

User Troubleshooting Table

Do Not Ignore Alarms



WARNING: THE MANUFACTURER RECOMMENDS AN ALTERNATE SOURCE OF SUPPLEMENTAL OXYGEN IN THE EVENT OF A POWER OUTAGE, ALARM CONDITION, OR MECHANICAL FAILURE. CONSULT YOUR PHYSICIAN OR EQUIPMENT PROVIDER FOR THE TYPE OF RESERVE SYSTEM REQUIRED.

| Yellow Light | | |
|---|--|--|
| Symptom | Possible Cause | Your Action |
| The yellow light is on solid. There is no audible alarm. | The Eclipse has detected a problem with the connection to the power cartridge. | <ol style="list-style-type: none"> 1) Remove power cartridge and re-install to ensure that it is secure in the concentrator. 2) If possible, install a separate power cartridge in the Eclipse. 3) If this problem persists, contact healthcare provider. |
| The yellow light is flashing. The alarm is giving 1 beeps every 2 minutes. | The Eclipse power cartridge is warm. | <ol style="list-style-type: none"> 1) Re-attach the Eclipse to external power or install a fully-charged power cartridge in the Eclipse. Allow warm power cartridge to cool outside the concentrator for 30 minutes. 2) Re-charge the power cartridge using AC power 3) Replace the power cartridge if another is available. 4) If the condition persists, contact your healthcare provider. |
| The yellow light is flashing. The alarm is giving 2 beeps every 30 seconds. | The Eclipse power cartridge voltage is low. | <ol style="list-style-type: none"> 1) Plug Eclipse into AC power supply and recharge or replace power cartridge with fully charged power cartridge. |
| The yellow light is flashing. The alarm is giving 1 beep every 2 minutes. | The Eclipse has detected a flow restriction causing low or blocked flow. | <ol style="list-style-type: none"> 1) Clean and replace cabinet inlet filter 2) Ensure that the cannula is not kinked or blocked. If used with a humidifier bottle, ensure that it is filled properly and not creating a blockage. 3) Ensure that the Eclipse has proper ventilation. It needs to be at least 3 inches from any surface to ensure the vents aren't blocked. 4) If the problem persists, switch to an alternate source of oxygen and contact healthcare provider for assistance. |
| The yellow light is flashing. There is no audible alarm. | The Eclipse has detected low oxygen levels. | <ol style="list-style-type: none"> 1) Ensure the air intake filter is not clogged or restricted. Clean and replace the filter if necessary. 2) Ensure the Eclipse is in a well ventilated area. Make sure there are at least 3 inches between the back of the Eclipse and any obstructions (furniture, curtain, etc.) 3) If operating in the car, be sure the back of the Eclipse is facing outward in the seat. 4) If the condition persists, switch to an alternate source of oxygen and contact your healthcare provider immediately. |

| Red Light | | |
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| Symptom | Possible Cause | Your Action |
| The red light is flashing. The alarm is giving 3 beeps every 2 minutes. | The Eclipse has detected low oxygen levels | 1) Ensure the air intake filter is not clogged or restricted. Clean and replace the filter if necessary. |
| | | 2) Ensure the Eclipse is in a well ventilated area. Make sure there are at least 3 inches between the back of the Eclipse and any obstructions (furniture, curtain, etc.) |
| | | 3) If operating in the car, be sure the back of the Eclipse is facing outward in the seat. |
| | | 4) If the condition persists, switch to an alternate source of oxygen and contact your healthcare provider immediately. |
| The red light is solid. The alarm is giving a constant beep. The Eclipse is not delivering oxygen and it will not power on. | The Eclipse has lost power temporarily while running on external power and needs to be re-set. | 1) Remove the power cartridge and disconnect the AC or DC power supply from the Eclipse. The red light should disappear when the power sources are removed. Wait approximately 20 seconds, reconnect power sources, and attempt to power on the Eclipse again. If the Eclipse does not power on, proceed to step 2. |
| | | 2) Inspect the external (AC or DC) power supply and ensure that its connections are secure at the Eclipse, the transformer, and the external power outlet. |
| | | 3) If possible, attempt to use another electrical (AC or DC) outlet to power the Eclipse. |
| | | 4) If the condition persists, switch to an alternate source of oxygen and contact your healthcare provider immediately. |
| | The Eclipse has lost power due to a depleted power cartridge (power cartridge) charge or an overheated power cartridge. | 1) Re-attach the Eclipse to external power or install a fully-charged power cartridge in the Eclipse. Allow warm power cartridge to cool outside the concentrator for 30 minutes. |
| | | 2) Re-charge the power cartridge using AC power |
| | | 3) Replace the power cartridge if another is available. |
| | | 4) If the condition persists, contact your healthcare provider. |
| The red light is solid. The display screen says "FAIL". The Eclipse is not producing delivering oxygen and will not power on. | The Eclipse has experienced a system malfunction. | 1) Remove the power cartridge and disconnect the AC or DC power supply from the Eclipse. The red light should disappear and the FAIL message will disappear from the screen when the power sources are removed. Wait approximately 20 seconds, reconnect power sources, and attempt to power on the Eclipse again. |
| | | 2) If the Eclipse does power on, monitor it to determine if the FAIL message occurs again. If the FAIL message occurs again, contact your healthcare provider immediately. |
| | | 3) If the Eclipse does not power back on, contact your healthcare provided immediately. |

Other Alarm Conditions

| Symptom | Possible Cause | Your Action | |
|---|--|--|--|
| While in pulse mode, the compressor speeds up and the pulse mode LED flashes quickly for 15 seconds. | The Eclipse is unable to detect the user's breathing effort. See page 17 for pulse mode information. | 1) Pulse mode may not work correctly if the user has any condition that causes blocked/restricted nasal passages. (Illness, deviated septum, etc.) | |
| | | 2) Ensure cannula is no longer than 7 feet in length. | |
| | | 3) Ensure that there are no kinks or blockage in cannula tubing. | |
| | | 4) If a humidifier bottle is connected, remove the humidifier bottle and connect cannula directly to outlet port. Pulse mode will not work with a humidifier bottle installed. | |
| | | 5) If the condition persists, contact your healthcare provider. | |
| Power Cartridge is draining while plugged in to AC/DC power supply | The Eclipse is not receiving power from the attached power supply. | 1) Verify that the outlet is providing power. Do not connect the power supply to a dimmer circuit or a power strip. | |
| | | 2) Check that cable connections on power supplies are secure to the wall/vehicle and concentrator. If using the AC power supply, check the cable connection on the power supply transformer as well. | |
| | | 3) Ensure that the power verification lights are on. - There will be a green light on the power supply box. - There will be a green light on the Eclipse concentrator control panel in the shape of a power cord. | |
| | | 4) If power verification LEDs are not lit, remove all connections of the power supply for 20 seconds and reconnect. | |
| | | 5) If the condition persists, contact your healthcare provider. | |
| The Power Cartridge (battery) charge is not lasting as long as it should. | The power cartridge was not fully charged | 1) Connect to AC power to recharge the battery. Verify that the battery charges for 2-5 hours and the battery icon is full and not flashing before use. 2) Refer to the actions for "Power Cartridge is Not Charging" Symptom below. | |
| | The Eclipse was not operating at the anticipated flow rate. | 1) Ensure that you are using the flow rate prescribed by your physician and that pulse or continuous flow is being used as required. | |
| | The power cartridge is not performing to specifications. | 1) Attempt to drain the battery cartridge completely. Do this by running the Eclipse on battery power until the machine shuts off completely. Then remove the battery and allow it to cool for approximately 30 minutes. After this time, re-insert the battery in the Eclipse and recharge it using AC power. | |
| | | 2) If the battery still does not last as long as it should after following step 1, contact your healthcare provider. | |
| | | The Eclipse is not receiving external AC power to charge the battery. | 1) Verify that the outlet is providing power. Do not connect the power supply to a dimmer circuit or a power strip. |
| | | | 2) Check that cable connections on power supplies are secure to the wall/vehicle and concentrator. If using the AC power supply, check the cable connection on the power supply transformer as well. |
| 3) Ensure that the power verification lights are on. - There will be a green light on the power supply box. - There will be a green light on the Eclipse concentrator control panel in the shape of a power cord. | | | |
| 4) If power verification LEDs are not lit, remove all connections of the power supply for 20 seconds and reconnect. | | | |
| 5) If the condition persists, contact your healthcare provider. | | | |
| The Eclipse is not properly communicating the power cartridge to charge it. | 1) Remove power cartridge and re-install to ensure that it is secure in the concentrator. | | |
| | 2) Inspect the Eclipse for a solid yellow light when the battery is installed or a flashing battery icon when attempting to charge. If either of these symptoms is present, continue to step 3 | | |
| | 3) If possible, install a separate power cartridge in the Eclipse. If the replacement cartridge works properly, then the original cartridge needs to be replaced. | | |
| | 4) If this problem persists contact healthcare provider. | | |
| The Eclipse beeps 3 times when it is first powered on. | The internal battery that powers the alarms is low | 1) Contact your healthcare provider. | |