

Transportable Concentrators Equipment Guide



Service provided by:

Contents

- 3 The basics
- 4 Sequal Eclipse device overview
- 5 Sequal Eclipse control panel
- 6 How to use the Sequal Eclipse
- 8 Maintenance
- 9 Sequal Eclipse troubleshooting
- 11 DeVilbiss® iGo™ device overview
- 12 DeVilbiss® iGo™ control panel
- 13 How to use the iGo™
- 15 DeVilbiss® iGo™ troubleshooting
- 19 Dos and don'ts
- 21 Power failure/concentrator breakdown
- 22 Electricity refund

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 in your patient handbook.

The basics

Your transportable concentrator works by drawing in air and separating the oxygen from the other gases using a filter system. Oxygen is then delivered to your cannula or facemask for you to breathe. A transportable concentrator is ideal for travelling and can be operated from a standard 12v car charger or from its battery.

You will be supplied with a model of transportable concentrator dependent on your condition and individual needs. Whilst they work to the same principle, their use and controls are slightly different so please read the instructions for your model carefully.

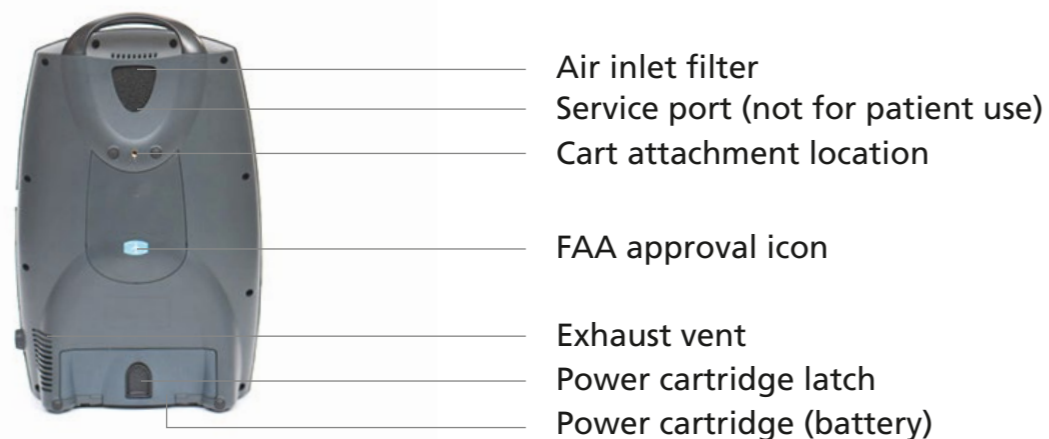


Sequal Eclipse device overview

The Sequal Eclipse transportable concentrator is small and lightweight, yet it is still capable of delivering both pulsed and continuous flows of oxygen (0-6 lpm pulsed-equivalent/0-3 lpm continuous).



- Telescopic handle
- Power button – press and hold the power ON/OFF button to turn your unit on or off
- Control panel (refer to picture below)
- Power input – connect either AC or DC power
- Cart roller base



- Air inlet filter
- Service port (not for patient use)
- Cart attachment location
- FAA approval icon
- Exhaust vent
- Power cartridge latch
- Power cartridge (battery)

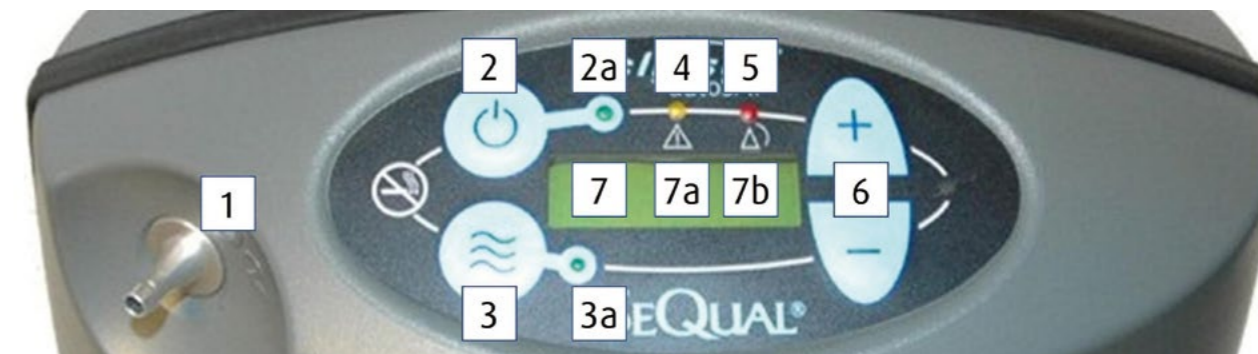


Sequal Eclipse power cartridge



Cartridge insert

Sequal Eclipse control panel



- 1 Oxygen outlet** – oxygen is dispersed through this port.
- 2 Power button** – turns the system ON or OFF.
- 2a ON/OFF indicator** – the green indicator light is illuminated when the device is powered ON.
- 3 Delivery mode button** – this button toggles between continuous flow and pulse dose mode. The pulse dose mode activates autoSAT technology which means that, as your breathing rate changes, the device changes output to provide a consistent pulse/bolus of oxygen. Pulsed mode allows a significant increase in unit operating time.
- 3a Pulse dose mode indicator light** – this green light illuminates once a pulse of oxygen is delivered with every inspiratory effort/ breath.
- 4 Yellow alert indicator** – when illuminated, this indicates a low priority awareness condition or caution. Continue to use your system and refer to the troubleshooting table. A flashing yellow light indicates a medium priority alert. A prompt response is necessary.
- 5 Red alarm indicator** – this indicates a high priority alarm requiring an immediate response (typically due to low oxygen levels). Please refer to the troubleshooting table and contact BOC on [0800 136 603](tel:0800136603).
- 6 Flow rate control buttons** – increase or decrease the flow rates in PulseDose (1 to 6 LPM) or continuous flow (1 to 3 LPM) as ordered by the physician.
- 7 Display** – this is the main control panel display. Upon installation, BOC will set the flowrate for your prescription in either continuous flow mode (LPM) and/or pulse dose mode (mL). Each time you power the device ON, the previous mode and setting will be used at start-up.
- 7a Battery status gauge** – this indicator displays the charge remaining in the battery. Each of the five horizontal grey bars represents ~ 20% battery charge. When the battery is being charged, the bars will blink.
- 7b External power indicator** – when the Eclipse is plugged in and using AC or DC power, this indicator will appear on the user control panel.

How to use the Sequal Eclipse

1. Please follow all operating instructions.
 2. Place your Sequal Eclipse in a suitable location.
 3. Ensure that the air filter is installed in the cavity just below the handle at the rear of the device.
 4. Select power source:
 - **AC operation** – plug cord into Sequal Eclipse and wall outlet.
 - **DC operation** – plug cord into Sequal Eclipse. START CAR BEFORE INSERTING CORD INTO DC ACCESSORY POWER PORT.
- **Rechargeable battery** – insert the battery into the power compartment at the bottom rear of the device. Push the battery in until it locks/clicks into position and is flush with the back of the device.
- NOTE:** The rechargeable battery must be charged before first use. To charge the battery, connect the Eclipse unit to mains electricity using the AC power cord. Alternatively, if supplied, you can also use the desktop charger. The battery may not charge when connected to a DC power supply however.

Typical battery operation time (continuous/pulsed mode)

Continuous flow setting (LPM)	Duration	Pulse dose setting (mL/lpm equivalent)	Pulsed mode duration 12 breaths per minute (BPM)
0.5	4.4 hours (264 minutes)	–	–
1.0	3.7 hours (222 minutes)	16 mL 1.0	5.4 hours (324 minutes)
2.0	2.0 hours (120 minutes)	32 mL 2.0	5.1 hours (306 minutes)
3.0	1.3 hours (78 minutes)	48 mL 3.0	4.9 hours (294 minutes)
–	–	64 mL 4.0	4.0 hours (240 minutes)
–	–	80 mL 5.0	3.7 hours (222 minutes)
–	–	96 mL 6.0	3.5 hours (210 minutes)
–	–	128 mL*	2.5 hours (150 minutes)
–	–	160 mL*	2.0 hours (120 minutes)
–	–	192 mL*	1.7 hours (102 minutes)

*Higher pulsed settings to be used at the direction of your prescribing clinician only.

Settings available when operating on DC

Flow rate setting	Continuous	mL setting	Pulse
0.5	Yes	–	–
1.0	Yes	16	Yes
1.5	Yes	24	Yes
2.0	Yes	32	Yes
2.5	No	40	Yes
3.0	No	48	Yes
–	–	56	Yes
–	–	64	Yes
–	–	72	Yes
–	–	80	Yes
–	–	88	Yes
–	–	96	Yes
–	–	128	No
–	–	160	No
–	–	192	No

NOTE: When operating with a DC power supply, Eclipse settings greater than 2.0 LPM continuous flow, will automatically switch to the 2.0 LPM continuous flow setting.

5. Connect your oxygen tubing to the outlet port of the Eclipse unit.
6. Press and hold the power button to turn your Eclipse unit ON.
7. Your Sequal Eclipse unit is now ready for use. Attach a standard nasal cannula to your nose and face. Breathe normally through the cannula.
8. **Select delivery mode** – press the delivery mode button. The unit will come on at the last mode and flow setting used:
9. **Check the flow rate** – use the flow rate setting buttons to adjust the flow rate to the setting prescribed by your clinician.
10. When you have finished using the Sequal Eclipse, press and hold the power button to turn OFF. Store the unit in a cool, dry location when not in use.

- a. **Continuous flow** – a continuous supply of oxygen will flow through your tubing and nasal cannula.
- b. **PulseDose** – a pulse of oxygen is released with each breath.



Rechargeable battery.

Maintenance

1. The air intake filter must be removed and cleaned at least once a week. The air intake filter is located on the upper rear of the device and can be removed and cleaned with soap and water. Allow to dry thoroughly before re-installing the filter.
2. The power cartridge (battery) must be calibrated once monthly. Battery calibration consists of fully discharging the battery to zero and re-charging fully from an empty state. You can still use the device while the battery is being calibrated. This procedure ensures the longest possible battery durations.
3. The Eclipse should run for a minimum of two hours each month. This helps to ensure and prolong the life of the device.
4. Annual preventative maintenance is performed by BOC do not allow unauthorised or untrained individuals to service the equipment or open the device.



Sequal Eclipse troubleshooting

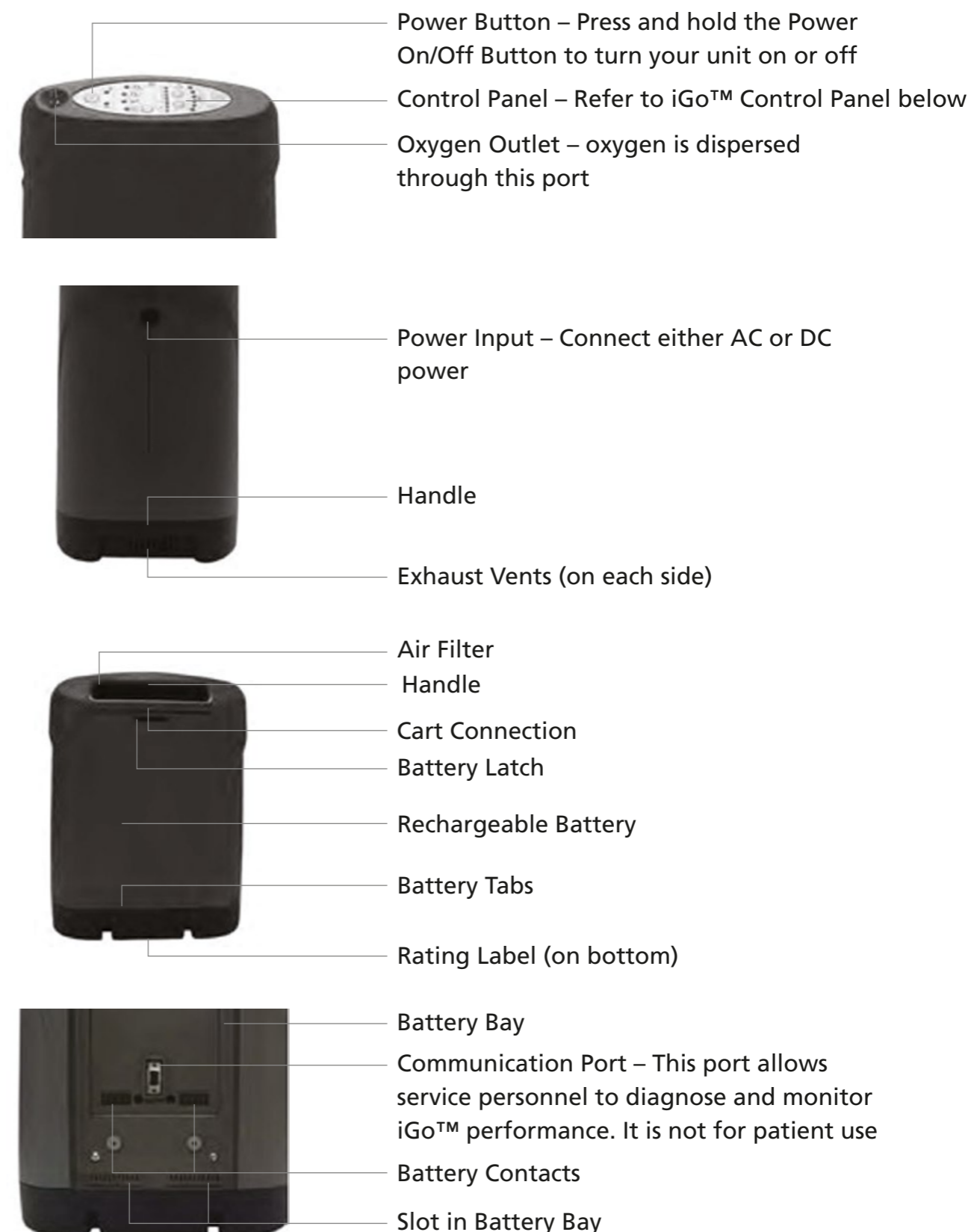
The following troubleshooting chart will help you analyse and correct minor Sequal Eclipse malfunctions. If the suggested procedures do not help, please call BOC on 0800 136 603. Do not attempt any other maintenance at this time.

Symptom	Possible cause	Solution
Eclipse does not power on when ON/OFF button is pressed.	1. No battery installed. 2. Battery is discharged or no external power is present. 3. AC or DC power supply is not plugged in correctly. Other.	1. Install battery or plug into external power. 2. Plug into external power. 3. Check plug at outlet, power supply box and at the Eclipse to ensure properly plugged in. 3. If the above solutions do not work, contact BOC on 0800 136 603 .
No oxygen.	1. Filter blocked. 2. Humidifier. 3. Eclipse not ON. 4. Faulty AC adapter. 5. Tubing or cannula is not properly connected or kinked. 6. Other.	1. Clean air inlet filter. 2. Check humidifier attachment and tubing. 3. Power Eclipse ON. 4. Contact BOC on 0800 136 603 . 5. Check tubing, cannula and connections. 6. Contact BOC on 0800 136 603 .
Low oxygen concentration (yellow alert indicator).	1. Restriction in humidifier or tubing.	1. Repair or replace tubing or humidifier. Place your Eclipse so there is adequate air flow.

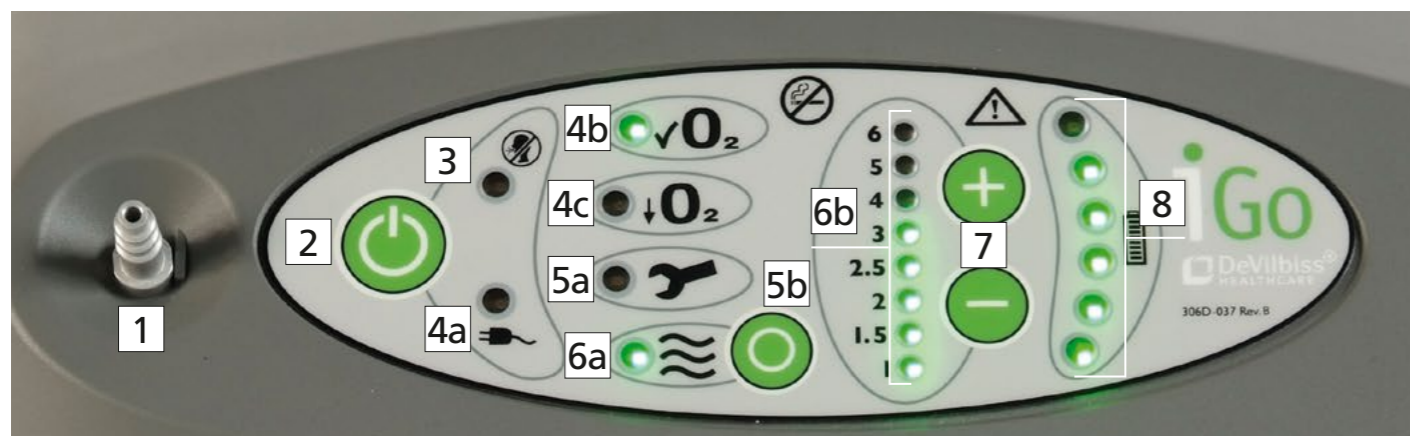
Symptom	Possible cause	Solution
	2. Filter restricted.	2. Clean or replace tubing or humidifier. Place your Eclipse so there is adequate air flow
	3. Exceeding maximum breath rate in pulse mode.	3. Switch to continuous flow mode until respiratory rate resumes to an acceptable rate.
	3. Other.	3. Contact BOC on 0800 136 603 .
Low oxygen flow.	1. Restriction in humidifier or tubing.	1. Repair or replace humidifier or tubing.
	2. Air filter is blocked.	1. Clean or replace air inlet filter.
	3. Other.	3. Contact BOC on 0800 136 603 .
No oxygen delivered in pulse flow mode.	1. Tubing/cannula is longer than seven feet (2.1 m).	1. Attach seven foot (2.1 m) tubing/cannula.
	2. Humidifier attached.	2. Remove humidifier.
	3. No inspiration detected.	3. Contact BOC on 0800 136 603 .
	4. Unit in continuous mode.	4. Switch to pulse mode.
	5. Nasal cannula not in the nose or mouth breathing.	5. Place nasal cannula in nostrils and breathe through your nose.
Power cartridge status gauge never indicates fully charged.	1. Power cartridge (battery) is aging.	1. Contact BOC on 0800 136 603 .

DeVilbiss® iGo™ device overview

The iGo™ transportable concentrator is small and lightweight, yet capable of delivering up to 3 LPM of constant flow oxygen.



DeVilbiss® iGo™ control panel



1 Oxygen Outlet – oxygen is dispersed through this port

2 Power button – turns the system ON or OFF.

3 No Breath Detected light (PulseDose mode ONLY) – illuminates intermittently and an audible alert sounds every 3 seconds if the iGo™ is operating in PulseDose mode and does not detect a breath for 30 seconds. If a breath is detected during the alert, the alert condition is cleared. If a breath is not detected during the alert, the unit changes to continuous flow mode after 60 seconds of alerting.

NOTE – Once the unit changes to continuous flow, use the Mode Select button to change back to PulseDose.

4a External Power light – illuminates when the iGo™ system is connected to either AC or external DC power.

Power Fail alert – illuminates intermittently with an audible alert for 15 minutes. Pressing the Power button stops the alert.

4b Green Normal Oxygen light – illuminates when the iGo™ delivers greater than 84% oxygen purity.

4c Yellow Low Oxygen light – illuminates if the iGo™ delivers 75% to 84% oxygen purity.

5a Red Service Required light – illuminates with an audible alert if the iGo™ delivers less than 75% oxygen purity or if component failure is detected.

5b Mode Select button – selects the mode of oxygen delivery (PulseDose or continuous flow).

6a Flow Indicator light – in PulseDose mode, pulses ON with every breath; in continuous flow mode, illuminates continuously.

6b Flow Rate Indicator lights – illuminate the flow rate at which the iGo™ is set to deliver oxygen.

7 Flow Rate Control buttons – increase or decrease the flow rates in PulseDose (1 to 6 LPM) or continuous flow (1 to 3 LPM) as ordered by the physician.

8 Battery Charge lights – indicate the battery pack's charge status. When the battery is fully charged, all six lights illuminate. As the battery discharges, the lights turn off one by one. Each illuminated light indicates approximately 45 minutes of battery charge at 2 LPM in PulseDose mode.

When the battery is charging, the lights illuminate in a cycle pattern. When the battery has approximately 10% of capacity, a yellow battery light illuminates with a single audible alert. When the battery is depleted, the unit enters Power Fail alert. Power Fail alert – illuminates intermittently with an audible alert for 15 minutes. Pressing the Power button stops the alert.

How to use the iGo™

1. Please follow all operating instructions.
2. Place your iGo™ in a suitable location.
3. Ensure that the air filter is installed in the handle cavity.
4. Select Power Source:
 - **AC Operation** – Plug cord into iGo™ and wall outlet.
 - **DC Operation** – Plug cord into iGo™. START CAR BEFORE INSERTING CORD INTO DC ACCESSORY POWER PORT.
 - **Rechargeable Battery** – Insert the battery tabs into the slots in the Battery Bay and push the battery into the iGo™ unit until it is secure and flush with the back of the unit.

NOTE: Rechargeable Battery must be charged before first use. To completely charge the battery, connect the AC Power Cord and plug in. This may require up to 4.5 hours of uninterrupted charging. The battery will not charge when connected to a DC Power Port.

Typical Battery Operation Time

Flow Rate	Continuous Flow
1.0	4.0 hours
2.0	2.4 hours
3.0	1.6 hours
4.0	–
5.0	–
6.0	–



Rechargeable battery.

5. Connect the tubing to the oxygen outlet and cannula.
6. Press and hold the Power Button to turn your iGo™ On.
7. Your iGo™ is now ready for use. Attach a standard nasal cannula to your nose and face. Breathe normally through the cannula.
8. **Select Delivery Mode** – Press the Mode Select button. The iGo™ will come on at the last mode and flow setting used.

- a. **Continuous Flow** – a continuous supply of oxygen will flow through your tubing and nasal cannula.
- b. **PulseDose** – a pulse of oxygen is released with each breath.

9. **Check the Flow Rate** – use the Flow Rate Setting buttons to adjust the flow rate to the setting prescribed by your clinician.

NOTE: BOC may have set the flow so that it cannot be adjusted.

10. When you have finished using the iGo™, press and hold the Power Button to turn Off. Store the iGo™ in a cool, dry location when not in use.

DeVilbiss® iGo™ troubleshooting

The following troubleshooting chart will help you analyse and correct minor iGo™ malfunctions. If the suggested procedures do not help, please call BOC on 0800 136 603. Do not attempt any other maintenance at this time.

Symptom	Possible cause	Solution
Unit not operating. No lights illuminated and nothing happening when power button pressed.	1. Power button was not held.	1. Press Power button and hold for one second.
	2. No external power and no charged battery installed.	2. Plug into external power or install charged battery.
	3. Unit malfunction.	3. If the above solutions do not work, contact BOC on 0800 136 603 .
Unit not operating. External Power light flashing with audible alert. Power Fail alert activated.	1. AC power cord not properly inserted into wall outlet or DC adapter not attached.	1. Check power cord connection at the wall outlet and adapter connection to iGo™.
	2. Charged battery not installed or defective battery.	2. Install charged battery or contact your provider for a replacement battery.
	3. No power at wall outlet.	3. Check the home circuit breaker and reset if necessary. Use a different wall outlet if the situation occurs again.
	4. Faulty AC Adapter.	4. Contact BOC on 0800 136 603 .
	5. Faulty DC accessory power port outlet.	5. Check the fuse.
	6. Faulty DC Adapter.	6. Contact BOC on 0800 136 603 . If the above solutions do not work, contact BOC on 0800 136 603 .
Cannot change the flow rate.	1. Flow rate is locked.	1. Unlock flow rate.
	2. Unit malfunction.	2. Contact BOC on 0800 136 603 .

Symptom	Possible cause	Solution
Unit set for PulseDose mode: No Breath Detected light flashing and audible alert sounding. OR Unit changed to Continuous Flow automatically.	1. Cannula is not adjusted properly. <hr/> 2. Obstructed cannula or oxygen tubing. <hr/> 3. Tubing/cannula too long. <hr/> 4. Humidifier attached. <hr/> 5. Low flow cannula being used.	1. Check all cannula connections to make sure they are tight and adjust the cannula to fit comfortably. Ensure tubing is not kinked. <hr/> 2. Detach cannula. 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. <hr/> 3. Replace with shorter tubing/cannula. <hr/> 4. Remove humidifier. (PulseDose does not operate with humidifier). <hr/> 5. Replace with standard cannula. <hr/> If the above solutions do not work, contact BOC on 0800 136 603 .
Oxygen level out of specification.	Intake silencer/filter is blocked.	Contact BOC on 0800 136 603 .
Yellow Low Oxygen light illuminating. OR Red Service Required illuminating and audible alert sounding. External Power and/or Battery Power lights illuminating. Unit is operating.	1. Air filter is blocked. <hr/> 2. Exhaust is blocked. <hr/> 3. Intake silencer/filter is blocked.	1. Check the air filter. If the filter is dirty, wash it following the cleaning instructions. <hr/> 2. Check the exhaust area; make sure there is nothing restricting the unit exhaust. <hr/> 3. Contact BOC on 0800 136 603 . <hr/> If the above solutions do not work, contact BOC on 0800 136 603 .

Symptom	Possible cause	Solution
Red Service Required light illuminating. External Power and/or Battery Power lights illuminating. Audible alert sounding. Unit not operating.	1. Air filter is blocked. <hr/> 2. Exhaust is blocked. <hr/> 3. Unit is overheated. <hr/> 4. Intake silencer/filter is blocked.	1. Check the air filter. If the filter is dirty, wash it following the cleaning instructions. <hr/> 2. Check the exhaust area; make sure there is nothing restricting the unit exhaust. <hr/> 3a. Allow unit to cool and try again. 3b. Move unit to cooler location. <hr/> 4. Contact BOC on 0800 136 603 . <hr/> If the above solutions do not work, contact BOC on 0800 136 603 .
Power Fail alert activated: External Power light flashing and audible alert sounding.	1. Battery completely discharged. <hr/> 2. Lost external power without battery installed.	1. Recharge battery. <hr/> 2. Install battery or plug into external power.
Red Service Required light flashing. Flow Indicator light flashing. Audible alert sounding. Unit operating.	Blocked or defective cannula or oxygen tubing.	a. Detach cannula. If proper flow is restored, clean cannula or replace if necessary. b. Disconnect the oxygen tubing at the oxygen outlet. If proper flow is restored, check oxygen tubing for obstructions or kinks. Replace if necessary.
Unit not operating when used with charged battery. Power Fail alert activated: External Power light flashing and audible alert sounding.	Battery is overheating.	Allow battery to cool.

Symptom	Possible cause	Solution
DC Adapter attached. Unit operating from battery or not operating. External Power light is not illuminated.	<p>1. Poor connection to DC power source.</p> <p>2. Vehicle power source (vehicle accessory connector) dropped too low for the DC Adapter.</p> <p>3. Fuse in vehicle is blown.</p>	<p>1. Ensure the DC accessory power port outlet is clean and a good connection can be made. Insert the DC Adapter into the vehicle's DC accessory power port outlet.</p> <p>2. If the vehicle power source drops too low for the DC Adapter, the iGo™ will revert to battery operation (if present) or will cease operation until power is restored.</p> <p>3. Check the fuse and replace if necessary.</p>
Audible alert sounds intermittently when operating from DC Adapter.	<p>1. Vehicle not running.</p> <p>2. Poor connection to DC power source.</p> <p>3. Vehicle electrical system overloaded or defective.</p>	<p>1. Start vehicle.</p> <p>2. Ensure the DC accessory power port outlet is clean and a good connection can be made. Insert the DC Adapter into the vehicle's DC accessory power port outlet.</p> <p>3. Have a qualified mechanic check electrical system while iGo™ is attached.</p>
Lowest Battery Status light is Yellow. Unit beeps once.	Battery needs to be charged.	<p>a. Plug unit into AC power or replace discharged battery with charged battery.</p> <p>b. Plug unit into DC accessory power port outlet to operate unit. NOTE: Battery will not recharge on DC power.</p>
Battery Status lights never indicate fully charged.	<p>1. Battery needs to be reconditioned.</p> <p>2. Defective battery.</p>	<p>1. Fully discharge battery then recharge.</p> <p>2. If the above solutions do not work, contact BOC on 0800 136 603.</p>
Yellow Battery Status light flashing.	Unit is equipped with built-in battery test and the battery pack is being checked.	If light flashes longer than 10 minutes, battery is defective. Contact BOC for a replacement.
Any other issues.		Contact BOC on 0800 136 603 .

Dos and don'ts

Dos

- Keep your transportable concentrator at least five feet (1.6 m) from hot, sparking objects or naked flame. The unit should be located so as to avoid pollutants or fumes.
- Protect the battery and power adapters from fluid spills or drips to avoid possible shock hazards.
- Use only the AC adapter and DC adapter supplied with your transportable concentrator.
- The device must not be left unattended or stored in a car overnight.

Don'ts

- Do not use replacement parts, accessories, or adapters other than those authorised by BOC.
- Do not use oil or grease: A spontaneous and violent ignition may occur if oil, grease, or other petroleum based substances come into contact with oxygen under pressure. Keep these substances away from the oxygen system, tubing and connections, and any other oxygen source. Do not use any petroleum based or other lubricants.
- Do not allow unauthorised or untrained individuals to service the equipment or open the device.
- Do not operate the transportable concentrator or accessories in standing water and do not submerge or expose to water. Electric shock or damage to the unit may result if this occurs.
- Do not expose the rechargeable battery to fire or dispose of in a fire. It may explode and cause potential injury.
- Do not short circuit the battery's metal contacts with metallic objects such as keys, paperclips, or coins. It may cause sparks or excessive heat.
- Do not 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. Keep the battery away from children.



- This device contains electrical and/or electronic equipment. Please do not dispose of any of these components.
- Electric shock hazard – do not attempt to repair or service this item.
- Do not operate the transportable concentrator 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).
- Do not place the 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 are defibrillators, diathermy equipment, cellular telephones, CB radios, radio-controlled toys, microwave ovens, etc.
- Do not expose the transportable concentrator, rechargeable battery, or accessories to temperatures outside of specified operating or storage temperatures as this may cause damage. The operating temperature for the device is between 5°C and 40°C.
- Always use the device in a vertical position.
- Never block the air intake and air exhausts on the device.
- Do not cover with clothing or any other material, or use whilst in a bag other than the one provided.
- Always ensure you organise access to a power source to recharge your transportable concentrator when required.
- If you wish to take your transportable concentrator on holiday, this must be discussed in advance with BOC Healthcare and your clinician.

Power failure/concentrator breakdown

What to do if your oxygen concentrator breaks down or you have a power failure.

Call the Patient Service Centre on **0800 136 603** to explain what the problem is. They will ask you a series of questions to determine what the problem might be. It is crucial that you give them as much information as you can. They will then give you advice on how to fix the problem or if this is not possible, they will arrange for one of our homecare technician's to visit you. Our free phone line **0800 136 603** is open 24 hours a day every day of the year to respond to emergencies.

For more information on power cuts, please contact on of the following:

East of England

UK Power Network tel **0800 316 3105**

East Midlands

Western Power tel **0800 678 3105**

Northern Ireland

Northern Ireland Electricity tel **03457 643 643**

If you feel unwell then it is important that you contact your doctor so that he/she can provide guidance.



Electricity refund

What is an electricity refund?

As part of our service we will refund the cost of electricity used by the oxygen concentrator on a quarterly basis. After you have been using the oxygen concentrator for approximately three months, a BOC patient service advisor will ring you to advise that a service is due on the equipment. It is important that you are available for this visit as the homecare technician will take the first reading of the concentrator hours meter. The meter reading will be entered into the BOC computer system.

This will issue a refund paid by bank transfer Unless on a prepaid meter, BOC will reimburse the electricity used by your concentrator at a standard regional rate defined by the NHS. You may benefit from lower electricity rates in your area, advice can be obtained from uSwitch on [0800 6888 557](tel:08006888557).

The service visit

It is very important your concentrator is first serviced after three months and then every six months after so that we can ensure it is in full working order. During these visits we can also check that you have enough cannulae/ masks.

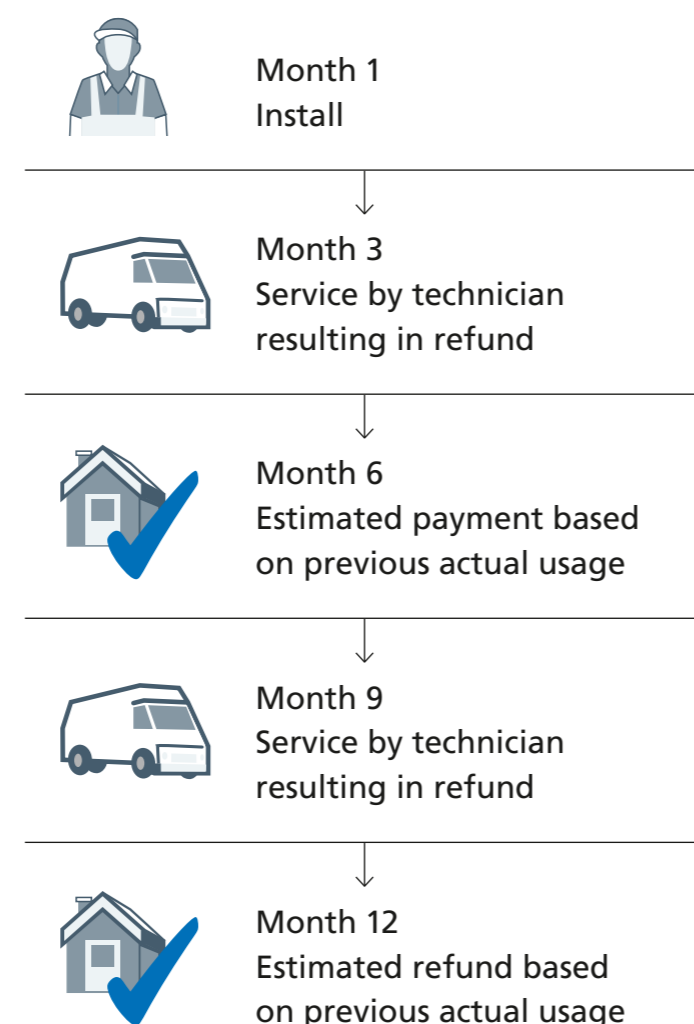
The ongoing process

Future concentrator service visits will be planned at six monthly intervals when a meter reading will be taken by our technician and a refund will be issued. In between

these visits we will arrange to send you an estimated refund. Therefore three months after the concentrator service visit you will receive a further refund which is based on an estimate calculated by our computer system.

How do we calculate the estimated refund?

The computer is able to estimate the hours the concentrator has been used based on the readings taken at installation and also at the first service. If your oxygen usage has changed and you have been over or underpaid then we will rectify this at the next refund.



Notes

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, www.bochomeoxygen.co.uk

BOC Healthcare is the trading name of BOC Limited registered office, Forge, 43 Church Street West, Woking, Surrey GU21 6HT, England. Company number 337663 – English Register. Authorised and regulated by the Financial Conduct Authority, register number 715528. BOC is a company name used by Linde plc and its affiliates. The BOC logo and the BOC word are trademarks or registered trademarks of Linde plc or its affiliates. Copyright © 2015–2023. BOC Ltd.