


**If you are experiencing issues with any oxygen device, please ensure that you are on your back-up oxygen cylinder prior to attempting any troubleshooting. Patients, who experience difficulty breathing or worsening of their medical condition, should contact their physician or 911 immediately.**

*The information provided in this publication is designed for general informational purposes only. It is not intended to be a substitute for professional medical advice, evaluation, diagnosis, services or treatment. You should not use this information to diagnose or treat any health problems or illnesses without consulting your physician. Please consult a doctor with any questions or concerns you might have regarding your medical condition and the urgency with which you may need to seek care for a particular condition.*

Manufacturers user manuals for all devices are available on the manufacturer’s website. Additional information can be accessed at [apria.com/find-product-info/](http://apria.com/find-product-info/).

Product Description	Troubleshooting Questions
<p><b>Enteral Pumps</b></p>  <p><b>Zevex Pump</b> – The Zevex Infinity pump is typically ordered for pediatric patients.</p> <p><b>Joey Pump</b> – The Kendall Joey pump is usually ordered for adult patients; 90% of these patients will be in the EZ mode.</p>	<p><b>NOTE:</b> The pump lid must be shut all the way and clicked in place for pump to function properly. Verify with patient/caregiver that the lid is closed.</p> <p><b>No Power</b></p> <p>Battery won’t hold a charge.</p> <ul style="list-style-type: none"> <li>• Ensure pump is plugged into a working outlet.</li> <li>• Is pump functioning properly?</li> <li>• Is the outlet the pump is plugged into controlled by a light switch?</li> </ul> <p><b>Flow</b></p> <ul style="list-style-type: none"> <li>• Have you removed and re-entered the tubing into the pump?</li> <li>• Have you tried replacing the pump set?</li> </ul>