Safety Features and Troubleshooting
Most Common Safety and Error Messages*
Accurian™ Reusable RF Probes

Error Message	Common causes of failure	What to do

E41
Invalid probe
	▪ Broken or damaged probe
	▪ Moisture in the probe connector can cause the probe to malfunction due to:
	  ▪ Soaking of connector in cleaning solution during cleaning.
	  ▪ Insufficient drying time in steriliser (<30min)
	  ▪ Small pouches
	  ▪ Double pouching
	  ▪ Wiping connector with aggressive clinical cleaner (Alcohol based, McKesson Pro-Tech RTU, SpeedClean...)
	  ▪ Improper autoclave venting
	  ▪ Large automated systems might soak all the components
		▪ Review the cleaning and sterilisation** process to determine if it is the cause of the malfunction:
		  ▪ Do not let end connectors soak during cleaning
		  ▪ Allow for full 30-minute dry time. Moisture in the connector can cause the probe to malfunction.
		  ▪ Allow probes to return to room temperature before use.
		  ▪ Use bigger pouches (7 ½"x13" recommended)
		  ▪ Use one pouch per probe (not two)
		  ▪ Use only enzymatic cleaner
		  ▪ Verify that autoclave vents properly
		  ▪ **When coming out of the autoclave, probes should be dry. There should be no visible moisture.**
		▪ If alert persists, the probe will need to be replaced.

W40/E58 Poor Grounding Pad Contact Alert	▪ Use of single element grounding pad ▪ Insufficient contact area with patient or air bubbles	▪ Verify that dual dispersive (same as dual element) grounding pad such as ValleyLab 7507 is being used. Single element pads do not work with Accurian 2.0 SW version. ▪ Roll grounding pad slowly onto patient skin when applying ▪ Apply gentle pressure to smooth the grounding pad onto the patient to ensure maximum contact area ▪ Reposition the GP ▪ Remove and replace before pressing 'Continue'

W25/E25
High Temp. on one or more channels
	▪ Damaged hub
	(Hubs are susceptible to damage from frequent falls).
	  ▪ Some accounts are securing the hub to the table/cart with Velcro to protect the hub.
	▪ Damaged probe (broken wire)
		▪ Determine if the error is coming from the hub or the probe:
		  ▪ Move the probe to another channel.
		  ▪ If the issue corrects, the hub is the issue. Report complaint to Tech Services and get a replacement hub. In the meantime, the hub can continue to operate any unaffected channels.
		  ▪ If the issue doesn't correct, the probe is not functioning properly and needs to be replaced.

W21/E21
High impedance
	▪ Impedance ≥ 3000 Ω in stim mode
	▪ Alert can occur if the circuit is open:
	  ▪ Probes or grounding pad not being connected
	  ▪ Cannula active tip being placed in non-conductive or desiccated tissue (cartilage/knee)
	  ▪ Probe not inserted in the tissue
		▪ Reposition the probe.
		▪ Inject additional fluid.
		▪ If alert persists, the probe will need to be replaced.

F02 RF Calibration Check Failure	▪ Generator moved from colder or warmer room ▪ Generator left in cold or hot car/room ▪ Generator not allowed to stabilise to room temperature	▪ The generator should be given time to adjust to stable room temperature within the procedure suite (typically 1-2 hours)

The Accurian RF Ablation System is an Rx only nerve ablation system intended for the creation of radiofrequency lesions in nervous tissue. Refer to product instruction manuals and package inserts for a complete list of instructions, warnings, precautions and contraindications. This guide is not intended to replace the Instructions for Use.

Reference: UC202108422EN Accurian RFA In-service Guide iPDF
*For complete troubleshooting guide and list of safety alerts and error messages, refer to Accurian RFA In-Service Guide iPDF
** For complete cleaning and sterilisation instructions, refer to the Accurian Reusable RF Probe IFU
The IFU may be found at: Medtronic.com/manuals. IFU M708348B806E Rev. A

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E50 Stimulation Switch Error (during sensory or motor modes)	▪ The circuit impedance is too high preventing stim from being delivered. This can mean that the cannula is placed in a non-conductive tissue or that other components in the system are not allowing a completed circuit	▪ Once the cannula has been repositioned, the E50 error message can be dismissed by pressing 'Continue' and does not require a reboot
Demo Mode not working on generator	▪ Use of wrong USB drive ▪ Demo mode USB flash drive inserted after generator is turned ON ▪ MDTDEMO.txt file is missing from the DataTraveler USB stick	▪ Only USB drive Kingston DataTraveler G4 32 GB has been tested to properly activate the demo mode ▪ Do not add any other file on the USB drive ▪ Do not copy file onto another USB drive ▪ Insert USB drive before turning generator ON ▪ Verify MDTDEMO.txt file is on USB drive
F11 User Interface Software Failure	▪ This fault happens very infrequently and typically clears with a reboot	▪ Reboot generator to see if F11 clears. ▪ If F11 persists and will not clear after several attempts, return generator for analysis.
Video Screen Blank, too Dim, or with Lines	▪ Faulty hardware	▪ If screen is dim, verify that the screen brightness is set to 100% in the settings. ▪ Reboot generator to see if issue self-corrects ▪ After several attempts, return generator for analysis.
Pump not working/not communicating	▪ Review pump and tubing set up and connections. ▪ For other errors, pump is self diagnosing and self correcting through reboot. Attempt to reboot multiple times.	▪ Ensure that the pump is properly connected to the generator using the USB connector ▪ Ensure that the pump is turned on
Pump not pumping water	▪ Per IFU, only sterile water can be used ▪ Burette is empty ▪ Incorrect tube in the pump holder	▪ Ensure that the pump tubing (thick-walled tubing) is threaded correctly through the pump head and that the pump lids are closed ▪ Ensure that the burette(s) is filled with sterile water to the point that is between the two fill lines and that burette's lid is properly closed ▪ Ensure that tubing is not pinched or blocked ▪ Confirm that all Luer locks are properly connected and not leaking

*For complete troubleshooting guide and list of safety alerts and error messages, refer to Accurian RFA In-Service Guide iPDF

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Please refer to the product insert or Instructions for Use for a complete list of indications, contraindications, warnings, precautions and other important medical information. Always follow the Instructions for Use.