

# Troubleshooting Guide

for the multiFiltrate



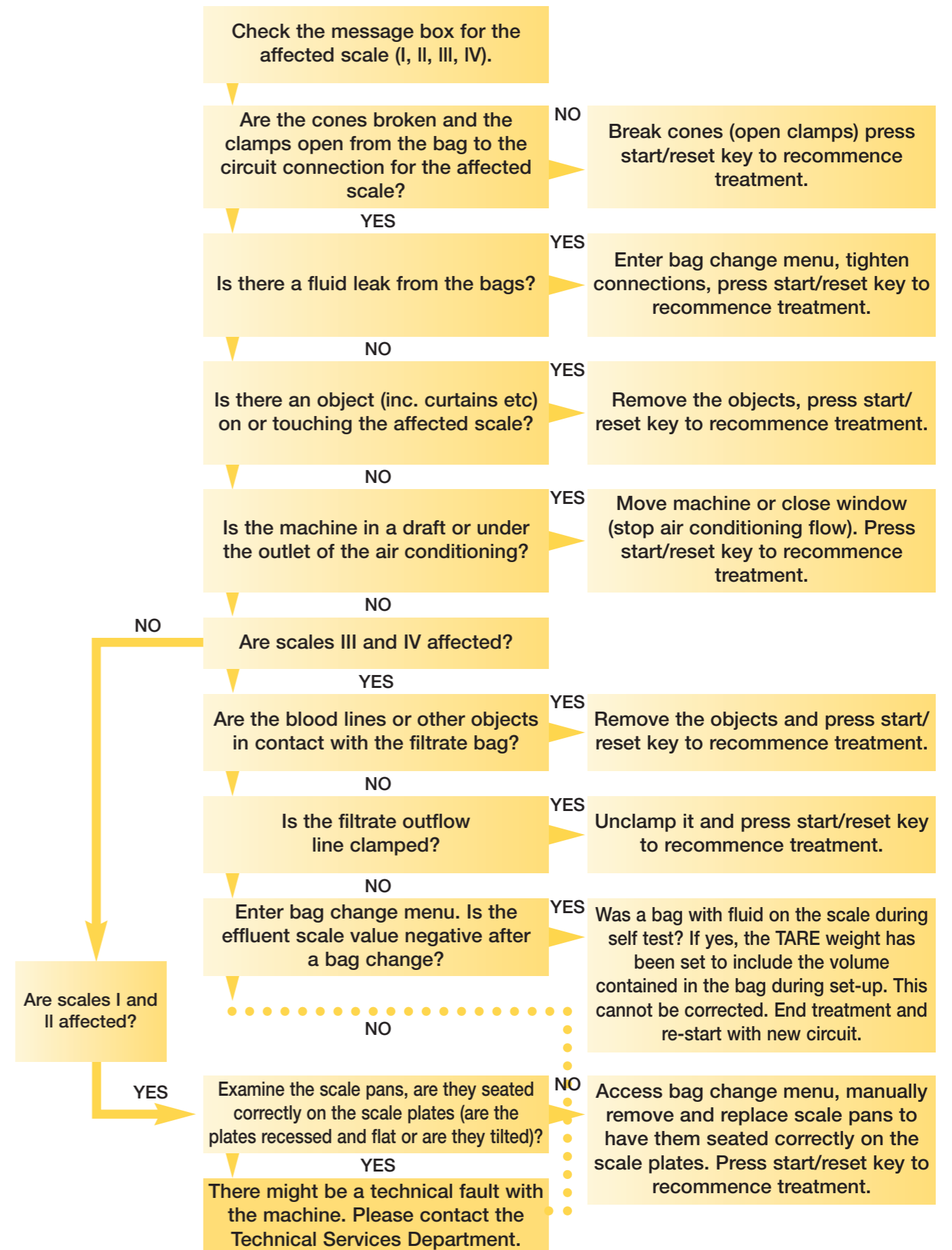
# Contents

Introduction	
Balancing error on scales	1
Arterial pressure too low	2
Arterial pressure too high	3
Venous pressure too low	4
Venous pressure too high	5
TMP pressure too low	6
TMP pressure too high	7
Blood leak detected	8
Air detected in venous return chamber	9
Pressure before filter too low	10
Pressure before filter too high	11
Non-opaque/opaque fluid detector	12
Balancing error – UF rate or substitution rate too high	13
Heater unable to achieve set temperature	14
Heater over temperature	15
Scales reverse alarm	16
Drop Counter Rate Citrate/Calcium too low	17
Drop Counter Rate Citrate/Calcium too high	18
Recommended filter size and blood flow rates	19
Useful contact numbers	20

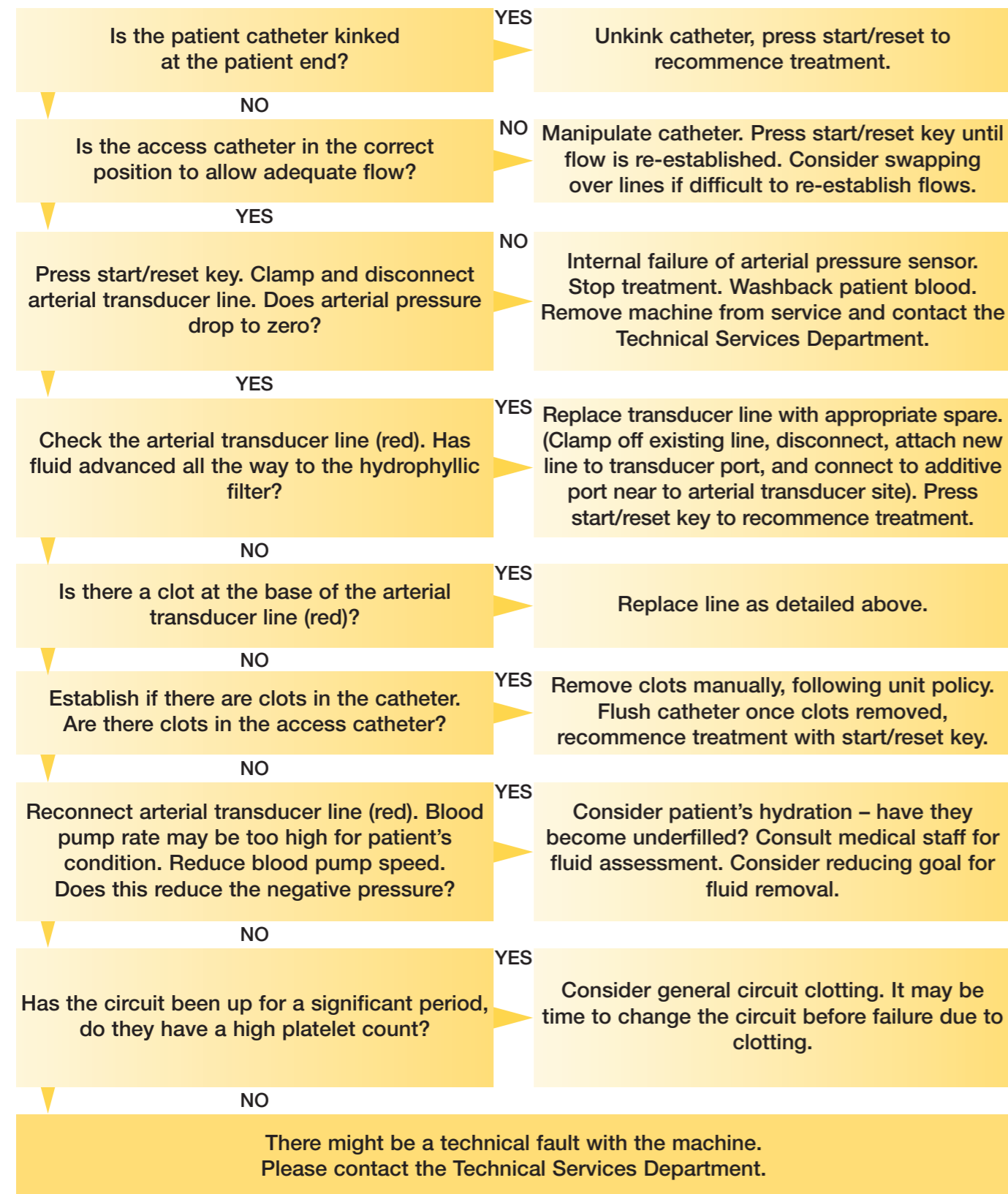
This Guide has been produced by Fresenius Medical Care to help you get the best out of the multiFiltrate machine. This Guide is intended as a support tool and will not replace the operating manual or the judgement and experience of the nurse and the attending physician.

Please read this Guide and familiarise yourself with the content. This Guide contains information on how to resolve some of the most common machine alarms. This Guide is intended to be kept with the multiFiltrate machine so it is always to hand. Decisions concerning specific treatments for patients are within the sole responsibility of the attending physician and nurse.

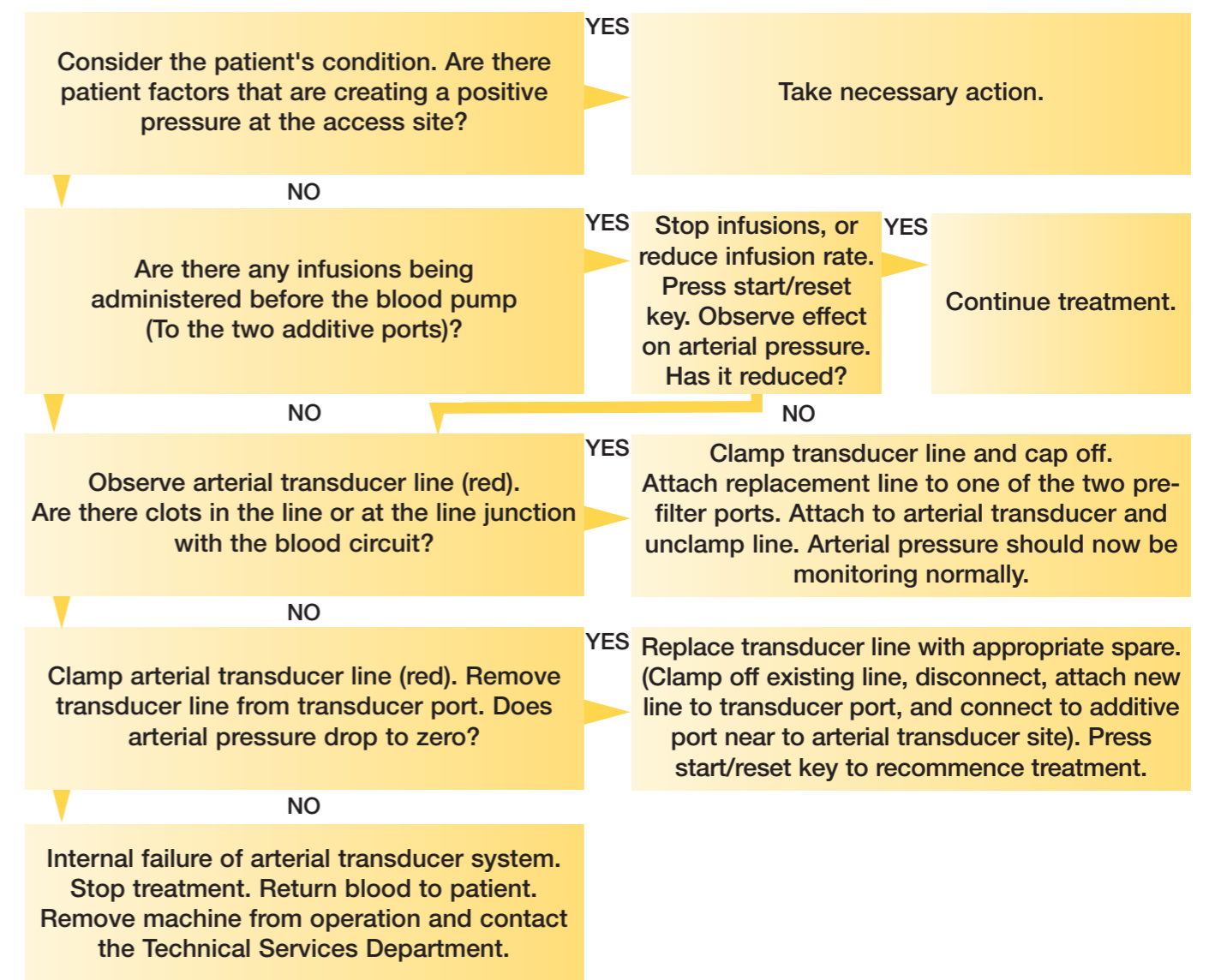
# Balancing error on scales



## Arterial pressure too low

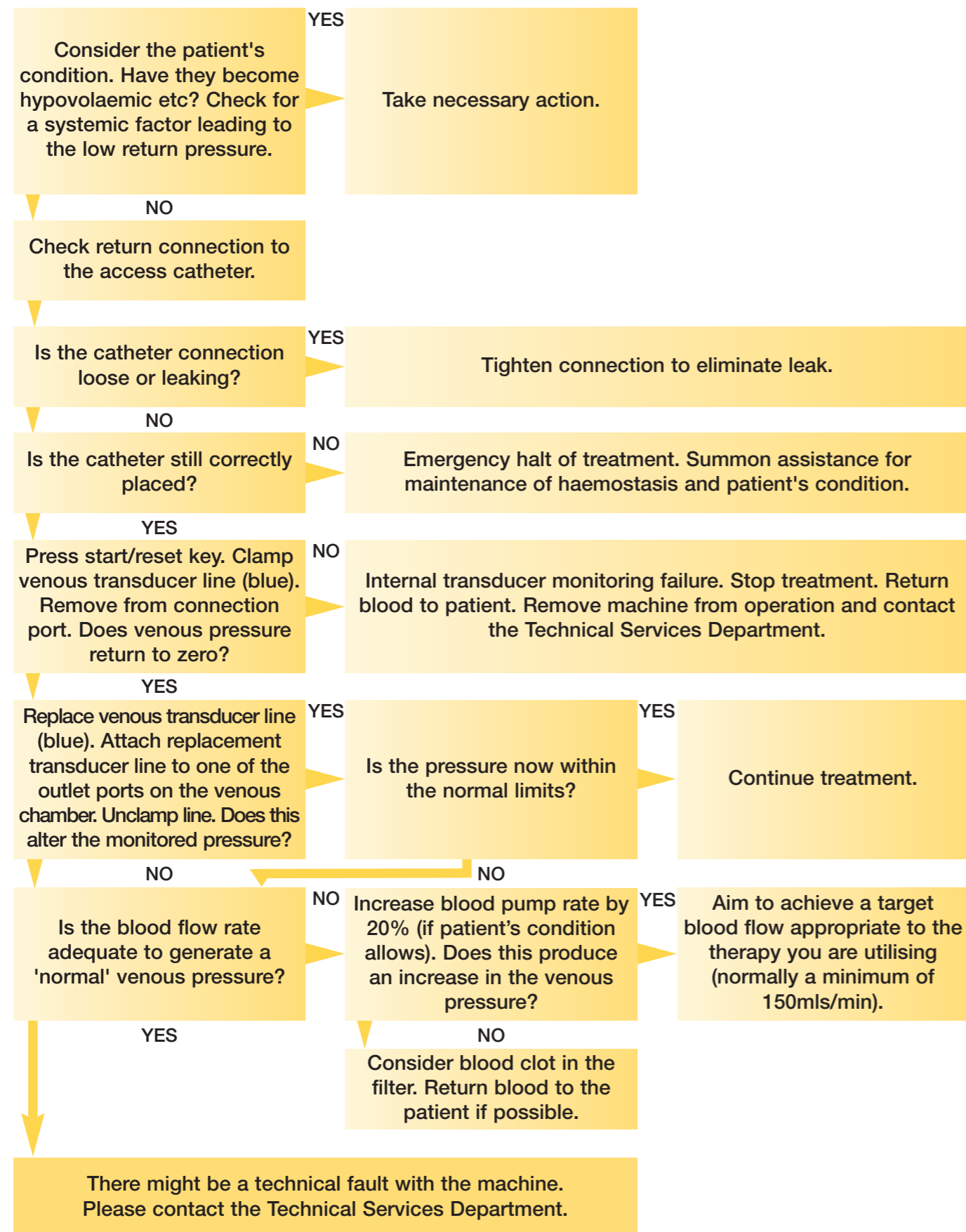


## Arterial pressure too high

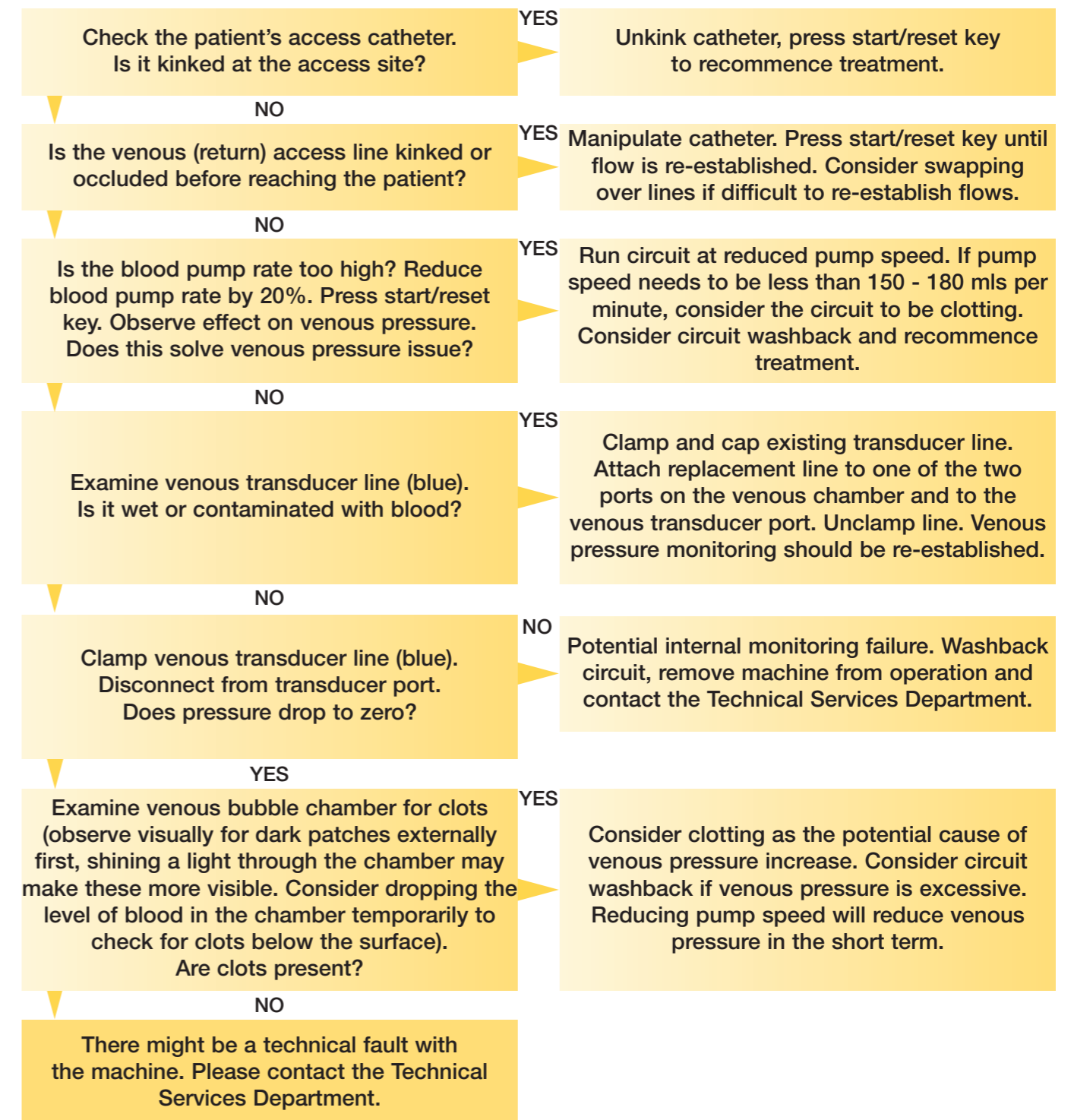


Please refer to Page 20 for useful contact telephone numbers.

## Venous pressure too low

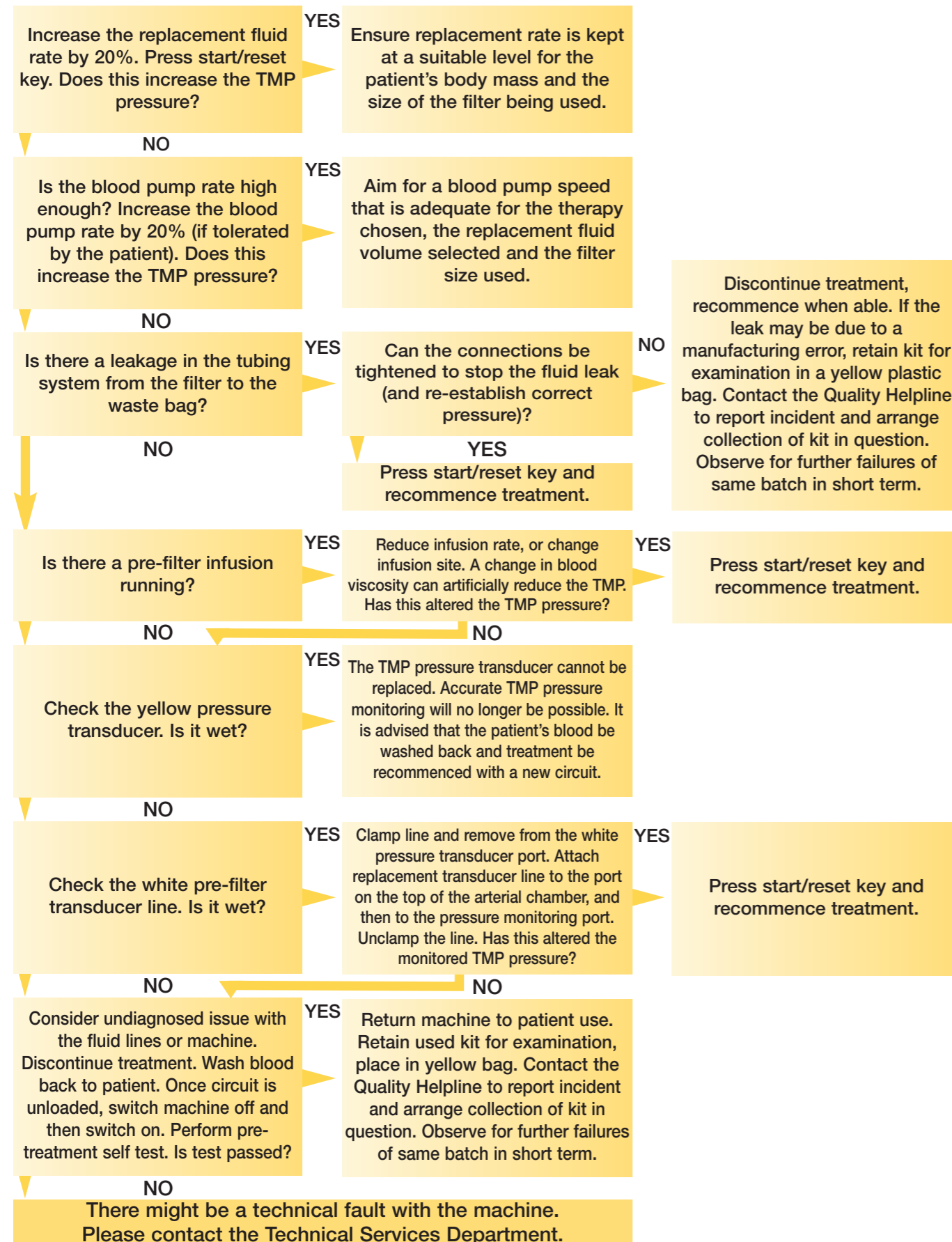


## Venous pressure too high

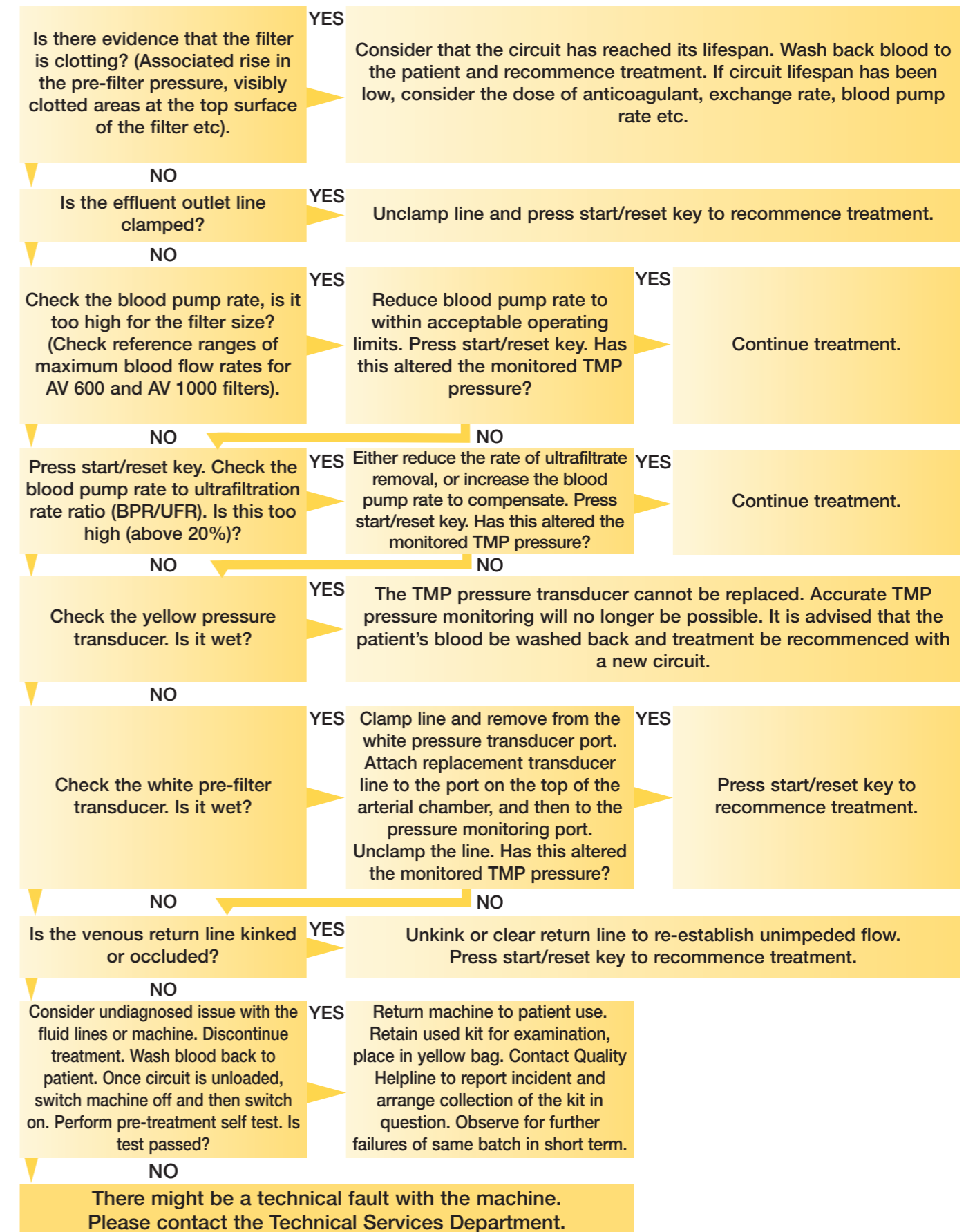


Please refer to Page 20 for useful contact telephone numbers.

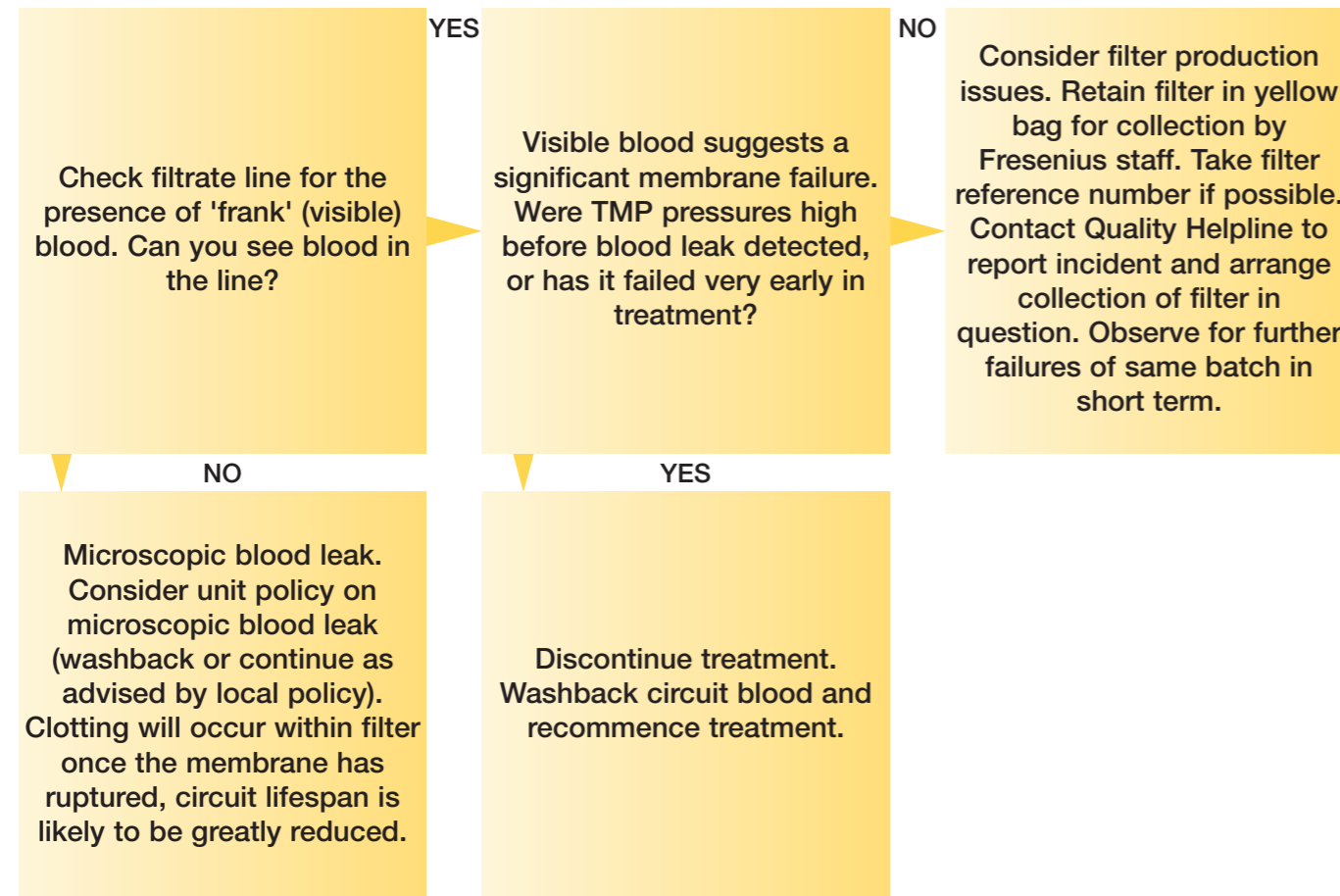
## TMP pressure too low



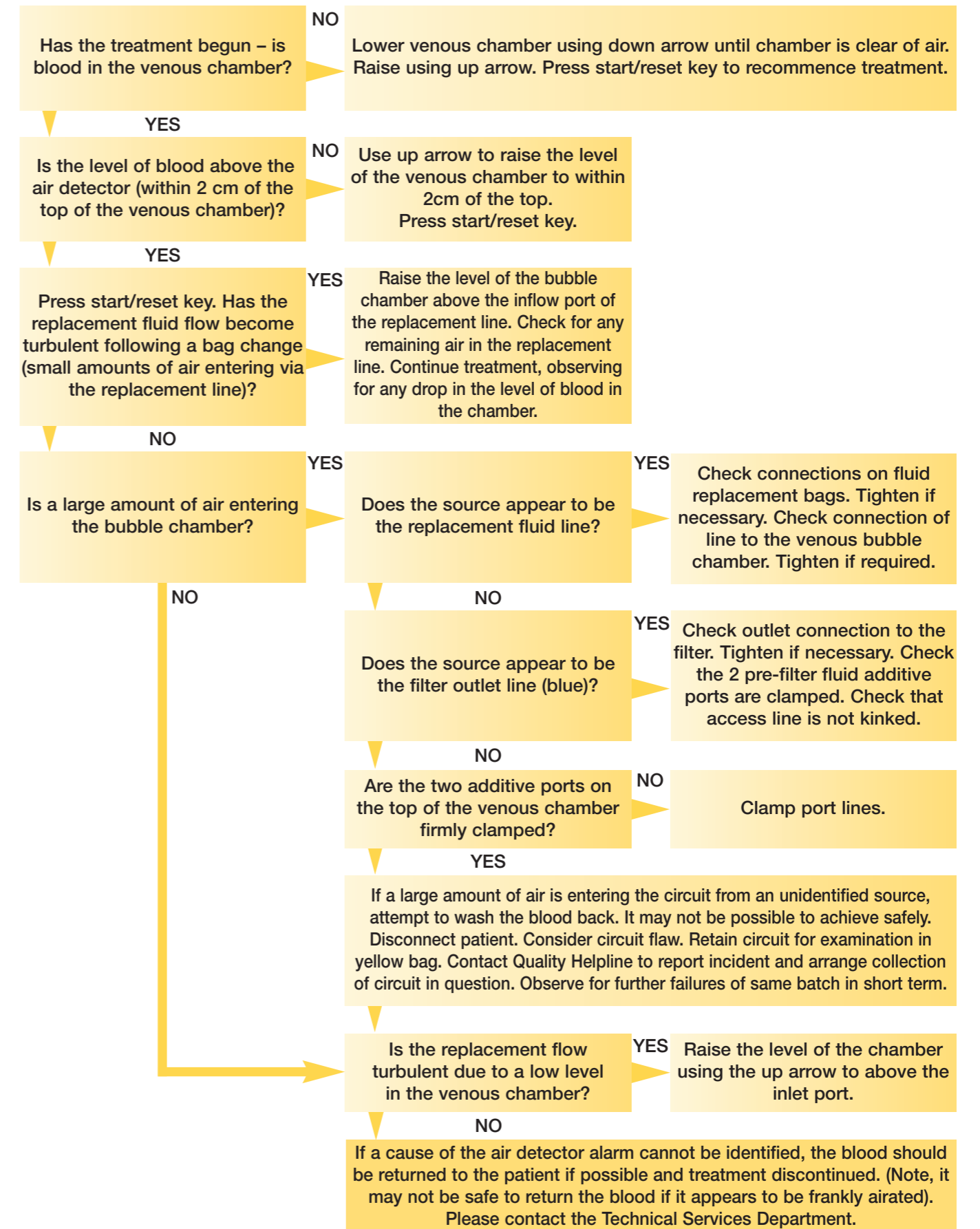
## TMP pressure too high



## Blood leak detected

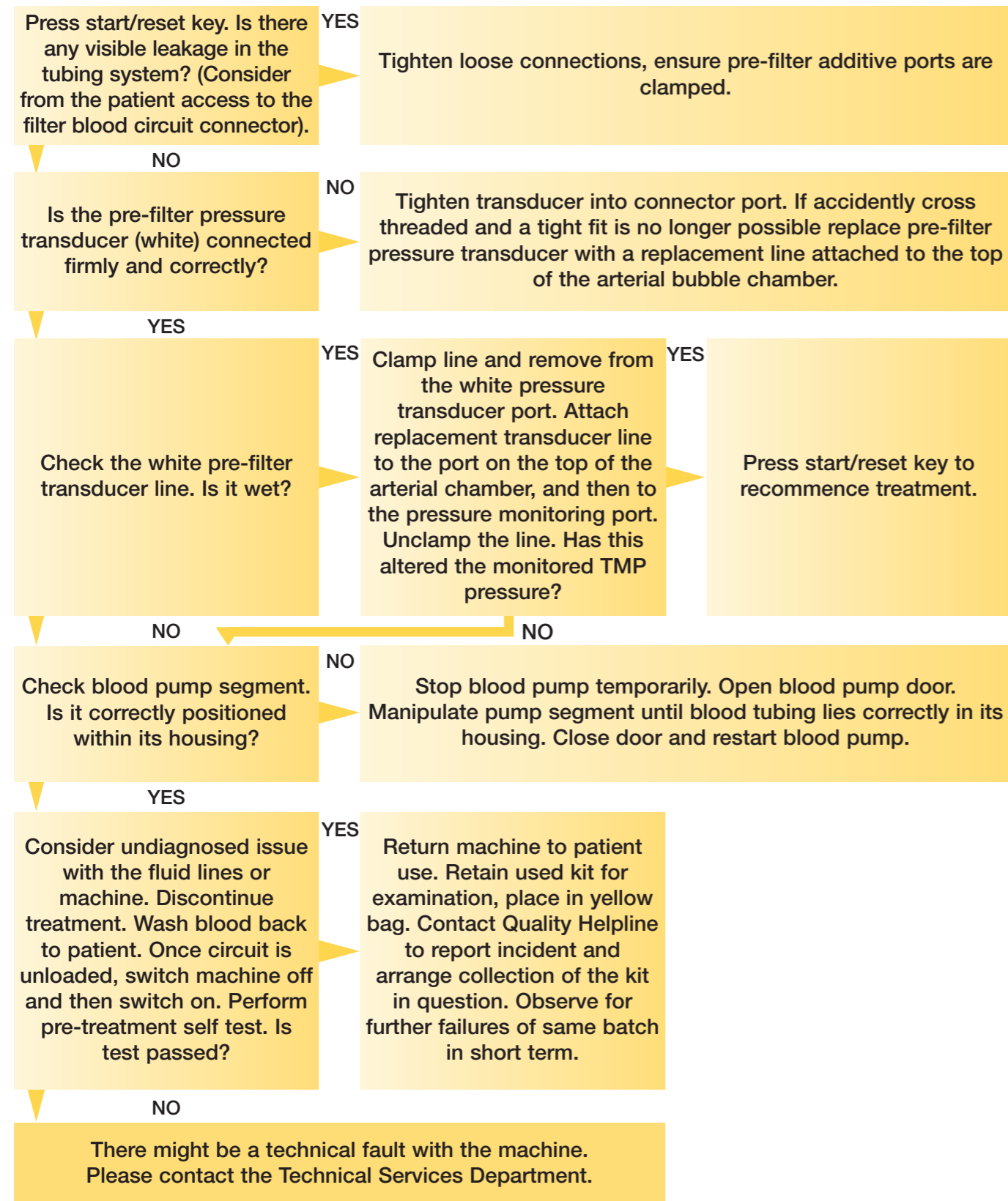


## Air/microbubbles detected in venous return chamber

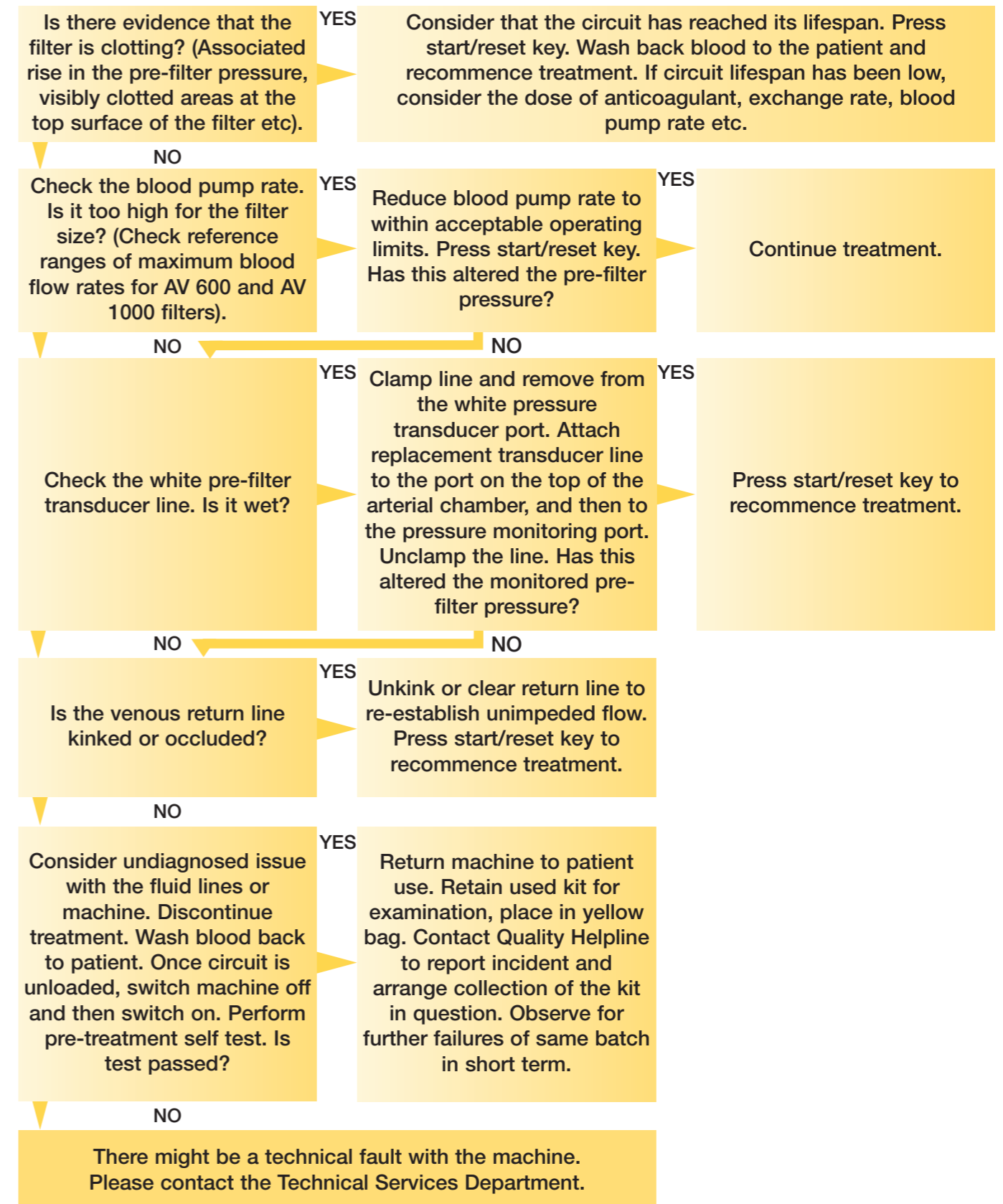


Please refer to Page 20 for useful contact telephone numbers.

## Pressure before filter too low

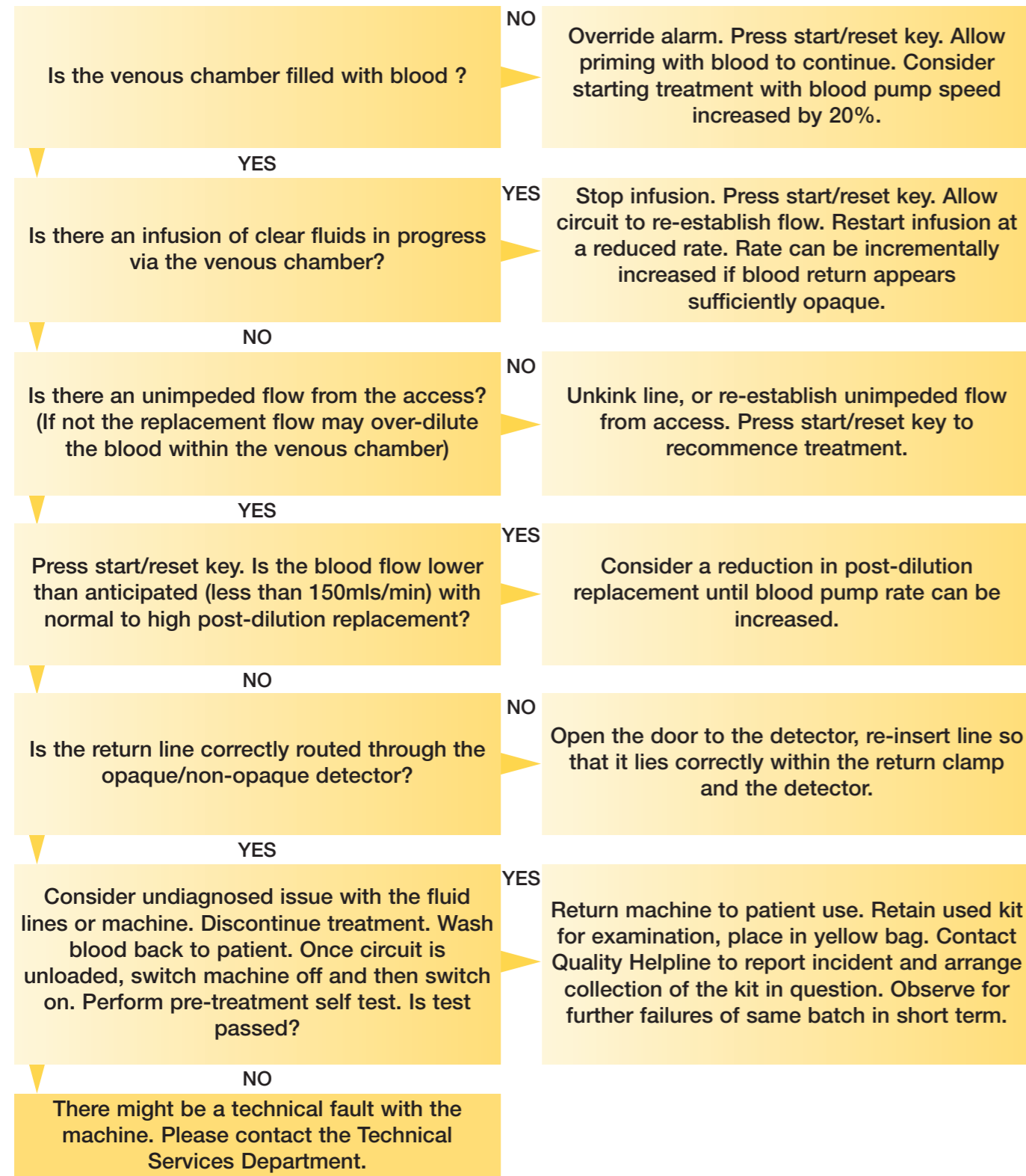


## Pressure before filter too high



Please refer to Page 20 for useful contact telephone numbers.

## Non-opaque/opaque fluid detector



## Balancing error - UF rate or substitution rate too high



Please refer to Page 20 for useful contact telephone numbers.

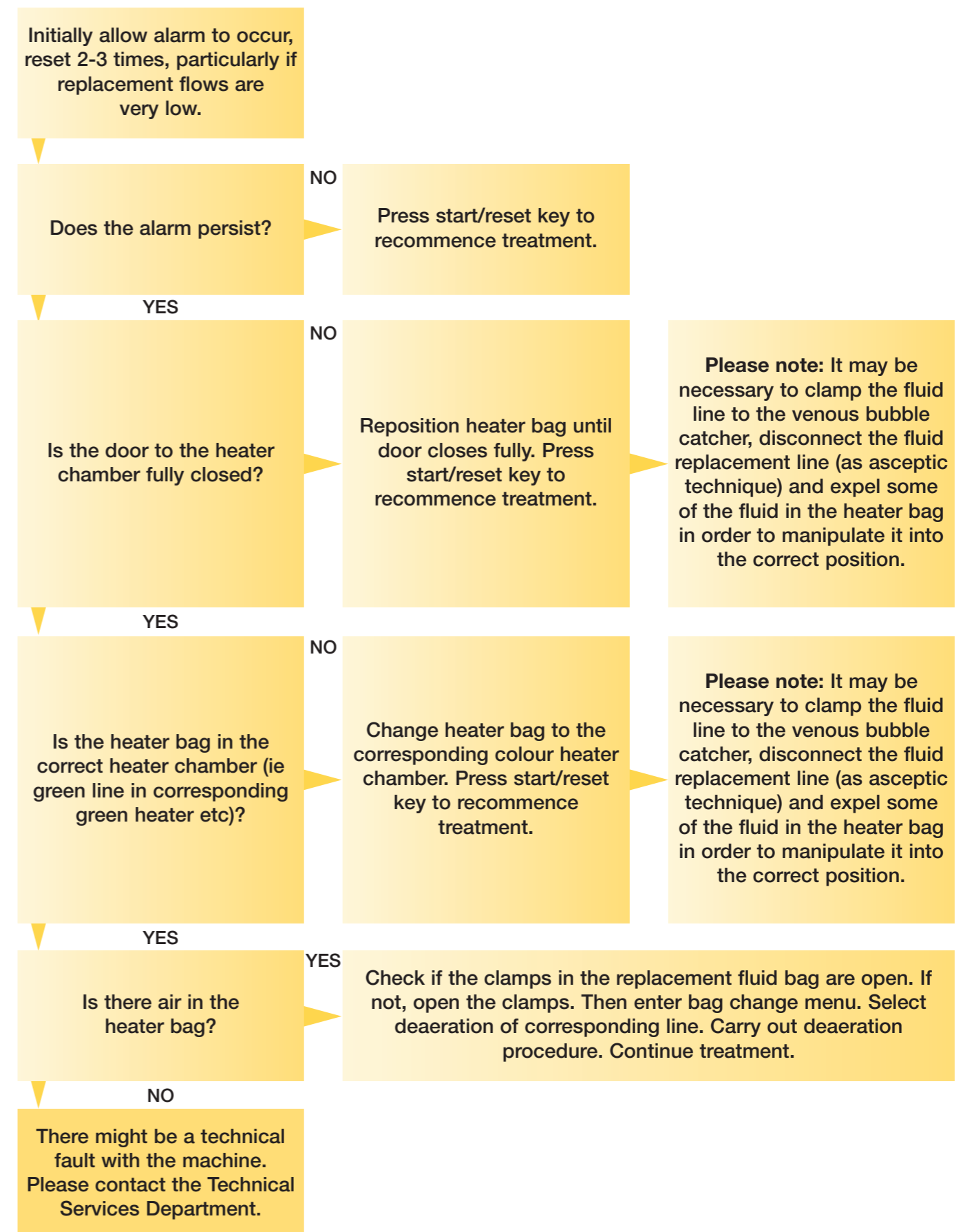


## Heater unable to achieve set temperature

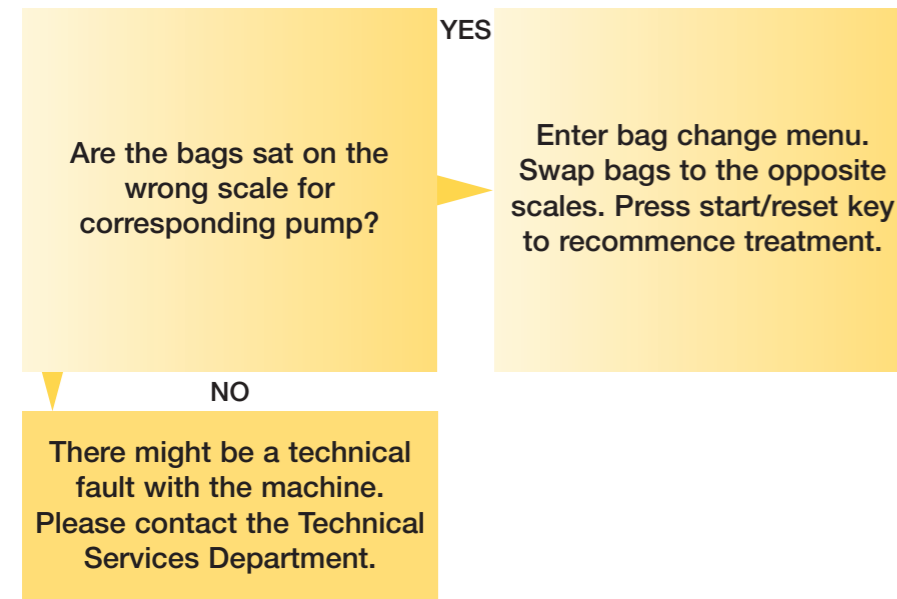


Please refer to Page 20 for useful contact telephone numbers.

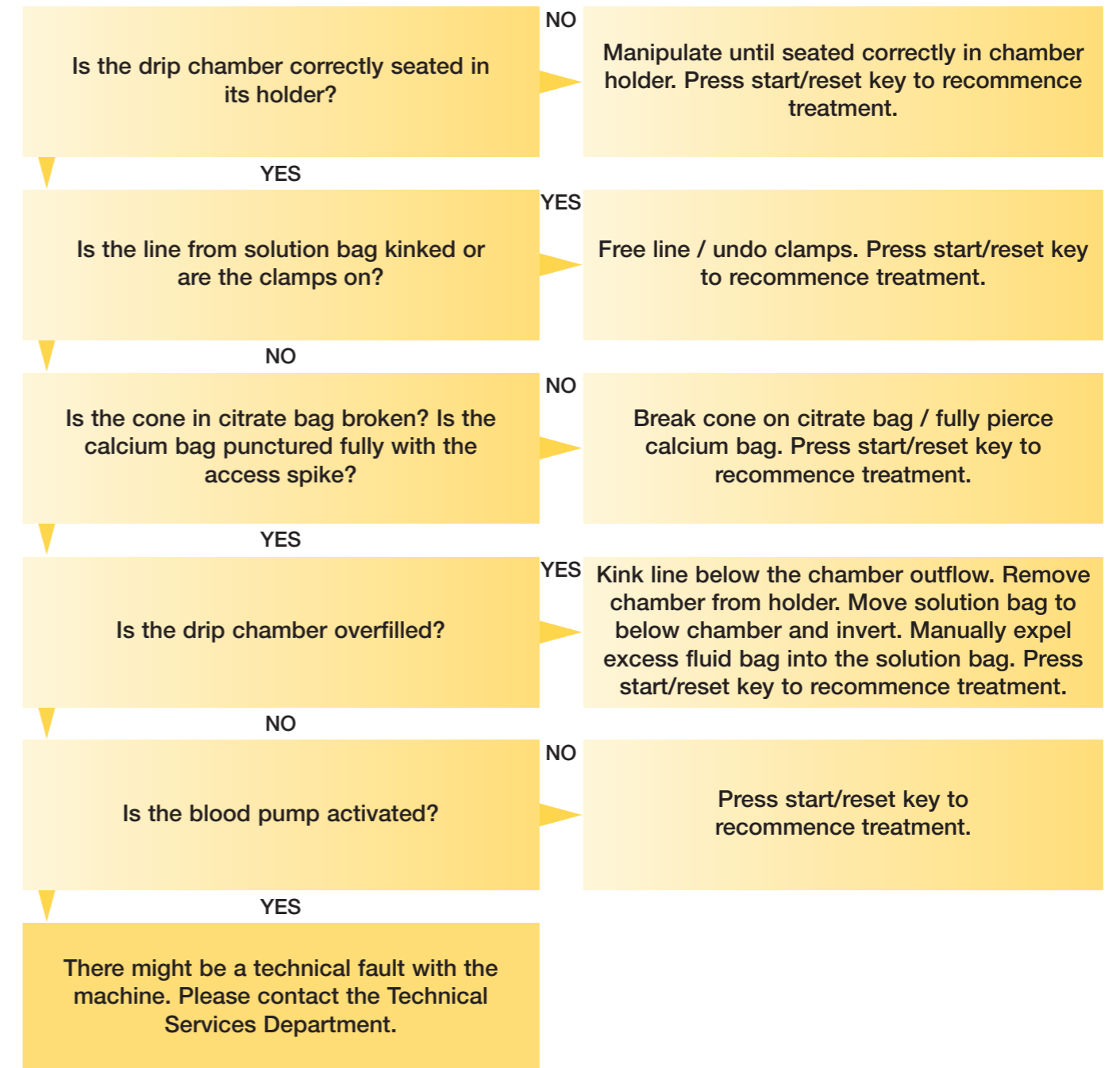
## Heater over temperature



## Scales reverse alarm

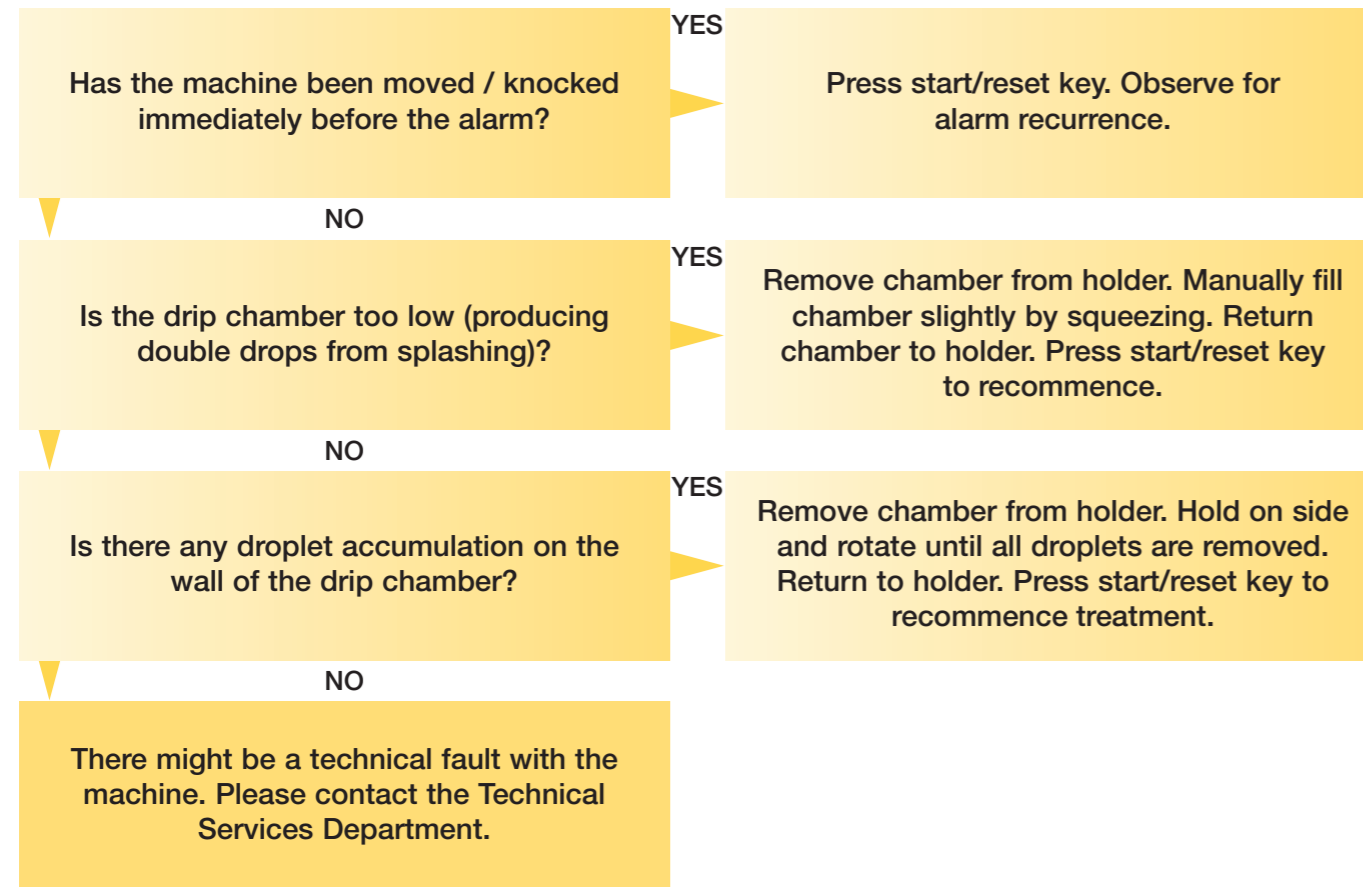


## Drop Counter Rate Citrate/Calcium too low

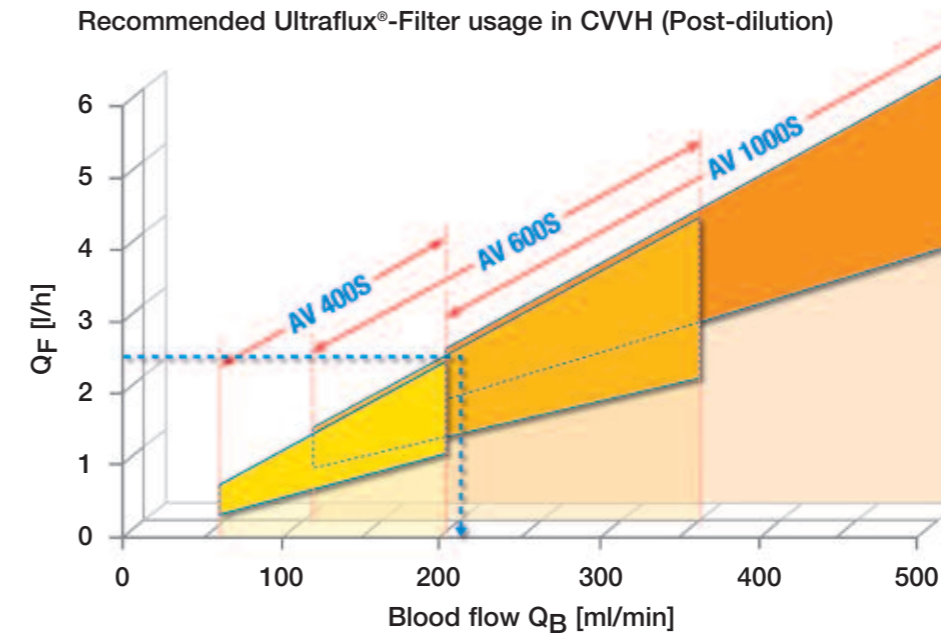


Please refer to Page 20 for useful contact telephone numbers.

## Drop Counter Rate Citrate/Calcium too high



## Recommended filter size and blood flow rates



Please refer to Page 20 for useful contact telephone numbers.

## Useful contact numbers

If you have followed all the advice in this guide, and you are still experiencing problems, please refer to the table below to help you decide how to proceed.

		8.30am - 5.00pm	Telephone
<b>Day of week</b>	Monday to Friday	Fresenius Medical Care (Switchboard)	01623 445100
	Monday to Friday	Technical Services Department	01623 445197
	Monday to Friday	Quality Helpline	01623 445215
	24/7	Acute Operational Helpline*	08704 587971

\* All calls are put through to a call centre in the UK. The call centre will bleep the on-call person who in turn will respond to the customer within 15 minutes.



## Fresenius Medical Care

Fresenius Medical Care UK Limited · Nunn Brook Road · Huthwaite · Sutton in Ashfield · Notts · NG17 2HU · England ·  
Phone: +44 (0) 1623 445100 · Fax: +44 (0) 1623 550807 Head office: Else-Kröner-Straße 1 · 61352 Bad Homburg v. d. H. · Germany  
[www.fmc-ag.com](http://www.fmc-ag.com)