

# PATIENT FAQ

## Portable Oxygen Concentrator



### MAINTAINING YOUR POC

**Q: What maintenance do I need to perform on my POC?**

**A:** Your POC has a Pre-Filter Cover and a Cotton Filter. The Pre-Filter Cover needs to be washed once per week. The Cotton Filter cannot be washed, it must be replaced. It should be replaced every 3-6 months depending on the environment. You can find the instructions for cleaning the filters in the Patient's Guide to Filters.

You should also wipe down the outside of the unit with a soft damp cloth to remove any dirt or debris from the unit. You should never use alcohol or harsh cleaning chemicals on your Portable Oxygen Concentrator.

### TROUBLESHOOTING YOUR PORTABLE OXYGEN CONCENTRATOR

**Q: My POC is getting hot when I operate it.**

**A:** It is possible that you need to clean the Pre-Filter door or Change the Cotton Filter. These can get dirty and cause the unit to heat up. You can learn more about cleaning the pre-filter cover or changing the filter at <https://www.rhythmhc.com/patient-education>.

**Q: My POC will not turn on:**

**A:** If the POC will not turn on at all please refer to the table below for common troubleshooting tips.

| Possible Cause                       | Recommended Solution  |
|--------------------------------------|---|
| Battery is not installed correctly   | Remove the battery and re-install it  |
| AC Supply is not connected correctly | Check the AC power connection and verify solid green light on adapter   |
| DC Supply is not connected correctly | Check the DC power connection and connection at the cigarette lighter or auxiliary power source.  |
| Battery is depleted                  | Use the AC or DC power adapter to operate the device (with the battery inserted) to recharge the battery. If this does not resolve the issue, please contact your equipment provider. |

**Q: There does not appear to be oxygen coming from my device:**

**A:** Please refer to the table below for common troubleshooting tips if there is no oxygen coming from your Portable Oxygen Concentrator:

| Possible Cause                      | Recommended Solution  |
|-------------------------------------|---|
| The POC is not turned on            | Turn on the POC   |
| The cannula is kinked or obstructed | Check Cannula and its connection to the oxygen outlet port. If the cannula is damaged, replace the cannula. |
| Equipment Failure                   | Contact your Medical Equipment Supplier   |

### Q: I am receiving a low oxygen concentration alarm

A: Please refer to the table below if you are receiving a low Oxygen warning from your Portable Oxygen Concentrator:

| Possible Cause                 | Recommended Solution  |
|--------------------------------|---|
| The device is still warming up | Wait a full 2 minutes. The device can take up to 2 minutes to fully warm up and deliver full oxygen concentration.        |
| The sieve beds need replacing  | Contact your provider to replace your sieve beds. The sieve bed is a consumable item and will need replacement over time. |

## WARRANTY CLAIMS

### Q: My Portable Oxygen Concentrator is not working, should I call Rhythm Healthcare?

A: If you have tried the troubleshooting tips in the above section, or your device is showing an error code, you will need to contact your provider. Rhythm Healthcare does not sell prescription devices directly to patients. We sell exclusively to DME Supplier Partners. Please reach out to the company that provided your device or you purchased your device from to request assistance in troubleshooting or repair/replacement as needed.

## YOUR PORTABLE OXYGEN CONCENTRATOR AND BATTERY LIFE

### Q: Can I buy additional batteries for my POC?

A: Yes, additional batteries are available for purchase. You may want to check with the company that you received your device from. Please note that the batteries are interchangeable for the P2, P2-E6 and P2-E7.

| Part Number | Description         |
|-------------|---------------------|
| P2BY001-2   | P2 Standard Battery |

### Q: I bought an extra battery for my P2. Do you offer an external battery charger?

A: Yes, we do offer an optional external battery charger for purchase. You may want to check with the company that you received your device from. The external battery charger is the same for the P2, P2-E6 and P2-E7 devices as they use the same battery.

| Part Number | Description  |
|-------------|--|
| P2PBC090    | P2 External Battery Charger  |
| PAK3        | P2 External Battery Charger Bundle (Includes battery and external battery charger) |

### Q: It seems like my battery does not last as long as it used to. Is there something wrong with it?

A: The P2 uses a Lithium-Ion Battery. Lithium-Ion batteries degrade over time. This means that, over time, the battery's life will shorten, and the battery will not last as long. Our batteries are designed to last for appropriately 500 cycles when cared for and stored properly. You can learn more about your POC in our You can learn more about your POC batteries in our Patient's Guide to POC Batteries on <http://www.rhythmhmc.com/patient-education>.

### Q: What steps can I take to extend the life of the battery for my P2 Portable Oxygen Concentrator?

A: Batteries that are well cared for will last longer. Here are some ways to extend the life of your P2 Battery:

- » Keep your battery out of the hot sun and places that have high temperatures. This includes leaving your P2 in the car during hot weather.

- » Humidity can impact the cell of the battery and decrease the health of your battery. When possible, reduce the level of humidity that the P2 Battery is stored in
- » Take care not to drop your battery. If your battery is cracked or broken, you will need to replace your battery
- » Do not keep your battery near large water sources, such as the pool. While the unit is IP22 certified against some water ingress (such as running to your car in a light rain shower) the P2 and the battery should not be submersed in water. If your device/battery are submersed in water, the device should not be utilized until it is inspected by your DME or an authorized service provider.
- » Do not utilize any charger for the P2 unit or battery charger other than those manufactured and/ or recommended by Rhythm Healthcare.

## Q: HOW LONG CAN I EXPECT MY P2 BATTERY TO LAST?

**A:** Battery run times vary based on several factors including the age of the battery, the setting the unit is being utilized on and the operating conditions. The following charts are estimates only and your actual battery run times may vary.

## P2 : EXPECTED BATTERY DURATION

| Setting | Battery Life |
|---------|--------------|
| 1       | 5.0 Hours    |
| 2       | 4.0 Hours    |
| 3       | 3.0 Hours    |
| 4       | 2.2 Hours    |
| 5       | 1.8 Hours    |

## P2-E6 EXPECTED BATTERY DURATION SETTING

| Setting | Battery Life |
|---------|--------------|
| 1       | 5.4 Hours    |
| 2       | 4.8 Hours    |
| 3       | 3.3 Hours    |
| 4       | 2.5 Hours    |
| 5       | 2.1 Hours    |
| 5       | 1.7 Hours    |

## P2-E7 EXPECTED BATTERY DURATION SETTING

| Setting | Battery Life |
|---------|--------------|
| 1       | 6.0 Hours    |
| 2       | 5.2 Hours    |
| 3       | 3.6 Hours    |
| 4       | 2.8 Hours    |
| 5       | 2.3 Hours    |
| 6       | 1.9 Hours    |
| 7       | 1.4 Hours    |

## TRAVELING WITH YOUR PORTABLE OXYGEN CONCENTRATOR

### Q: Can I bring my Portable Oxygen Concentrator on an airplane?

**A:** While Rhythm Healthcare always suggests that every patient check with their airline prior to traveling, all Rhythm Healthcare Portable Oxygen Concentrators are labeled with the follow statement required by the FAA for use on board the aircraft:

**The manufacturer of this POC has determined this device conforms to all applicable FAA acceptance criteria for POC carriage and use on board aircraft.**

The paperwork needed to fly with Oxygen varies by airline. Please make sure to talk to your airline prior to flight.

Please note that you will need to bring at least 150% of maximum flight time in battery duration. Consult with your airline prior to flight.

**Q: Can I utilize my POC in the car?**

**A:** Yes, your POC can be used in the car. We recommend bringing along your DC charger to keep the device charged on longer trips. Please note, we do not recommend that the POC be left in a hot car. The heat can impact the battery's health.

**Q: Can I sleep with my Portable Oxygen Concentrator?**

**A:** Rhythm Portable Oxygen Concentrators can be used at night for clinically acceptable patients. Patients should consult with their physician to determine if utilizing a portable oxygen concentrator is clinically acceptable.

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## UNDERSTANDING YOUR PORTABLE OXYGEN CONCENTRATOR SETTINGS

**Q: I am on a setting of 2 for my stationary oxygen concentrator, but my doctor wants me on a setting of 3 with my POC- I don't understand why they are different.**

**A:** Only your physician can explain the reasons for your prescription settings. It is important to realize that a stationary oxygen concentrator provides a continuous flow of oxygen to you while your POC provides a "pulse dose" which requires you to inhale for the to know you are taking a breath and to "trigger" the release of oxygen. The use of a pulse dose helps to preserve the battery life of the unit. You should never change the setting (up or down) on your POC without discussing with your physician.

