

# Frequently Asked Questions

*Eclipse 1000*

## TITLE: FREQUENTLY ASKED QUESTIONS

<b>REV.</b>	<b>CO No.</b>	<b>DESCRIPTION</b>	<b>REL. DATE</b>	<b>APPR. BY</b>
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# 1) My Eclipse is alarming

a) My Eclipse is Alarming (YES or NO)?

i) If **YES**: Is the Alarm **BEEPING** (Intermittent) or **CONTINUOUS**?

(1) If **BEEPING**: Is LED illuminated **YELLOW** or **RED**?

(a) If **YELLOW**: Is LED **Flashing** or **STEADY**?

(i) If **FLASHING**: Go to Beeping Alarm, Yellow Flashing LED (Warm / Low Battery, Flow Blockage)  
If **STEADY**: Go to Beeping Alarm, Yellow Steady LED (No Breath Detected)

(b) If **RED**: Is LED **Flashing** or **STEADY**?

(i) If **FLASHING**: Go to Beeping Alarm, Red Flashing LED (Low O2 <70%)  
(ii) If **STEADY**: Go to N/A, Not a valid alarm code, Restart Questioning

(2) If **Continuous**: Is LED illuminated **YELLOW** or **RED**?

(a) If **YELLOW**: Is LED **Flashing** or **STEADY**?

(i) If **FLASHING**: N/A, Not a valid alarm code, Restart Questioning  
(ii) If **STEADY**: N/A, Not a valid alarm code, Restart Questioning

(b) If **RED**: Is LED **Flashing** or **STEADY**?

(i) If **FLASHING**: Go to Continuous Alarm, Red Flashing LED (Loss of Power / Hot Battery) If  
**STEADY**: Go to Continuous Alarm, Red Steady LED (System Malfuntction)

b) If **NO**: Go to, My LED is Illuminated but Not Alarming (See Next Page)

## c) My Eclipse LED is on, but NOT Alarming

i) Is LED illuminated **YELLOW** or **RED**?

(1) If **YELLOW**: Is LED **Flashing** or **STEADY**?

(a) If **FLASHING**: Go to *Yellow Flashing LED, No Alarm*  
(*Low O2 85% - 70%*)

(b) If **STEADY**: *N/A, Not a valid alarm code, Restart Questioning*

(2) If **RED**: Is LED **Flashing** or **STEADY**?

(a) If **FLASHING**: Go to *N/A, Not a valid alarm code, Restart Questioning*

(b) If **STEADY**: Go to *N/A, Not a valid alarm code, Restart Questioning*

## **2) My Eclipse is alarming and has a Yellow Light**

a) Is the Alarm **BEEPING** (Intermittent) or **CONTINUOUS**?

i) If **BEEPING**:

(1) Is Yellow LED **Flashing** or **STEADY**?

(a) If **FLASHING**: Go to Beeping Alarm, Yellow Flashing LED (Warm / Low Battery, Flow Blockage)

(b) If **STEADY**: N/A, Not a valid alarm code, Restart Questioning

ii) If **Continuous**: Is LED illuminated **YELLOW** or **RED**?

(1) Is Yellow LED **Flashing** or **STEADY**?

(a) If **FLASHING**: N/A, Not a valid alarm code, Restart Questioning

(b) If **STEADY**: N/A, Not a valid alarm code, Restart Questioning

**3) My Eclipse has Low Purity (Yellow Flashing LED or Red Flashing LED w/ Beeping alarm)**

a) What Flow Mode is you in CONTINUOUS or PULSE?

b) If CONTINUOUS Flow

i) Is the Eclipse is at least 3” away from anything that may block the vents (i.e.: Drapes, Bedding, Fabric from upholstery, etc)?

ii) Is the Eclipse intake filter is clean?

iii)If “YES”, then the Eclipse Oxygen purity is low.

**“You need to contact your provider at your earliest convenience to replace your Eclipse. Make arrangements to find an alternate oxygen source.”**

iv)If “NO” then:

**“Relocate the Eclipse concentrator so it may have proper ventilation, and /or have your external cabinet filter cleaned.”**

c) If PULSE Flow

i) Is your respiratory rate greater than 25 bpm?

ii) If “YES”, then:

**“Switch to continuous mode until your respiratory rate is below 25 bpm, then you may return your flow mode to pulsing.”**

iii)If “NO” then your purity is low.

**“You need to contact your provider at your earliest convenience to replace place your Eclipse. Please make arrangements to find an alternate oxygen source.”**

## **4) My Eclipse is alarming and has a Red Light**

**a) Is the Alarm BEEPING (Intermittent) or CONTINUOUS?**

**i) If BEEPING:**

**(1) Is Red LED Flashing or STEADY?**

**(a) If FLASHING:** Go to *Beeping Alarm, Red Flashing LED (Low O2 <70%)*

**(b) If STEADY:** Go to *N/A, Not a valid alarm code, Restart Questioning*

**ii) If Continuous:**

**(1) Is Red LED Flashing or STEADY?**

**(a) If FLASHING:** Go to *Continuous Alarm, Red Flashing LED (Loss of Power / Hot Battery)*

**(b) If STEADY:** Go to *Continuous Alarm, Red Steady LED (System Malfuntction)*



## **5) My Eclipse is Alarming with continuous beeping**


- a) If **Continuous**: Is LED illuminated **YELLOW** or **RED**?
  - i) If **YELLOW**: Is LED **Flashing** or **STEADY**?
    - (1) If **FLASHING**: *N/A, Not a valid alarm code, Restart Questioning*
    - (2) If **STEADY**: *N/A, Not a valid alarm code, Restart Questioning*
  - ii) If **RED**: Is LED **Flashing** or **STEADY**?
    - (1) If **FLASHING**: Go to *Continuous Alarm, Red Flashing LED (Loss of Power / Hot Battery)*
    - (2) If **STEADY**: Go to *Continuous Alarm, Red Steady LED (System Malfuntction)*

**6) My Eclipse is not charging on the DC from my car, truck, boat**

- a) Your car may not have enough power to allocate to charge your battery.
- b) If charging from a DC power source, charging may be too slow to charge the battery. It is preferred to charge your Power Cartridge from an AC power source.
- c) In the 2.5 – 3.0 continuous flow mode the DC adapter will have no power to charge your battery.

***\*\* NOTE: You can only run the Eclipse with out Charging your power cartridge in these settings.***

## 7) My Eclipse does not Trigger/Respond in Pulse Mode

- a) Are you breathing through your Nose?
- b) If **NO**, Switch to Nasal Breathing.
- c) If **YES**, Are you in Pulse mode? (Does the Flow Mode Button have a green LED illuminated next to it?)
- d) If **NO**, then Switch to Pulse Mode. 
- e) If **YES**, Do you have a humidifier bottle attached to your unit
- f) If **YES**, Please remove your Humidifier Bottle for it will not allow the Eclipse to detect your inspiration
- g) If **NO**, Is your Nasal Cannula greater than 7ft?
- h) If **YES**, Then switch your Nasal Cannula to one that is 7ft or less.
- i) If **NO**, Has your clinician adjusted or instructed you on your pulsing sensitivity?
- j) If **YES**, You may not have the inspiratory effort to trigger the pulsing mechanism. You may have someone test pulsing mechanism by them inhaling through there nose on a Nasal Cannula.
- k) If all the above have been cleared and the Eclipse is still not Pulsing, *You need to contact your provider at your earliest convenience to replace place your Eclipse. You may use your Eclipse in the Continuous Mode, or Please make arrangements to find an alternate oxygen source*

## **8) My Eclipse is not working – will not reset**

**My Eclipse has a (RED LIGHT FLASHING) and ALARMING CONTINUOUSLY, and the unit is NOT running**

- a) Press and hold down the ON/OFF button for approximately 5 sec's. (if this does not shut off the Alarm the proceed to **Step 8b**)
- b) To shut off the Alarm, Remove all Power sources (External Power Source – AC or DC), and the Power Cartridge, for a minimum of 10 seconds. (Do NOT plug in power cartridge in at this time)*
- c) Plug in External Power (AC or DC) in to the outlet, and ensure that the power cord is plugged in the AC adapter box securely.
- d) Is the LED on top of the AC or DC Power Supply lit, (YES or NO)?
  - i) If **“YES”** go to **Step 8e**
  - ii) If **“NO”**: try an electrical outlet that is working, if you find a working outlet and your LED still is not lit, then you may have an inoperable AC or DC adapter. *Please contact your provider at the earliest convenience to replace this part.*
- e) What color is the LED (**RED** or **GREEN**)?
  - i) **Red** – The voltage for that Electrical Outlet maybe out of range, please try a different outlet, or ensure there is power to that outlet or it is not controlled by a wall switch or a Power Strip that is controlled by a switch
  - ii) **Green** – You AC or DC Adapter is working within its normal limits. Proceed on to **Step 8f**
- f) Plug in the AC or DC power cord into the Eclipse power connector (on the side of the Eclipse).
  - i) You should hear a 3 second “Test Beep” and all 3 LED's should light up, for 3 sec's and the Green LED will remain on. The Red& Yellow LED's should shut off with in a few minutes.
- g) If alarm continues then repeat **Step 8a**. If not then proceed to **Step 8h**
- h) Power up the Eclipse, by holding down the Power button for 3 seconds, then let go.
  - i) If your Eclipse continues to alarm then *“The Eclipse Concentrator may be defective, please contact your provider at your earliest convenience to replace the unit. Please make arrangements to find an alternate oxygen source.”*
- j) Go to Step 1 to shut down the unit and to shut off the alarm.
- k) If your Eclipse does **NOT** alarm and continues to Run then Insert the Power Cartridge in to your Eclipse
  - i) How many Bars are there in the Battery Icon (1 or greater than 1)
  - ii) If “1” you have a fully discharged Power Cartridge. *Your Eclipse “may have” shut down due to loss of power from a fully discharged Power Cartridge. Please switch to an External Power Source (if available), or find an alternate oxygen source while your Eclipse is inoperable.*

iii) If Greater than 1 bar, then you had a Temporary malfunction, that has rest itself

*\*NOTE: You may continue to use your Eclipse, If your Eclipse alarms again please contact your provider at your earliest convenience to check your Eclipse System. Please make arrangements to find an alternate oxygen source*

**9) My Eclipse is noisy or has excessive vibration**

a) There may be a problem with one of the motors inside of the Eclipse.

i) Please contact your provider at your earliest convenience to repair or replace your Eclipse System.

ii) You may want to make arrangements to find an alternate oxygen source.


**10) I lost external power (AC / DC) to the Eclipse.**

- a) Please connect to a Charged Power Cartridge to continue to use your Eclipse
- b) *“Please contact your provider at your earliest convenience to replace these parts. You may use your charged Power Cartridge to operate your Eclipse. Please make arrangements to find an alternate oxygen source before your Power Cartridge is depleted.”*

## **11) My Eclipse will not displaying 10 bars or a full charge (9 or less bars)**

- a) Make sure that your Power Cartridge is plugged into the Eclipse.
- b) Remove External Power Source (AC or DC adapter) if present.
- c) Continue to run you Eclipse on the Power Cartridge (Battery) until the Eclipse STOPS RUNNING, with a LONG CONTINUOUS ALARM and the Red LED “Flashing”

*\*NOTE: Approximately 10 – 20 min’s before the Eclipse Power Cartridge is completely discharged, you will hear the Low Battery alarm that consist of a Yellow Flashing LED, and an Intermittent Beep*

- d) Plug in the AC Adapter into the Eclipse’s Power Harness, once the Battery is completely discharged.
- e) Allow the Eclipse to charge the Power Cartridge until the Power Cartridge Indicator has 10  full bars.

*\*\* NOTE: By powering down or reducing the liter flow you will reduce the amount of time it will take to fully recharge the Power Cartridge*

*\*\*\* NOTE: Please Re-Calibrate your Battery at a minimum of once a month, even if you are not using your battery. If you have not Re-Calibrated your Power Cartridge in a while you may have to re-calibrate your Power Cartridge several times to get the 10 bars on your Power Cartridge Gauge*

*\*\*\*\* Per the Battery Manufactures recommendations, 8-10 bars is acceptable as a fully charged battery, and will run the full length if it’s intended time*



## **12) My Eclipse's Battery only lasts half the time expected**

### ***a) Re-Calibrate your battery***

- i) Make sure that your Power Cartridge is plugged into the Eclipse.
- ii) Remove External Power Source (AC or DC adapter) if present.
- iii) Continue to run you Eclipse on the Power Cartridge (Battery) until the Eclipse STOPS RUNNING, with a LONG CONTINUOUS ALARM and the Red LED "Flashing"

*NOTE: Approximately 10 – 20 min's before the Eclipse Power Cartridge is completely discharged, you will hear the Low Battery alarm that consist of a Yellow Flashing LED, and an Intermittent Beep*

- iv) Plug in the AC Adapter into the Eclipse's Power Harness, once the Battery is completely discharged.
- v) Allow the Eclipse to charge the Power Cartridge until the Power Cartridge Indicator has 10 full bars.

### ***b) Battery may have hot /warm conditions***

- i) *The Power Cartridge operations will cease if the power cartridge exceeds its temperature limits. Please remove your power cartridge to allow it to cool for approximately 15-20 min's in a well ventilated area.*

**13) My Eclipse does not charge my Battery – I have tried other batteries**

**a) Check AC Power**

- i) Please check to make sure that your AC Power Supply Cord is plugged into a working electrical outlet. Can other appliances operate on that outlet that is not controlled by a wall switch or a power strip?
  - ii) Make sure that your AC power Supply Cord is securely connected to the AC Power Supply Box.
- b) If LED is still not lit then you may have a damaged AC Power Supply Unit, *\*Please contact your provider at your earliest convenience to repair or replace your AC Power Supply Unit. You may want to make arrangements to find an alternate oxygen source, if you can not continue to power your Eclipse.*

**c) Batteries may be too warm?**

- i) Please check to make sure that the batteries are not warm or hot, that they have not been recently used or stored in a warm/hot environment.
- d) The batteries should be charged from an AC Electrical Outlet, and not a DC 12 volt outlet. *There may be insufficient power to charge your battery in the DC Mode.*
- e) Check Terminal on Battery Bridge and Battery for damages (Visual inspection?)

*\*Please contact your provider at your earliest convenience to repair or replace your AC Power Supply Unit. You may want to make arrangements to find an alternate oxygen source, if you can not continue to power your Eclipse.*

#### **14) How do I re-calibrate the Battery/Power Cartridge**

- a) Make sure that your Power Cartridge is plugged into the Eclipse and the Battery Icon is illuminated.
- b) Remove External Power Source (AC or DC adapter) if present.
- c) Continue to run you Eclipse on the Power Cartridge (Battery) until the Eclipse STOPS RUNNING, with a LONG CONTINUOUS ALARM and the Red LED “Flashing”

*\*NOTE: Approximately 10 – 20 min’s before the Eclipse Power Cartridge is completely discharged, you will hear the Low Battery alarm that consist of a Yellow Flashing LED, and an Intermittent Beep*

- d) Plug in the AC Adapter into the Eclipse’s Power Harness, once the Battery is completely discharged.
- e) Allow the Eclipse to charge the Power Cartridge until the Power Cartridge Indicator has 10 full bars.

*\*\* NOTE: By powering down or reducing the liter flow you will reduce the amount of time it will take to fully recharge the Power Cartridge*

*\*\*\* NOTE: Please Re-Calibrate your Battery at a minimum of once a month, even if you are not using your battery. If you have not Re-Calibrated your Power Cartridge in a while you may have to re-calibrate your Power Cartridge several times to get the 10 bars on your Power Cartridge Gauge*

*\*\*\*\* NOTE: If you do not calibrate you Battery on a Regular basis, the battery gauge on the Eclipse may be off by at least several bars, showing less than 10 bars, or the unit will alarm prematurely for low battery.*

**15) My AC Power Supply's Green LED Light is not Lit**

- a) Please check to make sure that you're your AC Power Supply Cord is plugged into a working electrical outlet. (Other appliances can operate on that outlet, not controlled by a wall switch or a power strip)
- b) Make sure that your AC power Supply Cord is securely into the AC Power Supply Box.
- c) If LED is still not lit then you may have a damaged AC Power Supply Unit, Please contact your provider at your earliest convenience to repair or replace your AC Power Supply Unit. You may want to make arrangements to find an alternate oxygen source, if you can not continue to power your Eclipse.

## 16) My AC Power Supply is Noisy

- a) There may be a problem with the fan inside of the Adapter.
- b) Please check for any obstruction in or near the fan.
- c) Please check to see if the fan grate is damaged.

*\*Please contact your provider at your earliest convenience to repair or replace your AC Power Supply Unit.*

*\*\*You may want to make arrangements to find an alternate oxygen source, if you can not continue to power your Eclipse.*

**17) My AC Power Supply's connector does not stay plugged into the Eclipse.**

- a) Is there any physical damages/defect to the AC Adapter Plug or Locking Ring?
  - i) If **YES** then: Please contact your provider at your earliest convenience to repair or replace your AC Power Supply Unit. You may want to make arrangements to find an alternate oxygen source, if you can not continue to power your Eclipse.
  - ii) If **NO** then: Is the Power Connector on the side of the Eclipse Damaged or loose?
  - iii) If **YES** then: Please contact your provider at your earliest convenience to repair or replace your AC Power Supply Unit. You may want to make arrangements to find an alternate oxygen source, if you can not continue to power your Eclipse.
  - iv) If **NO** then: Please try to reconnect your AC Adapter Power Cord to your Eclipse Power Connector to make sure that you have a good connection.

## 18) My DC Power Supply is alarming/beeping.

- a) Does your vehicle, that you are operating your Eclipse from, have a 12 volt electrical system? (**YES or NO**)
- i) If “**NO**” The Eclipse is designed to run on a 12 volts system, and not recommended to operate on a 6 or 24 volt system.
- ii) If “**YES**”, Do you have the proper Amperage set for your Eclipse (*15 amps and higher for a setting of 2.5 &/or 3.0 continuous, all other setting can use a 10 amp minimum*)
- iii) If “**NO**”: *The Eclipse needs a minimum of 12 volts and 10 – 15 amps to operate at your setting. If the electrical system is inadequate your Eclipse will switch over to the Power Cartridge as a back up power source if the Power Cartridge is installed and charged up.*
- iv) If “**YES**”: *The Eclipse has detected, that at some time, the volts from this outlet dropped below 11.5. The Eclipse will attempt to reconnect to your car’s electrical system if the volts rise above 11.5. You may need to have your outlet checked to see if the proper voltage & amps are being supplied by that particular outlet.*

*\*Note: If you are able to use the Eclipse in pulsing mode please do so, for that will reduce the power consumption from your vehicles electrical system, or use the Power Cartridge to continue to run your Eclipse.*

**19) My DC Power Supply's Green LED light is not Lit.**

- a) Is your Car On (Running)?
- b) If **NO**: Please Turn on your car.
- c) If **YES**: Do you have the DC power Supply unit securely plugged into a working electrical (DC 12 Volt) socket?
- d) If **NO**: Please plug in your 12 Volt DC Power Supply plug in to your socket.
- e) If **YES**: *Your DC Power Supply Adapter may be defective. Please contact your provider at your earliest convenience to repair or replace your DC Power Supply Unit.*

*\*\* You may want to make arrangements to find an alternate oxygen source, if you can not continue to power the Eclipse in the DC mode.*

*\*\*\* You may continue to operate your Eclipse from the Power Cartridge or the AC Power Supply Adapter when available.*



**20) My DC Power Supply gets warm or hot.**

*\* If you are driving please pull over so you can give the Eclipse your full attention.*

- a) Ensure that your DC Power Supply is well ventilated (Not covered by cloth or Debris, or near a heater exhaust vent or firewall wall of the car )
- b) The Eclipse can be drawing too much electricity.  
*“Please contact your provider at your earliest convenience to repair or replace your Eclipse.”*
- c) If allowed by your Physicians and prescription, switch to a pulse to reduce the power consumption?
- d) Does this correct the problem?
- e) **YES**, continue to use your Eclipse.
- f) Or, **NO** it’s still too warm.
- g) If it is still too hot / warm, **REMOVE** the Power Cartridge from the device. Turn the Eclipse ON, the device should operate, if not and the device or accessories are damaged, operate the Eclipse without the INTERNAL BATTERY and in PULSE MODE at any setting.

*\*\* You may want to make arrangements to find an alternate oxygen source, if you can not continue to power your Eclipse in the DC mode.*

**21) My DC Power Supply's connector does not stay plugged in the Eclipse**

- a) Is there any physical damages/defect to the DC Adapter Plug or Locking Ring?
- i) If **YES** then: Please contact your provider at your earliest convenience to repair or replace your DC Power Supply Unit. You may want to make arrangements to find an alternate oxygen source, if you can not continue to power your Eclipse.
- ii) If **NO** then: Is the Power Connector on the side of the Eclipse Damaged or loose?
- iii) If **YES** then: Please contact your provider at your earliest convenience to repair or replace your DC Power Supply Unit. You may want to make arrangements to find an alternate oxygen source, if you can not continue to power your Eclipse.
- iv) If **NO** then: Please try to reconnect your DC Adapter Power Cord to your Eclipse Power Connector to make sure that you have a good connection.

**22) How do I read the Hour Meter on the Eclipse.**

- a) The unit has to be plugged in to a AC or DC outlet but the unit needs to be turned **OFF**.
- b) Hold down the “**No Smoking**” Icon and the **plus sign (+)** simultaneously for 2 to 3 seconds
- c) You will see 2 numbers in the display window; you may release the Plus (+) buttons now.
- d) The 1<sup>st</sup> display is the software version of the PC Board; *Press (+) button to proceed*
- e) The 2<sup>nd</sup> display is the Power Manager Software version ; *Press (+) button to proceed*
- f) The 2<sup>nd</sup> digit of the 3<sup>rd</sup> display is the 10 thousand digit of the Hours; *Press (+) button to proceed*
- g) The 2<sup>nd</sup> digit of the 4<sup>th</sup> display is the One thousand digit of the Hours; *Press (+)button to proceed*
- h) The 2<sup>nd</sup> digit of the 5<sup>th</sup> display is the One hundred digit of the Hours; *Press (+) button to proceed*
- i) The 2<sup>nd</sup> digit of the 6<sup>th</sup> display is the Tens digit of the Hours; *Press (+) button to proceed*
- j) The 2<sup>nd</sup> digit of the 7<sup>th</sup> display is the Ones digit of the Hours;
- k) You are now finished recording the hours on the Eclipse, the unit will exit the Service mode in 10 seconds.

Step F	Step G	Step H	Step I	Step J
1 _____	2 _____	3 _____	4 _____	5 _____

**23) What are the travel requirements with the Eclipse?**

- a) Please refer to our Website at [www.sequal.com](http://www.sequal.com) and click on [Travel Approved](#) for the most current up to date Airline, Train & Cruise Ship requirements.
- b) It is recommended to check with your travel carrier prior to making your trip to ensure the Eclipse is approved for travel

**24) Where can I obtain a Technical Manual? (Provider)**

- a) Please go to our web site at: [www.sequal.com](http://www.sequal.com)
- b) Click on [Provider Portal](#)
- c) Type in your Username: integra (lowercase)
- d) Type in your Password: advantage (lowercase)
- e) Click on the link for [\*Eclipse Technical Manual\*](#)

**25) Do you have another way to charge the battery other than the unit?**

- a) Yes, we have a “Desktop External Battery Charger”,  
part # 7112

Please contact your provider for availability and pricing