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| **Charging Issues** |
| **Problem** | **Correction** |
| Charging indicator light does not appear. | 1. Ensure that the Control Unit is fully engaged in the Charging Cradle.2. Confirm that the Power Adaptor is plugged into wall receptacle with power.3. Confirm that the UK plug adaptor is properly inserted in the Power Adaptor. |
| Charging indicator does not indicate full charge after three (3) hours | Follow steps 1 and 2 above. |
| Control Unit will not engage in Charging Cradle. | Ensure there is no debris in the Charging Cradle.  |



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| **Device Issues** |
| **Warning/Error** | **Indications** | **Possible Cause** | **Troubleshooting Steps** |
| Flashing **Blue Battery** Icon | Visual indicator blinks **blue** | Battery is low- Able to complete at least one complete procedure. | Once procedure is complete, return Control Unit to charger.  |
| Flashing **Red Battery** Icon  | Visual indicator blinks **red**. **Error** LED lights up and audible warning beep | Battery is very low – Not able to complete procedure. | Press Stop to clear error and immediately return Control Unit to chargerOnce in charger, ensure charge indicator light is turned on (blue flashing light).  |
| **Applicator** Icon lit | Applicator LED is on and two warning beeps | Applicator Cuff has already been used for a procedure | 1. Remove Applicator Cuff from patient’s arm2. Select a new unused Applicator Cuff and reapply to patient arm3. Press Stop button to clear error4. Press Start button to initiate a new procedure |
| **Error** Icon lit | Error LED is lit up and audible warning beep. | Failure to complete procedure.  | 1. Immediately remove Applicator Cuff from patient’s arm.2. Confirm battery is charged.3. Remove Control Unit from Applicator Cuff and make sure Control Unit / Applicator Cuff connection is free from debris.4. Replace Applicator Cuff by obtaining a new/unused Applicator Cuff. Remove packaging and insert Control Unit completely into the Applicator Cuff.5. Press Reset button to Clear Error.6. Press Start button to initiate a new procedure. |

**If the steps above do not solve the problem c**ontact the ERIC-PPCI CTU on 020 7927 2665 or email ericppci@LSHTM.ac.uk to arrange a replacement device, making a note of:

* Reference number or type of device (RIC or sham)
* Serial number of the faulty device
* Type of fault