

TROUBLESHOOTING GUIDE UNO+



All audible alerts (4) will beep until the issue is fixed. Press the Silence Alert Button to silence the audible alert. The alert will reoccur every 2 minutes.

ALARM TYPES (What you see or hear)	PROBLEM	WHAT TO DO	MORE INFORMATION
Low Battery 	The battery is low and must be recharged.	Plug in the UNO+. Let the UNO+ fully charge for 5 hours. The yellow LED light remains ON for 3 seconds and OFF for 3 seconds while charging. The UNO+ is fully operational while charging. CAUTION: Do NOT place the UNO+ in the carrying case while charging. The LED symbol will remain on while charging. Once the charger is disconnected the LED symbol will turn OFF.	Battery usage is based on the integrity of the dressing. With poor dressing application, the UNO+ will require more cycles to provide target pressure. This will shorten the UNO+ battery life. When fully charged, the battery will last 40 hours with good dressing integrity.
Leak 	There is an air leak in either the dressing or the tubing connections.	Slowly Correcting a Leak Condition 1. Verify a good seal with the dressing slowly press your finger down around the edges of the dressing. Press firmly to ensure good contact with the adhesive and the skin. Use extra security strips if seal is compromised. 2. Ensure canister is securely locked into the UNO+. The canister should be flush with the UNO+ device. When locked in place a distinct “click” will be heard. 3. Check the dressing tubing connector at the canister. 4. When leak is resolved the audible and visual alerts will stop.	When a leak is detected, the LED next to the LEAK icon will flash. An audible alert will sound at 1 minute intervals. Press the to silence the alert. The alert will clear within seconds once the leak has been corrected.
Canister Full 	The canister is full.	Visually assess if the canister is full. If the canister is full, turn off the UNO+ device and change canister. Unlock the side clips, remove the full canister. Replace with new canister. Slip the _____ onto the _____. Snap the canister locks into place. A distinct “click” will be audible. If the canister is not full, restart the device. Press and hold the ON/OFF button for 5 seconds. Repeat to start the therapy.	Keep the UNO+ device upright to avoid triggering a canister full alert.
Blockage 	There is an obstruction of airflow.	Ensure that the tubing and dressing are applied securely and without and kinks in the tubing to avoid leak or blockage alerts. Avoid covering the inflow and outflow openings on the port pad. This could trigger a blockage alert.	It is recommended to check the dressing periodically. The dressing should appear compressed and wrinkled. If the dressing is not compressed and the UNO+ does not emit a leak alert, check the tubing for kinks. Check the tubing for the attached clamp. The clamp should remain open. Check that there are no blockages along the tubing or in the canister.

GENADYNE

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If you have a **DEVICE PROBLEM**, please call your service provider nursing hotline

GENADYNE XLR8/XLR8+ ALERT ICONS



Blockage Alert

Check for a blockage between the wound dressing and the canister.



Canister Full Alert

Change the canister



Leak Alert

Check for a leak in the dressing or the canister.



Low Battery Alert

Plug unit in when this alert sounds. 20% power remains on the battery.



Critical Battery Alert

Immediately plug unit in when alert sounds. Unit will shut down in less than 2 minutes. Alert cannot be silenced until power cord is plugged into electrical outlet

ALERT SOUNDS:

What to do?

1. Press Menu/Select to silence.
2. Identify alert type.
3. Address the issue.
4. Green check mark indicates issue resolved.

QUESTIONS?

Call: +1.800.208.2025 or +1.516.487.8787

Email: info@genadyne.com | www.genadyne.com

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