












3M™ V.A.C.™ Ulta 4 Therapy System troubleshooting quick reference guide

This QRG is intended for use by healthcare providers and is to be used in conjunction with the V.A.C.® Ulta 4 Therapy System User Manual and the V.A.C.® Ulta 4 Therapy System Safety Information.*

Resolving common V.A.C.® Ulta 4 Therapy System alarms:

Alerts/Alarms	Alert/Alarm condition	Active resolution	Healthcare provider user tip
Low Pressure Alarm Therapy Interrupted 	Unit has not reached the target therapy negative pressure setting and negative pressure at the wound may be below set pressure, potentially compromising therapeutic benefits. This alarm is accompanied by a repeating audible tone. NOTE: Low Pressure Alarm (Therapy Interrupted) is not applicable for 3M™ Prevena™ Therapy or 3M™ Abthera™ Therapy.	<ol style="list-style-type: none"> 1. Select Audio Pause to silence alarm for two minutes during troubleshooting 2. For 3M™ V.A.C.® Therapy, ensure clamps on the tubing to the 3M™ SensaT.R.A.C.™ Pad and canister are open. For 3M™ Veraflo™ Therapy, ensure clamps on the 3M™ V.A.C. VeraT.R.A.C.™ Pad or 3M™ V.A.C. VeraT.R.A.C. Duo™ Tube Set and canister tubing are open. 3. Ensure tubing is not kinked, crimped, or blocked in any way. 4. If the Low Pressure Alarm remains after completing steps 2 and 3, lower the therapy unit and tubing to be level with or below the wound site. If the alert is resolved by lowering the unit, normal use may resume. 	<ul style="list-style-type: none"> • Ensure a 2.5 cm hole has been cut in the drape. • Lower therapy unit and tubing to or below wound level. 
Blockage Alert Blockage Alarm Therapy Interrupted  	Unit has detected a potential blockage in the 3M™ V.A.C. Therapy line. This alert will be accompanied by a repeating audible tone. This alarm appears when a blockage is present in the V.A.C.® Therapy line. This alarm will be accompanied by a repeating audible tone Note: Blockage (Therapy Interrupted) is not applicable for Prevena™ Therapy or Abthera™ Therapy.	<ol style="list-style-type: none"> 1. Select Audio Pause to silence alarm for two minutes during troubleshooting. 2. For V.A.C.® Therapy, ensure clamps on the tubing to the SensaT.R.A.C.™ Pad and canister are open. For Veraflo Therapy, ensure clamps on the V.A.C. VeraT.R.A.C. Pad or V.A.C. VeraT.R.A.C. Duo Tube Set and canister tubing are open. 3. Ensure tubing is not kinked, crimped, or blocked in any way. 4. If the Blockage Alert/Alarm remains after completing steps 2 and 3, lower the therapy unit and tubing to be level with or below the wound site. If the alert is resolved by lowering the unit, normal use may resume. 	<ul style="list-style-type: none"> • Lower therapy unit and tubing to or below wound level. • Ensure SensaT.R.A.C.™ Pad is located in a flat area of the body. (Not applicable to Prevena™ Therapy) • Check patient positioning or any external compression devices that may impede flow. If applicable, remove external compression device.
Leak Alarm Leak Alarm Therapy Interrupted  	Unit has detected a significant negative pressure leak. If this alarm is not resolved in three minutes, therapy will be interrupted. This alarm will be accompanied by a repeating audible tone. This alarm appears when a detected negative pressure leak has not been resolved and therapy has been interrupted. This alarm will be accompanied by a repeating audible tone. Note: Leak (Therapy Interrupted) is not applicable for Prevena™ Therapy or Abthera™ Therapy.	<ol style="list-style-type: none"> 1. Select Audio Pause to silence alarm for two minutes during troubleshooting. 2. Ensure connector between dressing tubing and canister tubing is properly locked. 3. Ensure canister is fully engaged. 4. Select the 3M™ Seal Check™ Button to access the 3M™ Seal Check™ Feature. 5. Once the leak is resolved, select Exit on the Seal Check Feature screen to return to the Leak Alarm screen. Select Reset to return to the Home screen. Ensure therapy is ON by checking the Status Bar. If not, select Start/Stop to restart therapy. <ol style="list-style-type: none"> 1. Select Audio Pause to silence alarm for two minutes during troubleshooting. 2. Ensure connector between dressing tubing and canister tubing is properly locked. 3. Ensure canister is fully engaged. 4. Select Reset to return to the Home screen 5. Restart therapy by selecting Start / Stop 6. Select the Seal Check Button to access the Seal Check™ Feature. 7. Once the leak is resolved, select Exit on the Seal Check™ Feature screen to return to the Leak Alarm screen. Select Reset to return to the Home screen. Ensure therapy is ON by checking the Status Bar. If not, select Start/Stop to restart therapy. 	<ul style="list-style-type: none"> • For larger, highly exuding wounds, adjust intensity level to highest level to ensure a faster draw down and quicker seal.

*Other alarms and features exist for this device. Always read and follow detailed instructions for use along with important safety information provided with the V.A.C.® Ulta 4 Therapy Unit and disposables. For questions of a medical nature, contact the treating healthcare provider. Ask your 3M representative for a copy of the quick reference guide for troubleshooting alarms associated with Veraflo Therapy.

Alerts/Alarms	Alert/Alarm condition	Active resolution	Healthcare provider user tip
Battery Low Alert 	Battery Low Alert indicates that the unit has approximately two hours before the battery power is too low to support continued operation of the 3M™ V.A.C.® Ultra 4 Therapy Unit. This alert will be accompanied by a repeating audible tone.	<ol style="list-style-type: none"> 1. Select Audio Pause to silence alarm for two minutes during troubleshooting. 2. Connect the therapy unit to a wall outlet using 3M supplied power supply to recharge battery. 3. If the Battery Critical Alarm screen does not automatically clear, select Reset to return to the Home screen. 4. Ensure therapy is On by checking the status bar. If not, select Start/Stop to restart therapy. 	<ul style="list-style-type: none"> • To maximize battery life, keep the unit plugged in. • Address dressing leak alarms as quickly as possible to avoid a drain on the unit's battery. • An amber light at the bottom of the touch screen and a battery charge icon at the top of the touch screen indicate the unit is charging.
Battery Critical Alarm 	Battery Critical Alarm indicates 30 minutes before the battery power is too low to support continued operation of the V.A.C.® Ultra 4 Therapy Unit. This alert will be accompanied by a repeating audible tone.		
Canister Full Alarm Therapy Interrupted 	The canister is full and should be replaced. This alarm will be accompanied by a repeating audible tone.	<ol style="list-style-type: none"> 1. Select Audio Pause to silence alarm for two minutes during troubleshooting. 2. Check if canister is full by comparing the level of fluid to the graduated marks on the canister. 3. If canister is not full, select Reset to return to the Home screen. 4. If canister is full, change canister and select Reset on this screen to return to the Home screen. 5. Select Start / Stop to restart therapy. 	<ul style="list-style-type: none"> • Check if canister is full by comparing the level of fluid to the graduated marks on the canister.
Therapy Inactive Alarm 	The V.A.C.® Ultra 4 Therapy Unit has been ON and therapy has been paused or stopped for more than 15 minutes	<ol style="list-style-type: none"> 1. Select Audio Pause to silence alarm for two minutes during troubleshooting. 2. Select Reset to return to the Home screen. 3. Select Start/Stop to restart therapy. 	<ul style="list-style-type: none"> • If Therapy is not desired, turn the V.A.C.® Ultra 4 Therapy Unit off by using the Power button on the front of the unit.
System Error 	There is a system fault within the V.A.C.® Ultra™ Therapy Unit while the unit is powering on.	<ol style="list-style-type: none"> 1. Record the error code number (00000001). 2. Power the unit off and then on (using the Power button on the front of the unit). 	<ul style="list-style-type: none"> • If alarm condition cannot be resolved, contact 3M.

For additional information or technical assistance, call your local 3M representative.

Note: If an alarm condition cannot be resolved, contact a healthcare provider or 3M.

Note: Specific indications, contraindications, warnings, precautions and safety information exist for these products and therapies. Please consult a healthcare provider and product instructions for use prior to application. This material is intended for healthcare professionals.

