

Troubleshooting – Venipuncture Arm Family

Advanced Venipuncture Arm

Issue	Solution
My advanced pump doesn't pump up very high, I find it continually needs to be 're-pumped'	<p>Check that the clip on the arm tube leading into the advanced pump is closed. Otherwise, no pressure can be built up.</p> <p>The advanced arm pump has been designed to stop pressure from overbuilding in the veins. This extends the use of the veins dramatically but at the cost of requiring more regular re-pumping.</p> <p>The gauge dial on the front of the pump is not supposed to exceed the green zone and the arm should still provide flashback on cannulation as long as the dial is above the red zone.</p>
My advanced pump will not prime the arm with blood	<p>Check that both white clips on the arm tubing are open and the red slider on the advanced pump is all the way to the left.</p> <p>Check that the veins inside the arm are not kinked or blocked. Squeeze the pump bulb 5-10 times, if blood still does not flow, there may be an issue with the valve inside the advanced pump.</p>
Can I use the Blood delivery Systems from my old arms?	It is possible, but the higher pressure may damage the newer arm and void your warranty.
What has changed between the new advanced pump and the old advanced pump?	Improvements to lower the pressure in the arm were implemented into the advanced pumps. This gives a more realistic flashback on cannulation and extends the usage life of the veins.
My advanced pump is leaking blood during use	<p>No more than 300ml of blood should be in the pump at any one time, overfilling may lead to leaks</p> <p>Check all the fittings and tubes are connected properly. You may need to open up the pump to do this</p>
There's blood pooling under my arm skin during use	Check the connections between vein modules. If the site of the leak isn't clear, you may need to replace one or both of your vein modules.

Standard/Basic Venipuncture Arm

Issue	Solution
My arm won't prime with blood	Leave the blue connector attached to the stand, attach the infusion tube to the white connector, check that both clips on the arm tube are open and use a syringe to draw air out through the infusion tube until blood starts to flow.
My arm is primed but there is no blood flowing back into the jug	Once filled, the blood in the veins will not flow until venipuncture is performed.