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# General Information

## Products Affected

- Alaris™ PC unit, Model 8015

## References

- Alaris PC Unit, Model 8015, and Alaris Pump Module, Model 8100 Technical Service Manual
- User Manual Alaris™ System with Guardrails™ Suite MX (with Alaris™ PC unit, Model 8015)

## Accessing Documentation

For North American customers, service manuals, service bulletins, and software upgrade instructions are available through the CareFusion Customer Portal. The link below takes you to the portal’s Welcome screen:

https://cp.carefusion.com/

1. If you are registered, enter your email and password, and click LOGIN. If you are not registered yet, click SIGN UP, and follow the prompts.

2. On the CareFusion Customer Portal home page, click CONTENT LIBRARY.

3. When the library page appears, select Service bulletins and manuals in the Content Type field to find the information you seek.

For customers outside of North America, contact CareFusion Customer Support with Infusion Technical queries/questions at:

GMB-INTL-TechnicalSupportInfusion@carefusion.com

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The System Error Code 255-16-275 is a category of System Errors from the Alaris PC unit.

If the error occurs while infusing or monitoring, all attached Alaris System modules will continue as programmed. Programmed settings cannot be edited. The Alaris System will provide a non-silenceable, high priority alarm and status indicator lights on modules will flash red. In addition, a System Error message will be displayed on the PC unit screen, similar to the message shown below:

![Example of System Error Message](image)

Although the modules will continue as programmed, the programmed settings cannot be edited. If editing of programmed settings is critical, it may be necessary to interrupt and restart the infusion using a different PC unit.

Receiving this System Error could result in a delay to the start of an infusion.
What should I do if I get this error?

When it is safe to do so, power down the PC unit by pressing the SYSTEM ON key, indicated by a red, flashing arrow. Restart the device by pressing the SYSTEM ON key. Restart previous infusions and/or monitoring settings.

If the System Error returns, power down the PC unit and replace immediately. Return the PC unit to your Biomedical Engineering department for troubleshooting and log retrieval.

If you are Biomedical Engineering, please contact CareFusion Customer Advocacy. See General Contact Information on page iii.
Here are examples of five known scenarios that may lead to System Error 255-16-275 in the patient care environment. The table below outlines the scenarios, steps that may result in the System Error, and tips on how to avoid the System Error. A System Error may occur for each scenario if all of the steps occur in the order they are written.
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<th>Scenario</th>
<th>Steps</th>
<th>How to avoid</th>
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| 1  | Closing door and in rapid succession, pressing START | 1. The clinician programs an infusion on the Alaris Pump module, but does not press START.  
2. Prior to pressing START, the Pump module door is opened slightly until Safety Clamp Open – Close Door alarms occurs.  
3. The clinician quickly closes the door and presses START in rapid succession (less than 1 second apart).  
4. Although the Pump module is now infusing, the PC unit screen does not show an active infusion. If channel marker on the PC unit display does not indicate a running infusion, CHANNEL OFF and reprogram the infusion. If this is not done, any change to the infusion may trigger the System Error. | Address safety clamp alarm first and wait one second before starting infusion. |
| 2  | Priming and starting system in delay pause    | 1. Load and CONFIRM Syringe Manufacturer and Syringe Size.  
2. Choose infusion type then use the Prime Set with Syringe feature on the Syringe Module, and press EXIT; do not press START.  
3. Select PAUSE on the PC unit (either through DELAY OPTIONS or by using the PAUSE soft key) and CONFIRM.  
4. Disengage the syringe Gripper Control/Drive Head, reselect and CONFIRM Syringe Manufacturer and Syringe Size. | If an infusion remains in the PAUSE state, select CHANNEL OFF prior to removing a syringe. |
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<td>3</td>
<td>Delayed options and programming multiple modules</td>
<td>1. Start Infusion on a Pump module or Syringe infusion module.</td>
<td>Complete programming on one module and wait one second before programming or interacting with another module.</td>
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<td>2. Press CHANNEL SELECT on the running channel and setup any delay using the DELAY OPTIONS feature.</td>
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<td>3. CONFIRM the Delay while simultaneously pressing CHANNEL SELECT on another Pump/Syringe module (timing is important).</td>
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<td>4. PC unit displays the Infusion Setup page for new channel selected.</td>
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<td>5. Continue programing the infusion and press START, or CANCEL and exit the page.</td>
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<td>6. System Error occurs</td>
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<td>4</td>
<td>PCA Close and Lock door interrupted by other device message</td>
<td>1. Set up or Modify a PCA module program while the Security Lock (PCA key) is in PROGRAM position.</td>
<td>Confirm any pop-up messages that occur during PCA programming before turning the Security Lock to the Locked position.</td>
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<td>2. CONFIRM the PCA programming/PCA BOLUS DOSE page.</td>
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<td>3. PC unit displays “Close and lock the door” popup page.</td>
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<td>4. The popup is interrupted by another popup from another source other than the PCA module.</td>
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<td>5. Lock PCA module door.</td>
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<td>6. System Error occurs</td>
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<td>5</td>
<td>Channeling off two Syringe modules that have completed infusions at the same time.</td>
<td>1. Start infusions on two Syringe modules.</td>
<td>CHANNEL OFF one module at a time, or use the OPTIONS feature to Power Down All Channels</td>
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<td>2. Run the infusions until Infusion Complete or Syringe Empty message displays on both modules.</td>
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<td>3. Simultaneously press and hold CHANNEL OFF keys of both Syringe modules, until a beep is heard, approximately 1.5 seconds.</td>
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<td>4. System Error occurs</td>
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