

# TROUBLESHOOTING & PUMP ALARMS

## STEP BY STEP GUIDE

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

① When the pump alarms, snooze or mute the alarm



② Verify the type of alarm and follow suggestion solution displayed by using



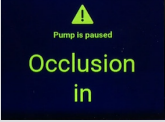
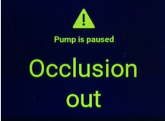

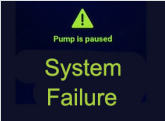
③ Cancel the alarm by pressing the 'Home' button



④ Commence feeding



| ALARM  | REASON  | SOLUTION  |
|--|---|---|
|  <p>Pump is paused<br/><b>Pump needs attention</b></p> | The pump has been untouched for 3 minutes or more | Press any button to acknowledge the warning message   |
|  <p>Pump is paused<br/><b>Air in giving set</b></p>    | The pump has detected air in the giving set       | <p>If your feeding reservoir is intended to be empty, disconnect and discard feeding reservoir and Flocare Infinity giving set or replace as per training.</p> <p>If your feed reservoir is NOT intended to be empty, disconnect from feeding tube and use FILL SET function to clear air. Reattach the feeding tube and recommence feed. Make sure there is no excessive foam in the feeding reservoir</p> |
|  | The air sensor is dirty                           | Make sure the air sensor is clean   |
|  <p>Pump is paused<br/><b>Re-insert giving set</b></p> | Giving set not properly installed                 | Insert a Flocare Infinity giving set  |
|  <p><b>Low battery</b></p>                           | The battery charge is low                         | Connect the pump to the AC power adaptor and mains to recharge the battery for 6 hours. During charging the pump can be used  |
|  <p>Pump is paused<br/><b>Battery empty</b></p>      | The battery charge is critically low              | Connect the pump to the AC power adaptor and mains to recharge the battery immediately for 6 hours. During charging the pump can be used  |

| ALARM  | REASON  | SOLUTION   |
|--|---|--|
|    | The pump has detected an occlusion between the pump and the feeding reservoir | Check the Flocare Infinity giving set between the pump and the reservoir for kinks or other obstructions and correct if found. Restart the pump  |
|  | The sensor area is dirty  | Clean the sensor area  |
|  | Recurring alarm   | If alarm persists, replace the Flocare Infinity giving set   |
|    | The pump has detected an occlusion between the pump and the patient           | Check the Flocare Infinity giving set between the pump and feeding tube for kinks or other obstructions and correct if found<br>Check the feeding tube for kinks or other obstructions according to your training and correct if found |
|  | The sensor area is dirty  | Clean the sensor area  |
|  | Recurring alarm   | If alarm persists, replace the Flocare Infinity giving set   |
|  | The pump has completed the delivery of the programmed therapy                 | Press HOME button if your therapy is completed   |
|  | The pump has detected a system failure  | Contact your Nutricia Homeward Nurse to arrange for the pump to be serviced  |

You can contact Nutricia Homeward 24 hours a day, seven days a week for advice on 0800 093 3672.

Nutricia Ltd  
White Horse Business Park, Trowbridge, Wiltshire BA14 0XQ  
[nutriciafocare.com](http://nutriciafocare.com)

SCC3883-01/21

