FRESENIUS MEDICAL CARE

Fresenius Medical Care North America
Service Bulletin

Equipment: Vivonic Reverse Osmosis Systems

Bulletin: 24-VIV-001 Rev A

Subject: Heat Disinfection Failures

1.0 PURPOSE

To inform all Field Service and Technical Support personnel as well as Fresenius Medical Care-Trained customers of a potential issue with heat disinfection failures.
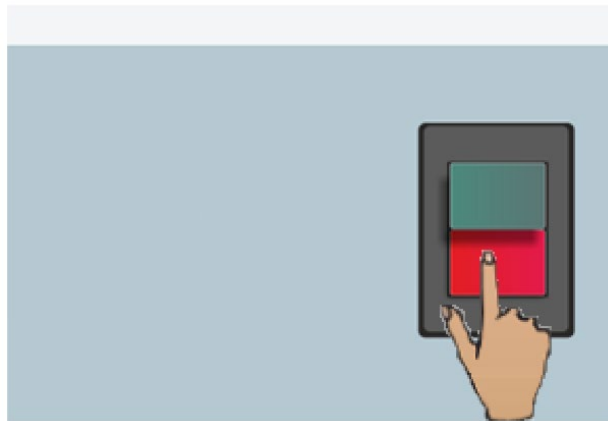
2.0 DESCRIPTION

Section A

Symptom: The AquaBplus is showing one of the following messages:

- **F–02–52–01 -** Failure: Temperature too high

- **W–02–52–03 -** Warning: Heat disinfection stopped

1.   Shut the Stage 1 power off using the red power button in the upper righthand corner.


2.   Wait 2 minutes before pressing the green power button in the upper righthand corner.

3.   If the buttons appear to be non-responsive, check the pre-treatment tanks to ensure there is no backwash/regeneration cycle active.

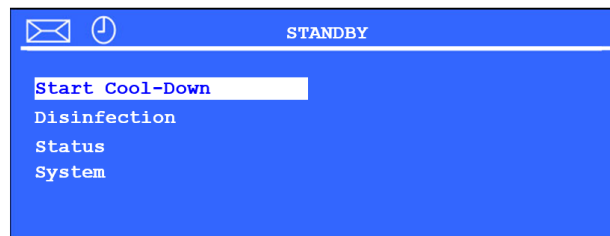4.   Resolve pre-treatment issues (if needed).

5.   Clear the alarm on the AquaBplus (if needed) using the green confirm button located in the navigation arrows.
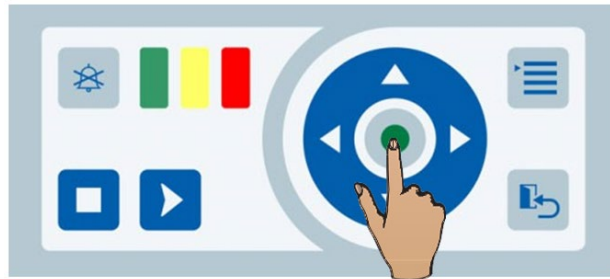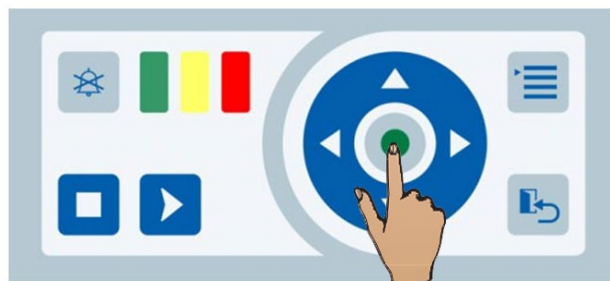

6.   Ensure all dialysis and mixing equipment are in standby **(not using water)**.

7.   Press the menu button in the upper righthand corner of the keypad.
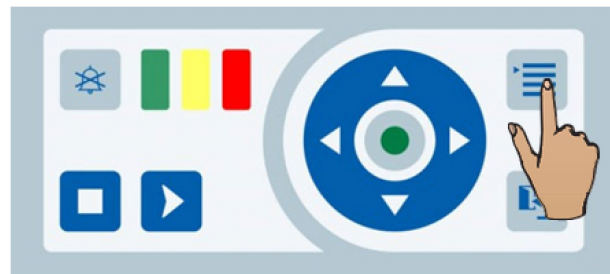
8.   Make sure Start Cool-Down rinse is highlighted.

9.   Press and hold the green confirm button, to start Cool-Down.

10.   Allow the AquaBplus to complete the T1-test and Cool-Down cycle and return to standby mode. This may take 5-30 minutes depending on individualized settings.

11. Once Standby is active, the system can be placed into Supply mode by pressing the triangular start button and holding it for 2 seconds.
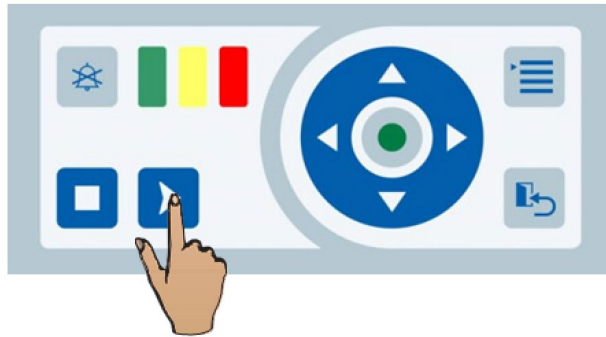
Section B

If the error message **F–02–50–09 -** Failure: Leakage - ring main is showing:

1. Check for any Leakage (water on the floor at any HD Device in the clinic).

2. Ensure all HD machines and concentrate mixing equipment are in standby (not using water).

3. Restart the cool down rinse cycle as per section A, follow steps 5 through 11.

Note: If the previous steps do not resolve the issue, please notify your local technical support team. If you cannot reach your local support team, please call 1-800-227-2572, option 4, for assistance.

If there are any questions regarding this bulletin, contact Fresenius Medical Care Technical Support at 800-227-2572.