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HEESON MEDICAL





HEESON MEDICAL

07 3262 5506 (24 HOURS)

Heeson Medical is a Brisbane based company specialising in Oxygen therapy equipment. From oxygen concentrators to portable and stationary oxygen cylinders. Heeson Medical is located at 21 Corunna Street Albion, Brisbane Queensland. We service all areas bounded by the Tweed Coast in northern NSW to the Sunshine Coast in Qld, and west to and including Dalby in Qld.

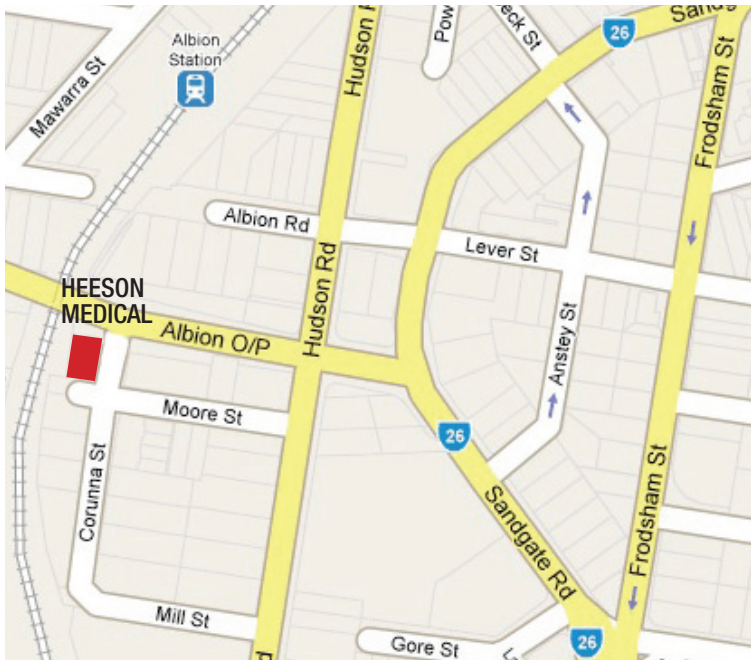
Our aim is to change the standards of this industry by moving the focus to a customer orientated business and to supply only the best quality products the market has to offer.

This manual will help you in setting up and maintaining your equipment safely and ensuring that you get the maximum benefit from our service. Please take the time to read through it carefully to familiarize yourself with our equipment. Once you have read the manual make sure it is kept on hand. This manual will aim to answer all your questions but if there are any problems please contact us.

Our normal contact hours are Monday to Friday from 6.00am to 5.00pm. For additional services or 'after hours assistance' please call our 24 hour number.

ABN: 14 088 038 313
Phone: 07 3262 5506 (**Emergency 24 Hours**)
Fax: 07 3262 4625
Trading Hours: 6am - 5pm weekdays
(excluding public holidays)
Postal Address: Heeson Medical
PO BOX 519
Hamilton, QLD 4007

Location: 21 Corunna Street
Albion, QLD 4010



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Important Information

Name of Doctor

Address

Postcode

Telephone

Hospital Doctor

Telephone

Prescribed Flow Rate

Ltr/pm

Duration

Hours

Notes:

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Oxygen Concentrators

Introduction

An oxygen concentrator is an electrically operated device that separates oxygen from the room air. This makes a high concentration of oxygen available to you. These concentrators are relatively quiet and have an extremely low maintenance schedule. All Heeson Medical concentrators are serviced by qualified technicians and exceed industry standards prior to being placed with differing clients within the community.

Using Your Concentrator

Heeson Medical has a variety of oxygen concentrator that are the same in operation. It is essential that you become familiar with your particular model and the important parts of your concentrator.

Respironics



DeVilbiss (515)

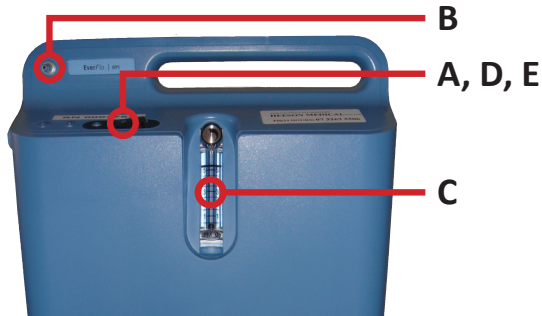


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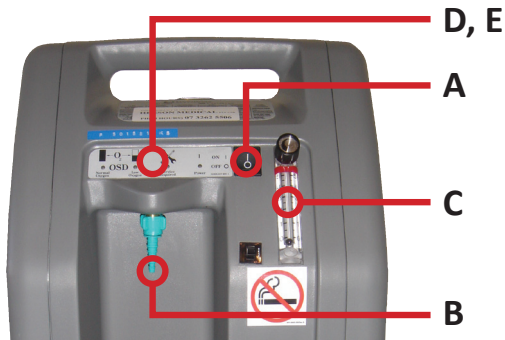
Operating Instructions

This easy to follow instruction guide will assist you in operating the oxygen concentrator. Technicians will also demonstrate how the machine works upon delivery.

Respironics



DeVilbiss (515)



- | |
|--------------------------------|
| A – On/Off |
| B – Oxygen Outlet |
| C – Flow Meter |
| D – Green light |
| E – Service Required lights |

1. Plug in the power cord and switch on, allowing enough slack to avoid accidental unplugging.

WARNING: Do not use electrical double adapters.

2. Locate the On/Off switch **(A)** on your particular model of concentrator and select the 'ON' position. All lights will appear together **(D, E)** with an audible alarm that sounds for a short period of time when starting the machine. Once the alarm has stopped, only a green light **(D)** should remain lit.

Note: If the alarm continues or different lights appear, please refer to the troubleshooting section or call Heeson Medical.

3. Set the flow meter **(C)** according to your prescribed flow rate measured in litres per minute. This can be done by turning the knob at the top of the flow meter. The ball can be centred on the line marking your specific prescribed rate.
4. Connect the tubing to the oxygen outlet **(B)** located on the front of the machine. As a general recommendation, do not exceed 12 metres (37ft.).
5. Attach nasal cannula or mask to your face.
6. Ensure that you only use the concentrator for the number of hours prescribed by your health care professional.
7. To turn off, simply turn the power switch OFF **(A)** on your machine.

ADVICE: If the oxygen concentrator is not working properly please contact our customer service staff at Heeson Medical (Emergency 24 Hours)

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Positioning

A Heeson Medical representative will come to your residence at a convenient time to deliver and set up your concentrator. This representative will position it in a well ventilated area to ensure good circulation of fresh air. However, if you wish to move the concentrator please take these points into consideration:

- Place the machine at least 15 – 30 cm away from walls or any furniture.
- The machine must not be located near a heat source.
- Do not place the oxygen concentrator in the bathroom, kitchen, or the laundry.
- Do not locate the oxygen concentrator near curtains as it may impede the airflow to the device.

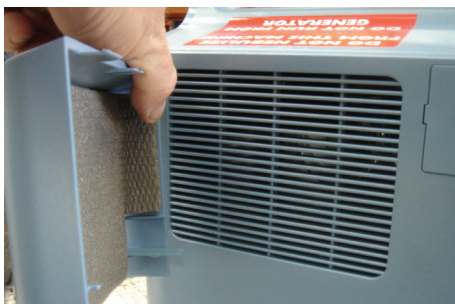
If you are unsure about the suitability of the new position, please do not hesitate to call Heeson Medical.

Maintenance and Cleaning

Oxygen concentrators will require a little maintenance and cleaning every now and again. Please read this section carefully.

Filter:

It is suggested that once every week, you should wash the black foam filter located on the back of the concentrator with warm water. This will help to keep the air flow intake clean and ensure a steady intake of oxygen. To remove the filter, follow the instructions on overleaf:



Respironics



DeVilbiss (515)

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If you have received a blue Respironics oxygen concentrator please follow these instructions to clean the filter:

1. Remove filter case.
2. Use a damp cloth to wipe the back of the filter to remove the build up of dust.
3. Replace the filter case in the same position.

If you have received a DeVilbiss oxygen concentrator please follow these instructions to clean the filter:

1. Remove the black foam filter.
2. Hand wash in warm water. DO NOT use soap.
3. Rinse thoroughly and ensure to remove any excess water with a towel.
4. Replace the filter in the same position once completely dry.

The outside cabinet should also be cleaned weekly to remove any dirt or dust on the unit.

1. The oxygen concentrator can be left running.
2. Simply clean with a damp cloth or sponge, and wipe dry with a towel.

Check Regularly: That the distribution tubing has not been damaged and that your flow settings are correct.

WARNING: DO NOT remove the cabinet.

Servicing

Heeson Medical will perform regular maintenance check of your oxygen concentrator and additional equipment every 6 months.

Technicians will contact you to arrange a suitable time for a visit and ask you to turn on the concentrator prior to their arrival. During the servicing, please do not hesitate to ask any questions you have on the operation of the concentrator.



This concentrator service will involve an authorised technician to perform the scheduled maintenance check on additional filters, oxygen percentage output, and to ensure general workings of the unit.

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Concentrator safety information

Please read this section carefully. Oxygen is not a flammable gas and is not dangerous however, it does aid combustion. You should follow these simple rules.

- Follow the directions of your healthcare professional including the flow rate and the duration of use.
- Observe general safety precautions when using the oxygen equipment.
- Do not allow anyone to smoke in the same household of any operational concentrator or cylinders.
- Do not use near open or naked flames.
- Do not smoke whilst receiving oxygen.
- Do not cover or obstruct the concentrator.



**OXYGEN IN USE
NO SMOKING OR
OPEN FLAME**



- Switch off when not in use.
- Ensure that all oxygen equipment is located in a well ventilated area.
- Do not use lubricants such as oil, grease or petroleum based products e.g.: Vaseline, Paraffin wax, and Glycerine.
- Do not operate concentrator from generator.
- Keep the oxygen equipment away from children and untrained people.
- Do not nebulize from concentrator.
- Do not use gas ovens or stove top that have a naked flame whilst on oxygen.
- Do not use the oxygen equipment near anything that may cause a spark e.g.: heaters, hairdryers, toasters etc.
- Do not use double adaptors for the concentrator.
- Promptly report any problems or malfunctions to Heeson Medical.
- Do not attempt to repair or modify the oxygen equipment, call Heeson Medical as soon as possible to organise a replacement.

Note: You may use heating equipment when using your oxygen concentrator or cylinders but ensure the heating source is at least 2 meters away from the unit, tubing, and yourself.

Note: When the oxygen machine is running, it will click and warm air will blow from the undercarriage of the machine.

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Portable Cylinders

Introduction

Heeson Medical provides several different sized cylinders to suit your requirements. The major difference is the quantity of oxygen they can hold.

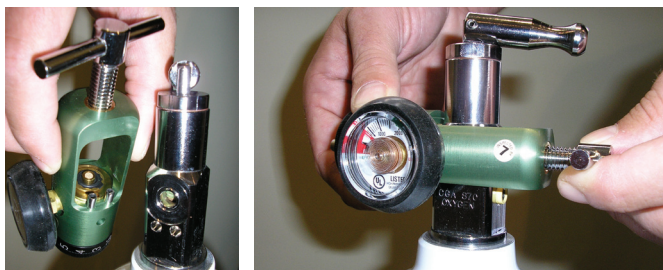


Note: A full cylinder is denoted by a plastic dust cover around the valve of the cylinder. The cylinders are considered empty if this cover is removed. Once the dust cover has been removed dispose of the cover and do not place it back on the cylinder. Leave the cover on until the cylinder is required for use.

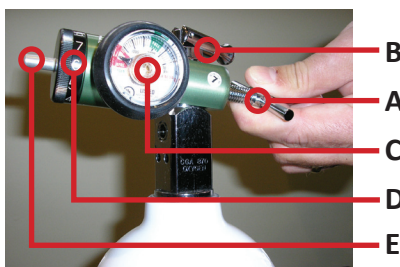
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Using Your Portable Cylinders

1. Remove the dust cover from the cylinder. The regulator will only fit on to the cylinder one way.



2. Ensure that the seal is attached to the regulator prior to putting the regulator on the cylinder. Place the regulator over the neck of the bottle ensuring that the indexing pins and pin holes are in place. Screw the 'T' (**A**) piece firmly.



A – “T” Piece

B – Bottle Tap

C – Regulator Gauge

D – Adjustment Screw
for Flow Meter

E – Silver Oxygen Outlet

3. Turn the bottle on at the toggle (**B**) at the top of the cylinder.

- a. ANTI CLOCKWISE is OPEN/ON and
CLOCKWISE is CLOSED/OFF.
4. The regulator gauge **(C)** will register and will indicate the amount of oxygen in the cylinder when it is turned on/open.

Note: All of the regulator gauges **(C)** on the regulators supplied by Heeson Medical are measured in PSI. At 2000 psi the cylinder is full. The regulator gauge **(C)** may vary a little depending on the air temperature that day. If the day is hot it will register a little more than 2000 psi and if the temperature is cold then it will register a little less than 2000 psi. However the amount of hours of use will be the same.

5. Connect the tubing to the silver oxygen outlet **(E)** on the regulator.
6. For use, turn the flow meter **(D)** on the regulator to the correct setting as prescribed by your physician.
7. Fit cannula or mask to your face.
8. When the cylinder needs to be replaced, turn the cylinder OFF at the toggle **(B)** at the top of the bottle (clockwise) and discharge the oxygen from the regulator by setting the regulator flow rate **(D)** to 2 litres per minute until the regulator gauge **(C)** is reading ZERO. Return the flow rate **(D)** to ZERO and repeat steps 1. to 4.

PLEASE NOTE: Always check you have adequate supply of oxygen for evenings, weekends, and public holidays. Please contact Heeson Medical for the replacement of full cylinders.

HEESON MEDICAL WORK ON THE BASIS OF NEXT BUSINESS DAY DELIVERY

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Using Your Back Up Cylinders

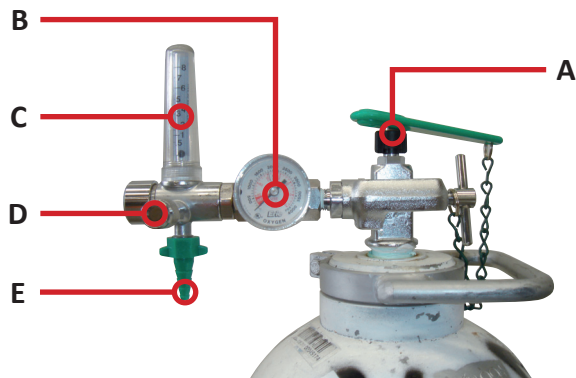
1. Remove the blue seal/cap around the valve.
2. Fit the regulator equipment to the cylinder outlet and hand tighten.
3. Turn the handle **(A)** on top of the cylinder half to one turn ANTI-CLOCKWISE.

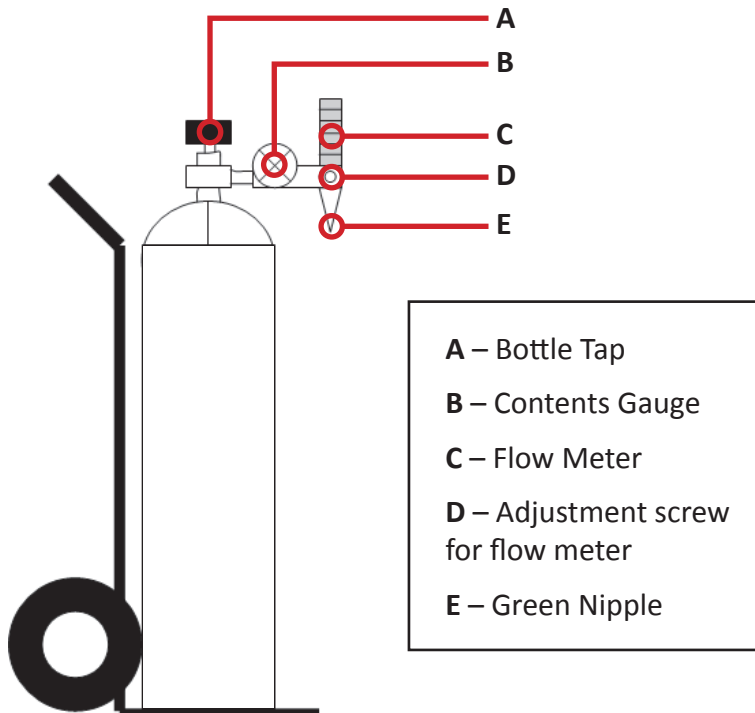
Note: Ensure that the oxygen outlet is facing away from any person

4. Adjust the flow rate **(D)** to your prescribed flow rate **(C)**.
5. The gauge on the regulator will register pressure **(B)**.
6. Attach hosing to the green nipple/outlet on the regulator **(E)**.

Note: When the needle on the gauge is in the RED section the cylinder is approaching EMPTY.

7. When not in use, turn off cylinder by closing the valve and allow pressure to release from regulator before turning regulator off.





PLEASE NOTE: The oxygen cylinder is provided as a back-up only.

It is only to be used for the following reasons:

1. If there is a power failure or blackout.
2. If the oxygen concentrator breaks down.

If you are experiencing problems with the oxygen concentrator or oxygen cylinders please ring Heeson Medical straight away.

If the oxygen cylinders are used for any other reason than the above, a charge will apply for the refill.

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Cylinder Safety Information

The same precautions apply to the use of cylinders as to that of your oxygen concentrator.

1. Always stand cylinder in a well ventilated area away from sources of heat and away from any flammable liquids and other combustible material.
2. Secure oxygen cylinders to prevent them from falling over that could cause damage to the equipment or injury to another person.
3. Never repaint or remove labels on the cylinders ensuring they remain clearly visible.
4. Never smoke, or allow others to smoke in the vicinity of the equipment.
5. Your flow rate determined by your doctor should be adhered to at all times.
6. Do not use lubricants such as oils or grease on any oxygen equipment.
7. Do not subject the cylinders to extreme temperatures.
8. When cylinders are moved the cylinder valve should always be closed.
9. Always turn the bottle OFF when not in use.

For questions and problem solving, please do not hesitate to contact Heeson Medical.

(Emergency 24 Hours) 07 3262 5506

Attaching a Cannula or Mask

Re-attaching a mask or cannula that has come off:

Grasp the end of the green tubing and the nipple end of the cannula or mask tubing and push firmly into one another until it is inserted at least a quarter inch.

WARNING: DO NOT leave nasal cannulas or oxygen masks under or on bed coverings or cushions whilst oxygen is being supplied. If the oxygen concentrator or cylinders is on, but is not in use, the oxygen will make the material flammable



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Travel

Travelling

When travelling in the vehicle, cylinders should be laid down and secured. Transporting concentrators should be placed in the back seat of the car ensuring that is placed upright and is firmly restrained using the seat belt.

If you intend to use portable oxygen in the car, secure the oxygen cylinder behind the passenger seat. Ensure that the cylinders are not damaged by other equipment in the vehicle as this could lead to cylinder damage or rupture.

For more information there is a MSDS (medical safety data sheet) available upon request.

Note: It is recommended that the car windows are slightly open to promote good ventilation when carrying oxygen in the car. **DO NOT SMOKE** whilst in the vehicle and carrying oxygen, even if the oxygen equipment is not being used.

We can provide additional information and advice on transporting oxygen safely: simply call Heeson Medical staff on: 07 3262 5506.

Moving Home

If you are moving home, please call us with your details including new home address and phone number prior to leaving. If you are registered with your local Community Health, remember that you will also need to contact them and advise them of your changes.

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Accessories

Additional Oxygen Equipment

Heeson Medical has a variety of accessories that can help you with your oxygen equipment. These include:

- A range of masks and cannulas.
- Trolleys and bags for ease of movement.
- Tubing and connectors.
- Nozoil.
- Oxymizer Pendants.
- Pulse Dose conserving regulators.

Tubing will be included when the rental of oxygen equipment is organised with Heeson Medical. Nozoil, Oxymizer pendants and pulse dose regulators are also available at a cost. Please contact Heeson Medical staff for help on what accessories can be bundled with your oxygen equipment.

Note: Additional information sheets are available by request.



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In Case of an Emergency

In Case of Fire

Once a fire has been discovered, follow normal emergency procedures and contact your local fire services. Please contact Heeson Medical to notify if there are any oxygen cylinders or concentrators on the premises.

If any cylinders have been damaged in the fire they should NOT be used. Contact Heeson Medical to arrange replacement cylinders.

Leaks

If a leak should occur, it will be evident by a hissing noise.

You should check that all connectors are firmly tightened and all tubing have no kinks or splits. Tubing should be replaced if necessary. However, if the hissing noise is still present, contact Heeson Medical for assistance.

Warning: Never attempt to fix/repair leaks yourself. DO NOT use sealing or joining compounds.

After Hours Assistance

Heeson Medical operates during normal business hours of Monday to Friday from 6.00am to 5.00pm. The business contact number is also a 24 hour service number that can be called for emergencies such as:

- Broken down oxygen concentrators.
- Faulty oxygen cylinders.

Note: If you are experiencing discomfort contact your Doctor or local hospital and seek medical advice.

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Troubleshooting

This section will allow you to sort out problems yourself and trying out the solutions printed here. If you've tried the solutions and are still having problems, please contact Heeson Medical for additional help.

| Problem | Probable Cause |
|---------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Concentrator will not run ALARM SOUNDS LIGHTS SHOW | Power cord not connected to electrical outlet No power at the electrical outlet DeVilBiss power cord has come loose from the rear of the concentrator |
| Concentrator runs but cuts out ALARM SOUNDS LIGHTS SHOW | Defective nasal cannula or mask Flow meter is not set on correct prescribed rate The tubing is kinked an blocking the delivery of oxygen There is not adequate ventilation |
| All other problems | Equipment malfunction |

Solution

Check if the power cords are securely in the correct electrical outlet

Check if there is power at the wall socket by testing another electrical item in the same socket

Check the power cords have a proper connection by firmly pushing the power cord into the rear of the concentrator

Disconnect oxygen tubing. If correct flow is restored, replace with new tubing

Set the flow meter to your prescribed rate by turning the knob left or right on the machine.

Remove any items that could be kinking or trapping the oxygen flow

Ensure there is adequate ventilation by moving the machine away from walls, furniture, or curtains.

Turn off the concentrator, connect to back up oxygen and call Heeson Medical

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