

# Portable Concentrators

## Equipment Guide



Service provided by:



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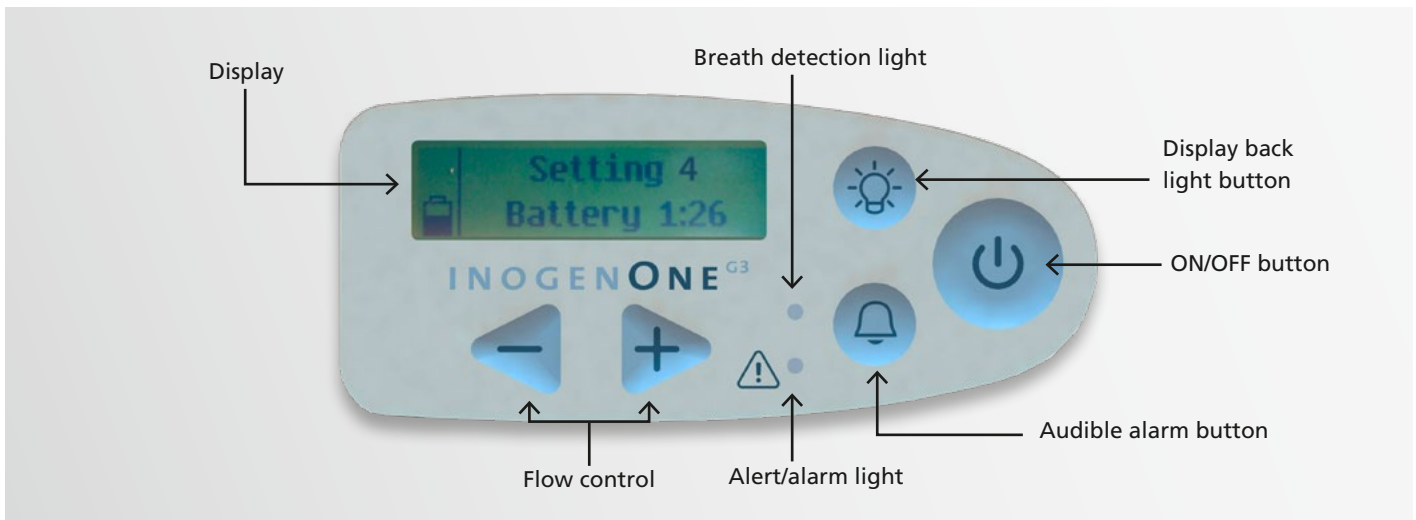
# The basics

The air we breathe is made up of 21% oxygen, 78% nitrogen and 1% other gases.

Your portable oxygen concentrator works by drawing in air and separating out oxygen from other gases using a filter system. This filter traps some gases; but allows oxygen to pass through. This oxygen, now up to 95% pure, is delivered to you via your nasal cannula to assist in your breathing and ability to get out and about.

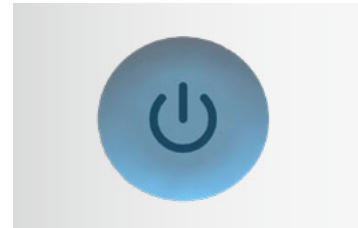
BOC Homecare hopes that your portable concentrator along with the support, training and education we offer will benefit you and that, in turn, you will be able to get out and about as much as possible so you can live life to the fullest.

# Inogen One<sup>®</sup> G3 device overview



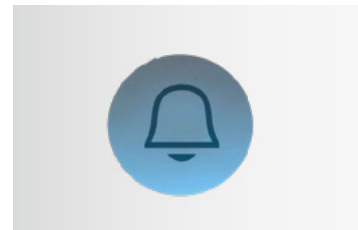
## ON/OFF button

Press button once to turn the device "ON". Press and hold for one second to turn the device "OFF".



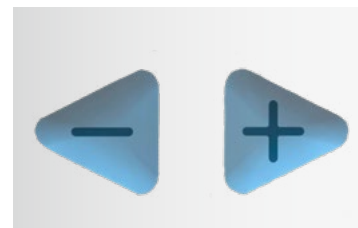
## Audible alarm button

Pressing this button will toggle the Inogen One<sup>®</sup> G3's breath detection audible alert on and off. See page 22 for more information.



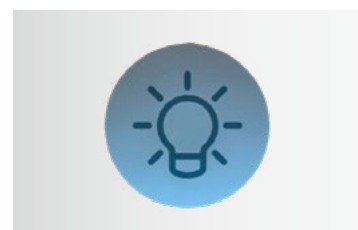
## Flow control buttons

Use the flow control buttons (- or +) to change the setting shown on the display. Depending on device version, there are four or five settings (1 to 4, or 1 to 5 pulsed).



## Display backlight button

Push this button to turn on the display backlight for better illumination of the device settings. The backlight turns off again automatically after 10 seconds.





## Display

This screen displays information regarding flow setting, power status, battery life and errors. In the picture to the right, the device is at setting 4, with one hour and 26 minutes of battery life remaining at this setting.



## Indicator lights

A red light indicates a change in operating status or a condition that may need a priority response. A flashing light is a higher priority than a solid light.



## Audible signals

An audible signal (beep) indicates a change in operating status or a condition that may need a priority response (alarm). More frequent beeps indicate higher priority conditions.

# Inogen One<sup>®</sup> G3 filters and connections

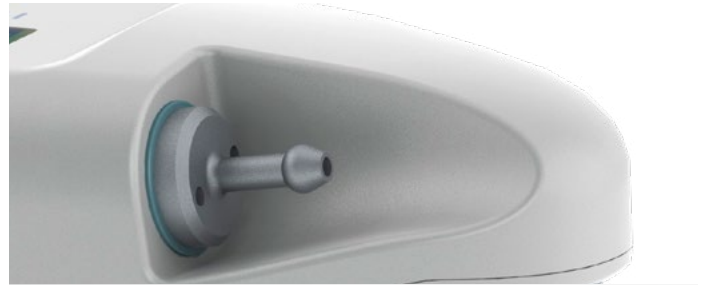
## Particle filters

Particle filters keep out dust, dirt and large particles. They must be kept in place during concentrator operation to keep input air clean. Note: depending on device version, the intake filters may be at the top or bottom of the device. Please see the picture opposite.



## Cannula fitting

Your high-flow nasal cannula connects to this outlet for oxygen delivery.



## Power input

Located at the top of the device to one side, this is the connection for external power from the AC power supply or DC power cable.

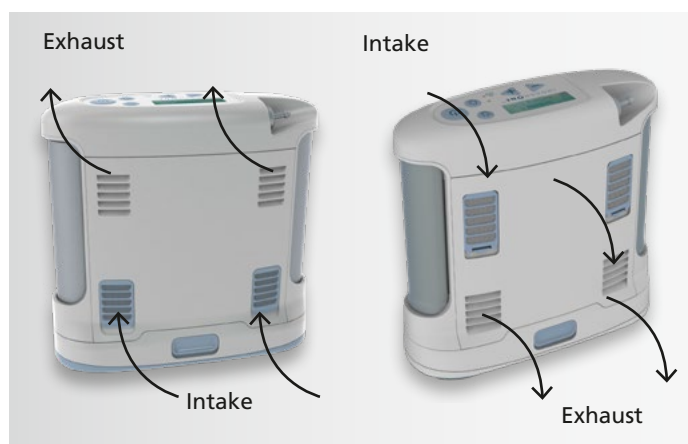


# How to use the Inogen One® G3

**Important:** Please read the important safeguards in the “Dos and don’ts” section and observe all warnings and cautions in this guide. Follow all operating instructions. If you have any questions or concerns please call BOC immediately on 0800 136 603.

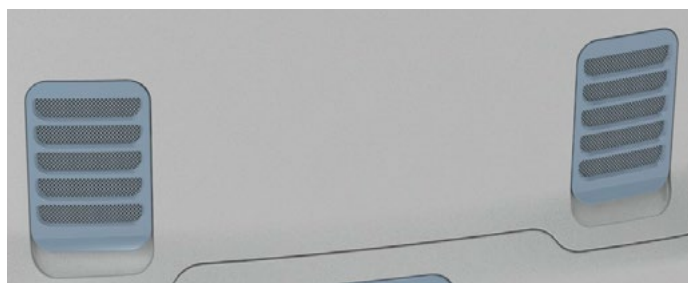
## 1. Device location

Place your Inogen One® G3 device in a wellventilated location so the intake and exhaust vents are clear and unobstructed (the position of these can vary as pictured alongside). The device should also be located so auditory alarms can be heard.



## 2. Filters

Ensure both intake particle filters (those with the blue plastic surround) are clean and correctly installed.



## 3. Battery

Install the Inogen One® G3 battery by sliding it into place at the bottom of the device until an audible click is heard and the latch securing the battery to the device returns to the upper position.





# How to use the Inogen One® G3

## 4. Power sources (AC, DC, Battery)

The Inogen One® G3 portable concentrator can operate from AC, DC or battery power, with the detachable battery acting as a secondary power supply in the event of power loss (AC or DC). Therefore, when operating the device from AC or DC power, you should always keep a properly-inserted battery in the unit. This will ensure uninterrupted operation and continuous oxygen production.

### AC operation (mains)

Connect the AC power plug to mains power. Then connect the AC power output plug into the Inogen One® G3 device as shown below. The LED on the power supply will illuminate and a beep will sound from the concentrator.



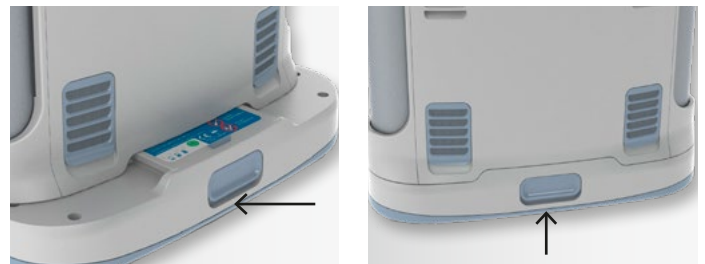
### DC operation (eg. car 12 volt)

Connect the DC power plug to a 12 volt car power outlet or auxiliary DC power supply. Then connect the DC power plug into the Inogen One® G3 device as shown below.



### Battery operation

To operate the device via its detachable battery, install the battery by sliding it into place at the bottom of the device until an audible click is heard and the battery latch returns to the upper position.



## 5. Connect nasal cannula

The oxygen outlet fitting is located at the top of the device. Push your high-flow nasal cannula tubing onto this, ensuring a good seal and tight fit between the tubing and oxygen outlet.



## 6. Turn on device

Turn the device on by pressing the ON/OFF button. A single, short beep will sound after the logo is displayed. The display will show the selected flow setting and power condition. Following this, the device takes up to 2 minutes to warm up (longer if stored in a cold environment). During this time, the oxygen purity of the device is building to – but may not reach – specification. You should therefore leave the device to run for at least two minutes prior to use.



## 7. Pulsed flow setting

When powered up, the Inogen One® G3 device retains the previous setting it was used at. If you need to change this, use the “+” or “-” setting buttons to adjust to the desired setting (1, 2, 3, 4 or 5 pulsed flow). The current setting is viewed on the display. Note: you should only use the device at the setting prescribed by your clinician (or only change as clinically instructed).

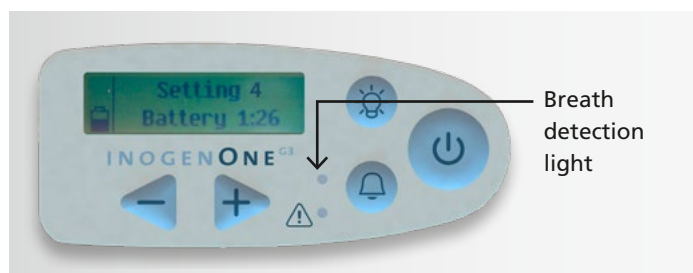
## 8. Oxygen delivery

Position the nasal cannula on your face with the soft prongs sitting just inside your nostrils and breathe through your nose. The Inogen One® G3 device will sense the onset of inhalation and deliver a pulse of oxygen when you inhale through your nose. Thereafter, the device senses each breath and delivers oxygen every time you inhale through your nose, even if your breathing rate changes.

Note: A green light will flash on the top of the unit each time a breath is detected. Make sure the nasal cannula is properly aligned on your face and you are breathing through your nose to trigger the device to deliver pulses of oxygen.

## 9. Power OFF

When you are finished using the device, press and hold the ON/OFF button for approximately one second. Store the Inogen One® G3 unit in a cool, dry location when not in use.

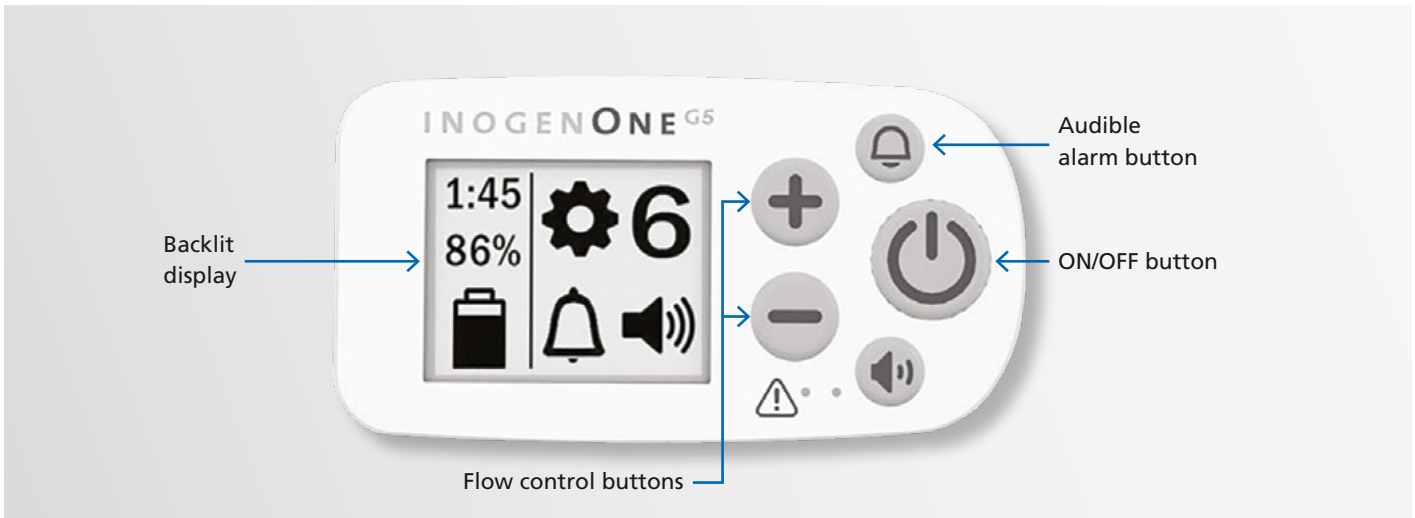








# Inogen One<sup>®</sup> G5 device overview



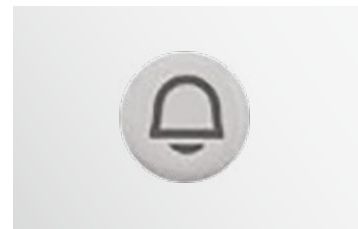
## ON/OFF button

Press button once to turn the device "ON". Press and hold for one second to turn the device "OFF".



## Audible alarm button

Pressing this button will toggle the Inogen One<sup>®</sup> G5's breath detection audible alert on and off. See page 26 for more information.



## Flow control buttons

Use the flow control buttons (- or +) to change the setting shown on the display. There are six settings from 1 to 6.

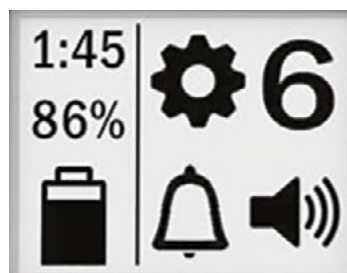


## Backlight

A backlight display will illuminate the screen for 15 seconds when the on/off button is briefly pressed.

## Display

This screen displays information regarding flow setting, power status, battery life and errors. Display appearance will vary.



## Indicator lights

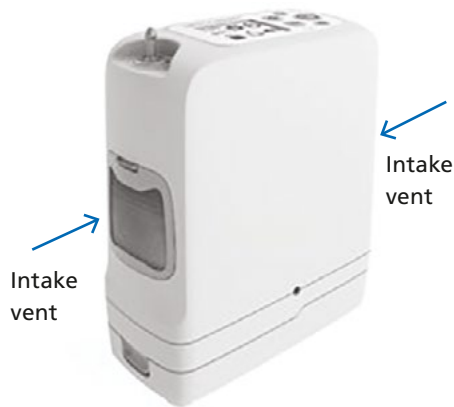
A green light indicates breath detection.  
A yellow light indicates either a change in operating status or a condition that may need a response (alert). A flashing light is a higher priority than non-flashing.



## Audible signals

An audible signal (beep) indicates a change in operating status or a condition that may need a priority response (alarm). More frequent beeps indicate higher priority conditions. The default volume is set at level 1 and can be adjusted to higher settings but it cannot be silenced. If power is lost, the audible signal remains set in the user preferred adjusted setting.

# Inogen One<sup>®</sup> G5 filters and connections



## Particle filters

Particle filters keep out dust, dirt and large particles. They must be kept in place during concentrator operation to keep input air clean.



## Power input

This is the connection for external power from the AC power supply or DC power cable.



## Cannula fitting

Your high-flow nasal cannula connects to this outlet for oxygen delivery.



## USB port

The USB port is for service use only and should not be used by patients.

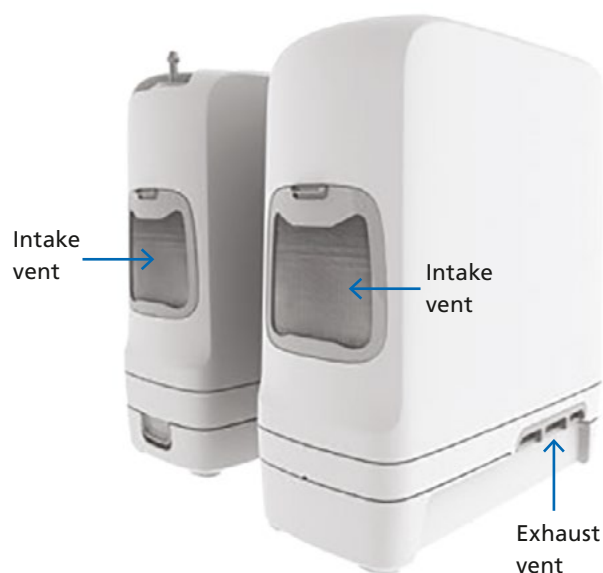


# How to use the Inogen One® G5

**Important:** Please read the important safeguards in the “Dos and don’ts” section and observe all warnings and cautions in this guide. Follow all operating instructions. If you have any questions or concerns please call BOC immediately on 0800 136 603.

## 1. Device location

Place your Inogen One® G5 device in a well ventilated location so the intake and exhaust vents are clear and unobstructed (the position of these can vary as pictured alongside). The device should also be located so auditory alarms can be heard.



## 2. Filters

Air intake and exhaust must have clear access. Locate the Inogen One® G5 in such a way that any auditory alerts may be heard. Always operate in an upright position.

Ensure particle filters are in place at both ends of the device.

## 3. Battery

Install the Inogen One® G5 battery by sliding it into place until the latch returns to the upper position.



#### 4. Power sources (AC, DC, Battery)

The Inogen One® G5 portable concentrator can operate from AC, DC or battery power, with the detachable battery acting as a secondary power supply in the event of power loss (AC or DC). Therefore, when operating the device from AC or DC power, you should always keep a properly-inserted battery in the unit. This will ensure uninterrupted operation and continuous oxygen production.

It is important to regularly drain the battery to 0%, and then fully recharge it: this helps the battery maintain its full power capacity for longer.

##### AC operation (mains)

Connect the AC power plug to mains power. Then connect the AC power output plug into the Inogen One® G5 device as shown below. The LED on the power supply will illuminate and a beep will sound from the concentrator.



##### DC operation (eg. car 12 volt)

Connect the DC power plug to a 12 volt car power outlet or auxiliary DC power supply. Then connect the DC power plug into the Inogen One® G5.

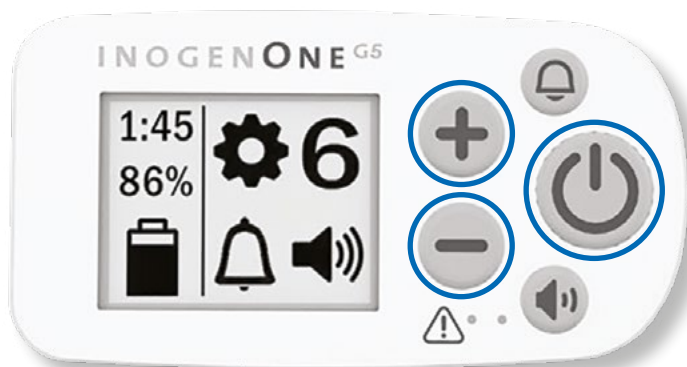
#### 5. Connect nasal cannula

The oxygen outlet fitting is located at the top of the device. Push your high-flow nasal cannula tubing onto this, ensuring a good seal and tight fit between the tubing and oxygen outlet.



## 6. Turn on device

Turn on your Inogen One® G5 by pressing the ON/OFF Button. A single short beep will sound after the Inogen logo is displayed. Please wait icon (⚡) will appear while the concentrator starts up. The display will indicate the selected flow setting and power condition. Following a brief start-up sequence, a warm up period up to 2 minutes will initiate. During this time period the oxygen concentration is building to but may not have reached specification. Additional warm up time may be needed if your Inogen One® G5 has been stored in extremely cold temperatures.



## 7. Pulsed flow setting

When powered up, the Inogen One® G5 device retains the previous setting it was used at. If you need to change this, use the “+” or “-” setting buttons to adjust to the desired setting (1, 2, 3, 4, 5 or 6 pulsed flow). The current setting is viewed on the display. Note: you should only use the device at the setting prescribed by your clinician (or only change as clinically instructed).

## 8. Oxygen delivery

Position the nasal cannula on your face and breathe through your nose. The Inogen One® G5 will sense the onset of inhalation and deliver a burst of oxygen at a precise time when you inhale. The Inogen One® G5 will sense each breath and continue to deliver oxygen in this manner. As your breathing rate changes, the Inogen One® G5 will sense these changes and deliver oxygen only as you need it. At times, if you inhale very quickly between breaths the Inogen One® G5 may ignore one of the breaths, giving the appearance of a missed breath. This may be normal as the Inogen One® G5 senses and monitors the changes in your breathing pattern. The Inogen One® G5 will normally sense the next breath and deliver oxygen accordingly.

A green light will flash each time a breath is detected. Make certain that the nasal cannula is properly aligned on your face and you are breathing through your nose.

## 9. Power OFF

When you are finished using the device, press and hold the ON/OFF button for approximately one second. Store the Inogen One® G5 unit in a cool, dry location when not in use.

# Battery charging

When out and about, your Inogen One® G3 or G5 device operates from battery power which will discharge over time. You therefore need to monitor the device's battery status and keep it charged up as required (the device display indicates the estimated remaining percentage (%) or minutes of available use).

Ensure that you drain the battery down to 0% weekly, prior to recharging: this helps the battery maintain its full power capacity for longer, making it more reliable for you.

When the concentrator detects that battery life is low (<10 mins remaining) a low priority alert will sound. When the battery is empty, the alert changes to a high priority. When battery life is low, do one of the following:

- Plug the Inogen One® G3 or G5 into an AC or DC power source using the AC power supply or DC cable
- If you have a second battery, replace the fully-drained battery with it after turning off the Inogen One® G3 or G5 (by pressing the ON/OFF button). To remove a battery, press and hold the battery latch button and slide the battery away from the concentrator
- Once the battery is drained to 0%, charge the battery or remove it from the concentrator

- If the Inogen One® G3 or G5 is being powered by the AC power supply or DC power, batteries will charge during operation
- Note: leaving your Inogen One® G3 or G5 device plugged in past full charge will not harm the concentrator or battery.

To ensure your battery is properly charging, use the correct AC or DC power cables and check that the display shows a battery charging symbol (see example on page 21 for G3 or page 26 for G5). To take care of your device, only use Inogen One® G3 or G5 batteries as supplied by BOC, your home oxygen service provider.

## Always

- Store device batteries in a cool, dry place
- Keep liquids away from batteries. If batteries become wet, discontinue use immediately and dispose of the battery properly
- If using multiple batteries, make sure that each battery is rotated-for-use on a regular basis. Batteries should not be left dormant for more than 90 days at a time.

# Dos and don'ts

**Important: Please ensure you read all accompanying literature supplied to you prior to using your home oxygen equipment. In particular, pay attention to the section on not smoking or allowing others to smoke near your equipment.**

## Dos

- Always ensure you have access to a power source to recharge your Inogen One® G3 or G5 unit
- Always use only those power sources (AC/DC) supplied with the device
- Always protect the battery and power adapters from fluid spills or drips to avoid possible shock hazards
- Always keep the Inogen One® G3 or G5 unit at least 10 feet/3.2 metres from hot, sparking objects or naked sources of flame.

## Don'ts

- Never block the air intake and exhausts on the front of the Inogen One® G3 or G5 unit
- Never lie the unit on its side during operation and do not cover with clothing or other materials
- The Inogen One® G3 or G5 is not designed or specified to be used in conjunction with a humidifier, nebuliser or connected with any other equipment.
- Never expose the unit to extremes of temperature and do not store overnight in a car at any time of year (the operating temperature of the unit is 5°C to 40°C)
- Never use oil or grease near or with the unit: a spontaneous and violent ignition

may occur if oil, grease or other petroleum substances come into contact with oxygen under pressure. Keep these substances away from the oxygen system, tubing, connections and any other oxygen source

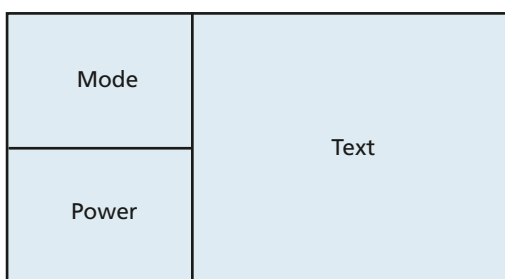
- Never use any petroleum-based or other lubricants on your hands or person
- Never allow unauthorised or untrained individuals to service the equipment or attempt to open the device
- Never operate the Inogen One® G3 or G5 unit or accessories in standing water and do not submerge these or expose to water. Electric shock or damage to the unit may result
- Never expose the rechargeable battery to fire or dispose of in a fire. It may explode and cause potential injury
- Never short circuit the battery's metal contacts with metallic objects such as keys or coins. It may cause sparks or excessive heat
- Never disassemble, puncture or crush the battery. Rechargeable battery electrolytes may be toxic if swallowed and can be harmful to skin and eyes. Use of a damaged battery may cause personal injury. Always keep the battery away from children
- Avoid touching the recessed electrical contacts of the external battery charger; damage to contacts may affect charger operation.

- Never dispose of any electrical components and/or electronic equipment supplied with this device
- Never operate the Inogen One® G3 or G5 in an area where the air may be contaminated with carbon monoxide or hydrocarbons as this may shorten the life of the unit; i.e. near car exhausts, furnaces or gas heaters
- Never place this device near other equipment or devices that create or attract electromagnetic fields. Placing the unit in electromagnetic fields greater than 10 V/m can affect its operation. Examples of such equipment include defibrillators, diathermy equipment, cellular telephones, CB radios, radio-controlled toys and microwave ovens
- Never expose the Inogen One® G3 or G5 rechargeable battery or accessories to temperatures outside of specified operating or storage temperatures (5°C to 40°C) as this may cause damage



# Alarms and warnings – Inogen One® G3

**Important:** The Inogen One® G3 display is divided into three areas. The upper left corner shows the breath activation mode status; the lower left corner indicates power source and battery charge level; and the right hand side of the display contains text information such as flow setting, battery time remaining and error notifications.



## Power status icons - operating on battery

The below icons are displayed in the power status window when the Inogen One® G3 is operating on battery power:

Icon	Meaning
	Battery is empty. This is what you should aim for, before recharging.
	Battery has less than 10% charge remaining. This icon flashes.
	Battery has approximately 40% to 50% charge remaining.
	Battery is full.

Icon	Meaning
	Battery is charging with charge level between 60% and 70%.
	The battery is fully charged and is charging as necessary to maintain its charge.
	Battery is charging with charge level less than 10%.
	The Inogen One® G3 is operating from an external power source with no battery present.



### Mode icons – top left corner of display

One of two icons can be displayed in the top left corner of the Inogen One® G3's display window. Both relate to whether or not the breath detection audible alarm is enabled or not.

Icon	Meaning
	The breath detection audible alarm has been enabled.
	The breath detection audible alarm is disabled. This is the default condition.

### Inogen One® G3 system notifications

The Inogen One® G3 monitors various parameters during operation and utilises an intelligent alarm system to indicate concentrator malfunction. If multiple alarm conditions are detected, the highest priority alarm will be displayed. The following notification messages are accompanied by a single, short beep:

Message display and text	Meaning
Inogen One® G3 shutting down	ON/OFF button has been pressed for two seconds. Concentrator is performing system shut down.
HH:MM Vx.x: Serial Number	The alarm button has been pressed for five seconds.

## Inogen One® G3 low priority alerts

The Inogen device has three types of priority alert: low, medium and high. Low priority alerts typically mean the device can still be used but may require attention. Medium and high priority alerts require immediate contact with BOC Homecare on **0800 136 603**.

The information on the following pages provides more detail. In all cases, please contact BOC Homecare on **0800 136 603** to discuss any questions you may have.

Low priority alert messages (see table below) are accompanied by a double beep with a solid red light showing on the display panel.

Message display and text	Condition/action/explanation
Check battery	Battery error has occurred. Check the connection of your battery and ensure that it is properly attached and latched onto the concentrator. If battery error recurs with the same battery, stop using the battery and switch to a new battery or remove and operate concentrator using external power supply.
Oxygen low see manual	Concentrator is producing oxygen at a slightly low level (<82%) for a period for 10 minutes. If condition persists, contact your equipment provider.
Remove battery to cool	Battery has exceeded its charging temperature and charging has stopped. The battery will not charge while this alert is present but will begin to charge when the battery temperature returns to the normal operating range. If the battery charging is desired sooner, remove the battery from the concentrator and allow it to cool in an open area for approximately 10-15 minutes. Then, re-insert the battery into the Inogen One® G3. If the problem still persists, contact BOC Homecare on <b>0800 136 603</b> .
Comm error see manual	Concentrator is producing oxygen but cannot report battery status. Replace battery. If condition persists, contact BOC Homecare on <b>0800 136 603</b> .
Service needed	The concentrator requires servicing at the earliest convenience. The concentrator is operating to specification and may continue to be used. Contact BOC Homecare to arrange service.
o <sub>2</sub> sensor fail see manual	The concentrator's oxygen sensor has malfunctioned. You may continue to use the concentrator. If the condition persists, contact BOC Homecare on <b>0800 136 603</b> .

## Inogen One® G3 medium priority alerts

The following medium priority alert messages are accompanied by a triple beep repeated every 25 seconds, accompanied with a flashing red light.

Message display and text	Condition/action/explanation
No breath detect check cannula	Concentrator has not detected a breath for 60 seconds. Check that cannula is connected to concentrator, there are no kinks in tubing and cannula is positioned properly in your nose.
Oxygen error service needed	Oxygen output concentration has been below 50% for 10 minutes. If condition persists, contact BOC Homecare on <b>0800 136 603</b> to report fault and arrange repair/replacement.
O <sub>2</sub> delivery error	A breath has been recognized, but proper oxygen delivery has not been detected.
System error see manual	Concentrator is experiencing an error but is capable of continued operation. Remove and re-insert battery and/or check external power supply connections. If condition persists, contact BOC Homecare on <b>0800 136 603</b> .
Battery HOT warning	Battery has exceeded temperature limit while concentrator is running on battery power. If possible, move concentrator to a cooler location or power unit with an external power supply and remove battery. If condition persists, contact BOC Homecare on <b>0800 136 603</b> .

## Inogen One® G3 high priority alerts

The following high priority alert messages are accompanied by a five beep pattern repeated every 10 seconds, accompanied with a flashing red light.







Message display and text	Condition/action/explanation
Battery empty attach plug	Concentrator has insufficient battery power to produce oxygen. Attach external power supply or exchange battery, then restart unit if necessary by pressing ON/OFF button.
Battery HOT shut down	Battery has exceeded temperature limit while concentrator is running on battery power. Concentrator has stopped producing oxygen. If possible, move concentrator to a cooler location, then turn power off then back on. Ensure air intake and outlet vents have clear access and particle filters are clean. If condition persists, contact BOC Homecare on <b>0800 136 603</b> .
System HOT shut down	Concentrator temperature is too high and oxygen production is shutting down. Ensure air intake and outlet vents have clear access and particle filters are clean. If condition persists, contact BOC Homecare on <b>0800 136 603</b> .
System COLD shut down	This may result from the concentrator being stored in a COLD environment (below 0°C (32°F)). Move to a warmer environment to allow the unit to warm up before starting it. If condition persists, contact BOC Homecare on <b>0800 136 603</b> .
Error (###) service needed	Concentrator has stopped producing oxygen and is shutting down. You should: <ol style="list-style-type: none"> <li>1. Note error number</li> <li>2. Contact BOC Homecare on <b>0800 136 603</b>.</li> </ol>





# Alarms and warnings – Inogen One® G5

## Power status icons

Operating on battery.







The below icons are displayed in the power status window when the Inogen One® G5 is operating on battery power:

Icon	Meaning
	Battery is empty. This is what you should aim for, before recharging.
	Battery has less than 10% charge remaining. This icon flashes.
	Battery has approximately 40% to 50% charge remaining.
	Battery is full.

Icon	Meaning
	The battery is fully charged and is charging as necessary to maintain its charge.
	Battery is charging with charge level between 60% and 70%.
	Battery is charging with charge level less than 10%.
	The Inogen One® G5 is operating from an external power source with no battery present.

## Mode icons
















These are the mode icons shown in the display's window:

Icon	Meaning
	The breath detection audible alert has been enabled.
	The breath detection audible alert is disabled. This is the default condition.
	Sound Level 1
	Sound Level 2
	Sound Level 3
	Sound Level 4



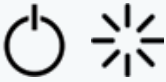
## Informational icons

The Inogen One® G5 monitors various parameters during operation and utilises an intelligent alarm system to indicate concentrator malfunction. If multiple alarm conditions are detected, the highest priority alarm will be displayed. The following notification messages are accompanied by a single, short beep:

Description	Display icons	Condition/action/explanation
Setting X Please Wait	 	Displayed during warm up. "X" represents the selected flow setting (eg., Setting 2).
Setting X Battery Hours:Minutes	  HH:MM	Default display when operating on battery power. "X" represents the selected flow setting (e.g., Setting 2). "HH:MM" represents the approximate time remaining on the battery charge (e.g., 1:45).
Setting X Battery Charging XX%	 	Default display when operating on an external power supply and the battery is charging. "xx%" represents the percent battery charge (e.g., 86%).
Setting X Battery XX%	 	Default display when the battery is not charging or when the time remaining is not available from the battery.
Battery Charging XX%	  % 	Displayed when the concentrator is plugged in and being used to charge a battery (not being used for oxygen production). It is normal to see a fully charged battery read between 95% and 100% when external power is removed. This feature maximizes the useful life of the battery.
Sieve Reset		Displayed when column maintenance is required and once the replacement columns have been installed.
Sieve Reset Success		Displayed once the columns have been successfully reset.
Data log transfer in progress OR SW Update in progress (app only)		This icon is displayed during all data log transfers and software updates initiated through the Inogen Connect app.
Data Log transfer success (app only)		This icon is displayed after data log transfers have been successfully completed through the Inogen Connect app.

## Notification Icons

The following notification icons are accompanied by a single, short beep.





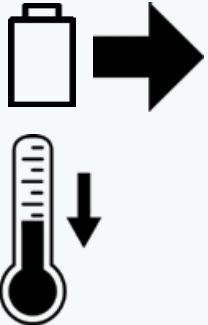


Description	Display icons	Condition/action/explanation
Setting X Please Wait		Displayed during warm up. "X" represents the selected flow setting (eg., Setting 2).
Data Log transfer success (app only)	HH:MM Vx.x:SN	This icon is displayed after data log transfers have been successfully completed through the Inogen Connect app.

## Inogen One® G5 low priority alerts

The Inogen device has three types of priority alert: low, medium and high. Low priority alerts typically mean the device can still be used but may require attention. Medium and high priority alerts require immediate contact with BOC Homecare on **0800 136 603**.






The information on the following pages provides more detail. In all cases, please contact BOC Homecare on **0800 136 603** to discuss any questions you may have.

Low priority alert messages (see table on the next page) are accompanied by a double beep with a solid yellow light showing on the display panel.

Description	Display icons	Condition/action/explanation
Battery Low Attach Plug		Battery power is low, with less than 10 minutes remaining. Attach external power supply or power down and insert a fully charged battery.
Replace Columns		Column maintenance is required within 30 days. Contact your equipment provider to arrange for service.
Check Battery		Battery error has occurred. Check the connection of your battery and ensure that it is properly attached and latched on concentrator. If battery error recurs with same battery, stop using the battery and switch to a new battery or remove battery and operate concentrator using external power supply.
Oxygen Low		Concentrator is producing oxygen at a slightly low level (<82%) for a period of 10 minutes. If condition persists, contact your equipment provider.
Remove Battery to Cool		Battery has exceeded its charging temperature and charging has stopped. The battery will not charge while this alert is present but will begin to charge when the battery temperature returns to the normal operating range. If battery charging is desired sooner, remove the battery from the concentrator and allow it to cool in an open area for approximately 10-15 minutes. Then, re-insert the battery into the Inogen One® G5. If the problem still persists, contact your equipment provider.
Service Soon		The concentrator requires servicing at the earliest convenience. The concentrator is operating to specification and may continue to be used. Contact your equipment provider to arrange for service.
Sensor Fail		The concentrator's oxygen sensor has malfunctioned. You may continue to use the concentrator. If the condition persists, contact your equipment provider.






## Inogen One® G5 medium priority alerts

The following medium priority alert messages are accompanied by a triple beep repeated every 25 seconds, accompanied with a flashing yellow light.

Description	Display icons	Condition/action/explanation
No Breath Detect Check Cannula		Concentrator has not detected a breath for 60 seconds. Check that cannula is connected to concentrator, there are no kinks in tubing and cannula is positioned properly in your nose.
Oxygen Error	O <sub>2</sub> 	Oxygen output concentration has been below 50% for 10 minutes. If condition persists, switch to your backup oxygen source and contact your equipment provider to arrange for service.
O <sub>2</sub> Delivery Error	O <sub>2</sub> ≈ 	A breath has been recognized, but proper oxygen delivery has not been detected.
Battery HOT Warning		Battery has exceeded temperature limit while concentrator is running on battery power. If possible, move concentrator to a cooler location or power unit with an external power supply and remove battery. If condition persists, contact your equipment provider.
System Hot Warning		Concentrator temperature has exceeded temperature limit. If possible move concentrator to a cooler location. Ensure air intake and outlet vents have clear access and particle filters are clean. If condition persists, contact your equipment provider.

## Inogen One® G5 high priority alerts

The following high priority alert messages are accompanied by a five beep pattern repeated every 10 seconds, accompanied with a flashing yellow light.

Description	Display icons	Condition/action/explanation
Battery Empty Attach Plug		Concentrator has insufficient battery power to produce oxygen. Attach external power supply or exchange battery, then restart unit if necessary by pressing On/Off button.
Battery HOT		Battery has exceeded temperature limit while concentrator is running on battery power. Concentrator has stopped producing oxygen. If possible, move concentrator to a cooler location, then turn power off and back on. Ensure air intake and outlet vents have clear access and particle filters are clean. If condition persists, switch to a backup source of oxygen and contact your equipment provider.
System HOT		Concentrator temperature is too high and oxygen production is shutting down. Ensure air intake and outlet vents have clear access and particle filters are clean. If condition persists, switch to a backup source of oxygen and contact your equipment provider.
System COLD		This may result from the concentrator being stored in a cold environment (below 0°C (32°F)). Move to a warmer environment to allow the unit to warm up before starting it. If condition persists, switch to a backup source of oxygen and contact your equipment provider.
System Error		Concentrator has stopped producing oxygen and is shutting down. You should: <ol style="list-style-type: none"> <li>1. Switch to backup oxygen source</li> <li>2. Contact your equipment provider</li> </ol>

# Troubleshooting

Some issues you may experience with the G3 or G5 portable concentrator are described below along with potential solutions.

Problem	Possible cause	Recommended solution
Concentrator does not power on when ON/OFF button is pressed	Battery is discharged or no battery is present	Use external power supply or replace battery with one that is fully charged
	AC power supply is not connected properly	Check power supply connection and verify green light is solid
	DC cable is not connected properly	Check DC cable connection at the concentrator and at cigarette lighter or auxillary DC power source
	Malfunction	Contact your equipment provider
No oxygen	Concentrator is not fully powered on	Press ON/OFF button to power concentrator
	Cannula is not connected properly or is kinked or obstructed	Check cannula and connection to concentrator nozzle



# Cleaning and maintenance

## Device exterior

You may clean the outside case of the Inogen One® G3 or G5 device using a cloth dampened with a mild liquid detergent (washing up liquid) and water. Do not use excessive amounts of water and damp clean only.

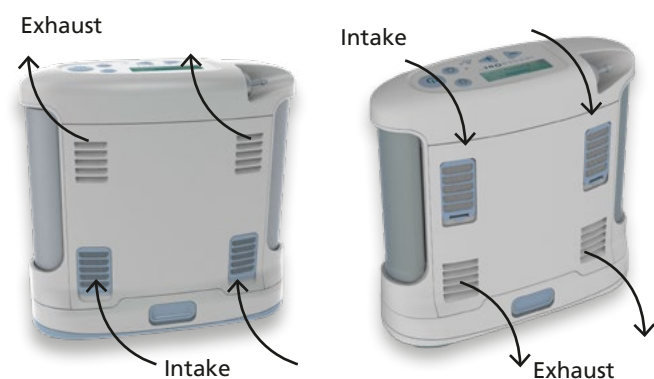
**Warning:** do not submerge the Inogen One® G3 or G5 or their accessories in water or allow water to enter the case – this may lead to electrical shock and/or damage.

Do not use cleaning agents such as alcohol-based wipes, ethylene chloride or petroleum-based cleaners on the exterior case of the portable concentrator or particle filters.

## Filter cleaning and replacement

### Inogen One® G3

The Inogen One® G3 device comes with two external particle filters located at the bottom front of the device. Both of these filters must be cleaned on a weekly basis to ensure air flow continues to enter the device during operation.

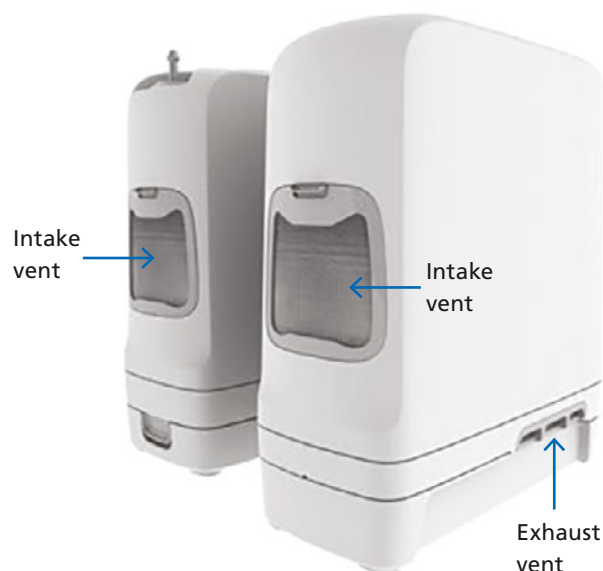


To clean the filters, firstly remove them from their location at the bottom of the device.

Now clean the filters with water and a mild liquid detergent (washing up liquid). Rinse the particle filters in clean running water and allow to dry before replacing in the Inogen One® G3 portable concentrator device.

### Inogen One® G5

The particle filters must be cleaned weekly to ensure the ease of air flow. Remove filters from the front and back of the device. Clean the particle filters with a mild liquid detergent (washing up liquid) and water; rinse in water and allow to dry before reuse.



**Note:** it may be necessary to clean the particle filters more frequently in dusty environments.

# Inogen One<sup>®</sup> G3 specifications

Weight	2.17 kg (4.8 lbs) with single (8-cell) battery 2.63 kg (5.8 lbs) with double-life (16-cell) battery
Battery Duration* (on setting 2)	Up to 4.5 hours with single (8-cell) battery Up to 9.0 hours with double-life (16-cell) battery
Battery Charging Time	Up to 4 hours for single (8-cell) battery Up to 8 hours for a double-life (16-cell) battery
Flow Control Settings	1 to 4 or 1 to 5 (depends on device version)

\*Battery duration varies with breath rate, flow setting and environmental conditions.

# Inogen One<sup>®</sup> G5 specifications

Weight	2.13 kg (4.7 lbs) with single (8-cell) battery 2.58 kg (5.7 lbs) with double-life (16-cell) battery
Battery Duration* (on setting 2)	Up to 6.5 hours with single (8-cell) battery Up to 13.0 hours with double-life (16-cell) battery
Battery Charging Time	Up to 3 hours for single (8-cell) battery Up to 6 hours for a double-life (16-cell) battery
Flow Control Settings	1 to 6

\*Battery duration varies with breath rate, flow setting and environmental conditions.

If you are visually impaired and require a large print copy, please contact us on

**0800 136 603**

Our normal working hours are Monday to Friday 8am until 6pm.  
We are open 24 hours for emergencies only.

**BOC Healthcare**

Patient Service Centre, Priestley Road, Worsley, Manchester M28 2UT, United Kingdom  
Tel 0800 136 603, [healthcare.home-uk@boc.com](mailto:healthcare.home-uk@boc.com), [www.bochomeoxygen.co.uk](http://www.bochomeoxygen.co.uk)