

# Troubleshooting Guide

## XLR8/XLR8 Plus



Alert	Condition	Action or Resolution of Condition
<b>Leak Alert</b> 	The unit has detected a significant negative pressure leak in the system. The message on the screen will read: <b>Alert: LEAK OR LOSS OF SUCTION. REVIEW DRESSINGS AND CANISTER CONNECTION TO UNIT. ONCE LEAK IS RESOLVED, PRESS MENU/SELECT BUTTON TO CONTINUE THERAPY.</b>	Ensure canister is securely attached to the pump and the connection between canister tubing and port pad tubing is secure. Most leaks are due to a compromise in the dressing seal. To be sure, temporarily clamp the canister tubing. <b>Once clamped, if the leak is in the dressing, the alert will silence and the Leak Alert warning will disappear.</b> To correct a leak in the dressing, manipulate drape around the wound to identify where leak is occurring and seal with additional drape. If the alert is NOT silenced when temporarily clamping the tubing, and the Leak Alert warning does not disappear, the problem is occurring in either the canister or the pump. Remove canister and reposition or replace to ensure that there is a proper connection. Assess O Rings located where canister attaches to unit: there should be 2, one black and one clear. Both should be securely surrounding the nipple.
<b>Blockage Alert</b> 	The unit has detected a blockage in the system. The message on the screen will read: <b>ALERT: BLOCKAGE. REVIEW DRESSING AND TUBING. ENSURE THE CLAMPS ARE OPEN. PRESS MENU/SELECT BUTTON TO CONTINUE THERAPY.</b>	Check canister and port pad tubing to ensure the clamps are open. Check tubing for kinks. Ensure that a large enough opening (approximately the size of a quarter) has been cut out of the drape located under the port pad.
<b>Canister Full Alert</b> 	The unit has detected the canister is full. Canister Full Alert occurs when the canister is filled with exudate. The message on the screen will read: <b>ALERT: CANISTER FULL. REPLACE CANISTER. REMOVE CANISTER FROM UNIT, REPLACE WITH A NEW CANISTER, TURN UNIT OFF. ONCE COMPLETELY OFF, TURN BACK ON AND CONTINUE THERAPY.</b>	Change the XLR8/XLR8 Plus canister. Keep the unit upright at all times. False alert will sound if unit is on its side.
<b>Low Battery Alert</b> 	The unit has detected that the battery is low. 20% of the power remains on the battery. The message on the screen will read: <b>ALERT: LOW BATTERY. PLUG UNIT INTO ELECTRICAL OUTLET TO CONTINUE THERAPY.</b>	Immediately plug power cord into side of pump and electrical outlet to allow pump to recharge. When recharging, make sure the green power cord icon (upper right-hand corner) illuminates. This will ensure the wall outlet has power.
<b>Critical Battery Alert</b> 	The unit has detected the battery charge is critically low. The alert on the unit cannot be silenced. The OFF button will not function until unit is plugged in. The message on the screen will read: <b>ALERT: CRITICAL BATTERY. ONLY 2% OF THE CHARGE LEFT ON THE BATTERY. PLUG UNIT INTO ELECTRICAL OUTLET.</b>	Immediately plug power cord into side of pump and electrical outlet to allow pump to recharge. It will take 3 hours for the pump to completely recharge. When recharging, ensure the green power cord icon (upper right-hand corner) illuminates. This will confirm the wall outlet has power.

# Genadyne XLR8/XLR8 Plus 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: Rehab Technologies at (800)-2237-6708