

## Medical Oxygen Cylinders and Regulators Frequently Asked Questions

### SIZE OF MEDICAL GAS CYLINDERS

Small	2.8L	Front Label gas content 0.4m3
Medium	10L / 10.2L	Front Label gas content 1.6m3
Large	15.7L	Front Label gas content 2.54m3

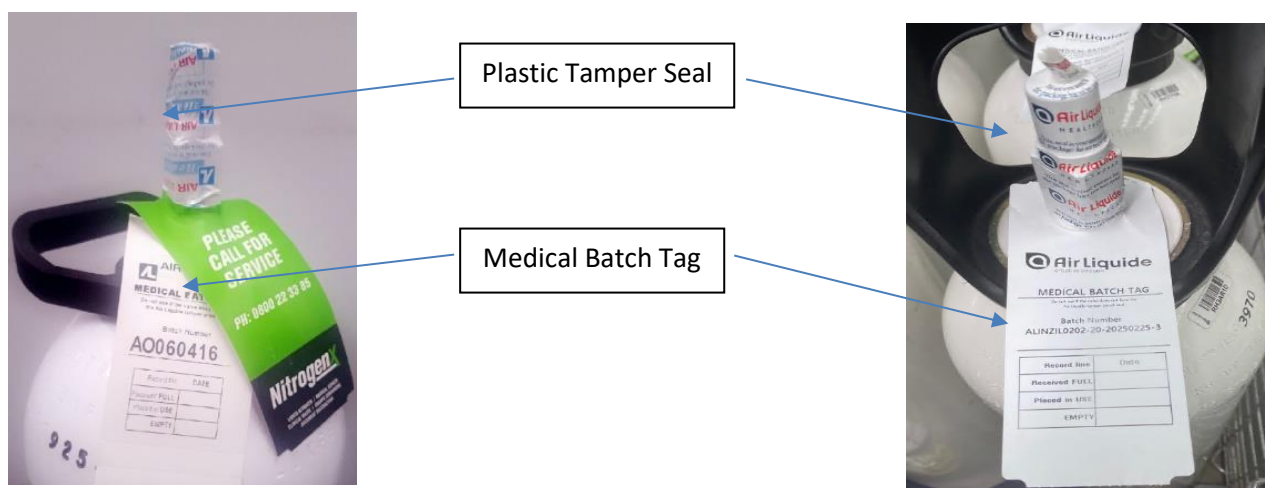
### NEW UNUSED CYLINDERS

#### Plastic Tamper Seal:

The cylinder valve will be covered with a plastic tamper seal, this is for easy recognition of a new unused cylinder. It is the responsibility of the customer to remove the plastic tamper seal.

**Medical Batch Tag:** Check the batch number on the white medical batch neck tag.

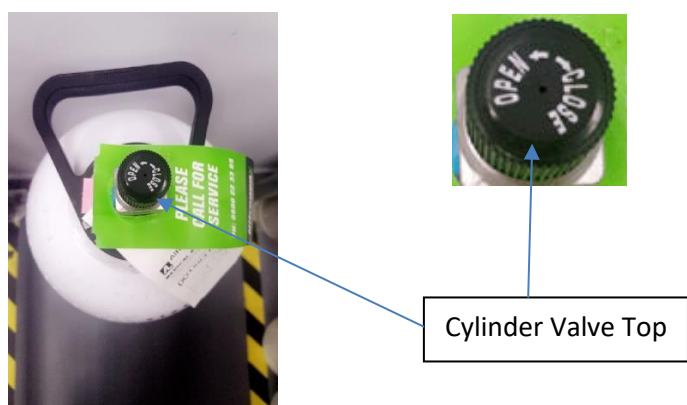
The numbers read as a date and represent the date the cylinder was last filled. It is the responsibility of the customer to complete the Medical Batch Tag details: Received FULL, Placed in USE, EMPTY.



### TIGHT VALVE

**Cylinder Valve Top:** The cylinder valve top should be able to be turned to open or close without strain. Please check the direction you are turning the valve top matches the direction of the arrows on the top of the cylinder.

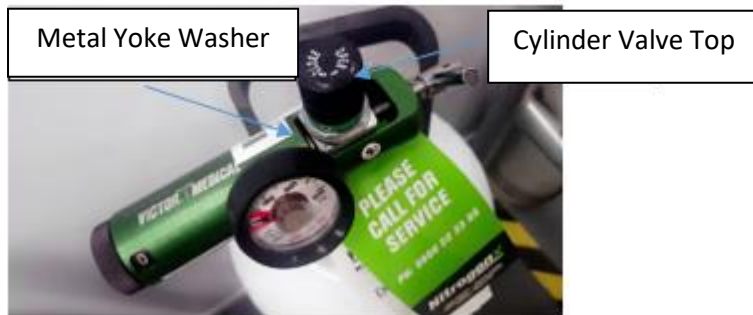
Anticlockwise to open, clockwise to close. Ensure the Medical Gas cylinder valve top is turned to close after use to avoid overtightening.



### REGULATOR NOT FLUSH

Check the regulator has been attached correctly and is aligned with the indents of the cylinder valve.

If unsure: turn off the oxygen supply using the valve, fully remove the regulator before and check the indentations of the cylinder valve and regulator. Reattach the regulator and retest.



### HISSING / LEAK OF OXYGEN WHEN REGULATOR ATTACHED

**Regulator set to 'off' position:** Check to see if the regulator is in the 'off' position by rotating the knob counter clockwise to the '0' position. There should be no leak / hissing noise when the regulator is attached correctly, and the regulator is set to 'off'.

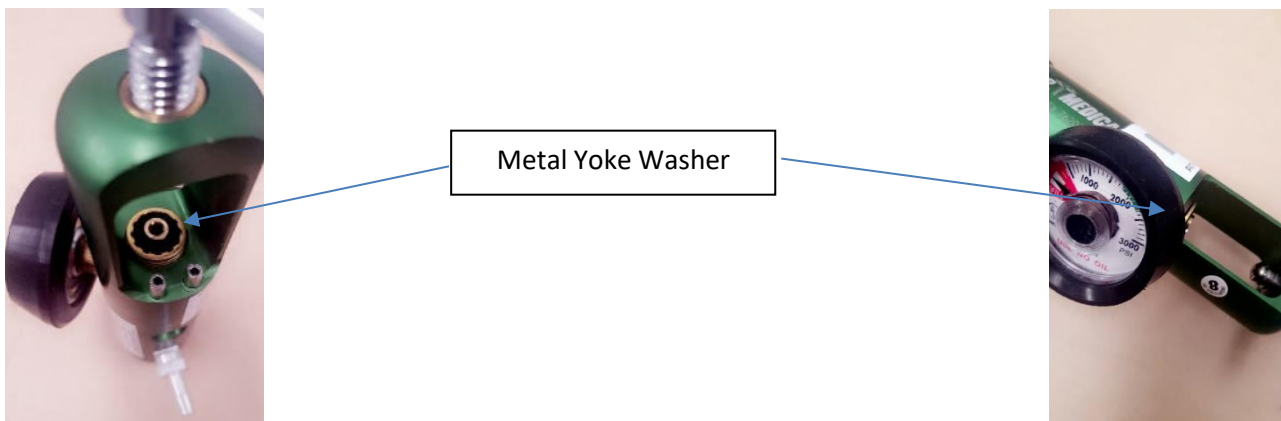
If unsure: turn off the oxygen supply using the cylinder valve top, fully remove the regulator and check the metal yoke washer is present.



**Metal Yoke Washer:** Check to see if the Metal Yoke Washer is missing or not sitting flush.

The metal yoke washer sits against the regulator, if there is a leak / hissing noise when the regulator is attached it may be due to the metal yoke washer being missing or potentially not sitting flush.

If unsure: turn off the oxygen supply using the cylinder valve top, fully remove the regulator and check the metal yoke washer is present and is sitting flush. Reattach the regulator and retest.



### **REGULATOR CALIBRATION\*\***

Check the regulator has been calibrated, the calibration sticker shows the company that completed the calibration, Last test date and next due date.



### **REGULATOR DIAL READING**

A regulator attached to a 'Full' Medical Oxygen cylinder will show the front dial as below.

The regulator pointer will sit within the GREEN 'FULL' reading on the regulator valve front dial.



Ordering of a new Medical Oxygen cylinder within a timely manner is the responsibility of the customer. Please assess your required usage and order accordingly to avoid the cylinder becoming 'Empty'.

The regulator pointer will fall within the RED 'REFILL' reading on the regulator valve front dial when the cylinder becomes 'Empty'.

### **REGULATOR (CAPES MEDICAL) ATTACHED TO 10L CYLINDER WITH VALVE PROTECTOR HANDLE**

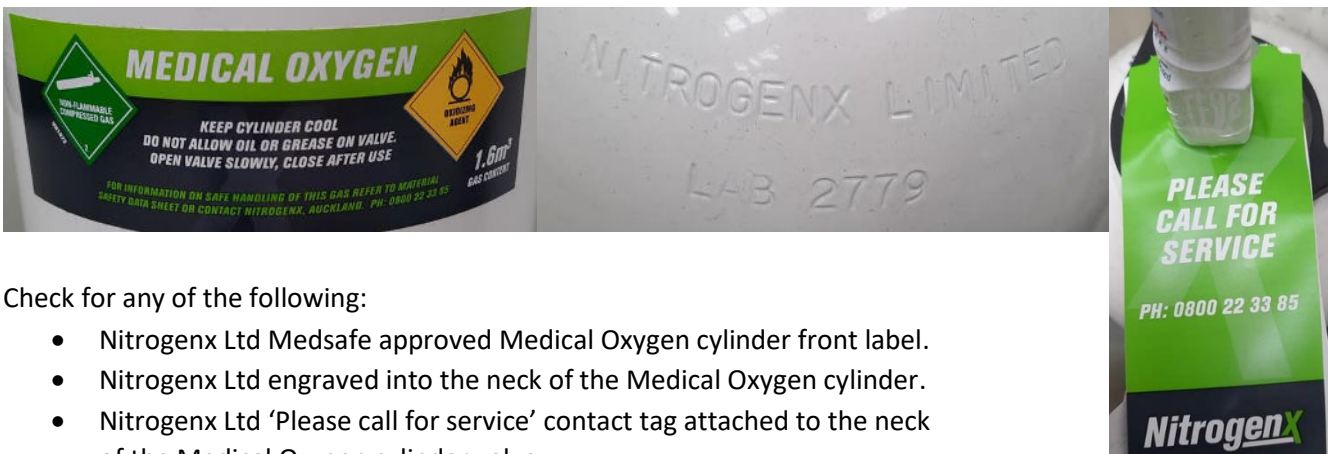
A 'Capes Medical' shorter style regulator attached to a 10L Cylinder with valve protector handle will lead to difficulty when attaching the tubing. Due to this regulator being shorter in length than a standard regulator the tubing is required to bend as it hits the valve protector handle. A replacement regulator is recommended.



## HOW TO CHECK ITEM IS A NITROGENX PRODUCT

The contents of Nitrogenx medical gas cylinders appear on the product label affixed to the body of the cylinder. A cylinder without a legible product label should not be used. Please return to supplier to obtain a replacement.

### Medical Oxygen Cylinders:



Check for any of the following:

- Nitrogenx Ltd Medsafe approved Medical Oxygen cylinder front label.
- Nitrogenx Ltd engraved into the neck of the Medical Oxygen cylinder.
- Nitrogenx Ltd 'Please call for service' contact tag attached to the neck of the Medical Oxygen cylinder valve.

### Regulators:



Check for a Property of Nitrogenx Ltd barcode. We can search our electronic system via unique serial number or product barcode if required.



## **STILL UNSURE OR HAVE FURTHER QUESTIONS**

If you have checked all the above and an issue is still present, please ensure the Medical Oxygen cylinder supply is turned off and then email us on [compliance@nitrogenx.co.nz](mailto:compliance@nitrogenx.co.nz).

For urgent matters call us directly on **0800 22 33 85**.

Collection of all 'suspect' Medical Oxygen cylinders will be investigated in full; charges will apply unless a fault is found. You will receive a copy of the investigation once an outcome has been reached.

We recommend exchanging each Medical Oxygen cylinder within a 5-year period for the contents to remain within the recommended shelf life.

**\*\*Every medical device in NZ needs to be annually performance verified, to meet the AS/NZS3551 standard. This includes medical oxygen regulators which need to be verified annually for the duration of their life. Calibration is the comparison of measurement values delivered by a device under test with those of a calibration standard of known accuracy - in this case to meet the AS/NZS3551 Standard.**

The goal of calibration is to minimise any measurement uncertainty by ensuring the accuracy of test equipment. Calibration quantifies and controls errors or uncertainties within measurement processes to an acceptable level. So effectively it's testing the regulator to make sure it continues to meet the above NZ standard and works as intended when used with medical oxygen delivery.

