

PRODUCT BULLETIN

Tenex 2nd Generation System – How to Troubleshoot Priming Issues

Device: Tenex 2nd Generation System (2nd Gen Console, T600-001; 2nd Gen Microtips T600-013, T600-020, T600-025 and T600-030)

Issue: Failure to complete the automatic Priming Cycling (during setup).

Background: The Tenex 2nd Generation System includes fluid circuits that provide saline irrigation and aspiration at the distal end of the Microtip. Saline is obtained from a user-provided IV saline bag that is spiked by the user with the spiked tip on the end of the tubing connected to the Microtip. In order for the Console to pump saline from the spiked bag to the distal end of the Microtip, it must complete a Priming cycle during setup to start the saline flowing. There are some known issues that can interfere with the saline flow out of the bag and into the Microtip. The steps below provides guidance on identifying and resolving these issues.

Troubleshooting Steps: follow the steps listed for the identified issues.

1. System Error E019 - No IV Fluid during Priming detected by bubble sensor

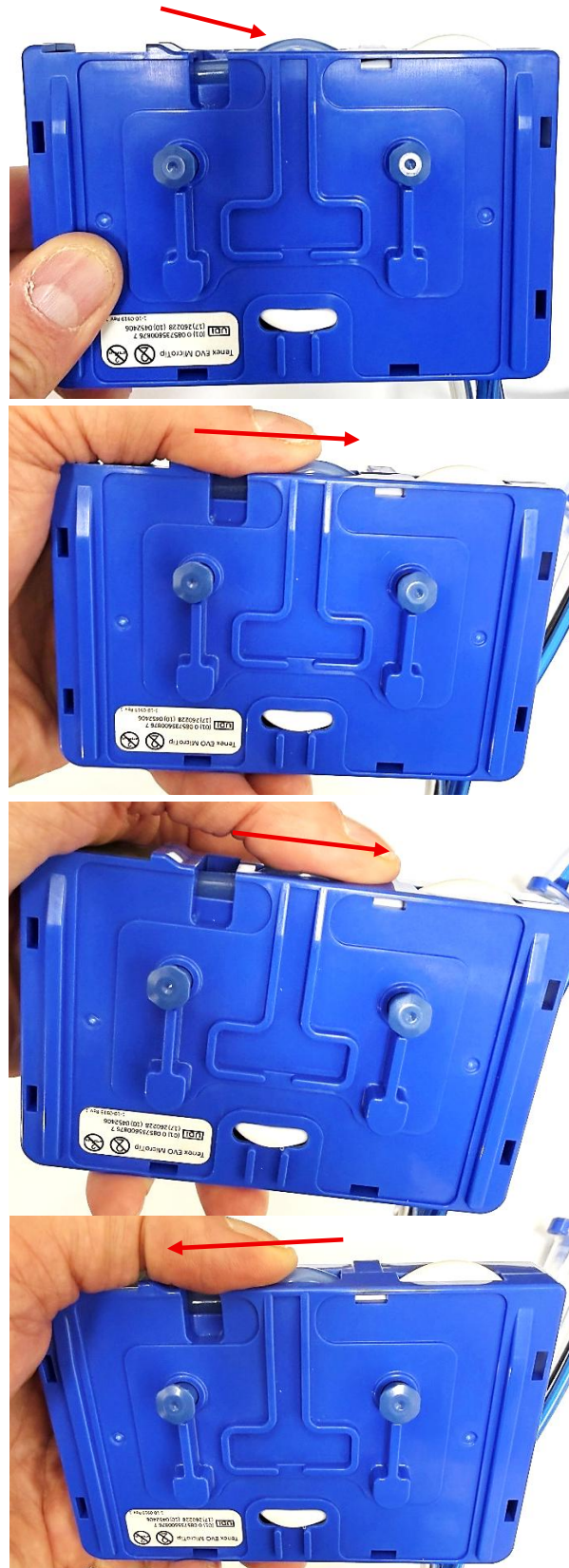
- a. This indicates that the Console is not pulling fluid fast enough from the saline bag.
- b. Ensure the Spike is fully inserted into the saline bag.
- c. Press “Start Priming” to Prime again.
- d. If the System fails Priming a 2nd time, squeeze the saline bag and then press “Start Priming” to Prime again. (Keep squeezing until fluid flows into the tubing.)

2. Air Bubbles in the Tubing

- a. Air bubbles in the saline fluid line can interfere with the System being able to Prime.
- b. Stand the saline bag upright so that the spike and fluid are at bottom of bag, and air is not entering the irrigation line going to the Console.
- c. Press “Start Priming” to Prime again.

3. System Error E053 Irrigation Pressure too high

- a. The blue tube in the Microtip Cassette may be protruding out too far from the cassette (and causing an error with mating sensor when inserted into the Console).
- b. Remove the Cassette from the Console.
- c. Slide your finger along the exposed blue tube from one end to the other, lighting pressing it down. Do this forward and back. Don’t push very forcefully. *{See Figures 1-4 below}*
- d. Reinsert the Cassette into the Console.
- e. Press “Start Priming” to Prime again.



Figures 1 -4: Lightly press the blue tube down, forward and back

Other Resources



Scan to view User Manual, Instructions
for Use and Technical Support Materials.
Paper copies available upon request.

Customer Service: (844) 643-9300
Live Tech Support: (844) 643-9300 and ask for Live Tech Support

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