

5.7 Errors List and Troubleshooting

Errors are displayed in the upper left corner of the Home Screen, Priming Screen, and Procedure Mode Screen. Below lists each error, the cause of the error, and how the user can correct and/or troubleshoot the error.

Error Code	Cause	User Corrective Action	Notes
E001	Tablet powered on and no AC power detected.	Set AC power on within 30 seconds. After 30 seconds without power, tablet powers off.	Instructional message is displayed.
E002	AC power lost after unit is operational.	Tablet powers off.	
E003	No communication with Hardware.	Power the unit on/off. If issue persists, contact Trice Medical.	Console turns off the motors, solenoids, hand piece.
E004	Hard drive has low space	Delete old procedures	MicroTip still functional.
E005	USB Drive low space	Insert USB with more space	MicroTip still functional
E008	Foot switch not connected	Connect foot switch	
E010	IV bag empty, detected by total fluid flow	Replace IV bag. Repeat prime.	If the original bag was 0.5L (500mL), then replace the IV bag with another 0.5L bag. If the original IV bag was 1L, then replace MicroTip first.
E011	IV bag empty, detected by bubble sensor.	Replace IV bag and MicroTip.	Console turns off the motors, solenoids, hand piece.
E012	Cassette Waste bag full. As calculated by fluid flow.	Replace MicroTip. Continue with priming.	
E013	IV Bag near empty warning by total fluid flow	Check if IV bag is empty. If 500mL IV Bag is empty, replace with another 500mL Bag. Follow prompts on screen to repeat prime. If 1L IV Bag is empty replace handpiece and IV Bag. If IV Bag is not empty, continue with procedure.	Console turns off the motors, solenoids, hand piece.

Error Code	Cause	User Corrective Action	Notes
E014	Waste Bag near full warning by total fluid flow	Check if Waste Bag is full. If Waste Bag is full, replace Handpiece and IV Bag. If Waste Bag is not full, continue with procedure.	
E015	Air detected in IV tube of IV Bag before IV Bag should be empty	Check IV Bag. If IV bag still has saline, prop the IV Bag so air is at top of IV Bag and fluid is at IV Spike. Then follow on-screen instructions.	Console turns off the motors, solenoids, hand piece
E016	500mL IV bag empty, detected by bubble sensor.	Replace saline bag with a 500mL saline bag and follow on-screen instructions.	Console turns off the motors, solenoids, hand piece
E019	No IV Fluid during Priming, detected by bubble sensor	Ensure IV Spike is connected to IV Bag. Press Prime again. Press "Start Priming" again and squeeze IV Bag during priming. Once fluid begins to flow in IV Tube, stop squeezing the IV bag.	
E020	Irrigation motor running when stopped.	Power the unit on/off. If issue persists, contact Trice Medical.	
E021	Irrigation motor not running when started.	Power the unit on/off. If issue persists, contact Trice Medical.	
E022	Irrigation motor not running at the correct speed. +/-20% exceeded.	Retry with next footswitch press. If issue persists, contact Trice Medical.	
E023	Aspiration motor running when stopped.	Power the unit on/off. If issue persists, contact Trice Medical.	
E024	Aspiration motor not running when started.	Power the unit on/off. If issue persists, contact Trice Medical.	
E025	Aspiration motor not running at the correct speed. +/-20% exceeded.	Retry with next footswitch press. If issue persists, contact Trice Medical.	
E030	Lock sensor failed to detect activation of lock solenoid.	Retry with next footswitch press. If issue persists, contact Trice Medical.	
E031	Lock sensor reports lock solenoid active when solenoid is turned off.	Retry with next footswitch press. If issue persists, contact Trice Medical.	
E040	Console failed to sync with Microtip.	Retry with next footswitch press. If issue persists, contact Trice Medical.	Error clears with next footswitch press.
E041	Phaco PCB H Bridge Peak Current too high	Retry with next footswitch press. If issue persists, contact Trice Medical.	Error clears with next footswitch press.

Error Code	Cause	User Corrective Action	Notes
E042	Phaco PCB H Bridge Average Current too high.	Retry with next footswitch press. If issue persists, contact Trice Medical.	Error clears with next footswitch press.
E044	Phaco PCB AGC Bridge Current too high, from Phaco PCB.	Retry with next footswitch press. If issue persists, contact Trice Medical.	Error clears with next footswitch press.
E045	Frequency too low. Low limit reached during sweep or high power mode.	Retry with next footswitch press. If issue persists, contact Trice Medical.	Error clears with next footswitch press.
E046	PF Phase signals or DSP frequency failure.	If issue persists, contact Trice Medical.	Phaco PCB, DSP PCB, or cable failure.
E049	Handpiece Voltage is too high, detected by software	Step off foot pedal; apply less pressure on the MicroTip.	
E050	Irrigation Occlusion (Irrigation pressure too high)	Check for clog from saline bag to irrigation exit at MicroTip.	Console turns off the motors, solenoids, hand piece
E051	Aspiration Occlusion warning, (Aspiration pressure low)	Warning. Check for clog from hand piece to waste bag.	Clog warning sound emits.
E052	Aspiration Occlusion, (Aspiration pressure too low)	Check for clog from hand piece to waste bag.	Console turns off the motors, solenoids, hand piece
E053	Irrigation Pressure too high	Remove Cassette from Console. Slightly massage the Blue tubing at the bottom of the cassette with a thumb. Reinsert Cassette. Prime again	
E054	Irrigation Line Sensor faulty	Press footswitch or restart priming. If issue still occurs, contact Trice Medical.	Console turns off the motors, solenoids, hand piece
E055	Aspiration Line Sensor faulty	Press footswitch or restart priming. If issue still occurs, contact Trice Medical.	Console turns off the motors, solenoids, hand piece
E060	Could not read Handpiece Type upon Cassette insertion.	Reinsert Cassette. If issue persists, use a different Cassette. If issue still occurs, contact Trice Medical.	Cannot go to Priming Screen while this error is active.
E061	Invalid handpiece ID	Reinsert Cassette. If issue persists, use a different Cassette. If issue still occurs, contact Trice Medical.	Cannot go to Priming screen while this error is active.
E062	Irrigation Line Sensor faulty	Reinsert Cassette. If issue persists, use a different Cassette. If issue still occurs, contact Trice Medical.	Cannot go to Priming Screen while this error is active.
E063	Aspiration Line Sensor faulty	Reinsert Cassette. If issue persists, use a different Cassette. If issue still occurs, contact Trice Medical.	Cannot go to Priming Screen while this error is active.

Error Code	Cause	User Corrective Action	Notes
E070	Cassette ID Failure	Shutdown the Unit and restart. If issue persists, contact Trice Medical.	
E071	Bubble Sensor Failure	Shutdown the Unit and restart. If issue persists, contact Trice Medical.	
E072	Aspiration Pressure Sensor Failure	Shutdown the Unit and restart. If issue persists, contact Trice Medical.	
E073	Irrigation Pressure Sensor Failure	Shutdown the Unit and restart. If issue persists, contact Trice Medical.	
E074	Handpiece Voltage too High, detected by hardware	Shutdown the Unit and restart. If issue persists, contact Trice Medical.	
E075	Handpiece Voltage too High, detected by software	Shutdown the Unit and restart. If issue persists, contact Trice Medical.	
E076	Irrigation motor running when no cassette is inserted	Shutdown the Unit and restart. If issue persists, contact Trice Medical.	
E077	Aspiration motor running when no cassette is inserted	Shutdown the Unit and restart. If issue persists, contact Trice Medical.	
E090	Power Factor value too low	Step off foot pedal. MicroTip pressed too hard.	Error clears with next footswitch press