

Questions about COVID-19 and Inogen concentrators

The company has been receiving questions regarding what impact the COVID-19 virus will have on Inogen concentrators and their use. The following is our response to these questions. Please refer to the following *Questions and Answers* when assisting Customers:

Q: *What happens to my Inogen concentrator if exposed to COVID-19?*

A: COVID-19 is a living virus. It needs living cells to replicate. Since there are no living cells within Inogen concentrators the virus will not thrive or grow. If exposed the virus may remain active for hours to several days. If you believe your concentrator to be contaminated please follow the cleaning and disinfection procedures contained within the ***Instructions for Use*** that came with your product. Refer to ***What if my unit gets contaminated*** question below for information on cleaning.

Q: *What happens if the outside of my concentrator gets contaminated with COVID-19?*

A: If your unit becomes contaminated follow the cleaning procedures provided with the Product ***Instructions for Use***. These procedures state:

Case Cleaning

You may clean the outside case using a cloth dampened with a mild liquid detergent (such as Dawn™) and water. Do not submerge the Inogen One® or its accessories in water or allow water to enter into the case; this may lead to electrical shock and/or damage.

To fully decontaminate your unit the CDC recommends using a disinfectant on surfaces after cleaning. If this is desired, over the counter disinfecting wipes may be used. Follow wipe manufacturers recommendations for use. Inogen has not validated the use of disinfectants but has determined using wipes will not hurt the function of the unit.

Q: *Will using my concentrator filter out COVID-19?*

A: No, Inogen concentrator filters are not designed to filter viruses.

Q: *Can I add additional filters to my concentrator?*

A: It is not recommended to add anything to or alter Inogen concentrators in any way. Doing so may cause the unit to stop making oxygen and may void product warranty.

Q: *I have been quarantined with COVID-19 and my concentrator has stopped working. What do I do?*

A: Inogen is here to help. If your product is under warranty or is on rental a replacement unit will be shipped to you. We will contact you to arrange to have your current unit sent back to Inogen once the unit has been deemed no longer contaminated. During that time please keep your current unit in a safe and secure location.

Q: *I have been quarantined with COVID-19 and want to know if it is safe to continue using my concentrator?*

A: Please contact and follow the recommendations of your health care professional regarding the use of your Inogen concentrator.

Inogen recommends that all Customers follow the CDC recommendations for protecting oneself against the virus. This includes avoiding close contact and cleaning your hands often. More information can be found on the CDC website at www.cdc.gov.