

Troubleshooting guide

Symptom	Cause	Remedy
No/intermittent electrical power	Power cord not connected or connected loosely at console or electrical outlet Note: The console will default to power level 1 if power is interrupted	Ensure that power cord is: <ul style="list-style-type: none"> Fully seated into the back of the console and electrical outlet Not damaged and free of defects For replacement power cord contact Customer Care at 1-800-876-1261 (USA only) or local Smith & Nephew representative
	Power not present at electrical outlet	<ul style="list-style-type: none"> Ensure that the electrical outlet has power Connect to a different electrical outlet
	Console power switch not illuminated	<ul style="list-style-type: none"> Press power switch; power switch should become illuminated
Footswitch LED	Footswitch not connected properly	<ul style="list-style-type: none"> Observe red alignment dots on footswitch connector and footswitch socket are properly aligned Ensure the footswitch connector is fully inserted
Console not responding to footswitch and footswitch connector indicator is NOT illuminated	Footswitch obstructed	<ul style="list-style-type: none"> Ensure that there are no objects obstructing the footswitch from being depressed or releasing
	Footswitch inoperative	<ul style="list-style-type: none"> Order replacement footswitch (66800472) from Customer Care at 1-800-876-1261 (USA only) or local Smith & Nephew representative
System fault LED illuminated	Power fault caused by over-current	<ol style="list-style-type: none"> Turn console OFF by pressing power switch Ensure power cord is connected to an appropriate power source. If necessary try a different electrical outlet Wait at least 5 seconds after turning OFF Turn console ON by pressing power switch
	System over-pressure condition out of tolerance	<ul style="list-style-type: none"> Ensure the yellow high pressure tube on handpiece is not kinked, obstructed or tangled If error light is still illuminated, replace handpiece Contact Customer Care, 1-800-876-1261 (USA only) or local Smith & Nephew representative to arrange a return

Symptom	Cause	Remedy
Handpiece does not prime <i>Note: Priming takes approximately 1 min at power level 10</i>	No/obstructed fluid supply	<ul style="list-style-type: none"> • Ensure saline bag is full and fluid flows freely • Check that pinch clamp is fully open • Check high pressure tube for kinks, obstructions or leaks • Ensure saline bag is set at a level higher than the console • Reconnect or replace as necessary
	Air in inflow line	<ul style="list-style-type: none"> • While keeping handpiece at a safe distance set console power level to 10 and depress footswitch to purge all air in inflow tube • Note: To expedite, the pinch clamp can be used to pull fluid through the inflow tube • Caution: Ensure power level is set to 1 after priming is complete. Ensure continuous flow of saline. DO NOT allow saline bag to empty completely before changing
Excessive spray/spattering <i>Note: Handpiece should not come into contact with bone tissue as it obstructs fluid flow and causes spraying</i>	Obstruction of evacuation orifice (debris, tissue or other foreign material)	<ol style="list-style-type: none"> 1. Turn console OFF by pressing power switch 2. Remove obstruction 3. Turn console ON by pressing power switch 4. Restore to desired power level
	Obstructed waste evacuation tube	<p>Ensure that:</p> <ul style="list-style-type: none"> • The distal end of the evacuation tube is connected to a non-filtered port of a waste collection container • Collection container is vented • Evacuation tube is not obstructed, kinked or pinched • Collection container is at lowest possible point below console level • Collection container is not full • Saline supply is above console (provides gravity feed/pressure)
	Fluid jet striking edge of metal evacuation orifice	Replace handpiece. Return initial handpiece by contacting Customer Care at 1-800-876-1261 (USA only) or local Smith & Nephew representative