Technical Support



Technical Support: General Overview

- Available 24/7 at 1-877-566-9466
- Reporting of Delivery System Issues or Concerns
 - Speak live to a technician
 - Be prepared to:
 - Provide detailed description
 - Perform the troubleshooting steps
 - Most issues are solved over the phone
 - If not, appropriate arrangements will be made
- On-going Quality Improvement



Technical Support: A Shared Responsibility

- Complete a Pre-Use Checkout
 - Prior to placing on patient
 - Steps include:
 - Initial Connections
 - High Pressure Leak Test
 - Low Range Calibration
 - Purge and Alarm Verification
 - Backup INOMAX® Delivery Test
 - Performance Test
 - o INOblender[®] Test
 - Refer to your specific Operation Manual or Preuse Checkout Card for instructions on performing these steps
 - Verifies system is ready for patient use



Technical Support: A Shared Responsibility

- Basic System Maintenance and Troubleshooting
 - Store in temperature controlled room
 - Connect to electric power at all times
 - Clean delivery system between patient use
 - Replace disposable items as needed
 - Perform high and low range calibrations of sensors
 - High Range Calibration every 30 days
 - Low Range Calibration daily while in use and during the pre-use checkout
 - Troubleshoot alarms
 - Refer to your specific Operation Manual for instructions on performing these steps



Thank You!



Customer Care 1-877-566-9466

