3M™ Veraflo™ Therapy troubleshooting quick reference guide

This quick reference guide is intended for use by healthcare providers and is to be used in conjunction with the 3M™ V.A.C.® Ulta User Manual and the 3M™ V.A.C.® Ulta Therapy System Safety Information.

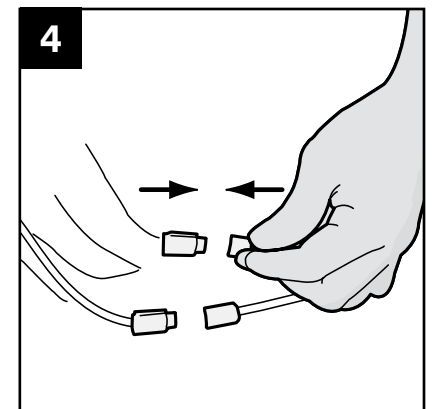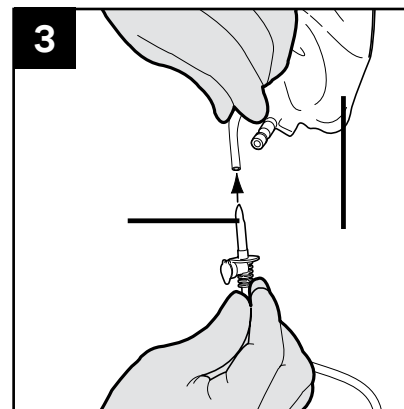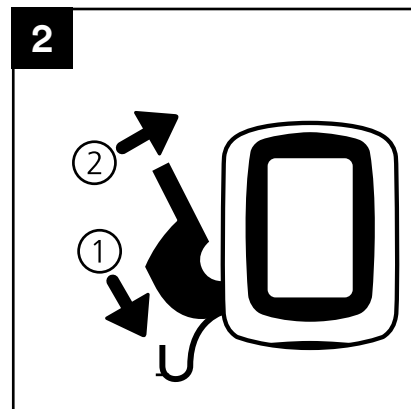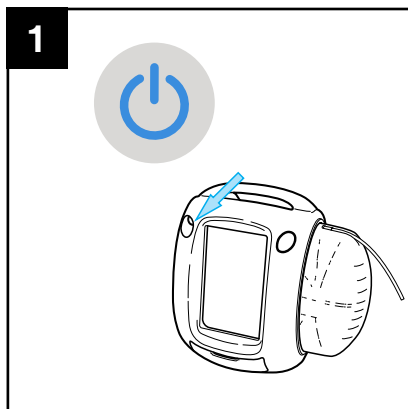## Resolving common Veraflo Therapy alarms*:

Alerts/Alarms		Alert/Alarm condition	Active resolution
SMART INSTILL™ Feature Inactive Alert: Setup Incomplete		This alert screen appears if the setup of the Smart Instill™ Feature did not complete or an alert condition (blockage alert or leak alert) had occurred during Smart Instill™ Feature. This alert will be accompanied by a repeating audible tone and the 3M™ V.A.C.® Ulta Therapy Unit will transition to the 3M™ V.A.C.® Therapy phase.	1. Select Audio Pause to silence alert for two minutes during troubleshooting. 2. Select Reset to return to the 3M™ Veraflo™ Therapy - Secondary set up screen to configure Veraflo Therapy. 3. Ensure clamps on the 3M™ V.A.C.® Therapy tubing and instillation tubing on the 3M™ V.A.C. VeraT.R.A.C.™ Pad or 3M™ V.A.C. VeraT.R.A.C. Duo™ Tube Set and canister tubing are open. 4. Ensure tubing is not kinked, crimped, or blocked in any way.
SMART INSTILL™ Feature Inactive Alert: Instillation Paused		This alert screen appears if instillation has not been resumed or accepted within 10 minutes of using the Smart Instill™ Feature. This alert will be accompanied by a repeating audible tone. The 3M™ V.A.C.® Ulta Therapy Unit will transition to 3M™ V.A.C.® Therapy phase and the suggested instillation volume will be instilled upon the reset of the Smart Instill Feature Inactive-Instillation Paused Alert.	Select Resume to restart instillation. **or** Select Audio Pause to silence alert for two minutes during troubleshooting. **or** Select Reset to return to the Veraflo Therapy - Secondary set up screen to configure Veraflo Therapy.
Fill Assist Inactive Alert		This alert screen appears if the Fill Assist volume has not been accepted within 15 minutes of using Fill Assist. This alert will be accompanied by a repeating audible tone.	1. Select Audio Pause to silence alert for two minutes during troubleshooting. 2. Select Reset to return to the Home screen. 3. Select Therapy Settings on the Home screen. 4. Reconfigure therapy.

*Other alarms and features exist for this device. Always read and follow detailed instructions for use along with important safety information provided with the V.A.C.® Ulta 4 Therapy Unit and disposables. For questions of a medical nature, contact the treating healthcare provider.
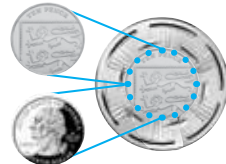
Alerts/Alarms		Alert/Alarm condition	Active resolution
V.A.C. Veralink™ Not Engaged Alert		This alert screen appears when the 3M™ V.A.C. Veralink™ Cassette is not fully seated and / or properly latched. This alert will be accompanied by a repeating audible tone.	1. Remove 3M™ V.A.C. Veralink™ Cassette from therapy unit. 2. Inspect both V.A.C. Veralink Cassette and 3M™ V.A.C.® Ulta Therapy Unit for any debris at the connection points. 3. Ensure cassette's pivot connection is securely engaged in therapy unit's pivot slot. 4. Re-attach cassette, ensuring it is fully engaged and latched. 5. An audible click indicates that the cassette is properly installed. 6. Once the V.A.C. Veralink Cassette is properly installed, the 3M™ V.A.C. Veralink™ Not Engaged Alert screen will automatically clear. **Note:** If the alarm condition occurs during the Instillation Phase of 3M™ Veraflo™ Therapy, the unit will transition to the soak phase upon initiation of this alert and will continue to the 3M™ V.A.C.® Therapy Phase before repeating the cycle.

Instill Tube Blockage Alert, Therapy Interrupted		This alert screen appears when a blockage is present in the instillation line of the 3M™ V.A.C. VeraT.R.A.C.™ Pad or 3M™ V.A.C. VeraT.R.A.C. Duo™ Tube Set. This alert will be accompanied by a repeating audible tone.	1. Select Audio Pause to silence alert for two minutes during troubleshooting.
			2. Ensure clamps on the 3M™ V.A.C. VeraT.R.A.C.™ Pad or 3M™ V.A.C. VeraT.R.A.C. Duo™ Tube Set and 3M™ V.A.C. Veralink™ Cassette are open.
			3. Ensure that the tubing is not kinked, crimped, or blocked in any way
			4. Ensure the V.A.C. Veralink Cassette is fully engaged and latched.
			5. Ensure that the instillation solution in the V.A.C. Veralink Cassette tubing is still liquid and flows freely. If the solution has degraded to a thicker consistency, change any or all of the following:
			    ● 3M™ V.A.C. Veralink™ Cassette
			    ● 3M™ V.A.C. VeraT.R.A.C.™ Pad or 3M™ V.A.C. VeraT.R.A.C. Duo™ Tube Set
			    ● Solution bag/bottle
			6. If the Veraflo Therapy Instill Tube Blockage Alert remains after completing steps 2-5, check patient positioning or any external compression devices that may impede flow. If applicable, remove external compression device.

Initiate 3M™ Veraflo™ Therapy

Follow the dressing Safety Information and Application Instructions for Use with the V.A.C.® Ulta Therapy System.

Resolving common 3M™ V.A.C.® Ulta Therapy alarms*:

Alerts/Alarms	Alert/Alarm condition	Active resolution	Healthcare provider user tip
Low Pressure Alarm Therapy Interrupted	This alarm appears when unit has not reached the target therapy negative pressure setting and negative pressure at the wound may be below set pressure, potentially compromising therapeutic benefits. This alarm is accompanied by a repeating audible tone. **Note:** Low Pressure Alarm (Therapy Interrupted) is not applicable for 3M™ Prevena™ Therapy or 3M™ Abthera™ Therapy.	1. Select Audio Pause to silence alarm for two minutes during troubleshooting 2. For 3M™ V.A.C.® Therapy, ensure clamps on the tubing to the 3M™ SensaT.R.A.C.™ Pad and canister are open. For 3M™ Veraflo™ Therapy, ensure clamps on the 3M™ V.A.C. VeraT.R.A.C.™ Pad or 3M™ V.A.C. VeraT.R.A.C. Duo™ Tube Set and canister tubing are open. 3. Ensure tubing is not kinked, crimped, or blocked in any way. 4. If the Low Pressure Alarm remains after completing steps 2 and 3, lower the therapy unit and tubing to be level with or below the wound site. If the alert is resolved by lowering the unit, normal use may resume.	• Ensure a 2.5 cm hole has been cut in the drape. • Lower therapy unit and tubing to or below wound level.
Blockage Alert **Blockage Alarm** Therapy Interrupted	This alert appears when unit has detected a potential blockage in the 3M™ V.A.C.® Therapy line. This alert will be accompanied by a repeating audible tone. This alarm appears when a blockage is present in the V.A.C.® Therapy line. This alarm will be accompanied by a repeating audible tone. **Note:** Blockage (Therapy Interrupted) is not applicable for Prevena Therapy or Abthera Therapy.	1. Select Audio Pause to silence alarm for two minutes during troubleshooting. 2. For V.A.C.® Therapy, ensure clamps on the tubing to the SensaT.R.A.C.™ Pad and canister are open. For Veraflo Therapy, ensure clamps on the V.A.C. VeraT.R.A.C. Pad or V.A.C. VeraT.R.A.C. Duo Tube Set and canister tubing are open. 3. Ensure tubing is not kinked, crimped, or blocked in any way. 4. If the Blockage Alert/Alarm remains after completing steps 2 and 3, lower the therapy unit and tubing to be level with or below the wound site. If the alert is resolved by lowering the unit, normal use may resume.	• Lower therapy unit and tubing to or below wound level. • Ensure SensaT.R.A.C.™ Pad is located in a flat area of the body. (Not applicable to Prevena™ Therapy) • Check patient positioning or any external compression devices that may impede flow. If applicable, remove external compression device.
Leak Alarm	This alarm appears when unit has detected a significant negative pressure leak. If this alarm is not resolved in three minutes, therapy will be interrupted. This alarm will be accompanied by a repeating audible tone.	1. Select Audio Pause to silence alarm for two minutes during troubleshooting. 2. Ensure connector between dressing tubing and canister tubing is properly locked. 3. Ensure canister is fully engaged. 4. Select the 3M™ Seal Check™ Button to access the 3M™ Seal Check™ Feature. 5. Once the leak is resolved, select Exit on the Seal Check Feature screen to return to the Leak Alarm screen. Select Reset to return to the Home screen. Ensure therapy is ON by checking the Status Bar. If not, select Start/Stop to restart therapy.	• For larger, highly exudating wounds, adjust intensity level to highest level to ensure a faster draw down and quicker seal.
Leak Alarm Therapy Interrupted	This alarm appears when a detected negative pressure leak has not been resolved and therapy has been interrupted. This alarm will be accompanied by a repeating audible tone. **Note:** Leak (Therapy Interrupted) is not applicable for Prevena Therapy or Abthera Therapy.	1. Select Audio Pause to silence alarm for two minutes during troubleshooting. 2. Ensure connector between dressing tubing and canister tubing is properly locked. 3. Ensure canister is fully engaged. 4. Select Reset to return to the Home screen 5. Restart therapy by selecting Start/Stop 6. Select the Seal Check Button to access the Seal Check Feature. 7. Once the leak is resolved, select Exit on the Seal Check Feature screen to return to the Leak Alarm screen. Select Reset to return to the Home screen. Ensure therapy is ON by checking the Status Bar. If not, select Start/Stop to restart therapy.	

Alerts/Alarms	Alert/Alarm condition	Active resolution	Healthcare provider user tip
Battery Low Alert **Battery Critical Alarm**	Battery Low Alert indicates that the unit has approximately two hours before the battery power is too low to support continued operation of the 3M™ V.A.C.® Ulta Therapy Unit. This alert will be accompanied by a repeating audible tone. Battery Critical Alarm indicates 30 minutes before the battery power is too low to support continued operation of the V.A.C.® Ulta Therapy Unit. This alert will be accompanied by a repeating audible tone.	1. Select Audio Pause to silence alarm for two minutes during troubleshooting. 2. Connect the therapy unit to a wall outlet using 3M supplied power supply to recharge battery. 3. If the Battery Critical Alarm screen does not automatically clear, select Reset to return to the Home screen. 4. Ensure therapy is On by checking the status bar. If not, select Start/Stop to restart therapy.	• To maximize battery life, keep the unit plugged in. • Address dressing leak alarms as quickly as possible to avoid a drain on the unit's battery. • An amber light at the bottom of the touch screen and a battery charge icon at the top of the touch screen indicate the unit is charging.
Canister Full Alarm Therapy Interrupted	The canister is full and should be replaced. This alarm will be accompanied by a repeating audible tone.	1. Select Audio Pause to silence alarm for two minutes during troubleshooting. 2. Check if canister is full by comparing the level of fluid to the graduated marks on the canister. 3. If canister is not full, select Reset to return to the Home screen. 4. If canister is full, change canister and select Reset on this screen to return to the Home screen. 5. Select Start / Stop to restart therapy.	• Check if canister is full by comparing the level of fluid to the graduated marks on the canister.
Therapy Inactive Alarm	The V.A.C.® Ulta Therapy Unit has been ON and therapy has been paused or stopped for more than 15 minutes.	1. Select Audio Pause to silence alarm for two minutes during troubleshooting. 2. Select Reset to return to the Home screen. 3. Select Start/Stop to restart therapy.	• If Therapy is not desired, turn the V.A.C.® Ulta Therapy Unit off by using the Power button on the front of the unit.
System Error Alarm, Therapy Interrupted	There is a system fault within the V.A.C.® Ulta™ Therapy Unit after the unit has been powered on.	1. Record the error code number (00000001). 2. Power the unit off and then on using the Power button on the front of the unit.	• If alarm condition cannot be resolved, contact 3M.

*Other alarms and features exist for this device. Always read and follow detailed instructions for use along with important safety information provided with the V.A.C.® Ulta Therapy Unit and disposables. For questions of a medical nature, contact the treating healthcare provider. Ask your 3M representative for a copy of the quick reference guide for troubleshooting alarms associated with Veraflo Therapy.

3M

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For additional information or technical assistance, call your local 3M representative.

Note: If an alarm condition cannot be resolved, contact a healthcare provider or 3M. If the therapy is interrupted for more than two hours, the dressing will need to be replaced. For more detail and safety information, refer to Information for Use or User Manual.

Note: Specific indications, contraindications, warnings, precautions and safety information exist for these products and therapies. Please consult a clinician and product instructions for use prior to application. Rx only.