

NUTRICIA

flocare[®] *Infinity*[™] II

Flocare Pump Instruction Book & Guide

Unrivalled Accuracy
Advanced Simplicity*

This information is intended for patients or carers of patients who have been prescribed tube feeds by a Healthcare Professional.

Nutrison is a Food for Special Medical Purposes for the dietary management of disease related malnutrition in patients requiring enteral nutrition and must be used under medical supervision. See product label for more details.

*Nutricia Data on File, 2025.



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STEP BY STEP SETTING UP YOUR PUMP

- 1 Wash your hands before you start.
Set up the equipment using a clean work area.

- 2 You will need a **new giving set, new feed and a syringe** for water (as prescribed by your Dietitian) to flush the feeding tubes.



- 3 Remove the giving set from its packaging. Avoid touching any internal part of the feed container, giving set or feeding tube with your hands.

- 4 **Important:** Stand pack/bottle on **flat surface** before connecting.



- 5 Hold pack/bottle at base of spout/cap and attach the giving set to the cross spike and lock into place. **Take care not to touch the set connector end or top of pack/bottle.** Do not touch spike.



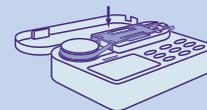
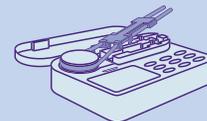
SETTING UP YOUR PUMP STEP BY STEP (continued)

- 6 Hang the pack / bottle or container of feed on the drip stand.

- 7 Open pump door by **pressing up** on the lower part of door and lifting upwards (see arrows).



- 8 Insert the giving set by **placing looped section over the rotor wheel & stretch to the right** until the giving set slots in place. Close the pump door, pinching the catch as you close it.



- 9 Check the position of the feeding tube and flush feeding tube with sterile or cooled boiled water as advised by your healthcare professional.
- 10 During feeding and for at least one hour after, it is important to position yourself at an angle of at least 30° unless otherwise specified by your healthcare professional.

STEP BY STEP PROGRAMMING YOUR PUMP

- 1 Press and hold the On/Off button **until it beeps**.

ON/OFF



- 3 The rate in ml/hr is now on screen. If necessary press the +/- button to reach the desired rate.



+

-

- 2 a) Wait for the word **'VOLUME'** to appear on the screen; the number above it is the previous amount of feed delivered.

VOLUME

CLR

- b) **Press the CLR button** (short press). The screen will change to display ml/h.

- 4 a) Now press the Dose = Vol button, **'CONT'** will appear on screen. If it does not, press CLR button for continuous feeding. NOTE: It is safer to set a dose by following step b) below

DOSE=VOL

CONT

CLR

- b) **To set a dose** (total amount of feed), press + button to reach the desired amount.

+

PROGRAMMING YOUR PUMP STEP BY STEP (continued)

- 5** Press and hold **FILL SET** until the pump beeps. To stop fill cycle press **FILL SET** again.
DO NOT OVERFILL.

FILL SET



- 7** Press the Start/Stop button and the word **'RUN'** will appear in the top right of the screen.

If you wish to pause the feed, press the Start/Stop button. To restart press the Start/Stop button again.

START/STOP



- 6** Connect giving set to feeding tube, open clamp if applicable.

- 8** **The pump will alarm** and stop running when the full dose has been delivered. When the feed has finished, turn off the pump, disconnect the giving set from the feeding tube and flush the feeding tube with water as prescribed by your Dietitian.

If your feeding rate remains the same and if you have not set a specific dose:

For example you feed continuously until the pack/bottle is finished. Please follow these 6 simple steps:

- 1 Press the On/Off button **until it beeps.**

ON/OFF



- 4 Connect giving set to feeding tube, open clamp if applicable.

- 2 Press the CLR button.

CLR



- 5 **When set is filled**, press the Start button and the word 'RUN' will appear in the top right of the screen.

START/STOP



run

- 3 Press and hold the Fill Set button **until the machine beeps and begins to fill the giving set.**

FILL SET



- 6 **When the feed has finished**, turn off the pump, disconnect the giving set from the feeding tube and flush the feeding tube with water as prescribed by your Dietitian.

TROUBLESHOOTING & PUMP ALARMS STEP BY STEP

No Power Supply



Plug Symbol - visible while the pump is connected to the electrical supply



Power indicator light



✗ Light off



✓ Light on

REASON

Loose wire or the plug adaptor pins have moved.

SOLUTION

Check that the part where the three pins are has not become loose and separated from the main body of the adaptor. If this has happened, simply push back together so the top of the charger is totally flat (see above).



REASON

- The charger is not connected to the pump.
- The wall socket doesn't work.
- The adaptor is damaged.

SOLUTION

- Ensure the charger is fully pushed into the pump (with grooves facing you as shown above).
- Try connecting the plug to an alternative wall socket.
- Contact your Nutricia Homeward Freephone number to replace the adaptor.

Why your Pump Alarms & How to Stop it

- 1 Read the screen.
- 2 Press the Start/Stop button which will silence the alarm for 3 minutes.
- 3 See overleaf for a list of reasons why your pump is alarming and how to deal with each alarm.



Why your Pump Alarms & How to Stop it

	REASON	SOLUTION
NO SET	<ul style="list-style-type: none">- The set is not fitted or is fitted incorrectly.- The pressure sensor is dirty.	<ul style="list-style-type: none">- Reinsert the giving set as per instructions.- Clean the sensors and reinsert cassette.
DOOR	<ul style="list-style-type: none">- Door is broken, cracked or not closed.	<ul style="list-style-type: none">- Make sure that the door is closed.- Tape door to pump tightly to continue feeding and call your Nutricia Homeward Freephone number to arrange for a replacement.
PUSH START	<ul style="list-style-type: none">- The pump has been paused for 3 or more minutes.	<ul style="list-style-type: none">- By pressing the Start/Stop button to silence the alarm, a further 3 minute pause commences. When ready to restart feeding, press the Start/Stop button.

AIR

REASON

- Air Bubble in the giving set.
- The bag of feed is empty.
- The air sensor is dirty.
- The giving set has been used for 24 hours or more.
- The end of the giving set has not fully pierced the foil.

END OF DOSE

– The pump has administered the dose.

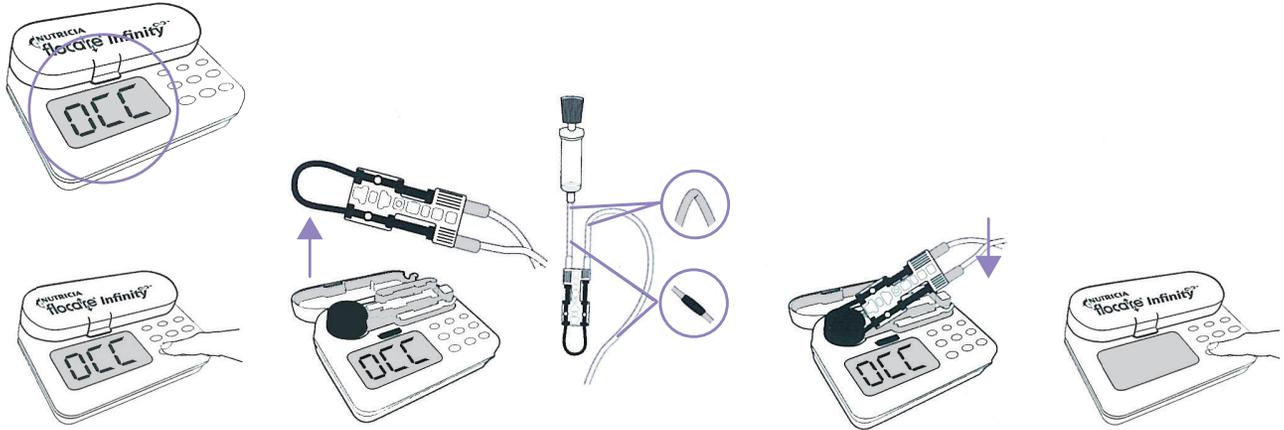
SOLUTION

- Disconnect the giving set from the feeding tube and hold over a clean container. Press the FILL SET button until the air bubble has passed out of the giving set. Press FILL SET to stop, reattach to feeding tube and press START.
- If further feeding is required, replace the empty pack/bottle of feed and recommence feeding. If you need to refill the giving set with feed, follow solution instructions for “air bubble in the giving set”. If required dose delivered, switch off pump and discard feed and giving set as per training.
- Clean the sensor area following the cleaning guidelines.
- Replace the giving set with a fresh one.
- Press and hold the ON/OFF button until it beeps and is powered off
- If the END OF DOSE alarms inappropriately contact Nutricia Homeward to speak to a nurse (numbers on rear of book)

Why your Pump Alarms & How to Stop it

	REASON	SOLUTION
<div data-bbox="104 280 261 433" style="border: 2px solid purple; padding: 10px; text-align: center;"> <p>OCC IN</p> </div>	<ul style="list-style-type: none"> – The pump detected an occlusion (blockage) between the feed and the pump. – The sensor is dirty. 	<ul style="list-style-type: none"> – Ensure there are no kinks in the tubing, that clamps are not closed between the feed container and pump, and that the foil has been pierced. – Clean the sensor area.
<div data-bbox="104 578 261 732" style="border: 2px solid purple; padding: 10px; text-align: center;"> <p>OCC OUT</p> </div>	<ul style="list-style-type: none"> – The pump detected an occlusion (blockage) between the pump and the patient. – The sensor is dirty. 	<ul style="list-style-type: none"> – If relevant, ensure clamp is open. – Ensure there are no kinks in the giving set or feeding tube. – Flush the feeding tube to ensure there is no blockage.
<div data-bbox="72 770 258 1033" style="border: 2px solid blue; padding: 10px;"> <p>CAUTION</p> <p>Do not use the Fill Set function when there is a set occlusion as this may cause the pump to incorrectly calibrate.</p> </div>	<ul style="list-style-type: none"> – Occ out (repeated) can also indicate terminal error needing replacement. 	<ul style="list-style-type: none"> – Clean the sensor area (see cleaning guidelines), reinsert the giving set in the pump and restart the pump. – Pump replacement.

How to Stop the OCC Alarm



1

Press the Start/
Stop button.

2

Detach the
feeding set.

3

Solve the
occlusion
problem.
(see next page)

4

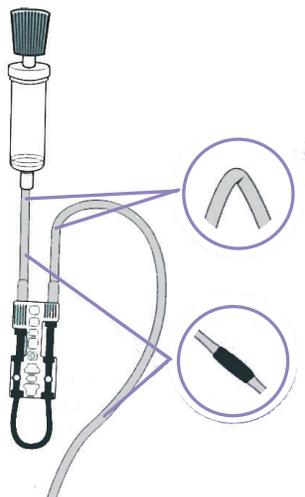
Re-insert the
feeding set.

5

Press the Start/
Stop button.

How to Stop the OCC Alarm

The most common set occlusions:



TUBE KINKING

Squeeze tube to release kinking.

TUBE CLOGGING

If there is a blockage in the giving set, a new giving set will be needed. If blockage is in feeding tube, flush feeding tube with warm water using a 10 - 20ml syringe.

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ANY PROBLEMS OR DIFFICULTIES

Please call your
Nutricia Homeward
Freephone number*

* see details on reverse of book

Battery Failure

	REASON	SOLUTION
BATT	<ul style="list-style-type: none">The battery capacity is running low. There is approx. 1 hour of feeding left when a rate of 125ml/hr is set.	<ul style="list-style-type: none">Connect the pump to the electrical supply and charge for 6 hours. The pump can be used while connected to the electrical supply.
BATT 'E' 'F'	<ul style="list-style-type: none">The battery has failed.	<ul style="list-style-type: none">Contact your Nutricia Homeward Freephone number to arrange for the pump to be serviced.

Why Your Pump Alarms & How to Stop it

	REASON	SOLUTION
LOCK	<ul style="list-style-type: none">The current feeding regimen has been locked into the machine to prevent accidental changing of regimen.	<ul style="list-style-type: none">Please look up Set Up menu at the end of this section.Call your Nutricia Homeward Freephone number.
ERROR XY	<ul style="list-style-type: none">The self test detected a fault. <p>← ERROR with a number e.g. ERROR 12</p>	<ul style="list-style-type: none">Contact your Nutricia Homeward Freephone number to arrange for the pump to be serviced.

STEP BY STEP SET UP MENU

- 1 Press and hold the On/Off button and the +button **at the same time.**

ON/OFF



+



+



-



- 2 The first item to appear in this menu is the **alarm volume mode**. To adjust the alarm to beep at high volume, press the + button or to adjust the alarm to beep at low volume, press the - button.

- 3 If you are finished, press and hold the On/Off button for 2 seconds.

ON/OFF



- 4 To continue with set up mode, press the Fill Set button; you are now in the **keypad lock mode**. To lock the keypad, press the + button, to unlock, press the - button.

FILL SET



- 5 If you are finished, press and hold the On/Off button for 2 seconds.

ON/OFF



- 6 To continue with set up mode, press the Fill Set button again; you are now in the **mute when done mode**. To set the pump to alarm when the feed is finished, press the + button. To set the pump to remain on mute when the feed has finished, press the - button.

FILL SET



SET UP MENU STEP BY STEP (continued)

- 7 If you are finished, press and hold the On/Off button for 2 seconds.

ON/OFF



- 8 To continue with set up mode, press the Fill Set button again; you are now in the **background light mode**.

To switch light on, press the + button or to switch off, press the - button.

FILL SET



+



-



- 9 If you are finished, press and hold the On/Off button for 2 seconds.

ON/OFF



- 10 To continue with set up mode, press the Fill Set button, you are now in the **nurse call / PDMS mode**. **Please ignore this mode.**

FILL SET



+



-



- 11 If you are finished, press and hold the On/Off button for 2 seconds.

ON/OFF





**Unrivalled Accuracy
Advanced Simplicity**

STEP BY STEP CLEANING GUIDELINES

Important – Please Avoid:

Immersing pumps in water, detergents or other fluids.

Sterilising (autoclave, ETO, etc.) and using cleaning chemicals such as Acetone, Benzene, Iodine, etc.

Storing the pump in extreme heat or cold (under -40°C or above 50°C).



Pumps may be wiped with a wet cloth and detergent & rinsed under running water. Ensure the charger port does not get wet.



CLEANING GUIDELINES STEP BY STEP (continued)

- 1 Before Cleaning:** Avoid immersing pumps in water, detergents or other fluids. Pump may be wiped with a wet cloth and detergent and rinsed under running water. Ensure the charger port does not get wet.
- 2 Cleaning pump:** The pump may be wiped with a wet cloth and general purpose detergent. Rinse clean under warm running water. Avoid immersing pump. If necessary, use a moist cotton bud to clean sensor area.
- 3 Drying pump:** Shake pump to remove excess water and allow to air dry for approximately 30 mins or until completely dry.
- 4 Pumps in need of decontamination:** These pumps should be dealt with according to your hospital policy. If you are at home, the pump must be put in a plastic bag before returning it to Nutricia Homeward.



The Flocare Infinity pump requires servicing every 2 years.

Please contact the Nutricia Homeward Freephone number to arrange a service. The service date is on the side of the pump.

Flocare Infinity pumps are **supplied on loan** from Nutricia Homeward. When you no longer need your feeding pump please call the Nutricia Homeward Freephone number to arrange collection.

Thank you.



NEED HELP?

Contact the Nutricia Homeward Freephone numbers provided on the back cover of this booklet



NUTRICIA
flocare® *Infinity*™

NUTRICIA
LIFE-TRANSFORMING NUTRITION

Nutricia Ireland, Block 1, Deansgrange Business Park, Deansgrange, Co. Dublin.

For support or for information on how to organise patient trainings, please call the **Nutricia Homeward Freephone Numbers:**

ROI call 1800 22 1800 | **NI:** Belfast Adult, Northern, Western Adult, South Eastern & Northern Trusts - all hours - call 0800 169 5173

NI: All other Trusts - for pump advice call 0800 231 5486 - available 24 hours a day.

For queries relating to your orders call 0800 093 3675 - 8am-8pm.

For further tube feeding support visit **ROI:** nutricia.ie/patients-carers/living-with/tube-feeding.html or scan the QR code →

You can also visit nutriciaflocare.com for information about your pump or see our website nutricia.ie for general information.

