



◀ **OPERATOR'S MANUAL**

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**TRAINING VIDEOS** ▶

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**NO FOOD Alarm:** The pump has detected air in the tubing.

<b>Is the delivery set bag empty?</b>	<b>YES</b> ▶	Refill bag, re-prime delivery set and resume feeding. Remember to disconnect the set from the patient's feeding tube before priming.
▼ <b>NO</b> ▼		
<b>Is air present in the tubing?</b>	<b>YES</b> ▶	<b>If using with a backpack, remove air from bag and tubing:</b> Manually prime tubing by turning bag upside down, gently squeezing lower half of bag while pinching the teal colored tubing just below the "💧" drop symbol. Hold this position until all air is removed from bag and tubing.
	<b>YES</b> ▶	<b>If not using with a backpack, remove air from tubing:</b> Prime the tubing until air is removed from the tubing. Refer to the Operator's Manual for additional information on priming options.
▼ <b>NO</b> ▼		
<b>Is formula aggressively mixed?</b>	<b>YES</b> ▶	Allow the formula to sit for 10-15 minutes before pouring into the bag. This will reduce the chance of an alarm due to air in the tubing.

**LOAD SET Alarm:** The run button was pressed without a set being properly loaded.

<b>Is door closed with set properly loaded?</b>	<b>NO/UNSURE</b> ▶	Turn the pump off. Unload and reload the cassette. Make sure door is closed securely, then turn pump back on.
▼ <b>YES</b> ▼		
<b>Is the cassette receptacle clean, especially around the sensors?</b>	<b>NO</b> ▶	Unload the delivery set cassette and check the cassette receptacle for cleanliness, especially around pressure sensors. If cleaning is necessary, refer to the Cleaning chapter of the Operator's Manual for detailed instructions. Reload the cassette.
▼ <b>YES</b> ▼		
<b>Is door cracked or tab on side of door broken?</b>	<b>YES</b> ▶	<b>If alarm continues, contact Moog Customer Service at 800.970.2337 for assistance.</b>
	<b>NO</b> ▶	

**ER01 - ER99 Alarms:** The pump has failed a self-test

<b>Did turning the pump off and then back on resolve the alarm?</b>	<b>YES</b> ▶	Verify all settings and volume counters before starting a feeding.
	<b>NO</b> ▶	<b>If alarm continues, contact Moog Customer Service at 800.970.2337 for assistance.</b>



Speak live with a Moog Clinical Representative for pump questions and troubleshooting guidance 24 hours per day, 7 days per week.

Clinical & Customer Support **800.970.2337**  
 Visit [moogmedical.com](http://moogmedical.com) for additional information

<b>NO FLOW IN Alarm:</b> Pump has detected a blockage in the set between delivery set and pump.		
<b>NO FLOW OUT Alarm:</b> Pump has detected a blockage in the set between pump and patient.		
<b>Is delivery set tubing pinched or kinked?</b>	<b>YES ▶</b>	Ensure that the delivery set tubing is not pinched or kinked, and resume feeding.
<b>▼ NO ▼</b>		
<b>Does the delivery set tubing appear to be obstructed?</b>	<b>YES/ UNSURE ▶</b>	<p>Disconnect feeding set from patient. Press the <b>RUN</b> key. If pump delivers food without alarm, check patient's feeding tube for obstruction.</p> <p>If alarm continues, remove set from pump, gently massage the "O" drop symbol, then <u>manually</u> prime set until occlusion is cleared and formula advances through tubing. Replace set and resume feeding.</p> <p><b>If unable to advance formula through tubing or if alarm continues, contact Moog Customer Service at 800.970.2337 to return pump for assistance.</b></p> <p><i>Note: Do not use the <b>PRIME</b> key to troubleshoot or resolve NO FLOW IN or NO FLOW OUT alarms.</i></p>
<b>▼ NO ▼</b>		
<b>Is pressure sensor region of cassette receptacle clean?</b>	<b>NO ▶</b>	Unload the delivery set cassette and check the cassette receptacle for cleanliness, especially around pressure sensors. If cleaning is necessary, refer to the Cleaning chapter of the Operator's Manual for detailed instructions. Reload the cassette.
<b>▼ YES ▼</b>		
<b>Are there visible signs of damage to pressure sensors area?</b>	<b>YES ▶</b>	<b>Contact Moog Customer Service at 800.970.2337 to return pump for service.</b>
	<b>NO ▶</b>	

<b>Charging Issues</b>		
<b>Is A/C adapter charger plugged into wall outlet and pump properly?</b>	<b>NO/UNSURE ▶</b>	Check connections for both wall plug and pump adapter. Green indicator light on charger wall plug should be illuminated and pump display should have plug symbol with scrolling bars between E and F of fuel gauge. When pump is fully charged, bars will stop scrolling.
<b>▼ YES ▼</b>		
<b>Is wall outlet functioning properly?</b>	<b>NO/UNSURE ▶</b>	Plug another device into outlet to verify outlet is functioning properly.
<b>▼ YES ▼</b>		
<b>Does charger adapter appear to have any damage?</b>	<b>YES ▶</b>	<b>Contact Moog Customer Service at 800.970.2337 to order a new charger</b>
<b>▼ NO ▼</b>		
<b>Does charger receptacle on pump appear to have any damage including bent or missing pins?</b>	<b>YES ▶</b>	<b>Contact Moog Customer Service at 800.970.2337 to return pump for service.</b>
<b>▼ NO ▼</b>		
<b>Is Battery Symbol and E and F of fuel gauge flashing?</b>	<b>YES ▶</b>	<b>Contact Moog Customer Service at 800.970.2337 to return pump for service.</b>
	<b>NO ▶</b>	