Flocare Infinity
pump & stand
Setting up your pump – step by step

1. Wash your hands before you start

2. You will need a new giving set, new feed and a syringe for water (as prescribed by your Dietitian) to flush the feeding tubes

3. Remove the giving set from its packaging

4. IMPORTANT: Stand pack on flat surface before connecting

5. Hold pack at base of spout and pierce foil. Take care not to touch ENPlus set connector end or top of pack spout. Do not touch spike or foil seal
Setting up your pump (continued)

6. Hang the pack / container of feed on the drip stand

7. If your giving set has a drip chamber, squeeze it until it is \( \frac{1}{3} \) full of feed. If there is no drip chamber, proceed to next step

8. Open pump door by pressing up on the lower part of door and lifting upwards (see arrows). Please make sure to pinch the catch on the door when closing

9. Insert the giving set by placing looped section over the rotor wheel. Stretch to the right until the giving set slots in place. Close the pump door, pinching the catch as you close it. Flush feeding tube with sterile or cool boiled water

10. Check the position of the feeding tube if you have been advised to do so by your hospital
Programming your pump – step by step

1. Press and hold the **ON/OFF** button until it beeps

2. **a.** Wait for the word "**VOLUME**" to appear on the screen; the number above it is the previous amount of feed delivered during the last feed

   **VOLUME**

   **b.** Press the **CLR** button and release immediately. Pump will not beep

3. Press and hold the **FILL SET** button until the word "**FILL SET**" appears. The machine will beep and begin to fill the giving set automatically. The feed will automatically stop close to the feeding set end. However you can watch the feed and when you want it to stop, press the **FILL SET** button again. To continue filling all the way to the end, press the **FILL SET** button for a further 2 seconds to start the flow again. If you are using a mobile giving set the machine will over fill the set. To avoid this please watch the flow and press the fill set button again to stop it from flowing

4. The rate in ml/hr is now on screen. If necessary press + / − button to reach the desired rate
a. Now press the DOSE=VOLUME button. "CONT" will appear on screen. If it does not, press the CLR button for continuous feeding.

b. To set a dose (total amount of feed), press + button to reach the desired amount. The pump will alarm and stop running when full dose has been delivered.

Connect giving set to feeding tube, open clamp if necessary.

Press START and the word "run" will appear in the top right of the screen. If you wish to pause the feed, press the START/STOP button. To restart press START/STOP again.

When the feed has finished, turn off the pump and flush the feeding tube with water as prescribed by your Dietitian.
If your feeding rate remains the same and if you have not set a specific dose. For example you feed continuously until the pack is finished. Please follow these 4 simple steps:

1. Press ON/OFF button until it beeps

2. Press the CLR button for continuous feeding

3. Press and hold the FILL SET button until the machine beeps and begins to fill the giving set

4. When set is filled, Press START and the word "run" will appear in the top right of the screen
## Troubleshooting & pump alarms – step by step

### Important: No Power Supply

**Plug Symbol**
Visible while the pump is connected to the electrical supply

**Power indicator light**
- Light off
- Light on

<table>
<thead>
<tr>
<th>Reason</th>
<th>Solution</th>
</tr>
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<tbody>
<tr>
<td>Loose wire or the plug adaptor pins have moved</td>
<td>Check that the part where the three pins are has not become loose and separated from the main body of the adaptor. If this has happened, simply push back together so the top of the charger is totally flat (see above)</td>
</tr>
</tbody>
</table>
### Important: No Power Supply (continued)

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<tbody>
<tr>
<td>◼️ The charger is not connected to pump</td>
<td>◼️ Ensure the charger is fully pushed into the pump (with grooves facing you as shown above)</td>
</tr>
<tr>
<td>or</td>
<td>◼️ Try connecting the plug to an alternative wall socket</td>
</tr>
<tr>
<td>◼️ The wall socket doesn't work</td>
<td>◼️ Contact your Patient Care Freephone number to replace the adaptor</td>
</tr>
<tr>
<td>or</td>
<td></td>
</tr>
<tr>
<td>◼️ The adaptor is damaged</td>
<td></td>
</tr>
</tbody>
</table>
If your pump alarms, please follow the steps below:

1. Read the screen

2. Press **START/STOP** to silence the alarm

3. See overleaf for a list of reasons why your pump is alarming and how to deal with each alarm
<table>
<thead>
<tr>
<th>Reason</th>
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| **NO SET** | - The set is not fitted or fitted incorrectly  
- The pressure sensor is dirty  

**Solution**  
- Reinsert the giving set as per instructions  
- Clean the sensors and reinsert cassette |
| **DOOR** | - Door is broken, cracked or not closed  

**Solution**  
- Make sure that the door is closed  
- Tape door to pump tightly to continue feeding and call your Patient Care Freephone number to arrange for a replacement |
| **PUSH START** | - The pump has been paused for 3 or more minutes  

**Solution**  
- By pressing the **START/STOP** button to silence the alarm, a further 3 minute pause commences. When ready to restart feeding, press the **START/STOP** button |
### Troubleshooting & pump alarms (continued)

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<td><img src="image" alt="AIR" /> Air bubble in the giving set or The giving set is empty or The air sensor is dirty or The giving set has been used for 24 hours or more or The end of the giving set has not fully pierced the foil</td>
<td><img src="image" alt="AIR" /> Disconnect the giving set from the feeding tube and place in a bowl. Press the FILL SET button until the air bubble has passed out of the giving set. Replace the empty feeding reservoir and recommence feeding. You may have to refill the line by pressing FILL SET. Clean the sensor area following the cleaning guidelines. Replace the giving set with a fresh one.</td>
</tr>
<tr>
<td><img src="image" alt="END OF DOSE" /> The pump has administered the dose</td>
<td><img src="image" alt="END OF DOSE" /> Press and hold the ON/OFF button until it beeps and is powered off. If the end of dose alarms inappropriately when no dose has been set, press the DOSE button and then press CLR. Ensure that &quot;CONT&quot; appears on the screen.</td>
</tr>
</tbody>
</table>
### Troubleshooting & pump alarms (continued)

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| ✖️ The pump detected an occlusion between the feed and the pump  
 or ✖️ The sensor is dirty | ✖️ Ensure there are no kinks in the tubing, that clamps are not closed between the feed container and pump, and that the foil has been pierced  
 ✖️ Clean the sensor area |

**CAUTION**

**DO NOT USE THE FILL SET FUNCTION WHEN THERE IS A SET OCCLUSION AS THIS MAY CAUSE THE PUMP TO INCORRECTLY CALIBRATE**

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| ✖️ The pump detected an occlusion between the pump and the patient  
 or ✖️ The sensor is dirty | ✖️ If relevant, ensure clamp is open  
 ✖️ Ensure there are no kinks in the giving set or feeding tube  
 ✖️ Ensure the three way tap is in a straight line to allow feed to pass through  
 ✖️ Flush the feeding tube to ensure there is no blockage  
 ✖️ Clean the sensor area (see cleaning guidelines), reinsert the giving set in the pump and restart the pump |
If you see the OCC alarm, you need to follow the below steps:

1. Press START/STOP button
2. Detach the feeding set
3. Solve the occlusion problem
4. Re-insert the feeding set
5. Press START/STOP button

See other side
The most common set occlusions

- **Tube kinking** → Narrow the tube, release kinking
- **Tube clogging** → Flush with mildly warm water using a 10 - 20 ml syringe
- **Stop cock closed** → Open the stop cock

If you encounter persistent problems please contact Nutricia Medical on Freephone: 1800 22 1800 (ROI), 0800 169 5173 (NI)
### Troubleshooting & pump alarms (continued)

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<td>◼ The battery capacity is running low. There is approx 1 hour of feeding left when a rate of 125 ml/hr is set.</td>
<td>◼ Connect the pump to the electrical supply and charge for 6 hours. The pump can be used while connected to the electrical supply.</td>
</tr>
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<td>◼ The battery has failed</td>
<td>◼ Contact your Patient Care Freephone number to arrange for the pump to be serviced.</td>
</tr>
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### Troubleshooting & pump alarms (continued)

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<tr>
<td>The current feeding regimen has been locked into the machine to prevent accidental changing of regimen</td>
<td>Please see set up menu at the end of this section, Call your Patient Care Freephone number</td>
</tr>
</tbody>
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<tr>
<td>The self test detected a fault</td>
<td>Contact your Patient Care Freephone number to arrange service of the pump</td>
</tr>
</tbody>
</table>
Set up menu – step by step

1. Press and hold the ON/OFF button and the + button at the same time.

2. The first item to appear in this menu is the alarm volume mode. To adjust the alarm to beep at high volume, press the + button or to adjust the alarm to beep at low volume, press the – button.

3. If you are finished in the set up menu, press and hold the ON/OFF button for 2 seconds.

4. To continue with set up mode, press the FILL SET button; you are now in the keypad lock mode. To lock the keypad, press the + button, to unlock, press the – button.

5. To continue with set up mode, press the FILL SET button again; you are now in the mute when done mode. To set the pump to alarm when the feed is finished, press the + button to set. To set the pump to remain on mute when the feed has finished, press the – button.

6. If you are finished in the set up menu, press and hold the ON/OFF button for 2 seconds.
Set up menu (continued)

7. If you are finished in the set up menu, press and hold the ON/OFF button for 2 seconds

8. To continue with set up mode, press the FILL SET button again; you are now in the background light mode. To switch light on, press + button or to switch off, press − button

9. If you are finished in the set up menu, press and hold the ON/OFF button for 2 seconds

10. To continue with set up mode, press the FILL SET button again; you are now in the nurse call / PDMS mode. Please ignore this mode. If you are finished in the set up menu, press and hold the OFF button for 2 seconds
Please Note:

❌ AVOID immersing pumps in water, detergents or other fluids. Pumps may be wiped with a wet cloth and detergent and rinsed under running water.

❌ AVOID sterilising (autoclave, ETO, etc.) and do not use cleaning chemicals such as Acetone, Benzene, Iodine, etc.

❌ AVOID storing the pump in extreme heat or cold (outside the range of -40°C up to +50°C).
Cleaning guidelines for the Flocare Infinity pump (continued)

1. **Before Cleaning:**
   Avoid immersing pumps in water, detergents or other fluids. Pump may be wiped with a wet cloth and detergent and rinsed under running water.

2. **Cleaning pump:**
   The pump may be wiped with a wet cloth and general purpose detergent. Rinse clean under warm running water. *Avoid immersing pump.* If necessary, use a **moist cotton bud** to clean sensor area.

3. **Drying pump:**
   Shake pump to remove excess water and allow to air dry for approximately 30 mins or until completely dry.

4. **Pumps in need of decontamination:**
   These pumps should be dealt with according to your hospital policy. If you are at home, the pump must be put in a plastic bag before returning it to Nutricia Medical.
The Flocare Infinity pump requires **servicing every 2 years.** Please contact the Patient Care Freephone number at Nutricia Medical to arrange a service.

Flocare Infinity pumps are supplied on loan from Nutricia Medical. **When you no longer need your feeding pump please remember to call Nutricia on your Patient Care Freephone number to arrange collection.** Thank you.

**Patient Care Freephone number** for queries or problems:
1800 22 1800 (ROI)  0800 169 5173 (NI)