Troubleshooting

Using the Tester

The Tester is used in place of the electrodes and can help to troubleshoot if there is a disconnection in the Lower Leg Cuff or the EPG. The Tester provides audio feedback when connected to the Lower Leg Cuff. Audio feedback is delivered when stimulation is applied using the Bioness Clinician Programmer application or EPG. See Figure 12-1 for tester placement.

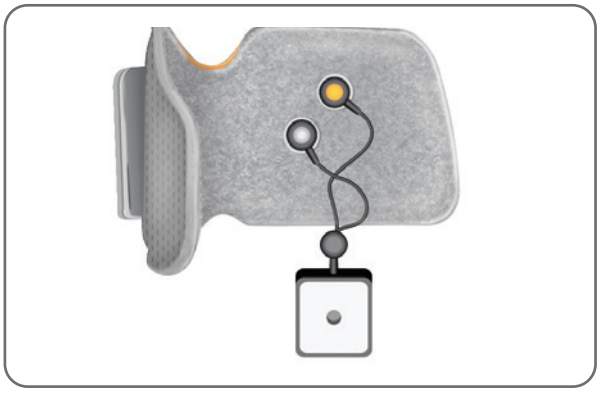

Figure 12-1: Tester Connected to Lower Leg Cuff

Error Code Descriptions

When an error occurs with the L100 Go System the EPG will emit an audio alert and the Status Indicator Light on the EPG will display a flashing red light. The Mobile Application display will show a flashing Error Indicator icon and a flashing Numeric Indicator communicating the error code. Refer to Table 12-1 for the error code descriptions and solutions.

Error Code	Description of Error	Solution
E1	Overstimulation Fault	Stimulation being delivered is higher than expected or is not being delivered correctly. Possible hardware issue. Stop using the L100 Go System and contact Bioness.
E2	Understimulation Fault	Stimulation being delivered is lower than expected. Possible hardware issue. Stop using the L100 Go System and contact Bioness.
E4	Parameter Corrupted	Patient will need to have their L100 Go System reprogrammed by their clinician. Stop using the L100 Go System and contact Bioness.
E5	Shorted Electrode Fault	Electrodes are shorted, cuff has an electrical short, or the hardware is not functioning correctly. Stop using the L100 Go System and contact Bioness.

Error Code	Description of Error	Solution
E6	Bad Electrode Fault	Electrodes are worn or damaged. Replace any worn or damaged electrodes or electrode bases. Refer to the "Maintenance and Cleaning" chapter of this guide for instructions.
E7	Open Electrode Fault	Turn the EPG off by pressing the Power button on the EPG. Make sure the electrodes and/or electrode bases are snapped into the plug holes of the Lower Leg Cuff.
E8	Incorrect Cuff Fault	Make sure EPG is correctly inserted into the EPG cradle on the Lower Leg Cuff. For patients using the Lower Leg Cuff make sure the correct EPG is inserted into the EPG cradle. The lower leg EPG must be in the Lower Leg Cuff for the system to function.
E9	EPG Battery Empty	Charge the EPG. Refer to the "Charging the L100 Go System" section in this guide.
E10	EPG Battery Temperature Fault	Battery temperature is too high. Disconnect the charger from the EPG. Place the EPG in a room within the operating conditions temperature range (5°C to 40°C/41°F to 104°F) for 30 minutes. After 30 minutes reconnect the EPG to the charger to continue charging.
E12	General Pairing Fault (Pairing Timeout Expires)	Repeat the pairing process. Refer to the "Pairing Replacement Part Components" chapter in this guide.

Table 12-1: Bioness Clinician Programmer Application Error Codes

Frequently Asked Questions

If you have any questions or concerns, please contact the Bioness Client Support Department at 800.211.9136, Option 3 (USA & Canada) or your local distributor. You may also visit www.bioness.com.

When charging the EPG, how will I know when the batteries are fully charged?

The Battery Indicator Light on the EPG will display a solid green light, briefly at power up, when the EPG battery is fully charged. Charging takes approximately three hours. If the EPG is completely discharged it can take up to six hours for the EPG battery to charge.

If I charge the EPG every day, will I harm the batteries?

No, daily charging will not affect the lifespan or functionality of the EPG battery. Daily charging of the EPG is recommended.

How will I know when the EPG battery charge level is low?

The Battery Indicator Light on the EPG will display a solid yellow light and the Status Indicator Light will flash red. When the battery is near empty the EPG will emit an audible alarm in addition to the low battery lights until it is completely discharged or connected to a power source.

What do I do if the electrodes or electrode bases are frayed, peeling, damaged, or falling off the cuff?

Replace any worn or damaged electrodes or electrode bases. Refer to the "Maintenance and Cleaning" chapter in this guide.

What if the patient’s ankle is not moving (or the foot does not lift satisfactorily), and the L100 Go System is not indicating any errors?

- Make sure the EPG(s) is turned off.
- Reposition the cuff.
- Make sure the strap is snug and the Lower Leg Cuff is secure.
- Turn on the lower leg EPG by pressing the Power button on the EPG.
- Test the placement of the Lower Leg Cuff by pressing and holding the Stim button on the EPG for at least five seconds. The EPG will deliver stimulation until the Stim button is released.

Why is the stimulation inconsistent when the patient is walking, but the L100 Go System is not indicating any errors?

Have the patient stop walking and shift their weight from side to side.

What should I do if the patient's skin is irritated or has a skin reaction where the electrodes or cuff adheres?

Have the patient stop using the L100 Go System immediately and contact Bioness. The patient should resume use only when the skin is completely healed. Give patients the L100 Go Skin Care Guidelines and a skin conditioning protocol.

How can I verify that current is flowing through the L100 Go System?

Connect the Tester to the cuff. The Tester will buzz when stimulation intensity is at least 10 mA.

What else can I use the Tester for?

The Tester can be used as an educational tool, to demonstrate when stimulation is on in the various stimulation modes.