier bottle.	4. Detach the humidifier from the oxygen outlet. If proper flow is obtained, clean or replace humidifier.
	5. Flow meter set too low.	5. Set flow meter to prescribed flow rate. If the above remedies do not work, contact your DeVilbiss provider.
C. Unit operates, the power light is on when power switch is "on," audible low-frequency vibration sound is detected.		1. Turn your unit "Off." Switch to your reserve oxygen system, and contact your DeVilbiss provider immediately.
D. Both the green Normal Oxygen and the yellow Low Oxygen lights are either on or off.	1. OSD malfunction.	1. Contact your DeVilbiss provider.
E. Yellow Low Oxygen light is on or the yellow Low Oxygen light is on and the intermittent audible signal is sounding.	1. Flow meter is not properly set.	1. Ensure the flow meter is properly set to the prescribed number.
	2. Air filter is blocked.	2. Check the air filter. If the filter is dirty, wash it following the cleaning instructions on page 5.
	3. Exhaust is blocked.	3. Check the exhaust area; make sure there is nothing restricting the unit exhaust. If the above remedies do not work, contact your DeVilbiss provider.
F. Red Service Required light is on and an intermittent audible signal is sounding.	1. Flow meter is not properly set.	1. Ensure the flow meter is properly set to the prescribed number.
	2. Air filter is blocked.	2. Check the air filter. If the filter is dirty, wash it following the cleaning instructions on page 5.
	3. Exhaust is blocked.	3. Check the exhaust area; make sure there is nothing restricting the unit exhaust. If the above remedies do not work, contact your DeVilbiss provider.
G. If any other problems occur with your oxygen concentrator.		1. Turn your unit "Off." Switch to your reserve oxygen system, and contact your DeVilbiss provider immediately.