

FAQ's updated on 03.05.2021

5L vs 10L?

It depends on the patient's condition, by default always 10L is better as it can take 10L of water, which will allow more time of working and LPM. Standard oxygen sources can deliver from ½ liter per minute of O₂ to 5 liters/minute (L/min). Every liter/minute of oxygen increases the percentage of O₂ the patient breathes by 3 – 4 %. The standard adult nasal cannula can run as low as ½ liter per minute to as much as 6 liters per minute. So even a 10L machine can maximum go up to 6 Liters Per Minute (LPM). Thanks, @ Deepak Oxygen Concentrator for asking this question on PM, this is what I found on google and also confirmed the same is true with a local doctor in Mumbai, who happens to be a close friend running a hospital operating covid patients. Based on the doctor's advice even a 5L machine is sufficient actually. But 10L should always be the first choice.

2) Can we order one or two pieces?

Yes, for sure.

3) How to order and payment procedure?

Refer to document : *Timeline, How to Order, Important Information (its on the website as a separate document)*

4) Can we cancel our order after making deposit?

No order can be cancelled and there will be no refund whatsoever, unless the order is cancelled from our company side.

5) Can the goods be taken in HK and we ship ourselves?

Yes, sure. In this case please only pay for FOB HK price (Pick by yourself option)

6) What is the guarantee the goods will be received by our recipients in India?

We will give you logistics official tracking number that can be tracked on their official website

7) Can you send directly from HK to our address in any other city other than Mumbai?

Yes, Logistics will deliver Door to Door

8) Who handles the custom clearance in India?

Logistics Company will handle and our India company will handle if anything happens.

9) What is the product warranty or guarantee?

1 year replacement and repair warranty, refer to point 14) in this document below.

10) Can one machine be used by multiple patients or users?

No, this is for single user only

11) Whom to contact in India for any warranty issues?

1800 266 1786 need to call on our toll free number

12) What would warranty no cover?

Any issue which is not an out of the box issue. If anything reaches broken it needs to be notified within 1 week after delivery of goods.

13) My pin code is 722101. How can I get the machine for this pin code?

Yes, Aramex covers all Pin Codes in India

14) If the machine will not work out after receiving it what will be my next step?

(Within first 7 days after delivery of m/c) - If the machine is dead on arrival, or any operational issues (meaning something not working at all, after following all operational instructions from the English user manual), the user in India needs to call our India toll-free no. 1800 266 1786. Our customer care person will try to solve the issue on a video call and will also create a case log for the problem. Any troubleshooting needed will have to be followed and done with the CC agent on the video call. After the customer care determines there is a problem with the machine and it needs a replacement, then we will replace the unit within 1 month or will refund your full money in HK. PLEASE NOTE THIS DOES NOT COVER ANY PRODUCT PERFORMANCE NON-SATISFACTORY ISSUES.

(8th Day to 12 months from Delivery) - again do the same troubleshooting on customer care no. as explained above. Customer Care will confirm replacement with RMA (return material authorization form). The Replacement only within 3 months from the date of RMA. But no refund will be provided here. PLEASE NOTE THIS DOES NOT COVER ANY PRODUCT PERFORMANCE NON-SATISFACTORY ISSUES.

15) As I saw in the group that you are providing a 1-year warranty. If anything happens within the warranty period what will be the process?

Call the customer care toll-free number and follow as per the answer to the above question.

16) Overheating of OC's when run for a very long duration could be fatal for a patient?

To avoid the heating problem and have good performance - The recommended usage of Voltmi Oxygen Concentrators is 4-5 hours and then rest the machine for 30min. and then can start again. This basically means you need to turn off the machine after continuous usage of 3-4 hours, then unplug from the outlet and let the machine be un-operated for a minimum of 30 min.

17) Recommended Usage hours?

3-4 hours non-stop can use, but need to rest the machine for 30-45 minutes after every continuous usage of 3-4 hours.

18) Please advise about the the oxygen purity? Is it 93% at 1 litre per minute or at 10 liter per minute?

It is 93% +/- 3% at 5LPM and above, but technically speaking the efficiency depends on a lot of factors like the patient's condition, Temperature, Humidity, and/or altitude values. The machine in itself will always be capable of achieving above 90%. But never judge an oxygen concentrator as good or bad depending on this efficiency level after it's in use. An oxygen concentrator works by absorbing the oxygen from the air and filtering out the nitrogen, so the filter also plays a very important role in this. An OC concentrates the oxygen, which is then dispensed through a pressure valve that regulates the flow to the nasal cannula. An oxygen concentrator cuts down the need for constant refilling, as it draws oxygen from the surrounding air. So as you can see if the patient is using a nasal cannula or an oxygen mask will also affect the efficiency and plus the level & purity of O₂ available in the surrounding also plays an important role. With our machines, we are providing an oxygen face mask and spare bacteria filter for free. The bacteria filters need to be replaced after every 3000hrs usage.