

# TROUBLESHOOTING & PUMP ALARMS

## STEP BY STEP GUIDE

### Why your pump alarms and how to stop it



1 Read the screen

2 Press the START/STOP button to silence the alarm

3 See overleaf for a list of reasons why your pump is alarming and how to deal with each alarm

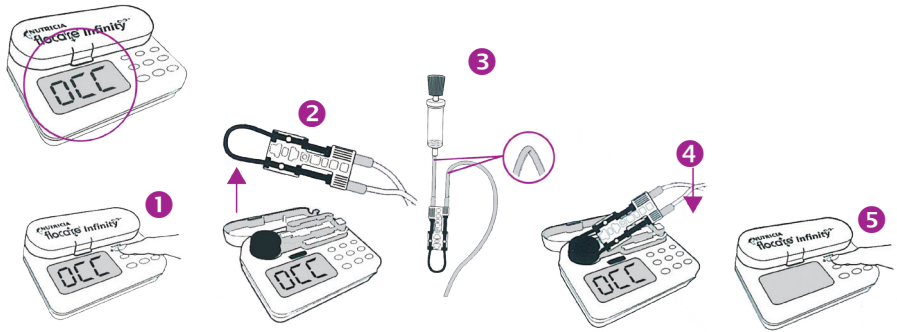
ALARM	REASON	SOLUTION
<b>NO SET</b>	The set is not fitted or is fitted incorrectly	Reinsert the giving set as per instructions
	The pressure sensor is dirty	Clean the sensors and reinsert cassette
<b>DOOR</b>	Door is broken, cracked or not closed	Make sure the door is closed Tape door to pump tightly to continue feeding and call your Nutricia Homeward Customer Service team to arrange for a replacement
<b>PROG</b>	Flow rate has not been programmed	Make sure the correct flow rate is programmed
<b>PUSH START</b>	The pump has been paused for three or more minutes	By pressing the START/STOP button to silence the alarm, a further three minute pause commences. When ready to restart feeding press the START/ STOP button
<b>AIR</b>	Air bubble in the giving set	Disconnect the giving set from the feeding tube and hold over a clean container. Press the FILL SET button until the air bubble has passed out of the giving set. Press FILL SET to stop, reattach to feeding tube and press START
	The bag of feed is empty	If further feeding is required, replace the empty bag of feed and recommence feeding. If you need to refill the giving set with feed, follow solution instructions for "air bubble in the giving set". If required dose delivered, switch off pump and discard feed and giving set as per training
	The air sensor is dirty	Clean the sensor area following the cleaning guidelines

ALARM	REASON	SOLUTION
<b>END OF DOSE</b>	The pump has administered the dose	Press and hold the ON/OFF button until it beeps and is powered off
		If the END OF DOSE alarms inappropriately contact your Nutricia Homeward Enteral Nurse Specialist or the Out of Hours Advice Line
<b>OCC IN</b>	The pump detected an occlusion between the feed and the pump	Make sure there are no kinks in the tubing, that clamps are not closed between the feed container and the pump, and that the foil has been pierced
	The sensor is dirty	Clean the sensor area (see cleaning guidelines), reinsert the giving set in the pump and restart the pump
<b>OCCOUT</b>	The pump detected an occlusion between the pump and the patient	If relevant, make sure the clamp is open
		Make sure there are no kinks in the giving set or feeding tube
	The sensor is dirty	Clean the sensor area (see cleaning guidelines), reinsert the giving set in the pump and restart the pump

Please refer to the step by step guide on next page →

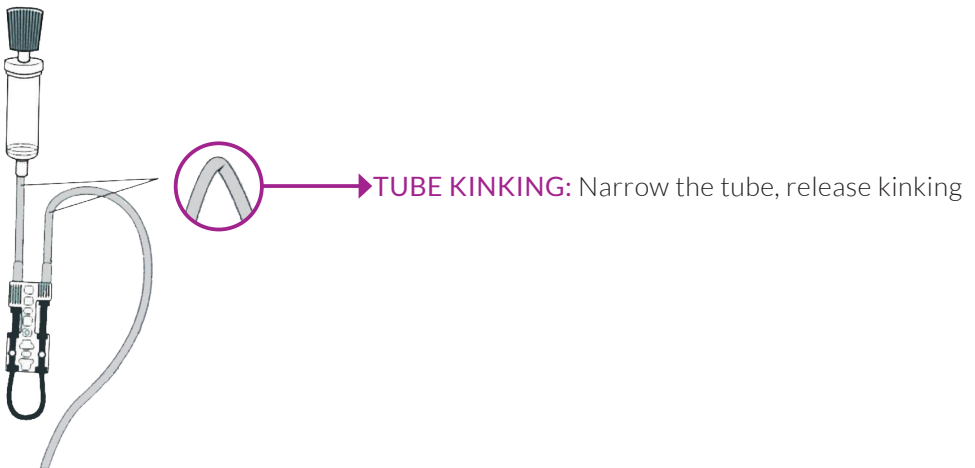
**CAUTION: Do not use the 'FILL SET' function when there is a set occlusion as this may cause the pump to incorrectly calibrate**

## HOW TO STOP THE OCC ALARM




- 1 Press the START/STOP button
- 2 Detach the giving set
- 3 Solve the occlusion problem (see below)
- 4 Re-insert the giving set and close door
- 5 Press the START/STOP button

## THE MOST COMMON SET OCCLUSION



ALARM	REASON	SOLUTION
<div data-bbox="73 201 208 335" style="border: 2px solid purple; padding: 10px; text-align: center;"> <b>BATT</b> </div>	<p>The battery capacity is running low. There is approximately one hour of feeding left when a rate of 125ml/hour is set</p>	<p>Connect the pump to the electrical supply and charge for 6 hours. The pump can be used while connected to the electrical supply</p>
<div data-bbox="73 459 208 593" style="border: 2px solid purple; padding: 10px; text-align: center;"> <b>BATT 'E' 'F'</b> </div>	<p>The battery has failed</p>	<p>Contact your Nutricia Homeward Customer Service team to arrange for the pump to be serviced</p>
<div data-bbox="73 718 208 852" style="border: 2px solid purple; padding: 10px; text-align: center;"> <b>LOCK</b> </div>	<p>The current feeding regimen has been locked into the machine to prevent accidental changing of regimen</p>	<p>Contact your Nutricia Homeward Enteral Nurse Specialist</p>
<div data-bbox="73 928 208 1062" style="border: 2px solid purple; padding: 10px; text-align: center;"> <b>ERROR XY</b> </div> <p data-bbox="73 1075 221 1158">ERROR with a number, e.g. ERROR 12</p>	<p>The self test detected a fault</p>	<p>Contact your Nutricia Homeward Enteral Nurse Specialist to arrange for the pump to be serviced</p>



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