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A GUIDE FOR PATIENTS, FAMILIES, & CAREGIVERS

For over 15 years, Infinity pumps have helped people follow their prescribed feeding schedules and to be as mobile as possible.

Infinity∞®
Enteral Feeding Pump
BY **MOOG**®

CONTENTS

USING THIS GUIDE

Receiving a medical device for yourself or a loved one can be overwhelming.

As the manufacturer of the Infinity Enteral Feeding Pump, we want to ensure that your experience with our pump is positive. We want to take away as much of the stress and worry about using an enteral feeding pump as we can so that you or your loved one can focus on being healthy.

This guide provides you an overview of your new Infinity pump. Remember, this guide is not intended to be a substitute for the operator's manual. Be sure to read the operator's manual thoroughly prior to operating the pump as it includes more in-depth details on using the pump.

Here are some highlights of your Infinity pump: Your Infinity pump is portable, it can operate in any orientation (even upside down), weighs less than one pound, and can be carried in a discrete backpack. It is easy-to-use with a very simple user interface. It is accurate up to ± 5%. Perhaps most importantly, Infinity pumps are designed to be rugged and withstand everyday use, including being washed under running water.

If you ever have questions or concerns, call our clinical support hotline. This support line is available 24 hours per day, 7 days per week for anyone who needs assistance with any of our pumps.

**247x7 CLINICAL SUPPORT**

800.970.2337
24 HOUR Clinical & Technical Support
For after hours support, dial extension 240

Where training videos are available to supplement the information contained in this guide, you will see a QR code (similar to what is pictured below). You can scan these codes with a smartphone or tablet camera to watch a related video. If you are reading this guide on a computer or phone, clicking the orange buttons will take you to the same video.

Download and view the Infinity operator's manual by scanning this code or by clicking the button below.

CLICK HERE TO DOWNLOAD

Infinity Enteral Feeding Pump

OPERATOR'S MANUAL

MOOG
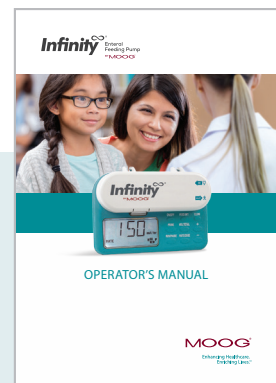
WHO TO CALL FOR HELP

For all medical concerns or questions, call your medical team or primary care provider.

Medical team phone number

For supplies, contact your home care provider. Be sure to contact your home care provider at least ____ days ahead of needing supplies so that you do not run out. Always keep an extra ____ days of supplies and formula on hand in case of an emergency.

Home care provider phone number

If your pump is alarming or if you have other pump-related questions, contact Moog's Clinical Support. Be sure to read the message on the screen and write it down. You can silence the alarm by pressing the **RUN/PAUSE** button. You can also find troubleshooting assistance at **moogmedical.com/infinity**.

800.970.2337

Moog Clinical Support phone number

YOUR FEEDING PLAN

mL/hr

Rate
This is how fast the pump will deliver the formula.

mL

Refill volume
If prescribed, this is how much formula you refill in the delivery set.

mL

Dose
This is how much formula will be fed.

hours

Refill interval
If prescribed, this is how often (in hours) you should refill the delivery set with formula.
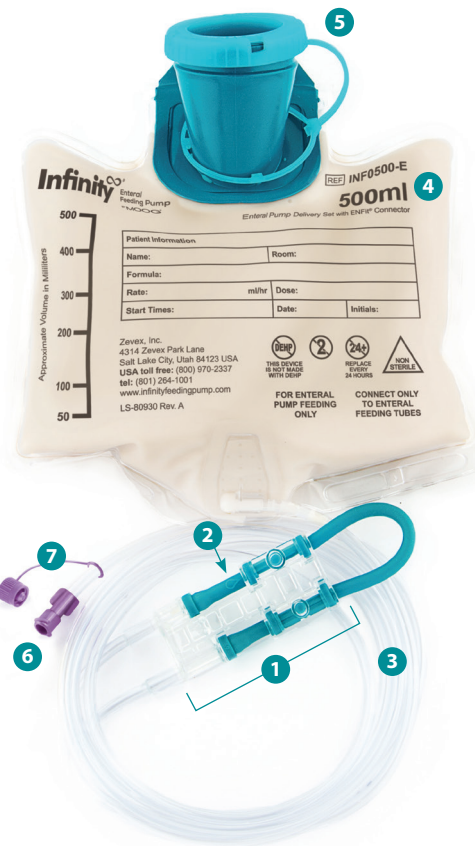
mL

Bag volume
This is how much formula you should add to your feeding bag at one time

hours

Max hang time
The maximum amount of time the formula should be hanging in the bag, per the formula manufacturer.

INFINITY PUMP & DELIVERY SETS

Pump Keypad

ON/OFF: press for 1.5 seconds to turn the pump on or off.

PRIME: press this button to prime the delivery set. See the priming section on the next page for details.

RUN/PAUSE: press to either start the pump or to pause it.

FEED INT: press to display programmed feed interval settings.

VOLUME/TOTAL: press once to show volume delivered for the current feeding. Press again to see total volume delivered since it was last cleared.

RATE/DOSE: press to toggle between rate and dose settings.

CLEAR: press to reset whatever function is displayed to its minimum value. Press and hold for 3 seconds to clear rate, dose, feed interval, and volume delivered all at once.

PLUS: press to increase the displayed feed function. Press and hold to increase rapidly.

MINUS: press to decrease the displayed feed function. Press and hold to decrease rapidly.

*Note: **PRIME**, **CLEAR**, **+** (plus) and **−** (minus) buttons only work when the pump is paused.*

Delivery Sets

Sets are available with an attached 500 mL bag, 1200 mL bag, or safety screw spike for use with pre-filled formula containers.

1. Cassette
2. " ⬦ " Symbol
3. Tubing
4. Feeding bag
5. Funnel / bag opening
6. ENFit connector
7. Protective cover

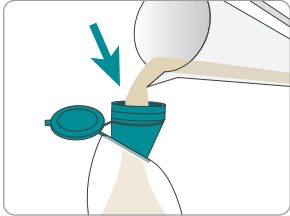*Video showing Infinity pump overview*
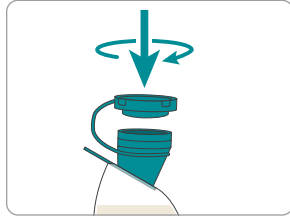
CLICK TO VIEW

Video showing Infinity delivery sets

CLICK TO VIEW

PREPARING THE DELIVERY SET FOR USE

If you are using a delivery set with a bag

1. Hold the bag upright so that the funnel opening is horizontal. Slowly pour the formula into the bag. Pouring slowly allows the bag to open and helps the formula flow easily into the bag.
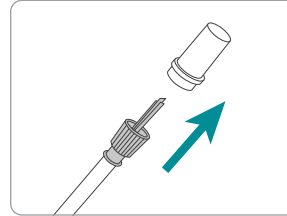

2. Close the cap by lining up the four notches on the cap to the opening of the funnel, and twist it one quarter turn to secure the cap.
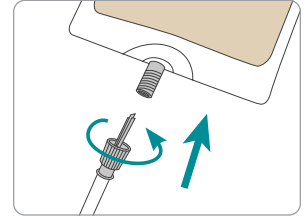

Video showing how to fill the delivery set bag with formula

CLICK TO VIEW

If you are using a safety screw spike set with a vented bottle or pre-filled bag

1. Remove the protective cover from the tip of the safety screw spike set.

2. Insert the tip into the exit port on the formula container. Secure the tip by tightly screwing the threaded components together.

Video describing the use of the safety screw spike set

CLICK TO VIEW

PRIMING THE DELIVERY SET

*After preparing the delivery set, but before using the pump, **you must prime the delivery set**. Priming the delivery set is the process of removing air from the tubing before feeding.*

There are several different methods for priming the Infinity delivery set. Select the method recommended by your healthcare provider or the method that best fits your needs.

Priming Options

- **Hold to Prime** - *page 6*
- **Auto Prime** - *page 6*
- **Manual priming** - *page 7*
- **Manual priming** - *page 7*

Priming using the **Hold to Prime** feature

*Hold to Prime can be used to prime the delivery set if it will be hung on an IV pole. Hold to Prime requires holding your finger on the button throughout the priming process, allowing you to stop priming whenever needed.*
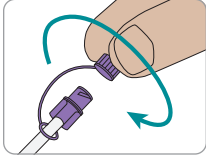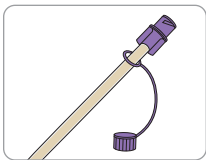

1. Remove the protective cover from the delivery set, and make sure that the delivery set is not connected to the patient.
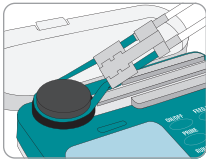
2. Press the ON/OFF button for 1.5 seconds to turn the pump on. Seat the cassette in the pump and close the pump door.
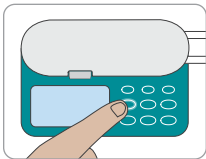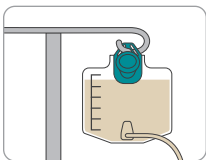

3. Press and hold the PRIME button. The alarm will sound once, and the pump will prime the set for as long as the button is pressed. The display will read "TO STOP LET GO."

4. After air is removed from the downstream tubing, release the PRIME button.

The delivery set is now fully primed.

**5.** Both the pump and delivery set can be hung on an IV pole.

*Video showing how to prime the set using the **Hold to Prime** feature on the pump*

CLICK TO VIEW

Priming using the **Auto Prime** feature

Auto Prime can also be used to prime the delivery set if it will be hung on an IV pole. When enabled, auto prime is the easiest priming method as it allows you to prime the set with a touch of a button.
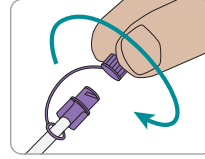
1. Remove the protective cover from the delivery set, and make sure that the delivery set is not connected to the patient.
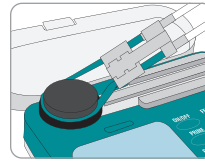
2. Press the ON/OFF button for 1.5 seconds to turn the pump on. Seat the cassette in the pump and close the pump door.
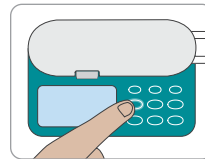
3. Press and hold the PRIME button for 1.5 seconds. Alarm will sound once, and the pump will begin to prime the set. The display will read "TO STOP PUSH PRIM."

When auto prime is finished, the pump will stop and an alarm will sound.
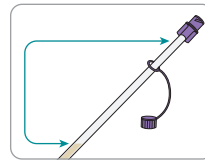
4. Remove any remaining air in the tubing by pressing and holding the PRIME button again for 1.5 seconds.

After air is removed from the downstream tubing, press the PRIME button again to stop the pump.

The delivery set is now fully primed.
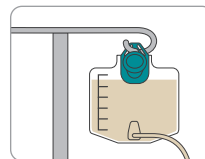
5. Both the pump and delivery set can be hung on an IV pole.

*Video showing how to prime the set using the **Auto Prime** feature on the pump*

CLICK TO VIEW

Manual priming for IV pole use

Manually priming the delivery set is the fastest way to prepare the set for use. Manual priming can be used when the pump and set will be hung on an IV pole for use.
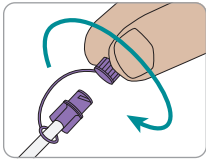
1. Remove the protective cover from the delivery set, and make sure that the delivery set is not connected to the patient.

**2.** Grasp the bag with one hand while holding the delivery set cassette in the other hand.

3. Gently pinch the teal colored tubing below the "⬦" symbol. Hold this position until air is removed from the downstream tubing. Gently squeeze the bag at the same time to assist fluid flow.

After air is removed from the downstream tubing, release the "⬦" symbol. The delivery set is now fully primed.

4. Seat the cassette in the pump and close the pump door.
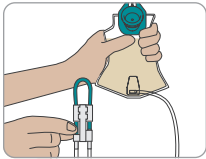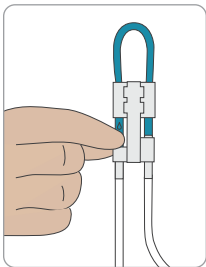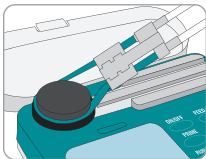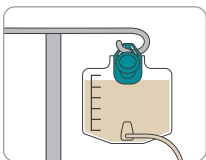
5. Both the pump and delivery set can be hung on an IV pole.

*Video showing how to **manually prime** the set for IV pole use*

CLICK TO VIEW

Manual priming for backpack use

Using the pump and delivery set with a backpack requires the removal of all air in the delivery set bag and tubing. This can be achieved using the manual prime method.
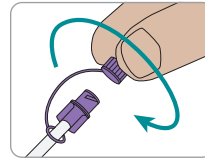
1. Remove the protective cover from the delivery set, and make sure that the delivery set is not connected to the patient.
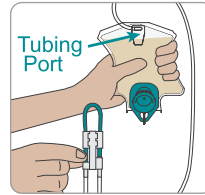
Tubing Port

2. Turn the bag upside down so that the tubing port is at the top. Grasp the bag with one hand while holding the delivery set cassette in the other hand.
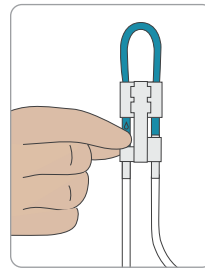
3. Gently pinch the teal colored tubing below the "⬦" symbol. Hold this position until air is removed from the bag and downstream tubing. Gently squeeze the bag at the same time to assist fluid flow. Tilt the bag as needed to evacuate air from the tubing port.

After air is removed from the downstream tubing, release the "⬦" symbol. The delivery set is now fully primed.
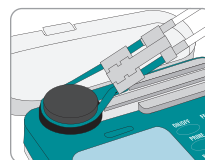
4. Seat the cassette in the pump and close the pump door.

5. Both the pump and delivery set can be placed into a backpack for use.

*Video showing how to **manually prime** the set for backpack use*

CLICK TO VIEW

PROGRAMMING THE PUMP

*After the delivery set is prepared, primed, and either hung on an IV pole or placed into a backpack, follow these basic instructions to program the Infinity pump. For more detailed instructions, refer to the operator's manual or watch the videos on the moogmedical.com website showing how to program the pump.*

STEP	BUTTON PRESSES
Turn on the pump: Press and hold the **ON/ OFF** button for 1.5 seconds to turn the pump on. The display will show the last programmed rate.	ON/OFF
To program a feeding with rate (how fast your pump runs) **and dose** (how much is to be fed):	
Press the **RATE/DOSE** button to display "RATE" on the screen. Use the **+** and **-** buttons to program the rate.	RATE/DOSE + −
Press the **RATE/DOSE** button to display "DOSE" on the screen. Use the **+** and **-** buttons to program the dose.	RATE/DOSE + −
To program a rate-only feeding (without setting a dose):	
Press the **RATE/DOSE** button twice to display "DOSE" on the screen, and hold the **+** button until the display shows "INF".	RATE/DOSE RATE/DOSE +
To program an interval feeding (or intermittent feeding):	
Press the **RATE/DOSE** button to display "DOSE" on the screen. Use the **+** and **-** buttons to program the dose.	RATE/DOSE + −
Press the **FEED INT** button to display "FEED INTERVAL" on the screen. Program the desired number of hours and minutes using the **+** and **-** buttons.	FEED INT + −
Start the pump: Press the **RUN/PAUSE** button to start the pump.	RUN/PAUSE
When feeding is complete: Press the **ON/OFF** button for 1.5 seconds to turn the pump off.	ON/OFF
To clear a single value: Press the **CLEAR** button to reset the displayed value. **To clear all settings:** Press and hold the **CLEAR** button for 3 seconds to reset rate, dose, feed interval, and volume delivered values at the same time.	CLEAR
View volume delivered: Press the **VOL/TOTAL** button once to display volume delivered for the current feeding. Press the button again to display the total cumulative volume delivered since the total volume was last reset.	VOL/TOTAL

CLEANING

Notes about cleaning

- **WARNING:** To avoid electrical shock, never clean pump or Infinity AC Adapter/ Charger with charger plugged into an outlet or pump turned on.
- **WARNING:** Make sure the Infinity AC Adapter/Charger is completely dry before plugging into an electrical outlet.
- The pump and delivery set must be dry before use to ensure optimal pump performance.
- If needed, a dry or slightly damp cloth may be used to clean the outside of the power adapter while it is disconnected from a power outlet.
- Avoid using harsh cleaners or disinfectants. They may cause damage to the pump surfaces.

To clean the pump

The Infinity pump may be cleaned by rinsing under a stream of warm water. Standard dish soap and a non-abrasive sponge or cloth can also be used for deeper cleaning.
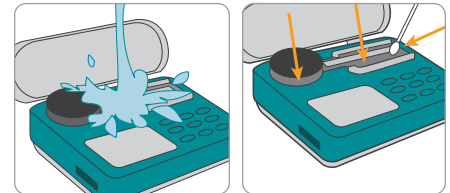
Use a cotton swab to clean the pathways around where the cassette is placed into the pump *(areas shown in orange in the image above)*.

Note: Refer to the operator's manual for a list of acceptable and unacceptable cleaning agents, including cautions and warnings.

Video showing how to clean the pump

CLICK TO VIEW

ALARMS & MESSAGES

Following is a list of alarms and messages seen on the pump, along with some information on why it was displayed and how to fix the situation.

ER01 - ER99

The pump has failed a self-test. Try turning the pump off and then back on.

LOAD SET

The run button was pressed without a set being properly loaded. Pause the pump, ensure that a delivery set is properly loaded, close the door, and try again.

NO FOOD

The pump detected air in the tubing. Check if the food bag is empty or if there are air bubbles in the tubing. If necessary, refill the food bag and prime the set to remove air from the tubing.

NO FLOW IN

The pump detected a blockage in the tubing between the pump and food bag. Check for kinks or blockages. Check for cleanliness around the pump sensors.

NO FLOW OUT

The pump detected a blockage in the tubing between the pump and patient. Check for kinks or blockages. Check for cleanliness around the pump sensors.

LOW BATT

There is 1 hour or less of battery life remaining. Plug in the AC Adapter/Charger to recharge the battery.

PUSH RUN TO FEED

The pump has been in pause mode for 2 minutes. Program and use the pump, or press the ON/OFF button to turn it off.

SHUT DOOR

The pump door was opened while the pump was running. Pause the pump. Check to make sure the door is latched securely.

Other messages

The pump will occasionally display other messages such as DOSE DONE, NEXT DOSE, CHEK, etc. These messages are used to provide updates on feeding updates and pump performance. See the "Alarms, Messages, and Indications" chapter of the operator's manual for detailed information.

You may also refer to the Troubleshooting section on the following page for additional assistance.

View the Infinity Operator's Manual for additional information on the various alarms, messages, and indications that can be seen on the Infinity pump.

CLICK HERE TO DOWNLOAD

TROUBLESHOOTING

ER01 - ER99 Alarms

Was pump door open while pump was turned on or while running?	**YES/UNSURE ▶**	Turn pump off. Unload and reload delivery set cassette. Make sure door is closed securely, then turn pump back on.
	NO ▶	**If alarm continues, contact Moog Customer Service at 800.970.2337 for assistance.**

LOAD SET Alarm

Is door closed securely?	**NO/UNSURE ▶**	Turn pump off. Unload and reload delivery set cassette. Make sure door is closed securely, then turn pump back on.
▼ YES ▼		
Is door cracked or tab on side of door broken?	**YES ▶**	**If alarm continues, contact Moog Customer Service at 800.970.2337 to order a new door.**
	NO ▶	**If alarm continues, contact Moog Customer Service at 800.970.2337 for assistance.**

NO FOOD Alarm - If re-priming of the pump delivery set is required, it is advisable to disconnect the enteral adapter from the patient's feeding tube while re-priming.

Is bag of pump delivery set empty?	**YES ▶**	Refill bag, re-prime delivery set and resume feeding.		
▼ NO ▼				
Is air present in the tubing?	**YES ▶**	Has air been removed from **bag** of pump delivery set?	**NO ▶**	Manually prime tubing by turning bag upside down, gently squeezing lower half of bag while pinching the teal colored tubing just below the "⬦" drop symbol. Hold this position until all air is removed from bag and tubing.
			YES ▶	Press and hold the **PRIME** button to move the air in the tubing past pump delivery set cassette and resume feeding. NOTE: If your pump is equipped with an auto prime option, refer to the Operator's Manual for details.
▼ NO ▼				
Is formula blenderized or aggressively mixed?	**YES ▶**	Let formula sit for 10-15 minutes before preparing pump delivery set for feeding. If foam is present in tubing, flush by priming pump delivery set either manually or with the pump and resume feeding.		
▼ NO ▼				
Are air bubbles trapped inside the cassette?	**YES ▶**	Remove tubing from pump and manually prime tubing by turning bag upside down, gently squeezing lower half of bag while pinching the teal colored tubing just below the drop symbol. Hold this position until all air has passed through the teal segment of the tubing.		
	NO ▶	**If alarm continues, contact Moog Customer Service at 800.970.2337 for assistance.**		

NO FLOW IN or NO FLOW OUT Alarm

NO FLOW IN: Occlusion between delivery set and pump.
NO FLOW OUT: Occlusion between pump and patient.

Is delivery set tubing pinched or kinked?	**YES ▶**	Check delivery set for pinches or kinks in tubing and resume feeding.
▼ NO ▼		
Is tab on inside of door broken?	**YES ▶**	**Contact Moog Customer Service at 800.970.2337 to order a new door.**
▼ NO ▼		
Is pressure sensor region of cassette receptacle clean?	**NO ▶**	Clean pressure sensor area with a cotton swab, soft cloth, or dampened sponge; or wash entire pump under running water. Do not use abrasive materials or harsh chemicals.
▼ YES ▼		
Are there visible signs of damage to pressure sensors area?	**YES ▶**	**Contact Moog Customer Service at 800.970.2337 to return pump for service**
	NO ▶	Disconnect feeding set from patient. Press the **RUN** button. If pump delivers food without alarm, check patient's feeding tube for obstruction. If alarm continues, remove set from pump, gently massage the "◊" drop symbol, then <u>manually</u> prime set until occlusion is cleared and formula advances through tubing. Replace set and resume feeding. **If unable to advance formula through tubing or alarm continues, contact Moog Customer Service at 800.970.2337 to return pump for assistance.** *Note: Do not use the **PRIME** button to troubleshoot or resolve these alarms.*

Charging Problems

Is A/C adapter charger plugged into wall outlet and pump properly?	**NO/UNSURE ▶**	Check connections for both wall plug and pump adapter. Green indicator light on charger wall plug should be illuminated and pump display should have plug symbol with scrolling bars between E and F of fuel gauge. When pump is fully charged, bars will stop scrolling.
▼ YES ▼		
Is wall outlet functioning properly?	**NO/UNSURE ▶**	Plug another device into outlet to verify outlet is functioning properly.
▼ YES ▼		
Does charger adapter appear to have any damage?	**YES ▶**	**Contact Moog Customer Service at 800.970.2337 to order a new charger**
▼ NO ▼		
Does charger port appear to have any damage including bent or missing pins?	**YES ▶**	**Contact Moog Customer Service at 800.970.2337 to return pump for service.**
▼ NO ▼		
Is Battery Symbol and E and F of fuel gauge flashing?	**YES ▶** **NO ▶**	**Contact Moog Customer Service at 800.970.2337 to return pump for service.**

24 x 7 CLINICAL SUPPORT

Speak live with a Moog Clinical Representative for pump questions and troubleshooting guidance 24 hours a day, 7 days a week.

Clinical & Customer Support
800.970.2337

Visit **moogmedical.com/infinity** for additional information about Infinity enteral feeding pumps.

Tel: **801.264.1001**
Toll Free: **800.970.2337**

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carbon neutral
All Moog Administration and Delivery Sets are manufactured at a carbon neutral facility.

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Enhancing Healthcare.
Enriching Lives.™