



Troubleshooting and cleaning

Mostcare Up

Problem	Cause	Solution
Device doesn't switch on	Battery is flat	Connect monitor to mains, check that switch at rear is in the ON position
	Power cable is not correctly inserted	Disconnect and reconnect power supply cable
	Main electrical system is not functioning	Check that power cable is available and on
	Fuse has blown	Replace the fuse at the rear of the device for a new T500 mA fuse
Battery doesn't charge	Switch at rear is in OFF position	Flip switch at rear
	Fuse has blown	Replace the fuse at the rear of the device for a new T500 mA fuse
	Battery is faulty	Call our Technical Team on: 01793 748800
Battery life is too short after charging > 13 hrs	A new battery is needed	Call our Technical Team on: 01793 748800
Dicrotic notch isn't detected where expected	Error in dicrotic detection setting	Press waveform and manually adjust dicrotic notch detector +/- until it lines up with the dicrotic notch on waveform
Dicrotic notch isn't identified on each beat	Does patient have an identifiable dicrotic notch? Is patient in arrhythmia or do they have significant malformation/ cardiovascular pathologies?	Although there are no specific contraindications for use, careful consideration is required when using with patients with certain conditions
Pressures on Mostcare Up and primary monitor do not match	Monitors are not zeroed together	Zero Mostcare Up at the same time as the primary monitor: 1. Press Waveform 2. Press Zero Monitor 3. Press anywhere on the screen to go back to monitoring screen (Remember to zero primary monitor and re-establish arterial line to patient)
Frozen screen	Potential software freeze	If you have waited for more than 1 minute for a change in screen, please turn off, wait 30 seconds and turn back on again. If this happens again call our Technical Team on: 01793 748800

Problem	Cause	Solution
ABP voltage error	Potential connection issue with transducer cable	<p>Check that the Y cable has been properly connected to both the transducer and hospital monitor. Check that the end of the cable connected to Mostcare Up has been properly inserted into the red-ringed outlet</p> <p>Unplug and reattach all ends and try to start monitoring again</p> <p>Check for damage to the cable, including the ends</p> <p>Is the primary monitor getting an arterial trace? If not, unplug Mostcare Up and reattach original transducer to hospital monitor</p> <p>If a trace appears, this suggests a cable issue with Mostcare Up. If there is still no trace, this suggests a fault with the hospital equipment / transducer.</p> <p>Call our Technical Team on: 01793 748800</p>

To clean and disinfect Mostcare Up

- Switch off the device and disconnect it from the mains power
- Clean the device using a cloth dampened with water and neutral soap or with an ethyl alcohol solution.

Warning

- Do not use organic solvents
- Do not sterilise using steam, heat or radiation
- Do not clean using sharp objects with a cutting edge
- Wipe display monitor delicately. Do not use a cloth that could scratch the screen
- Ensure that no liquids penetrate the device. If this should happen, do not connect the device to the mains.

