EnteraLite® Infinity∞®
ENTERAL FEEDING PUMP

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 bag of pump delivery set empty? — **YES** ▶ Refill bag, re-prime delivery set and resume feeding.

NO

2. Is air present in the tubing? — **YES** ▶ Has air been removed from **bag** of pump delivery set?

NO

IF NO: Manually prime tubing by turning bag upside down, gently squeezing lower half of bag while pinching the teal colored tubing just below the "◊"drop symbol. Hold this position until all air is removed from bag and tubing.

IF YES: Press and hold the PRIME key to move the air in the tubing past pump delivery set cassette and resume feeding.

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 teal colored tubing just below the drop symbol. Hold this position until all air has passed through the teal segment of the tubing.

NO ▶ **If alarm continues, contact MOOG Customer Service, (800) 970-2337 for assistance.**

ER01 - ER99 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 MOOG Customer Service, (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, then turn pump back on.

YES

2. Is door cracked or tab on inside of door broken? — **YES** ▶ **Contact MOOG Customer Service, (800) 970-2337 to order a new door.**

NO ▶ **Contact MOOG Customer Service, (800) 970-2337 for assistance.**

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NO FLOW IN or NO FLOW OUT Alarm
- **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?

YES → Check delivery set for obstructions or kinks in tubing. Correct blockage and resume feeding.

NO

2. Is tab on inside of door broken?

YES → **Contact MOOG Customer Service, (800) 970-2337 to order a new door.**

NO

3. Is pressure sensor region of cassette receptacle clean?

NO → 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.

YES

4. Are there visible signs of damage to pressure sensors area?

YES → **Contact MOOG Customer Service, (800) 970-2337 to return pump for service.**

NO → Disconnect from patient and fill a new delivery set with food. Prime set and start pump. **If alarm continues, contact MOOG Customer Service, (800) 970-2337 for assistance.**

CHARGING PROBLEMS

1. Is A/C adapter charger plugged into wall outlet and pump properly?

NO/ UNSURE → 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.

YES

2. Is wall outlet functioning properly?

NO/ UNSURE → Plug another device into outlet to verify outlet is functioning properly.

YES

3. Does charger adapter appear to have any damage?

YES → **Contact MOOG Customer Service, (800) 970-2337 to order a new charger.**

NO

4. Does charger port appear to have any damage including bent or missing pins?

YES → **Contact MOOG Customer Service, (800) 970-2337 to return pump for service.**

NO

5. Is Battery Symbol and E and F of fuel gauge flashing?

YES → **Contact MOOG Customer Service, (800) 970-2337 to return pump for service.**

NO → **If condition continues, contact MOOG Customer Service, (800) 970-2337 to return pump for service.**