

# Troubleshooting Guide

## NO FOOD Alarm

If re-priming of the pump delivery set is required, it is advisable to disconnect the enteral adapter from the patient's feeding tube while re-priming.

1. Is feeding bag empty?	YES	Refill bag, re-prime delivery set, and resume feeding.
NO		
2. Is air present in the tubing?	YES	Has all air been removed from bag of pump delivery set?
NO		<p><b>IF YES:</b> Press and hold the PRIME key to move air in the tubing past pump delivery set cassette and resume feeding.</p> <p><b>IF NO:</b> Manually prime tubing by turning bag upside down, gently squeezing lower half of bag just below the drop symbol. Hold this position until all air is removed from bag and tubing.</p>
3. Is formula blenderized or aggressively mixed?	YES	Let formula sit for 10 - 15 minutes before preparing pump delivery set for feeding. If foam is present in tubing, flush by priming pump delivery set either manually or with the pump and resume feeding.
NO		
4. Are air bubbles trapped inside the cassette?	YES	Remove tubing from pump and manually prime tubing by turning bag upside down, gently squeezing lower half of bag while pinching the orange colored tubing just below the drop symbol. Hold this position until all air has passed through the orange segment of tubing.
NO		
5. Has the appropriate food type setting on the pump been selected for this feeding?	NO	Pause pump and change food type by pressing <b>FOOD TYPE</b> key and either + or - to change between formula and human milk.
	YES	If alarm continues, contact your healthcare provider or ZEVEX Customer Service at (800) 970-2337 for assistance.

## ER01, ER02, or ER03 Alarms

1. Was pump door open while pump was turned on or while running?	YES / UNSURE	Turn pump off. Unload and reload delivery set cassette. Make sure door is closed securely, then turn pump back on.
	NO	If alarm continues, contact your healthcare provider or ZEVEX Customer Service at (800) 970-2337 for assistance.

## LOAD SET Alarm

1. Is door closed securely?	NO / UNSURE	Turn pump off. Unload and reload delivery set cassette. Make sure door is closed securely. Turn pump back on.
YES		
2. Is door cracked or tab on inside of door broken?	YES	Contact your healthcare provider or ZEVEX Customer Service at (800) 970-2337 to receive a new door.
	NO	Contact your healthcare provider or ZEVEX Customer Service at (800) 970-2337 for assistance.

## NO FLOW IN or NO FLOW OUT Alarms

- ▶ **NO FLOW IN** - Occlusion between delivery set and pump.
- ▶ **NO FLOW OUT** - Occlusion between pump and patient.

1. Is delivery set tubing pinched, kinked, or clogged?	<b>YES</b>	Check delivery set for obstructions or kinks in tubing. Correct blockage and resume feeding.
<b>NO</b>		
2. Is tab on inside of door broken?	<b>YES</b>	Contact your healthcare provider or ZEVEX Customer Service at (800) 970-2337 to receive a new door.
<b>NO</b>		
3. Is pressure sensor region of cassette receptacle clean?	<b>NO</b>	Clean pressure sensor area with a cotton swab, soft cloth or dampened sponge, or wash entire pump under running water. Do not use abrasive materials or harsh chemicals.
<b>YES</b>		
4. Are there visible signs of damage to pressure sensors area?	<b>YES</b>	Contact your healthcare provider or ZEVEX Customer Service at (800) 970-2337 to return pump for service.
	<b>NO</b>	Disconnect from patient and fill a new delivery set with food. Prime set and start pump. If alarm continues, contact your healthcare provider or ZEVEX Customer Service at (800) 970-2337 for assistance.

## Charging Problems

1. Is A/C adapter charger plugged into wall outlet and pump properly?	<b>NO / UNSURE</b>	Check connections for both wall plug and pump adapter. Green indicator light on charger wall plug should be illuminated and pump display should have plug symbol with scrolling bars between E and F of fuel gauge. When pump is fully charged, bars will stop scrolling.
<b>YES</b>		
2. Is wall outlet functioning properly?	<b>NO / UNSURE</b>	Plug another device into outlet to verify outlet is functioning properly.
<b>YES</b>		
3. Does the charger adapter appear to have any damage?	<b>YES</b>	Contact your healthcare provider or ZEVEX Customer Service at (800) 970-2337 to receive a new charger.
<b>NO</b>		
4. Does the charger port appear to have any damage including bent or missing pins?	<b>YES</b>	Contact your healthcare provider or ZEVEX Customer Service at (800) 970-2337 to return pump for service.
<b>NO</b>		
5. Is Battery Symbol and E and F of fuel gauge flashing?	<b>YES</b>	Contact your healthcare provider or ZEVEX Customer Service at (800) 970-2337 to return pump for service.
	<b>NO</b>	If condition continues, contact your healthcare provider or ZEVEX Customer Service at (800) 970-2337 to return pump for service.