MOOG
EnteraLite
Infinity
A quick troubleshooting guide to pump feeding
For family, friends, school, daycare, and babysitters.

Brought to you by:
the Feeding Tube Awareness Foundation
www.feedingtubeawareness.org
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Message on display screen: NO FLOW IN
Problem: Food has stopped flowing into the pump from the pump bag.
Solution: Find and fix the blockage.

Is there FOOD in the bag?
Press RUN/PAUSE and look for kinks in the tubing between the pump bag and the pump.
Straighten kinks out of the tubing.
Press RUN/PAUSE again.
Listen for 3 beeps and look for RUN on the display; the pump is running.

Is the bag empty?
If yes, press RUN/PAUSE.
Refill and close bag, removing as much air as possible. Press RUN/PAUSE again.
Listen for 3 beeps and look for RUN on the display; the pump is running.

Message on display screen: NO FLOW OUT
Problem: Food has stopped flowing out of the pump
Solution: Find and fix the blockage

Is the EXTENSION SET clamped?
If YES, press RUN/PAUSE, UNCLAMP, and then press RUN/PAUSE again.
Listen for 3 beeps and look for RUN on the display; the pump is running.

If the extension set is NOT CLAMPED:
Press RUN/PAUSE and look for kinks in the tubing between the pump and the feeding tube.
Straighten tubing.
Press RUN/PAUSE again.
Listen for 3 beeps and look for RUN on the display; the pump is running.

Message on display screen: NO FOOD
Problem: Air has gotten into the line from the bag.
Solution: Press RUN/PAUSE.
Reposition bag so food is at bottom of bag.
** Refill bag if necessary.
** NOTE: If a large amount of air is present in the tubing, it may be necessary to disconnect the pump tubing from the extension tube before removing air from the tubing to avoid feeding air into the stomach.
Press and HOLD PRIME until food moves through tubing coming out of PUMP.
Press RUN/PAUSE again.
**If you are unable to do so, Press and HOLD the ON/OFF button for 3 seconds.
Message on display screen: LOAD SET

Problem: Feed set is not loaded into pump.
Solution: Load feed set into pump.
Press RUN/PAUSE.
Open DOOR of pump by pushing on the tab above the display screen.
Stretch TEAL TUBING around the outside of the black WHEEL.
Fit PLASTIC CASSETTE into SLOTS.
Check that tubing is not obstructing the door.
Close DOOR tightly.
Press RUN/PAUSE again.
Listen for 3 beeps and look for RUN on the display; the pump is running.

Message on display screen: SHUT DOOR

Solution: Press RUN/PAUSE
Close pump door tightly; press RUN/PAUSE.
Listen for 3 beeps and look for RUN on the display; the pump is running.

Message on display screen: LOW BATT with distinctive alarm tone

Solution: Plug pump into charger

Message on display screen: PUSH RUN TO FEED

This alarm will sound after 2 minutes unless the word RUN is on the display indicating that the pump is running.
Solution: Press RUN/PAUSE to stop alarm; press RUN/PAUSE again to resume feed.
Listen for 3 beeps and look for RUN on the display; the pump is running.

NOTE: Sometimes you get multiple alarms consecutively, even after fixing the source of the alarm. Pressing RUN/PAUSE and then holding the PRIME button down for 5 seconds before pressing RUN/PAUSE again sometimes clears the problem.

Message on display screen: ER##, ERRA, or ERRZ and a continuous alarm tone

Make sure pump door is closed tightly.
Press and hold ON/OFF until pump shuts down.
Restart pump by holding ON/OFF BUTTON for 3 seconds, then verify pump settings. If settings are correct, press RUN/PAUSE.
Listen for 3 beeps and look for RUN on the display; the pump is running.
NOTE: An ER#/ERRA/ERRZ may ERASE the rate, dose, and timing of the food being delivered. If you see 0.1 on the display when you restart the pump, contact the parent or caregiver. If the pump DOES NOT RESTART or you are unsure of the correct pump settings, contact the parent or caregiver at the phone number below.

Name: _______________________

Phone: _______________________

For more information about the Feeding Tube Awareness Foundation, scan the code below.