Infinity® Enteral Feeding Pump BY MOOG

Troubleshooting Guide

OPERATOR'S MANUAL
Scan or click this code to view and download the Infinity Orange Operator's Manual.

TRAINING VIDEOS
Scan or click this code to view training videos for the Infinity Orange pump.

QUICK FIXES FOR COMMON PROBLEMS

1. **Check the setup:**
   - Ensure products are at the correct temperature.
   - Aggressively mixed formula may have foam. Let formula sit for 10 - 15 minutes before feeding.
   - If using a blenderized formula, follow the manufacturer's guidelines.
2. **Ensure the delivery set tubing isn't kinked or pinched.**
3. **Clean the pump properly.**
4. **Turn the pump off and then on again.**

ALARMS & ISSUES	TROUBLESHOOTING STEPS
NO FLOW IN Pump has detected a blockage in the set between the bag and the pump. **NO FLOW OUT** Pump has detected a blockage in the set between the pump and the patient.	• Ensure the delivery set tubing isn't kinked or pinched. • Remove the set from the pump. Clean the cassette. Gently massage the "💧" symbol, then manually prime the set until occlusion is clear and formula moves through the tubing. Replace set and resume feeding. • Check and clean pump receptacles around the pressure sensors. • Ensure that the door and latch isn't cracked or broken. • Check the patient's feeding tube for obstruction. • Always follow the formula manufacturer's instructions for using a feeding pump. • *Do not use the PRIME key to troubleshoot or resolve NO FLOW IN or NO FLOW OUT alarms.*
NO FOOD The pump has detected air in the tubing.	• Check the formula level in the bag to make sure there enough food for the feeding. • If the formula is aggressively mixed, let it rest for 10-15 to reduce foam. • Ensure the proper food type is selected (formula or human milk). • Re-prime the tubing to remove any air or foam in the tubing. • *Remember to disconnect the set from the patient before priming.*
LOAD SET The run button was pressed without a set being properly loaded in the pump.	• Turn the pump off. • Clean the delivery set cassette and check pump receptacles around the pressure sensors. Turn the pump on again. • Reload the delivery set. • Close the door completely.
ER01 - ER99 The pump has failed a self-test	• Turn the pump off and then on again. • Verify all settings are correct. • Restart the feeding.
Charging Issues	• Check connections for both the wall plug and pump adapter. • Verify that the green indicator light on the charger wall plug is illuminated. • If the green light is not illuminated, plug another device into the outlet to ensure the outlet is functioning properly. • Inspect for damage to charging adapter and receptacle on the pump, including bent or missing pins.

THINGS TO REMEMBER

Setup

- Setup and preparation matter. Incorrect setup can cause alarms. The pump is one piece of a larger system. Taking the time to review the entire system can help reduce potential problems.
- If using a backpack, all air must be removed from the delivery set and tubing:
  - » Manually prime the delivery set by turning the bag upside down, gently squeezing lower half of the bag while pinching the teal colored tubing just below the "💧" drop symbol.
  - » Hold this position until all air is removed from the bag and tubing.

Feeding Bags

- Feeding bags are designed for up to 24 hours of use. Bags older than this can commonly trigger **NO FOOD** and **NO FLOW** alarms.
- Keep the cap on when bag is not in use.
- Avoid storing bags in high heat or direct sunlight.

Cleaning & Maintenance

- Infinity pumps are built to withstand every day use. Gentle care and cleaning will prolong the life of the pump.
- If something is obviously broken, such as a crack in the door or housing, contact Moog customer support for assistance.
- As pumps age, it might be time to consider replacing it over servicing it.
  - » Pump age can be determined by checking the serial number. The 2nd and 3rd digit after the SN(21) indicate the year it was manufactured. A '26' means it was manufactured in 2026.

Scan or click this code to watch a video of how to properly clean the pump.

Still having problems?

- Still experiencing repeated alarms or issues? Contact us - we're here to help!
- Moog's Clinical Support team is available 24 hours a day, 7 days a week, in more than 250 languages.
- Please have details of the troubleshooting steps you've already tried when you call.

(800) 970-2337

24/7 CLINICAL SUPPORT

(800) 970-2337

Speak live with a Moog Clinical Representative for pump questions and troubleshooting guidance 24 hours per day, 7 days per week.
Visit **moogmedical.com** for additional information.

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Enriching Lives.™

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