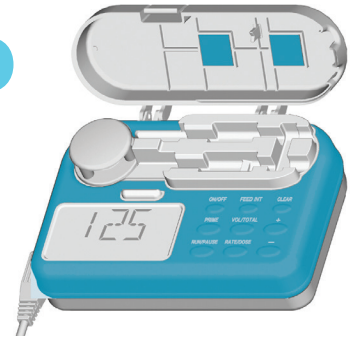



Infinity Feeding Pump

TROUBLESHOOTING



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

NO FOOD Alarm

Is the feeding bag empty?	YES ▶	Refill bag, re-prime delivery set and resume feeding.	
NO ▼			
Is air present in the tubing?	YES ▶	Has air been removed from bag of pump delivery set?	NO ▶ Prime the set manually by pinching teal colored tubing below the “  ” symbol. While pinching, squeeze the bag at the same time until formula reaches the feeding tube connector.
			YES ▶ Press and hold the PRIME key to move the air in the tubing past pump delivery set cassette and resume feeding.
NO ▼			
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 ▼			
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, call or text Sentido Health at 713.955.2123 for assistance.	

LOAD SET Alarm

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 ▼			
Is door cracked or tab on side of door broken?	YES ▶	If alarm continues, call or text Sentido Health at 713.955.2123 for assistance.	
	NO ▶	If alarm continues, call or text Sentido Health at 713.955.2123 for assistance.	



ER01 - ER99 AlarmS

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, call or text Sentido Health at 713.955.2123 for assistance.

NO FOOD IN or NO FLOW OUT Alarm NO FLOW IN - Occlusion between delivery set and pump NO FLOW OUT - Occlusion between pump and patient

Is delivery set tubing pinched, kinked, or clogged?	YES ▶	Check delivery set for obstructions or kinks in tubing. Correct blockage and resume feeding.
NO ▼		
Is tab on inside of door broken?	YES ▶	Call or text Sentido Health at 713.955.2123 to order a new door.
NO ▼		
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 ▼		
Are there visible signs of damage to pressure sensors area?	YES ▶	Call or text Sentido Health at 713.955.2123 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, Call or text Sentido Health at 713.955.2123 to return pump for assistance.



Sentido Health

P: 713.955.2123 | F: 281.742.2589

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