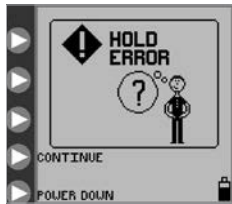


# What the alerts mean

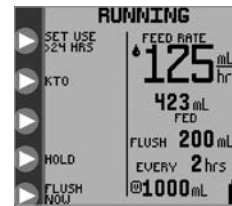
If there is an issue with the Kangaroo™ Joey Enteral Feeding Pump, an alert will appear on the screen along with a red or yellow light.



## Hold error

The pump has been in Holding mode for more than 10 minutes.

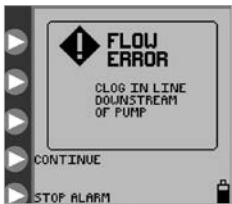
Press >**Continue** to return to Holding screen or press and hold the >**Power** button to turn off. Several options are available from the Holding screen, such as Run and Adjust Settings.



## Pump Set use >24 hours

The feeding set has been in use beyond the recommended length of time.

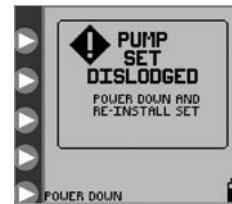
When this warning message blinks, it's recommended that the feeding set be replaced.



## Flow error

There is a clog in the tubing between the pump and the patient.

Check the tubing. If the tube can't be cleared, load a new feeding set, prime it, and press >**Continue** to restart the feeding.



## Pump Set dislodged

The feeding set is not properly loaded to the pump.

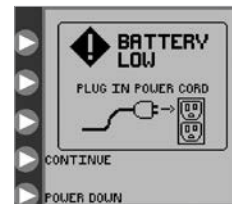
Open the door and check the areas where the pump set is loaded on the pump, reload the feeding set, and restart the pump to continue.



## Feed error

There is a clog in the tubing between the bag and the pump, or the bag is empty.

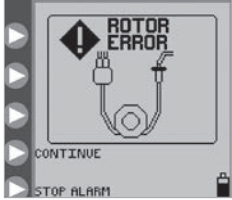
First, see if the bag is empty and refill. Then, check for a clog. Check the valve pocket in the pump set loading area for dampness or dirt. If the error can't be resolved, load a new feeding set, prime it, and press >**Continue** to restart the feeding.



## Battery low

The battery is not charged enough to operate the pump.

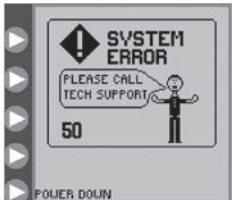
Immediately plug the pump into an outlet to recharge battery and power the pump.



## Rotor error

The feeding set tubing is not properly loaded on the rotor or other unusual rotor operating condition.

Check that the tubing is loaded on the rotor and that it's not damaged, torn, etc. Reload tubing or replace the feeding set, prime it, and press **>Continue** to restart the feeding.



## System error

This is a general error that can be caused by many reasons. See your manual for the full error list.

Press and hold the **>Power** button for 3 seconds to power down the pump. Then, press and hold the **>Power** button to power up the pump. This should reboot the pump and clear the alarm.

Call your home healthcare provider or Cardinal Health customer service.

# If you're still having trouble

You can find more information, including a full list of alerts and system error codes in your Kangaroo™ Joey Enteral Feed and Flush Pump with Pole Clamp Operation and Service Manual that came with your pump or is available at [www.cardinalhealth.com/kangaroo](http://www.cardinalhealth.com/kangaroo).



Contact your home healthcare provider or Cardinal Health customer service for any further questions you may have.

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