SUPAGAS

YES WE CAN!

Medical Guide

About Supagas

Supagas is one of Australia's leading suppliers of medical oxygen and equipment solutions for the homecare and aged care markets. Our dedicated team is able to service all states of Australia.

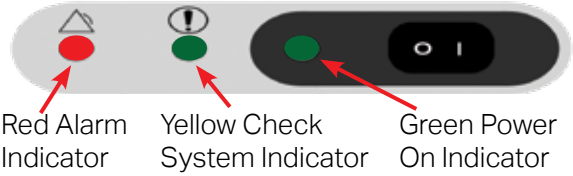
At Supagas, we believe in partnering with all of your medical practitioners to provide the best tailored solution for your needs. Our Australian based team will provide the highest level of ongoing support and service to you and your family.

All of our teams are well trained and can provide the knowledge and information that you require.

- Our drivers will provide you with training at the initial setup
- Ongoing support through updated literature and digital means
- Coordination of medical oxygen for travelling needs (domestic and international)
- Working with your physician
- A wide range equipment and consumables area available to order

Troubleshooting an Oxygen Concentrator

The device has an audible alarm and three LED indicators, as shown below.



Problem	Probable Cause	Solution
The device is not working when it is turned on. (The Audible Alarm is beeping. All LEDs are off.)	The power cord plug is not properly inserted into the electrical outlet.	Make sure the device is properly plugged in to the electrical outlet.
	The unit is not receiving power from the electrical outlet.	Check your household outlet fuse or circuit.
	Internal part failure.	Connect to a back up oxygen source and contact Supagas.
The device is not working when it is turned on. (The Audible Alarm is beeping and all 3 LEDs are illuminated.)	Internal part failure.	Connect to a back up oxygen source and contact Supagas.
Impeded oxygen flow indication is activated. (The Yellow LED illuminates continuously, the Red LED is blinking and the Audible Alarm is beeping.)	The airflow to the device is impeded or blocked.	Remove any items that appear to be blocking the airflow into the device.
	The flow meter knob is completely closed.	Turn the flow meter knob anticlockwise to centre the ball on the prescribed LPM flow.
	The oxygen tubing is kinked and blocking the delivery of oxygen.	Check to see that the tubing is not kinked or blocked. Replace if necessary.
Limited oxygen flow to the user without any fault indication. (All LEDs are off and the Audible Alarm is silent.)	The oxygen tubing or cannula is faulty.	Inspect and replace the items if necessary.
	There is a poor connection to a device accessory.	Ensure that all connections are free from leaks.

Troubleshooting Oxygen Conserving Device (OCD)

When you have a problem with the operation of your OCD, please take a few moments to check for these possible causes:

Problem - Unit won't pulse

1. Be sure the Dial selector is set to the appropriate flow setting.

NOTE: (Battery Unit only) Check the battery level by turning the unit "OFF", wait five seconds, then turning the knob to the number one setting. The green "Normal Battery Indicator" should illuminate. If the "Low Battery" light illuminates, change battery. When changing batteries, first turn the Dial selector to the "OFF" position.

2. Take cannula off nose and ensure the tubing isn't kinked or twisted

3. Fit cannula to nose and breathe through the nose (unit will not work if breathing through the mouth).

4. What does the pressure gauge read?
   - Empty - change cylinder over
   - Be sure the cylinder valve is all the way open fully. This is especially important on cylinders that are close to empty

5. OCD not working
   - Check dial selector is set to correct setting
   - Breathe in through nose
   - Check Cannula is not twisted or kinked
   - Check cylinder is not empty

6. Battery operated OCD not working
   - Check Batteries
   - If okay follow steps in question 2
   - If flat please change batteries

7. If the unit still does not pulse, call our Supagas Customer Service Centre.

FAQ's

1. Cylinder is leaking – check tightness of regulator and ensure bodok seal is fitted to device

2. Can I use cylinders by lying them down?
   - Preferably cylinders should be upright whilst using but can be laid down in car (securely fastened) or in a walker bracket.

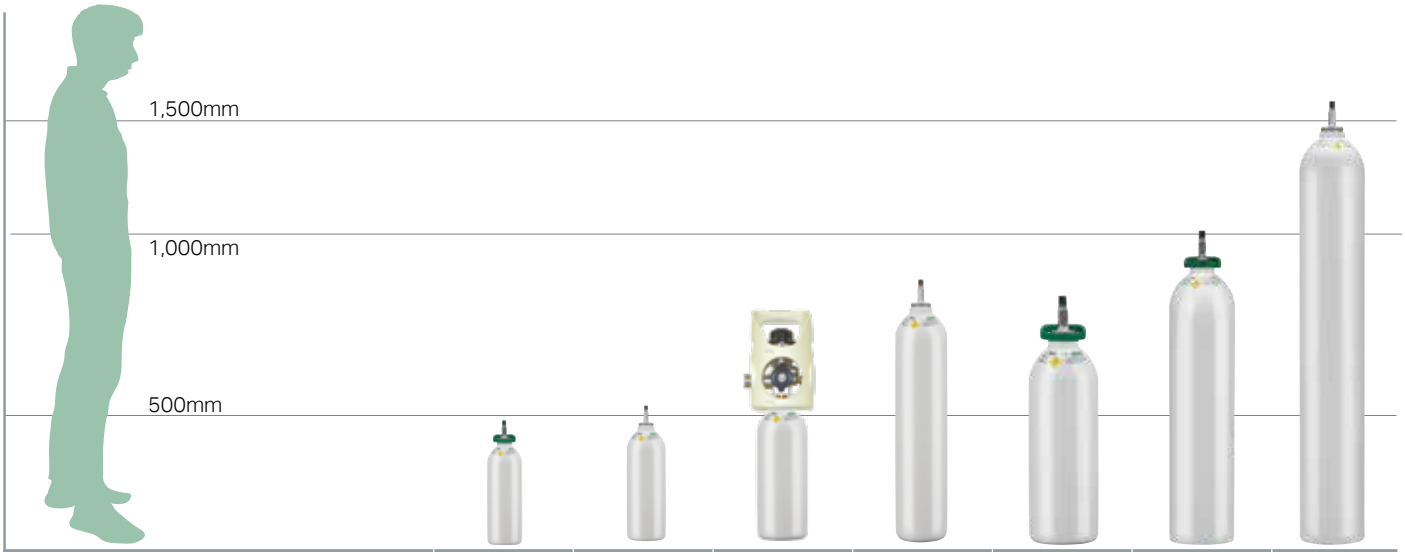
3. Can I use cylinders in car?
   - Two (2) C size cylinders or One (1) D size cylinder allowed in passenger vehicle
   - Ensure cylinder(s) fastened securely
   - Ensure One Vehicle window is open slightly

4. Can I change my prescribed setting?
   - Check with medical Professional

5. I am having trouble breathing whilst using oxygen therapy
   - Call Emergency Services immediately on Triple Zero (000)

6. Do I need one regulator per cylinder that I hold?
   - No, you can use the same regulator for each cylinder. Please see page 3, "Installation and fitting of Regulators to Medical Oxygen Cylinders"

Medical Oxygen



Specification	Size B	Size C	Size CXR	Size CL	Size D	Size E	Size G
Cylinder Contents Litres (101.325kPa @15°C)	275	470	620	760	1,700	4,000	10,300
Average Weight (full) kg	2.0	6.43	3.36	4.92	13.6	30	70
Cylinder Colour	White						
Dimensions - H xW (mm)	365 x 110	515 x 110	590 x 130	740 x 110	645 x 180	880 x 204	1510 x 230

Cylinder dimensions are approximate – variations may occur due to manufacturing tolerances. Height includes the valve.

Oxygen Consumption Tables

Portable Cylinders with Therapy Regulator

Cylinder Size	1 LPM	2 LPM	3 LPM	4 LPM
B cylinder (275L) with regulator	4.5 hrs	2.0 hrs	1.5 hrs	1.1 hrs
C cylinder (470L) with regulator	7.8 hrs	3.9 hrs	2.6 hrs	1.9 hrs
CXR cylinder (410L) with regulator	6.0 hrs	3.4 hrs	2.2 hrs	1.7 hrs
CL cylinder (760L) with regulator	12.6 hrs	6.3 hrs	4.2 hrs	3.1 hrs
D cylinder (1,700L) with regulator	28 hrs	14.1 hrs	9.4 hrs	7.0 hrs
E cylinder (4,000L) with regulator	66.6 hrs	33.3 hrs	22.2 hrs	16.6 hrs
G cylinder (10,300L) with regulator	171 hrs	85 hrs	57 hrs	42 hrs

Portable Cylinders with Oxygen Conserving Device (OCD)

Cylinder Size	1 LPM	2 LPM	3 LPM	4 LPM
B cylinder (275L) with OCD	13.5 hrs	6.0 hrs	4.5 hrs	3.3 hrs
C cylinder (470L) with OCD	23.4 hrs	11.7 hrs	7.8 hrs	5.7 hrs
CXR cylinder (410L) with OCD	18.0 hrs	10.2 hrs	6.6 hrs	5.1 hrs
CL cylinder (760L) with OCD	37.8 hrs	18.9 hrs	12.6 hrs	9.3 hrs
D cylinder (1,700L) with OCD	84.0 hrs	42.3 hrs	28.0 hrs	21.0 hrs
E cylinder (4,000L) with OCD	199.8 hrs	99.9 hrs	66.6 hrs	49.8 hrs

The above values are estimates - actual duration may vary depending on breath rate.

Installation and Fitting of Regulators to Medical Oxygen Cylinders

1. Remove the white and green shrink wrap from the top of the cylinder.

2. Remove the green plug from oxygen outlet port hole and dispose.

3. Select Medical Oxygen regulator to fit to cylinder:
   - Oxygen conserving device (OCD) pulse device
   - Therapy Regulator continuous flow device.

4. Ensure bodok seal is fitted to regulator.

5. Note the two pin index holes on the cylinder valve.

6. Note the two pins on the regulator.

7. Loosen the securing screw on regulator and slide the regulator over the valve body so that 'index pins' are on the same side of the valve as the 'index holes'.

8. Gently align the regulator so that the two 'index pins' sit inside the 'index holes'.

9. Tighten the securing screw on the regulator. DO NOT over tighten or use any tools as you may damage the regulator.

10. Once regulator is securely fitted, connect cannula to regulator and have the client or carer fit the cannula over the ears and into their nostrils (Note – the cannula is slightly hook-shaped and are fitted curved towards the face)

11. Turn cylinder valve tap clockwise to commence oxygen supply. (Turning the valve to the left will open the valve and turning to the right will close the valve).

12. Set the flow-rate to the prescribed setting using the click-style adjustment.

13. If using a Bonsai Oxygen Conserving Device regulator (OCD) the patient must breathe through the nose for the OCD to release the oxygen. Mouth-breathing will not allow the regulator to work. Check OCD is pulsing and If client not activating OCD may require battery operated OCD or Therapy regulator*

    *Check with Health Professional or Doctor for recommendation

14. Remove the white and green shrink wrap from the top of the cylinder.

15. Once in operation, listen for any signs of leaking (hissing noise), if detected, turn the cylinder off and perform steps 5-8 again. If, when connected and the cylinder is turned on, the assembly is still leaking please call Supagas for assistance.

Changing Cylinders

When your cylinder is empty, the Pressure Gauge needle will sit in the red section on the regulator face. This means it is time to swap to a new tank and call Supagas to order a delivery.

1. Turn off the cylinder and ensure that any residual oxygen has stopped flowing (the hissing sound will stop) through the therapy regulator.

2. Breathe in remaining residual oxygen on OCD regulator.

3. Turn off the regulator by returning to position zero (0).

4. Unscrew the regulator by loosening the securing screw (note this is hard to do if there is residual oxygen, repeat Step 2 if having difficulty).

5. Lift off regulator and store empty cylinder safely, ensure Bodok seal is still in place.

How to Operate an Oxygen Concentrator

1. Select a location on the floor that allows the concentrator to draw in room air without being restricted Make sure that the device is at least 30cm away from walls, furniture, and especially curtains that could impede adequate airflow to the device. Do not place the device near any heat sources.

2. Plug the concentrator power cord directly into an electrical outlet. **DO NOT PLUG INTO POWERBOARDS OR ADAPTORS**

3. Connect your tubing which has attached nasal cannula to the Oxygen Outlet Port, as shown right.

4. Press the power switch to the On [I] position Initially, all the LEDs will illuminate and the audible alert will beep for a few seconds. After that time, only the green LED should remain lit. The device typically takes 10 minutes to reach oxygen purity specifications.

5. Adjust the flow to the prescribed setting by turning the knob on the top of the flow meter until the ball is centred on the line marking the specific flow rate.

6. Be sure oxygen is flowing through the tubing and cannula.

7. Put on the cannula as directed by your home care provider.

8. When you are not using the oxygen concentrator, press the power switch to the Off [O] position.

Phone: Cylinders orders - 13 78 72

Phone: Medical equipment orders - 1300 063 342

Email: medicalsales@supagas.com.au

Website: www.supagas.com.au

Floor Concentrators

Drive DeVilbiss 10 LPM	EverFlo 1-5 LPM
	

Portable Concentrators

	GCE Zen-O	GCE Zen-O Lite	Inogen One G5	SimplyGo	SimplyGo Mini	Caire Eclipse 5	Caire Freestyle Comfort
							
Type of POC	Transportble#	Portable	Portable	Transportble#	Portable	Transportble#	Portable
Availability	Purchase or Rental	Purchase or Rental	Purchase or Rental	Purchase or Rental	Purchase or Rental	Purchase or Rental	Purchase or Rental
Modes of O_2 Delivery	Pulse Flow & Continuous Flow	Pulse Flow	Pulse Flow	Pulse Flow & Continuous Flow	Pulse Flow	Pulse Flow & Continuous Flow	Pulse Flow
Flow Setting (ml/min)	Pulse: Settings 1 - 6 Continuous: Settings 0.5 - 2	Settings 1 - 5	Settings 1 - 6	Pulse: Settings 1 - 6 Continuous: Settings 0.5 - 2	Settings 1 - 5	Pulse: Settings 1 - 9 Continuous: Settings 0.5 - 3	Settings 1 - 5
Max. Vol. O_2/ min	2,000ml	1,050ml	1,260ml	1,260ml @ 2LPM	1,000ml	3LPM	1,050ml
Weight	4.55kg (with 1 battery)	2.5kg (without carry bag)	2.2kg (with 8 cell battery) 2.6kg (with 16 cell battery)	4.5kg (with battery	2.3kg (with standard battery) 2.7kg (with extended battery)	8.3kg (with 1 battery)	2.3kg (with standard battery) 2.7kg (with extended battery)
POC Run Time (at setting of 2)	Pulse Flow: 4 hours (1 battery) and 8 hours (2 batteries)	4 hrs	5 hrs (with 8 cell battery) 10 hrs (with 16 cell battery)	Pulse flow: 3 hr (with supplied battery) Continuous flow: 55 mins (with supplied battery)	4 hr 30 mins (with standard battery) 9 hr (with extended battery)	2 hours of battery at 2 LPM with single battery	Up to 4 hrs with single battery and up to 8 hrs with double battery
Dimensions (cm)	21.2 x 16.8 x 31.3	24.9 x 9.7 x 23.5	18.26 x 8.28 x 22.9	29.2 x 15.2 x 25.4	23.9 x 21.1 x 9.1 (with standard battery) 25.9 x 21.1 x 9.1 (with extended battery)	49.0 x 31.2 x 18.0	25.4 x 18.5 x 7.9 (with 1 battery) 27.9 x 18.5 x 7.9 (with 2 batteries)
Sound Level	42dBA	37dBA	38dBa	Pulse: 50dBa & Continuous: 59dBa	43dBa	Pulse: 40 dBA & Continuous: 48 dBA	39.93bDA
Prod. Code	33366P	33365P	37348P	32293P	31168P	32132P	32146P

POC run time is based on a setting of 2, and is based on 20 breaths per minute. Duration times of optional external batteries are based on the manufacturer's specifications. Weight refers to the POC device without accessories (eg. without carry bag/trolley, power supply and additional batteries). #Transportable concentrators are used with trolley (supplied).
If the patients uses portable oxygen concentrator before consulting with their physican, they should be guided by the + 1 guide - eg. liters/minute 2-> Setting 3, Liters/minute 3 -> Setting 4 etc.
Warranty: 3 years for all machines and 1year for the battery except for the SimplyGo Mini where the battery warranty is only 3 months

Equipment

Consumables	Trolleys	Regulators	Resus Kits	Cylinder Bags
 9m & 15m Tubing	 G Trolley	 Series-O Regulator	 OxyRESQ Advanced Kit	 Carry Bag
 Swivel Connector	 C/D Trolley Aluminium or Steel	 Bonsai Conserving Regulator	 Light Commercial First Aid Kit	
 Tubing Connector	 Caddy on E Trolley	 Therapy Regulator	 Resus Kit in the Case	 Wheelchair Bag
 Oxymizer Pendant	 E Trolley			
 Cannula				
 Earwraps				

Liquid Nitrogen

10L Dewar	20L Dewar	Ladle	Extractor	Brymill Cryospray Kit	Walmay Cryospray Kit
					

FREE DELIVERY TO MOST AREAS

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13 78 72
supagas.com.au

Correct at the time of print. For the most up to date guide please visit supagas.com.au.

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