

# Your Liquid System

1. The basics
2. How it works
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# I. The basics

Liquid systems provide excellent mobility for patients who do not want oxygen therapy to compromise their active lifestyle in any way.

The system has a compact base unit which contains approximately 30 litres liquid oxygen. This is used to refill the small portable unit with oxygen as and when you need it.



## 2. How it works

Please refer to the Manufacturer's Manual provided by our Patient Service Representative.



# 3. Do's & Don'ts

## General

- Follow the advice we have given you about where to safely store and use your liquid oxygen vessel.
- Use and store your liquid oxygen base unit **upright**.
- Use the portable unit in a position as demonstrated by our Patient Service Representative.

## Filling

- When transfilling the portable unit, **never leave it unattended** until the unit is full.
- If the unit will not disconnect easily, **never** use force to remove it. **Wait** a few moments to allow it to thaw and then try again.
- Always ensure the filling connections on the portable and reservoir units are clean and dry before attempting to refill the portable unit.
- Should a minor leakage occur when the portable unit is disengaged, proceed to re-engage and then disengage the portable unit. This will help to dislodge any ice or other obstruction. If a leakage is still present, engage unit again and call us immediately.
- Should a major leakage occur (i.e. a stream of liquid oxygen is present) when the portable is disengaged, stay away from the unit, ventilate the area where safe to do so and call us immediately.

## Touch

- **Never** touch any cold parts on either vessel or allow liquid oxygen to come into contact with your skin, as this could cause a serious burn. If you do receive a cold burn, immerse the affected parts in tepid water.

## Close valve

- Keep flow control valve closed when the oxygen vessel is not in use.

# 4. Troubleshooting

**Problem:** No flow from unit.

**Probable cause:** Flow control set to off (0).

**Solution:** Set flow to correct setting.

**Probable cause:** Base unit empty.

**Solution:** Check contents gauge.

**Probable cause:** Components not fitted correctly.

**Solution:** Check the fitting of the tubing to the humidifier.  
Check tubing is not kinked.

If humidifier is used, remove and check if flow is restored.

**Probable cause:** Blockage of components.

**Solution:** Contact us.

**Problem:** Flow appears too low.

**Probable cause:** Leaks from humidifier or tubing.

**Solution:** Refit humidifier or tubing.

**Probable cause:** Incorrect setting.

**Solution:** Set flow control to prescribed flow rate.

**Problem:** Wrong indication of liquid level.

**Probable cause:** Battery flat.

**Solution:** Contact us.

**Probable cause:** Failure of level indication system.

**Solution:** Contact us.



You can contact the customer service team on  
**0800 136 603**

**Problem:** Oxygen temperature appears too low.

**Probable cause:** Flow setting too high.

**Solution:** Reset to prescribed flow rate.

**Probable cause:** Flow setting correct.

**Solution:** No action required.

**Problem:** Oxygen has bad odour.

**Probable cause:** Dirty humidifier water.

**Solution:** Check humidifier and replace with clean water.

**Probable cause:** Dirty cannula.

**Solution:** Replace cannula.

**Probable cause:** Dirty water condensate absorbing pad on portable unit.

**Solution:** Replace pad.

**Probable cause:** Other components dirty.

**Solution:** Contact us.

**Problem:** Hissing noise from either unit.

**Probable cause:** Safety valve venting.

**Solution:** Normal operation – no action.

**Problem:** Leaks when connecting the units.

**Probable cause:** Dirt on connecting faces or damaged connector.

**Solution:** Disconnect portable unit and clean faces with a clean cloth, then refit.

**Problem:** Problem disconnecting units.

**Probable cause:** Ice on connecting faces.

**Solution:** Ensure vent valve is closed and allow ice to melt **NATURALLY**.

Clean and dry connecting faces with a clean cloth after unit is removed.

**Problem:** Portable unit leaking after disconnecting.

**Probable cause:** Ice in the fill valve or damaged connector.

**Solution:**

Major leaks – Stay away from unit, open windows, contact us immediately.

Minor leaks – Reconnect portable unit to base with vent valve closed. Wait two minutes. Disconnect portable unit. If leak stops, clean and dry connecting faces with a clean cloth after unit is removed. If leak continues, reconnect the portable unit with vent valve closed. Contact us immediately.

**Problem:** Leak of water from portable unit.

**Probable cause:** Felt pad on portable unit is saturated from condensation.

**Solution:** Replace the felt pad.

**Problem:** Leak of water from base unit.

**Probable cause:** Condensate receiver full.

**Solution:** Empty receiver and clean it before replacing.

**Problem:** Duration of use from portable unit shorter than usual.

**Probable cause:** Portable unit not filled correctly.

**Solution:** Refill unit and check the level indicator indicates full.

**Problem:** Any other problem or if problem persists.

**Solution:** Contact us.



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