



Frequently Asked Questions

Q. Why does the Resuscitation Council's website state that CD Sized Cylinders should be used?

A. The CD size cylinder is just a brand name. The Baywater Healthcare equivalent is the Freedom 400. The term "CD Size" has been used on the Resuscitation Council Website as an **example** only. Baywater Healthcare RO packages are fully compliant with relevant legislation relating to the provision of medical oxygen, and certificates will be issued upon delivery.

Q. My current supplier services our cylinders on a yearly basis – is this required?

A. Baywater Healthcare cylinders do NOT require any maintenance or servicing within the shelf life of the cylinder. Prior to being delivered our cylinders are fully tested which means they require no additional servicing for three years. Baywater Healthcare contact you three months prior to the cylinder expiry date to arrange a suitable time for a replacement cylinder to be issued.

The cylinder should be checked every week to ensure it is full and that any connections and tubing are not damaged.

When your cylinder is delivered it is full and the needle in the gauge is in the green sector. This is the pressure the cylinder was filled to, and due to external temperature changes the gauge will move within the green section.

Caution - if the contents gauge is showing red, your cylinder is empty and needs to be changed.

If you feel that there is a problem with your cylinder at any point please contact Baywater Healthcare immediately on 0845 602 0776.

Q. Do Baywater Healthcare charge a set-up fee?

A. Baywater Healthcare don't charge a set-up fee. You only pay the annual rental charge each year unless you require a replacement cylinder. At this point you would incur the delivery charge which would consist of: a replacement cylinder, replacement tubing and non-rebreathe mask along with the delivery of the replacement cylinder. You would only incur the delivery charge as and when you require a replacement cylinder.

Q. What do you receive as part of the Baywater Healthcare Recovery Oxygen Package?

The Baywater Healthcare Recovery Oxygen package includes:

- Choice of either F400 or B10 Cylinders
- Carry Bag – F400 Only
- 1 x non-rebreathe mask – F400
- 2 x non-rebreathe masks – B10
- Tubing
- Compliance certification
- Advice and regulatory information
- COSHH documentation
- Oxygen safety signage