Section 9 — Alarms and Troubleshooting

FEED COMPLETE Notification

LED Indicator: blinking green

The FEED COMPLETE screen will appear if a Dose or Bolus feeding meets the specified amount. In the pictures above, you will see two different screens that may appear in this case. The screen on the top shows a completed Dose. The screen on the bottom shows a completed Bolus. Note that during continuous feeds (no dose, no bolus), you will not receive a feeding complete notification. Since this is only a notification and not an alarm, no beep will sound to avoid disturbing the patient.

Press Done to clear the notification.

FEED INCOMPLETE Notification

LED Indicator: blinking green

The FEED INCOMPLETE screen will appear if a Dose or Bolus feeding is interrupted prior to completion of the allocated amount. In the pictures, you will see two different screens that may appear in this case. The screen on the top shows an Incomplete Dose. The screen on the bottom shows an Incomplete Bolus.

Press Resume Dose or Resume Boluses to continue feeding from the current pump state. This often is needed if the pump was temporarily interrupted and the user wants to complete the feed that they started with. If needed, press Restart Bolus or Restart Dose if you are beginning a new, full feeding regimen.

PUMP INACTIVE Alarm

LED Indicator: solid yellow

The pump inactive error screen will appear if the pump has been without input for more than 10 minutes.

Press Continue to return to the previous screen.

Detection of this alarm condition may take up to ten minutes to occur under normal operating conditions.

LOW BATTERY Alarm

LED Indicator: solid yellow

The LOW BATTERY screen appears and the alarm beeps continuously when the battery needs to be recharged. There is approximately 30 minutes of battery life remaining when this screen appears.

Plug the power adapter in to a wall outlet to begin charging. The pump will automatically return to the screen that was active prior to the error. The battery will charge continuously whenever the pump is plugged into a wall outlet. The pump will continue to operate normally while the battery in the pump is recharging. 7 hours of charging is required to fully recharge the battery pack.

If this screen appears while the power adapter is plugged in to the pump, check to make sure the power adapter plug is pushed all the way in so it fully inserted into the side of the pump.

Detection of this alarm condition may take up to 30 minutes to occur under normal operating conditions.
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**FEED BAG EMPTY Alarm**

**LED Indicator:** blinking yellow

The **FEED BAG EMPTY** screen appears when the enteral formula is no longer being delivered because the bag is empty. Large amounts of foam or bubbles in the feeding solution can also be a cause for this alarm. Check the bag to see if it is empty and re-fill the bag as required. If the bag still contains feeding solution, remove cassette and check the bag side tubing for excessive foam or bubbles. Clear bubbles from line and reload the feeding set or replace with a new feeding set.

Detection of this alarm condition may take up to 130 minutes to occur at 1 mL/hr.

Detection of this alarm condition may take up to 5 minutes to occur at flow rates greater than 50 mL/hr.

If the error still cannot be resolved, press the **Power** button to stop operation of the pump and put a different pump into service.

**PATIENT TUBE BLOCKED Alarm**

**LED Indicator:** blinking yellow

The **PATIENT TUBE BLOCKED** error screen appears when the feeding solution is no longer being delivered because of a clog between the pump and the patient. If the error cannot be resolved, remove the cassette from the pump. Check the line to find and clear the blockage. While the cassette is removed, clean and dry the sensor pocket on the right side of the pump. Re-load the feeding set onto the pump, which could clear the error. If the error still cannot be resolved, load a new pump set, prime it, and press **Continue** to restart the feeding.

Detection of this alarm condition may take up to 95 minutes to occur at 1 mL/hr.

Detection of this alarm condition may take up to 3 minutes to occur at flow rates greater than 50 mL/hr.

If the error still cannot be resolved, press the **Power** button to stop operation of the pump and put a different pump into service.

**ROTOR STUCK Alarm**

**LED Indicator:** blinking yellow

The **ROTOR STUCK** error screen appears when the pump detects an unusual amount of resistance to the rotation of the rotor. (The rotor is the black circular wheel attached to the motor that rotates to move fluid through the feeding set). This error is typically attributed to formula or contaminant build-up on the rotor shaft, which can be corrected by cleaning the rotor. In rare circumstances, this problem could be due to a faulty motor/gearbox assembly.

Detection of this alarm condition may take up to 31 minutes to occur at 1 mL/hr.

Detection of this alarm condition may take up to 1 minute to occur at flow rates greater than 50 mL/hr.

If cleaning of the rotor and rotor shaft does not resolve this error, press **Power Off** to stop operation of the pump and put a different pump into service.

**SUPPLY TUBE BLOCKED Alarm**

**LED Indicator:** blinking yellow

The **SUPPLY TUBE BLOCKED** screen will appear if there is a blockage, obstruction, or kinked tubing between the feeding bag and the pump. Check the tubing between the bag and the pump to see if cause of the blockage can be located and cleared. If the error cannot be fixed, remove the blocked pump set and load a new pump set onto the pump.

Detection of this alarm condition may take up to 350 minutes to occur at 1 mL/hr.

Detection of this alarm condition may take up to 9 minutes to occur at flow rates greater than 50 mL/hr.

If the error still cannot be resolved, press the **Power** button to stop operation of the pump and put a different pump into service.
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**CASSETTE DISLODGED Alarm**

**LED Indicator: blinking yellow**

The CASSETTE DISLODGED screen will appear if the magnet in the cassette is not properly loaded in the pump set loading area. Reload the cassette to ensure the correct positioning of the cassette on the pump. Check the cassette to see if the black magnet is missing from the cassette. If the error cannot be resolved, load a new pump set, prime it, and press Continue to restart the feeding.

Detection of this alarm condition may take up to 1 sec to occur at all flow rates.

If the error cannot be resolved, press Power Off to stop operation of the pump and put a different pump into service.

**CASSETTE ERROR Alarm**

**LED Indicator: blinking yellow**

The CASSETTE ERROR screen appears during Feeding or Priming, when the pump has detected an unusual operating condition with the rotor. The Cassette Error generally results from a problem with the pump set tubing around the rotor. This can be a result of the bottom deflection arm on the cassette failing to push the feeding tube against the rotor.

Detection of this alarm condition may take up to 31 minutes to occur at 1 mL/hr. Detection of this alarm condition may take up to 1 minute to occur at flow rates greater than 50 mL/hr.

Check that the pump set is not damaged and re-load the cassette. Press CONTINUE to restart. If the error cannot be resolved, load a new pump set, prime it, and press Continue to restart the feeding. If the error still cannot be resolved, press Power Off to stop operation of the pump and put a different pump into service.

**DEAD BATTERY ERROR Alarm**

**LED Indicator: blinking red**

If the Low Battery screen has been displayed for some time without a response, the pump will switch to a DEAD BATTERY ERROR alarm status. This error notifies the user that failure of battery power is imminent. This alarm is “Red” (or critical) because interruption of feeding to the patient has occurred. As seen above, the display and indicator light will turn red when this alarm sounds. When you see this alarm, plug the pump into a wall outlet. This will allow continued operation of the pump and will recharge the battery.

Detection of this alarm condition may take up to 20 minutes to occur under normal operating conditions.

**SYSTEM ERROR Alarm**

**LED Indicator: blinking red**

The system error screen is the most general form of error. Also, the Indicator LED on the front of the pump will change to a “Red” status. As seen above, the screen will turn red when this error occurs. **Note: The only way to exit from a System Error is to power down.** An error number is displayed on the screen, for reference purposes. This number should be used when calling Customer Service.

Detection of this alarm condition may take up to one minute to occur under normal operating conditions.