



Stratus Sieve Assembly

INSTRUCTIONS FOR THE USE AND RETURN OF OXUS STATIONARY SIEVES



GENERAL USE & INSTALLATION



Leak and Performance Tested

Each Oxus sieve is leak and performance tested to ensure purity at or above OEM specifications.



Minimize Exposure

Remove the protective caps and plugs only when ready to install the sieve. Minimizing exposure to the environment will help maintain product purity and performance.



Do not cut Protective Caps

Do not cut or forcefully remove protective caps from sieves. Damage to the fitting may affect performance and warranty eligibility.



Replace Gasket

Always install a new gasket between the top cap and patient tank during sieve replacement. Failure to replace the gasket may result in leakage and reduced concentrator performance.

CORE RETURNS

Core Return Criteria & Requirements



Return cores to Oxus within 4 weeks of shipment.



Return cores that are complete, intact, and suitable for refurbishment.



When shipping multiple core parts, keep like-model only core parts packaged together.



Package cores in their original Oxus packaging or using Oxus-approved packaging.



Cores damaged in transit due to improper packaging will be ineligible for core credit.



Sieves with broken cap fittings are unusable and will not be given core credit.



Excessively damaged, altered, or otherwise unusable cores, including sieves with broken cap fittings, will not qualify for core credit; partial credit may be considered.

CORE RETURN ADDRESS

Ship to:

Oxus America, Inc.
175 Kay Industrial Dr.
Orion Twp., MI 48359

Outside of North America?
Contact Oxus for Shipping Instructions

WARRANTY RETURNS

Warranty Coverage

Oxus Stationary Sieves are covered by a 2-Year Warranty against leaks, rupture, and defects in materials and workmanship. Performance degradation resulting from humidity is covered for 90 days from shipment.

This warranty does not cover normal degradation over time, negligence/customer-induced damage, or shipping damage resulting from improper packaging.

How to Submit an RMA

An RMA (Return Authorization) Number is required prior to returning any product to Oxus.

1

SUBMIT REQUEST

Submit an RMA request through the Oxus Customer Portal at portal.oxusamerica.com.



2

ENTER PRODUCT DETAILS

Provide the serial number(s) and issue description (reason for return).



3

RECEIVE RETURN AUTHORIZATION

If approved, Oxus will issue an RMA number and send the RMA Claim and return instructions via email.



4

LABEL SHIPMENT

Clearly display the RMA number on the package and all shipping documentation.



5

PREPARE THE PRODUCT FOR RETURN

Cap (tape) all sieve fittings prior to shipment. Uncapped returns are not covered under warranty.

CONTACT INFORMATION



Customer Support
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888-475-1568



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www.oxusamerica.com