

# Reliance Endoscope Processing System (EPS) Troubleshooting Guide

Water Faults	Detergent Faults	Filter Faults	Boot Faults
<p><b>FAULT 02 - SUMP Hot Tap Water (HTW) FILL TOO LONG</b></p> <ol style="list-style-type: none"> <li>1. Ensure hot water supply valve is fully open and the pressure is between 40 -50 PSI.</li> <li>2. Verify supply-line strainers are not clogged. Clean if necessary.</li> <li>3. Verify last ten cycle printouts. If an increase of maximum filling time occurred, change dual filter and assembly cartridges (refer to SECTION 6.10.1 of Ops Manual).</li> <li>4. If a situation reoccurs, change 0.2 µm bacterial-retentive filter cartridge (refer to SECTION 6.10.2 of Ops Manual).</li> </ol> <p><b>FAULT 12 - SUMP RTD HEATING MALFUNCTION</b></p> <ol style="list-style-type: none"> <li>1. Verify hot tap water (HTW) supply temperature is between 110° F (43°C) – 118°F (48°C)</li> </ol> <p><b>FAULT 42 - FILLING WATER TEMPERATURE TOO HIGH</b></p> <ol style="list-style-type: none"> <li>1. Verify hot tap water supply temperature is between 110° F (43°C) – 118°F (48°C). Filling water temperature, as read by sump RTD, can be verified by pressing <b>SINGLE</b> or <b>DOUBLE</b> touch pad twice during filling phase of a cycle.</li> </ol>	<p><b>FAULT 09 - KLENZYME EMPTY</b></p> <ol style="list-style-type: none"> <li>1. Ensure Klenzyme Enzymatic Presoak and Cleaner Bag-in-a-Box container is not empty. If so replace Bag-in-a-Box container (refer to SECTION 6.8).</li> <li>2. If container is not empty, ensure cleaner injection system is not clogged. If container was just changed, it may be improperly connected. Wearing appropriate Personal Protective Equipment (PPE), clean Bag-in-a-Box injection system, and reinstall Bag-in-a-Box container (refer to SECTION 6.8 of the Ops Manual).</li> </ol> <p><b>FAULT 38 - FRESH DRY CHEMISTRY CONTAINER NOT DETECTED</b></p> <ol style="list-style-type: none"> <li>1. Confirm if a new Reliance dry chemistry container was inserted in Reliance CDS prior to cycle start.</li> <li>2. Start new cycle after ensuring a new Reliance dry chemistry container is installed in Reliance CDS and ensuring latch is closed on Reliance CDS.</li> </ol> <p style="text-align: center;"><b>Other Faults</b></p> <p><b>FAULT 49 - LEAK TEST PORT 1 or 2: PRESSURE NOT REACHED</b></p> <ol style="list-style-type: none"> <li>1. Refer to Operator Manual SECTION 7.1 Troubleshooting</li> </ol>	<p><b>FAULT 30 - 0.2 µm FILTER FAILURE</b></p> <ol style="list-style-type: none"> <li>1. Press <b>START</b> to resume cycle, if cycle fails abort cycle.</li> <li>2. Filter is defective. Replace filter cartridge. Refer to SECTION 6.10.2 in Operators Manual.</li> <li>3. Confirm that venting connection is attached to filter housing cap and filter housing cap is properly installed (refer to SECTION 6.10.2).</li> </ol> <p><b>FAULT 36 - 0.2 µm FILTER PRESSURE TOO LOW</b></p> <ol style="list-style-type: none"> <li>1. Confirm Orange O-ring located in 0.2 µm bacterial-retentive filter housing cap is installed properly and not damaged. Reinstall O-ring if necessary.</li> <li>2. Verify if hot water inlet check valve is blocked by debris.</li> </ol> <p><b>MAINTENANCE 04 - REPLACE 0.2 µm FILTER</b></p> <ol style="list-style-type: none"> <li>1. Replace 0.2 µm bacterial-retentive filter cartridge (refer to SECTION 6.10.2 for procedure). Reset 90 days (default) determined by supervisor and set in Supervisor mode by service technician (refer to SECTION 5.2,SUPERVISOR MODE).</li> </ol>	<p><b>FAULT 25 and 26 BOOT A and B: LOW PRESSURE</b></p> <ol style="list-style-type: none"> <li>1. Confirm that insertion tube sleeves are being used for an endoscope of a diameter smaller than template.</li> <li>2. Confirm control handle boot plug is used with an endoscope without a light cord.</li> <li>3. Ensure Control handle boot is latched.</li> <li>4. Clean debris screen if clogged.</li> <li>5. <b>For a 50 Hz processor</b>, ensure there is no spacer between valve cap and valve stem.</li> <li>6. Ensure pressure sensor hose is not damaged and is properly connected.</li> </ol> <p><b>FAULT 32, 33, 34, 35 - BOOT A and B: HIGH or OVER PRESSURE</b></p> <ol style="list-style-type: none"> <li>1. Confirm that insertion tube sleeves are not used for an endoscope of a diameter larger than template.</li> <li>2. <b>If 60 Hz processor</b>, ensure there is a spacer between valve cap and valve stem.</li> </ol>

If corrective actions are unsuccessful or if you experience any other faults, please call STERIS Technical Service at 800-333-8828.