



Potential Problem	Solution
<p><b>O2 Alarm appears on screen.</b></p>	<ul style="list-style-type: none"> <li>When this alarm appears, the unit will need to come in for service. <b>THIS UNIT IS STILL OPERATIONAL.</b> The unit provides anywhere from 90% to 95% oxygen. When we see this alarm it usually means that the unit is producing slightly lower concentration of oxygen, typically around 85% to 90%, still a high concentration of oxygen. This unit can still be used until you can get to another source of oxygen or until we can get you a replacement unit.</li> </ul>
<p><b>EverGo stops providing bolus of oxygen.</b></p>	<ul style="list-style-type: none"> <li>Remove both batteries and disconnect power source form unit. Let the unit sit for 3 to 5 minutes. Reinstall batteries, plug back in to power source and begin using. If alarm appears again switch to alternate oxygen source and call Open-Aire Customer Service during normal business hours.</li> </ul>
<p><b>Reset process for any alarm:</b></p> <div style="border: 1px solid black; padding: 5px; display: inline-block;"> <p>NB  O2  MX</p> </div>	<ul style="list-style-type: none"> <li>Remove both batteries and disconnect power source form unit. Let the unit sit for 3 to 5 minutes. Reinstall batteries, plug back in to power source and begin using. If alarm appears again switch to alternate oxygen source and call Open-Aire Customer Service during normal business hours.</li> </ul>
<p><b>MX Alarm appears on screen.</b></p>	<ul style="list-style-type: none"> <li>MX alarm means the unit is working at its highest capacity.</li> <li>This alarm does not mean that there is something wrong with the unit. This alarm most commonly occurs at higher settings while customers are exerting energy. We recommend two things to help avoid this particular alarm:             <ol style="list-style-type: none"> <li>Let the unit warm up for 2 to 3 minutes before you begin using it. This will allow the unit to build up higher amounts of oxygen making it easier to keep up with your demands.</li> <li>Decrease the setting by a ½ a liter, this will allow the unit to have an easier time keeping up with your oxygen demands.</li> </ol> </li> </ul>
<p><b>NB appears on screen.</b></p>	<ul style="list-style-type: none"> <li>NB means that the unit is not detecting your breath (“No Breath”).</li> <li>This could be a result of the customer breathing through their mouth. The unit has to detect the customer breathing through their nose in order to release the oxygen.</li> <li>Make sure you are using a cannula shorter than 25 ft., with out using any connectors. Connectors may effect the units ability to detect your breath.</li> </ul>