



Using Oxygen Safely at Home

PLEASE READ BEFORE YOU START · KEEP THIS WITH YOUR MACHINE

Oxygen itself does not burn and will not explode. What it does is make **everything else burn far more easily, faster and hotter** — clothing, bedding, hair, beards, even skin and fabric that oxygen has soaked into. A fire that would normally be manageable can become serious in seconds. Your concentrator is safe, well-made equipment; these precautions are about the room it runs in.

FIRE RISK — THE FIVE THAT MATTER MOST

- **Keep three metres clear.** Three metres between your machine, tubing and cannula and any flame, heat or spark — gas cooktops, ovens, heaters, open fires, BBQs, toasters and pilot lights.
- **No candles anywhere in the room.** That includes scented candles, tealights, oil burners, incense and diffusers with a flame. They are easy to forget because they are lit for atmosphere rather than for light.
- **No smoking. None.** Not by you, not by anyone else in the room, and not while the machine is merely switched on. That includes e-cigarettes and vapes — they contain a heating element and a battery.
- **No oil, grease or petroleum products.** Not on your face, lips, hands or in your nose while using oxygen. That rules out petroleum jelly and Vaseline, Paw Paw ointment, Vicks VapoRub and most lip balms. Water-based only.
- **Keep aerosols and flammable liquids out of the room.** Hairspray, deodorant, air freshener, cleaning fluids, hand sanitiser, petrol, paint and thinners.

EVERYDAY USE

- **Let it breathe.** A concentrator gets warm while it works. Keep clear space around the intake and vents, never cover it, and never run it inside a cupboard, under a bed or beneath bedding.
- **Plug straight into a wall socket.** Not into an extension lead, power board or double adaptor.
- **Put the electricals away.** Avoid hairdryers, electric razors and electric blankets while oxygen is running.
- **Keep it clean and keep it clear.** Dust is the enemy of the compressor, so follow the filter cleaning schedule in your manual. Route long tubing where nobody walks — it is a trip hazard.

This sheet is general safety information. It does not replace the advice of your prescriber or the user manual supplied with your device.
Continued overleaf →





Power, planning and emergencies

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REGISTER AS A LIFE SUPPORT CUSTOMER — DO THIS FIRST

If someone at your address depends on an oxygen concentrator, ring your **electricity retailer** and ask to be registered as a life support customer. It is free, and it is the most useful phone call you will make this week. Ring them again if you **move house or switch retailers** — registration does not follow you automatically.

- Your retailer will send a **medical confirmation form** for your doctor to complete.
- Once registered, your supply is **protected from disconnection**, and you must be given at least **four business days' written notice** of any planned interruption.
- **Rebates are available** in New South Wales, Victoria and the ACT. Ask when you register.

HAVE A PLAN FOR BLACKOUTS

- **Torches, never candles.** A blackout is exactly when people reach for candles, and exactly when you will be running on battery. Keep a torch or battery lantern where you can find it in the dark, and put a set of spare batteries with it.
- Keep your spare battery charged, and know how long it lasts **at your prescribed setting** — not the headline figure on the box. Runtime falls steeply as the setting rises.
- If you use your concentrator overnight, keep a charged battery beside the bed, along with our number and your prescriber's.

IF THERE IS A FIRE

- **Switch the concentrator off at the wall** if it is safe to do so, and take the cannula off.
- **Get out and stay out.** Call 000 from outside.
- **Tell the operator there is oxygen equipment in the house**, and tell the crew when they arrive. It changes how they approach the fire.

TELL THE PEOPLE AROUND YOU

- Make sure everyone in the household knows oxygen is in use, and knows the rules about flame, smoking and petroleum products.
- Tell visitors and tradespeople before they light anything.
- Check your **smoke alarms** work and test them monthly.
- Some households display an **oxygen-in-use notice** at the front door so visitors and emergency crews know before they come in. Australian safety sign suppliers sell them from a few dollars as stickers, magnets or rigid signs — search online for “oxygen in use sign”.

A note on your prescription. Your flow setting was chosen by a qualified practitioner — please do not change it yourself. On a pulse dose machine the setting numbers are not litres per minute. If your therapy does not seem right, ring your prescriber.

Questions? Ring us on 1300 992 727 — we would far rather answer one now. This sheet is general safety information and does not replace your prescriber's advice or your user manual.

