




Invia Liberty Troubleshooting

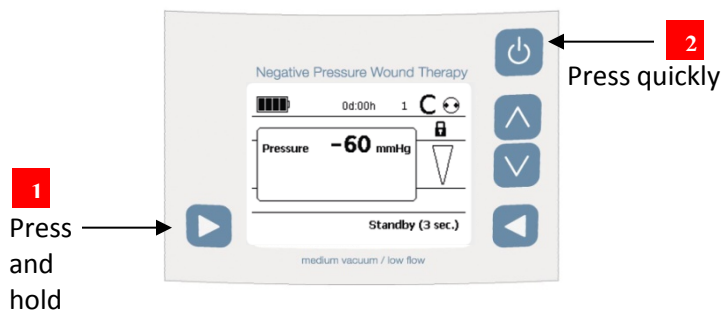
Please try the following **before** calling, as the on call staff will ask you to do these things anyway. If you need to call, please have the pump near you.

Don't panic if an alarm sounds.

Press  to mute the alarm for 60 seconds; press this every time the alarm sounds, except for "Battery Empty"

INTERNAL FAULT

A. Turn the pump off and restart in Admin mode using the following two-handed procedure



- If this does not work contact Galaxy Medical at 888-573-1400.

The number represents the error code that will be displayed on the Liberty screen.

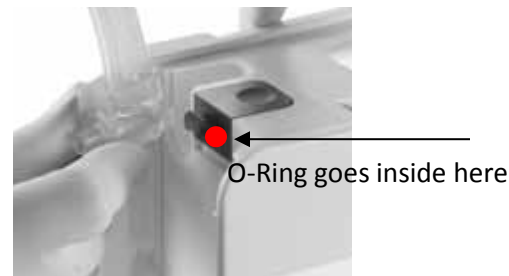
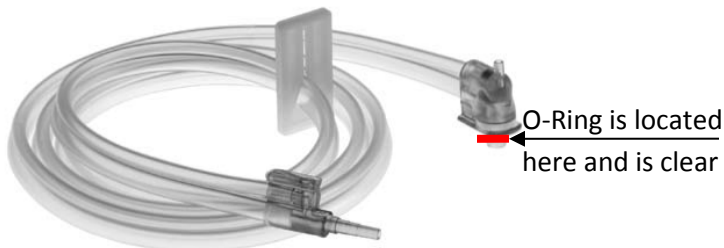
311 – INTERNAL FAULT – Snap the canister out and in again, then restart pump in Administrator mode.

301– LEAK IN SYSTEM – Generally this code means that the pump is drawing air from somewhere.

A. Wash hands well. Apply gloves.

- Turn pump off; disconnect pump tubing from dressing tubing. Holding thumb over end of pump tubing, turn pump on; allow pump to adjust to correct setting, and then watch for the circle spinning in the top right corner of the screen.
 - **Alarm stops:** there most likely is a leak in the dressing.
 1. Use tape/transparent film to seal the leak. If you cannot seal the dressing in that way, you may need to change the entire dressing. (Will need to contact home health or doctor).
 - **Alarm Continues:**
 1. The problem is probably the canister, tubing or O-ring. See next steps.

- B. Check the canister for cracks that may allow the pump to draw air.
 - Change the canister if you find a crack.
- C. Check the tubing; make sure it is connected securely to the canister and drain. Make sure there are no holes in any of the tubing.
 - If there is a hole in the tubing: Either patch with tape/transparent film or replace tubing. Remove the canister and check for the clear plastic O-ring located on the right side of the pump when canister is removed. If it is missing, you can take one off of pump tubing.



302 – CLOG IN SYSTEM – Generally this code means there is something preventing the pump from suctioning.

- A. Check the canister to see if the solidifier (thickening packet) is broken.
 - If it is broken: While the pump is running, remove the canister. If you can see anything in the opening, use a clean cotton swab to completely clear. Discard cotton swab. Replace the canister.
 - If this doesn't work: Change the canister.
- B. Check tubing to be sure it is not twisted or clogged.
 - Twisted: Untwist the tubing
 - Clogged: Use your fingers to squeeze and “work” the clog out.
- C. Be sure the pump is in an upright position to prevent the canister filter from getting contaminated.
 - If it is in upright position: Change the canister.

306 – CANISTER FULL – Be sure the pump is in an upright position. If it is still alarming, change the canister.


401 – BATTERY LOW – Remaining time on the pump before it shuts down is approximately 30 minutes.

- A. Check to be certain the green light on the power cord is lit.
- B. The battery symbol on the screen will light up left to right as the battery charges.

305 – BATTERY EMPTY – *If your battery has been drained completely and the pump is off, it needs to charge approximately 45-60 minutes before you can turn the pump back on.*

- A. Check to be sure the cord is not plugged into an outlet controlled by a light switch. If it is, make sure the light switch is ON.
- B. Try another outlet. Allow 45- 60 minutes to charge, then re-start pump.

405 – STANDBY MODE – This means that the pump is in standby mode.

- A. Press the “on” key at the bottom right. 

If these tips have not solved your problem, please call 1-888-573-1400