

PATIENT MAINTENANCE GUIDE

Q5, Q6, and Q7
Portable Oxygen Concentrators



WeOxy Q5

WeOxy Q6

WeOxy Q7

Welcome

Welcome to your comprehensive Patient Maintenance & Support Guide. This document has been designed to help you confidently manage, maintain, and troubleshoot your Portable Oxygen Concentrator (POC), ensuring that you receive steady, reliable oxygen therapy every day. Whether you use the WeOxy Q5, Q6, or Q7 model, this guide provides clear, step-by-step instructions for routine upkeep, including battery care, filter cleaning, and managing accessories, alongside a practical guide to living with COPD.

Please keep this handbook in an easily accessible location near your equipment so you can use it as a quick-reference manual whenever you have a routine question or encounter an unexpected technical issue.

To get the most out of this document, you can turn directly to the specific section that meets your immediate needs. If your device is functioning normally, review the Patient Guides to maximize your battery life and learn how to keep your filter clean to prevent system issues. If your device displays an alert or isn't operating correctly, jump straight to the targeted Troubleshooting Guides to resolve issues like a unit that will not turn on, runs hot, or shows low oxygen.

Please note that this guide supplements your official User Manual. If a technical issue persists after following the troubleshooting steps, immediately switch to your backup oxygen source and contact your equipment provider.



Your WeOxy POC

A pulse-dose Portable Oxygen Concentrator designed to run off AC (or DC power) and a battery when you are “on the go”.

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Applicable models: WeOxy Q5, WeOxy Q6, and WeOxy Q7 Portable Oxygen Concentrators.

LIVING WELL DAY TO DAY WITH COPD

COPD changes how you spend your energy — not whether you get to spend it. Here are five habits that help. Pick one to start.

1. BREATHE SLOWER, NOT FASTER

Fast, shallow breaths trap air in your lungs. These two techniques do the opposite.

- **Pursed-lip breathing.** In through the nose for two counts. Out through pursed lips — like cooling a hot drink — for about twice as long.
- **Belly breathing.** Put a hand just below your ribs. Let it rise as you breathe in. This uses the diaphragm instead of your neck and shoulders.

Practice when you are calm, so it comes naturally when you need it.

3. MOVE, AND PACE YOURSELF

Fitter muscles use oxygen better, so the same walk asks less of your lungs. Ask your doctor about pulmonary rehab.

- Seated exercise counts — arm raises, seated marching, light hand weights.
- Work at a level where you can still speak in short sentences. Stop for anything sharp or dizzying.
- Do hard tasks when your energy is highest. Take the rest break partway through, not at the end.

2. EAT FOR THE EFFORT

Breathing with COPD burns real energy. Many people use 10–20% more at rest than expected. Feeling short of breath at meals makes it easy to eat too little.

- Choose protein- and calorie-rich foods: eggs, fish, beans, nut butter, olive oil.
- Eat five or six small meals instead of three big ones. A full stomach presses on the diaphragm.
- Sit and rest for a few minutes before you eat.
- Drink water through the day, unless your doctor has limited your fluids.
- Weigh yourself weekly. Tell your care team about weight loss you did not plan.

4. WATCH THE AIR

Quitting smoking does more for COPD than any medication. Ask for help — counseling plus medication works better than willpower alone.

- **Outside:** check the air quality index at [AirNow.gov](https://www.airnow.gov). Above 100, ease off outdoor activity. Above 150, stay indoors.
- **Inside:** watch for wood smoke, aerosol sprays, strong cleaners, scented candles, dust, and mold. Run the fan when you cook. Change filters on schedule.

5. STICK TO YOUR PLAN

Take your maintenance inhalers on good days too — they work by preventing problems, not just relieving them. Use oxygen at the flow rate and hours prescribed; using less gives away most of the benefit. Bring your inhalers to appointments and keep your vaccines current.

CALL YOUR CARE TEAM IF YOU NOTICE

- More shortness of breath than usual, especially at rest
- A change in the color, thickness, or amount of mucus
- Fever, or new swelling in your ankles or legs
- Needing your rescue inhaler more often
- New confusion or unusual sleepiness

WHERE WEOXY FITS

A portable oxygen concentrator is light enough to carry on a walk, a trip, or out to dinner — so the habits above stay realistic. Ask your provider which settings and batteries match your prescription.

IMPORTANT

This is general health education, not medical advice. Your oxygen settings, medications, diet, and activity limits should come from the clinician who knows your history.

REFERENCES

Pursed-lip Breathing. StatPearls, NCBI Bookshelf. [ncbi.nlm.nih.gov/books/NBK545289/](https://www.ncbi.nlm.nih.gov/books/NBK545289/)
Nutrition in chronic obstructive pulmonary disease: a review. PMC4936454.
Collins PF, et al. Nutritional support in COPD: an evidence update. J Thorac Dis.
U.S. EPA. Patient Exposure and the Air Quality Index. [epa.gov · airnow.gov](https://www.epa.gov/airnow.gov)

BATTERIES

Battery Basics

This POC uses a rechargeable lithium-ion battery. Actual battery life varies based on your flow setting, battery age, daily use, and environment.

All lithium-ion batteries degrade over time, but proper care can help protect battery health and support reliable performance.

Battery Options



Standard Battery
BA-408

Power Battery
BA-704

Typical Runtime Reference

Setting	Flow	Q5 Std	Q5 Power	Q6 Power	Q7 Power
1	210 mL/min	7:00	9:00	9:00	9:00
2	420 mL/min	5:10	6:30	6:30	6:30
3	630 mL/min	3:05	3:50	3:50	3:50
4	840 mL/min	2:05	2:35	2:35	2:35
5	1050 mL/min	1:45	2:10	2:10	2:10
6	1260 mL/min	–	–	1:45	1:45
7 (S)	1470 mL/min	–	–	–	1:25

Always use the flow setting prescribed by your healthcare professional.

S (Summit Mode): High-output setting for elevated oxygen needs — ideal for demanding activities or high-altitude conditions.

The POC is designed to run off AC (or DC power) and a battery when you are “on the go”. The battery information provided is applicable for all WeOxy Q5, Q6 and Q7 models.

BATTERY CARE



- 1 Keep the battery and connectors clean, dry, and away from liquids, dust, metal objects, and other conductive materials.



- 2 Use and charge the battery in a clean, dry, well-ventilated area.

Recommended temperature:
40°F to 95°F (5°C to 35°C).



- 3 Avoid heat build up. Do not use, charge, or store the battery in direct sunlight, parked vehicles, near heaters, inside bags, under blankets or pillows, inside bedding, or between sofa cushions.



- 4 For long-term storage, remove the battery from the device and keep its charge above 30%. Fully charge and discharge it at least once every 90 days.



- 5 Do not remove the battery while the device is operating.



- 6 Stop using the battery immediately if it shows signs of damage, leakage, swelling, abnormal heat, or unusual noise.



- 7 Do not disassemble, crush, puncture, strike, burn, overcharge, or over-discharge the battery.



- 8 If the battery shows signs of damage or does not function normally, stop using it and contact an authorized service provider for inspection. Do not open, disassemble, or attempt to repair the battery or device yourself.

Approved batteries & chargers



Use only approved WeOxy batteries: BA-408 Standard Battery or BA-704 Power Battery. Do not use third-party or unspecified batteries. The approved external charger is FC-101. Use only WeOxy-approved charging accessories.

FILTER & CLEANING

Dirty filters are the most common cause of a unit running hot or showing a low O₂ alert. Keeping the air inlet grille and the filter clean is the single most effective thing you can do for reliable performance.

WEEKLY — CLEANING

After power off, unplugging, and removing from bag, clean the air inlet grille weekly with a soft dry or slightly damp cloth; dry fully.

Turn off and unplug the device before cleaning. Wipe the air inlet grille with a soft, dry cloth. If needed, use a damp cloth and let the grille dry completely.

Wipe housing with mild detergent and water. Keep liquid out of openings.

AS NEEDED — FILTER CHECK

Turn off the unit and remove the battery. Look through the transparent bottom cover and check the filter color and condition.

Check the filter for dust, lint, or debris. If the filter looks dirty, discolored, or clogged, replace it with a new filter from the filter kit.

Service/replace the filter kit only as directed. Do not open the housing.

For the full replacement procedure, see the Filter Replacement Guide on page 9.



Filter Kit & Replacement label stickers (Pack of 3)

Replacement filtration components.

Do not use

Do not use alcohol, bleach, chlorine, petroleum-based cleaners, aerosols, or abrasives.

Molecular sieve columns help restore oxygen concentration and reliable performance. If a sieve bed alert appears, do not open the device or attempt to repair it. Contact your supplier for help.

FILTER REPLACEMENT GUIDE

Package Contents

Please verify the following items are included before beginning:

- Filter kit × 3
- Hex key × 1
- Replacement label stickers × 3



Replacement Steps



STEP 1

Power Off the Device

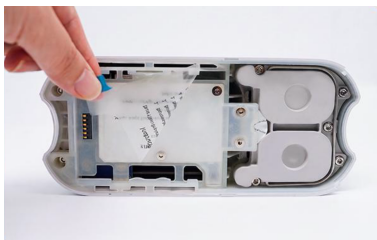
Turn off the device and unplug the power cord.



STEP 2

Remove the Battery

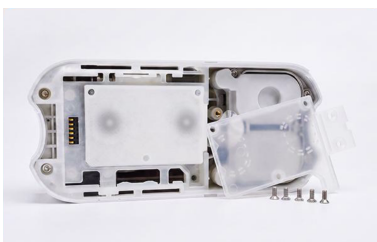
Slide the battery out and set it aside on a flat surface.



STEP 3

Remove the Old Label Sticker

Peel off the label sticker on the bottom plate to expose the screws.



STEP 4

Remove the Bottom Plate

Use the hex key to loosen the 5 screws in a diagonal pattern and lift off the bottom plate.

FILTER REPLACEMENT GUIDE — CONTINUED



STEP 5

Replace the Filter Kit

Remove the old filter and insert the new one flat into the slot, ensuring all edges are flush and properly seated.



STEP 6

Dispose of the Old Filter

Dispose of the old filter in accordance with your local ordinances.



STEP 7

Reinstall the Bottom Plate

Place the bottom plate back and tighten the 5 screws in a diagonal pattern.



STEP 8

Apply a New Label Sticker

Apply a new replacement label sticker to the bottom plate.



STEP 9

Reinsert the Battery

Slide the battery back in until securely locked in place.

Important Safety Information

- Ensure the filter is properly installed and the bottom plate fully secured before powering on.
- Keep the device away from liquids at all times.
- Always power off and unplug before performing any filter replacement.

Replacement Recommendation

- Replace the filter based on your usage and environment.
- Replace immediately if the filter is visibly discolored, emits an unusual odor, or oxygen output declines.
- Monitor device status and alarm notifications to determine the right timing.

For assistance, contact WeOxy customer support.

PATIENT ACCESSORY GUIDE

Included in standard WeOxy Q5 package

Section 1: Battery Options

Standard Battery BA-408



Lightweight standard battery for everyday outings. Designed for WeOxy Q5.

Power Battery BA-704



25% more extended runtime than Standard Battery. Designed for WeOxy Q5 & Q6 & Q7.

Section 2: Charging Solutions

DC Car Charger



Convenient in-vehicle charging for road trips and daily travel.

AC Power Adapter & 100W Type-C Cord



100 W fast charging suitable for other devices.

Section 3: Daily Essentials

Nasal Oxygen Cannula 1.5m



Oxygen tubing for comfortable daily use and reliable oxygen delivery.

Filter Kit & Replacement label stickers (Pack of 3)



Replacement filtration components.

POC Carrying Case



Lightweight carrying case designed to protect your POC and make daily transport more convenient.

Shoulder Strap



Padded shoulder strap for comfortable carrying and reduced shoulder pressure during daily use.

Other additional accessories & replacement parts

Accessory	Purpose
100W Fast Charger	High-speed wall charging with USB-C power delivery.
External battery charger kit	Type-C 100W AC adapter & Type-C Cord & Fast Charger
Molecular sieve columns	Helps restore oxygen concentration and reliable performance.
Accessory Tote	Organizes small supplies and travel items
Hip Belt	Added comfort for backpack-style carry

For accessory availability, setup questions, or replacement parts, contact your equipment provider.

Travel Tip | Bring fully charged spare batteries and proper charger when you leave home.

POC WILL NOT TURN ON?



STEP 1

Remove Battery Insulation Tape at First-Time Use

The device cannot power on or charge with this tape attached.

If using the device for the first time, remove the battery from its compartment and completely peel off the insulation sticker/tape from the connectors.



STEP 2

Check the Battery Level

With the battery removed, press the battery capacity button in the center of the battery to check the remaining charge.

If the battery shows low or no charge, charge the battery before use or use a charged spare battery.



STEP 3

Verify Battery Installation

Press the buckle and slide the battery out, replace a charged one, then align the battery with the slot and slide it into the device. If you hear a click, it means the battery is fully seated and securely locked into place.

Critical Note: The device requires a properly installed battery to operate. The screen may light up with only AC adapter connection, but the device will not turn on or deliver oxygen.

POC WILL NOT TURN ON? — CONTINUED



STEP 4

Charge the Battery or Connect External Power

Connect the device to a WeOxy-approved AC or DC power supply.

Check the blue indicator light on the device. If it is NOT lit while plugged in, it indicates a poor power connection. Verify your wall outlet, adapter cords, and device ports.



STEP 5

Press and Hold the Power Button

Press and hold the Power button firmly for approximately 2 seconds.

Listen for a startup beep and check if the display turns on. If it fails to respond, proceed to the next step.



STEP 6

Inspect for Physical Damage

Examine both the device and the battery for any signs of physical impairment.

Immediately stop using the equipment if it is wet, deformed, unusually hot or has been dropped during transport.

STILL WILL NOT TURN ON?

Contact the authorized equipment provider who supplied your WeOxy POC.

Warning: Do not attempt to open, repair, or modify the device yourself.

WHEN YOUR POC FEELS TOO HOT



Normal During Use

Warm air from the outlet and a warm power supply are normal during use.

When to Troubleshoot

If the unit feels unusually hot, shows a Device Hot or Battery Hot alert, or shuts down, follow these steps.

Recommended Environment

Recommended operating environment:
40–95°F (5–35°C).

Step-by-Step Troubleshooting

1 STEP 1: Check the filter

Turn off the unit and remove the battery. Look through the transparent bottom cover and check the filter color and condition. Check the filter for dust, lint, or debris. If the filter looks dirty, discolored, or clogged, replace it with a new filter from the filter kit.

2 STEP 2: Check the environment

Move the unit to a cooler, well-ventilated place. Keep it away from direct sunlight, hot vehicles, heaters, fireplaces, heated surfaces, bedding, pillows, sofa cushions, soft furniture, closed drawers/cabinets, bags, or any tight space where heat can build up.

3 STEP 3: Check airflow

Make sure the air inlet and outlet are fully open.
Do not cover the vents.
Blocked airflow can cause heat buildup, alerts, reduced performance, or automatic shutdown.



IF THE ALERT CONTINUES

Turn the unit off and back on after it cools. If the alert continues or the device shuts down, switch to a backup oxygen source and contact your equipment provider.

O₂ ALERT CHECK

Low O₂ Alert means oxygen concentration may be below normal. Follow the checks below before contacting your equipment provider.



Before You Call Support: 6 Things to Check

1 Check Air Intake and Exhaust



Make sure the device is upright and that the air intake and exhaust areas are not blocked by clothing, bedding, dust, or the carry bag.

2 Inspect the Air Inlet Grille



Turn off and unplug the device before cleaning. Wipe the air inlet grille with a soft, dry cloth. If needed, use a damp cloth and let the grille dry completely.

3 Check the Cannula and Tubing



Inspect the nasal cannula and tubing from end to end. Make sure there are no kinks, twists, cracks, water droplets, or loose connections.

4 Allow Proper Warm-Up Time



After startup, allow up to about 2 minutes for warm-up and stabilization. Additional time may be needed after storage, transport, or use in a colder environment.

5 Restart and Recheck



Turn the device off, wait a few seconds after it powers off, then turn it back on. If the Low O₂ Alert returns, stop using the unit and contact your supplier.

6 Check for a Sieve Bed Alert



The sieve bed concentrates oxygen from the room air. Over time, it wears down and needs replacement. If a sieve bed alert appears, do not open the device or attempt to repair it. Contact your supplier for help.

Still Seeing the Low O₂ Alert?

If the alert continues after completing the checks above, please contact your equipment supplier or service provider for assistance. Provide the device model, serial number, working hours, and a photo or video of the alert screen.

Applicable models: WeOxy Q5, WeOxy Q6, and WeOxy Q7 Portable Oxygen Concentrators.

Quick Reference: Which Guide Do I Need?

What you are seeing	Where to go
The device will not power on	POC Will Not Turn On — page 13
The unit feels unusually hot, or shows a Device Hot / Battery Hot alert	When Your POC Feels Too Hot — page 15
A low oxygen concentration alert appears	O ₂ Alert Check — page 16
Runtime is shorter than it used to be	Batteries — page 6, and FAQ Q9 — page 20
The filter looks dirty or discolored	Filter & Cleaning — page 8, Filter Replacement — page 9
You need a spare battery, charger, or carry case	Patient Accessory Guide — page 11

1 Q: What maintenance is required?

A: After power off, unplugging, and removing from bag, clean the air inlet grille weekly with a soft dry or slightly damp cloth; dry fully. Wipe housing with mild detergent and water. Keep liquid out of openings. Do not use alcohol, bleach, chlorine, petroleum-based cleaners, aerosols, or abrasives. Service/replace the filter kit only as directed. Do not open the housing.

2 Q: My POC is hot. What should I do?

A: Some warmth is normal. Keep air inlet/outlet open and the air inlet grille clean. Avoid sun, heaters, hot vehicles, enclosed spaces, and heavy fabric. If a temperature/fan alert appears, shutdown, or heat seems unusual, use backup oxygen if needed and call your provider.

3 Q: My POC will not turn on. What should I check?

A: Reseat and charge the battery, or insert a charged WeOxy battery. Check the AC adapter and USB-C cable. Use approved power accessories only. The device requires a properly installed battery to operate. The screen may light up with only AC adapter connection, but the device will not turn on or deliver oxygen. If unresolved, call your provider.

4 Q: I do not feel oxygen. What should I check?

A: WeOxy is pulse dose, not continuous flow; steady airflow will not be felt.

- Confirm power and prescribed setting.
- Check cannula connection, placement, kinks, blockage, and damage.
- Breathe through your nose and check the breath-detection indicator.
- If short of breath or delivery seems interrupted, use backup oxygen and call your physician or provider.

Answers to common questions about your WeOxy Portable Oxygen Concentrator.

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5 Q: I see a low oxygen concentration alert. What should I do?

A: Allow up to 2 minutes after startup; cold may take longer. Check air inlet, air outlet, and cannula for blockage or kinks. If the alert continues, a sieve column alert appears, or oxygen delivery seems interrupted, use backup oxygen and contact your provider. Do not service internal parts.

6 Q: My POC is not working. Who should I call?

A: Call the provider/supplier for unresolved alerts, power failure, no output after checks, charging problems, water exposure, drop damage, service alerts, or replacement cannula, battery, charger, filter kit, or approved accessory. Do not disassemble the device. For emergencies, contact your physician or call 911.

7 Q: Can I buy extra batteries?

A: Yes. Ask your provider or designated seller. Use only approved WeOxy batteries: BA-408 Standard Battery or BA-704 Power Battery. Do not use third-party or unspecified batteries.

8 Q: Is there an external charger?

A: Yes. The approved external charger is FC-101. Confirm availability and compatibility with your provider. Use only WeOxy-approved charging accessories.

Answers to common questions about your WeOxy Portable Oxygen Concentrator.

9 Q: Why is runtime shorter now?

A: Lithium-ion batteries lose capacity over time. Runtime also depends on setting, age, temperature, storage, charge frequency, and use. Stop using a battery that drains fast, will not charge, leaks, overheats, or appears damaged.

10 Q: How long should a full battery last?

A: Battery run time depends on the setting, breathing rate, battery age, and operating conditions. The chart below shows estimated run times for new, fully charged WeOxy batteries. Your actual run time may vary.

Flow Setting	BA-408 Standard Battery	BA-704 Power Battery
1	Up to 7:00	Up to 9:00
2	Up to 5:10	Up to 6:30
3	Up to 3:05	Up to 3:50
4	Up to 2:05	Up to 2:35
5	Up to 1:45	Up to 2:10
6	-	Up to 1:45
7 (S)	-	Up to 1:25

S (Summit Mode): High-output setting for elevated oxygen needs — ideal for demanding activities or high-altitude conditions.

Not all settings are available on every WeOxy model.

11 Q: How can I extend battery life?

A: Keep batteries dry, cool, and away from sun, hot vehicles, and extreme temperatures. Do not drop, crush, puncture, burn, or disassemble. Keep contacts away from metal. Use approved chargers/cables only. For storage, keep the battery above 30% charge and complete a full charge/discharge cycle at least once every 90 days.

Answers to common questions about your WeOxy Portable Oxygen Concentrator.

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12 Q: Can I bring WeOxy on an airplane?

A: Check with your airline first. Bring extra charged batteries for at least 150% of expected travel time, including ground time, security, connections, and delays. Carry spare batteries in carry-on baggage only and protect them from damage and short circuit. Bring the AC power supply for use where external power is available, but do not plan to charge batteries onboard the aircraft.

13 Q: Can I use WeOxy in a car?

A: Yes. Keep the device upright, secure, and ventilated. Do not block the air inlet or outlet. For longer trips, bring the approved DC car charger and enough battery capacity. Do not leave the device or battery in a hot parked vehicle.

14 Q: Can I sleep with WeOxy?

A: WeOxy is a pulse dose device and depends on detecting inhalation to deliver oxygen. During sleep, breathing may become shallow or irregular, which may not consistently trigger oxygen delivery. If you require overnight oxygen therapy, speak with your physician. They may determine that a continuous flow device is more appropriate for nighttime use. Always follow your physician's prescribed settings and usage plan.

15 Q: Why is my WeOxy setting different from my stationary concentrator setting?

A: All stationary concentrators provide continuous flow. WeOxy provides pulse-dose oxygen when it detects inhalation. These settings are not interchangeable. Use only your prescribed WeOxy setting; do not adjust it unless instructed by your clinician.

NEED MORE HELP?

For device questions, replacement accessories, battery support, travel planning, or service, contact the equipment provider that supplied your WeOxy Portable Oxygen Concentrator.

Support & Contact

Contact your equipment provider first

Call the provider/supplier for unresolved alerts, power failure, no output after checks, charging problems, water exposure, drop damage, service alerts, or replacement cannula, battery, charger, filter kit, or approved accessory. Do not disassemble the device.

Have this ready

The device model, serial number, working hours, and a photo or video of the alert screen. This helps your provider diagnose the issue faster.

In an emergency

Switch to your backup oxygen source immediately, then contact your physician or call 911.

Warning: Do not attempt to open, repair, or modify the device yourself.

Always refer to the WeOxy User Manual for complete instructions, warnings, cautions, and maintenance requirements. Applicable models: WeOxy Q5, WeOxy Q6, and WeOxy Q7 Portable Oxygen Concentrators.