

DEXUP Portable Infusion Warmer – FAQ

1. What is the DEXUP Infusion Warmer?

It is a medical device used to **warm intravenous (IV) fluids** during infusion to maintain proper temperature and improve patient comfort and safety.

2. What is the purpose of this device?

It helps:

- Maintain fluid temperature
 - Prevent hypothermia
 - Improve patient comfort during infusion
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3. Where can this device be used?

It is designed for use in:

- Hospitals
 - Clinics
 - Emergency care settings
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4. Does the device come in different models?

Yes:

- **Single Channel (IF S Series)**
 - **Double Channel (IF D Series)**
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5. Does the device come in direct contact with fluids?

No. The device heats fluids **externally through a heating tube** , without direct contact.

Usage & Operation

6. Who should operate this device

- Trained medical professionals
 - Or under professional supervision
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7. What temperature range can be set?

- **32°C to 43°C**
 - Adjustable in **0.1°C steps**
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8. How do I start using the device?

- Connect power supply
 - Install infusion set
 - Turn ON using touchscreen
 - Set desired temperature
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9. How long does it take to heat fluids?

- Heats from ~23°C to 36°C in **under 2 minutes**
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10. Can I adjust temperature during operation?

Yes, temperature can be adjusted anytime using the touchscreen controls.

11. How do I stop the device?

- Press the **ON/OFF button**
 - Turn off main power
 - Disconnect from power source
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12. Does the device track usage time?

Yes:

- Displays **working time per session**
 - Tracks **total operating time**
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Safety & Precautions

13. Is the device safe to use?

Yes, it includes:

- Temperature control system
 - Overheating protection
 - Alarm system
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14. When should the device NOT be used?

Do NOT use if:

- Device is damaged
 - Power cord is faulty
 - Device was dropped or exposed to water
 - Electric shock occurs
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15. Are there any contraindications?

Yes. Do NOT use for:

- Heating sensitive medications (e.g., insulin, chemotherapy drugs)
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16. Can the device be used near flammable gases?

No. Avoid use in environments with:

- Oxygen-rich atmosphere

- Flammable anesthetic gases
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17. What precautions should be taken during use?

- Never leave patient unattended
 - Monitor vital signs regularly
 - Ensure proper grounding of power supply
 - Use only approved accessories
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18. What should I do in case of abnormal temperature?

- Stop infusion immediately
 - Disconnect power
 - Check device or contact service
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Alarms & Troubleshooting

19. What types of alarms does the device have?

- High temperature alarm
 - Low temperature alarm
 - Sensor malfunction
 - Heater disconnection
 - Power anomalies
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20. What should I do when an alarm occurs?

- Check the displayed error code
 - Follow suggested action
 - Restart device if needed
 - Contact service if issue persists
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21. Can alarm sound be muted?

Yes, temporarily.

- Alarm resumes automatically after 2 minutes
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Cleaning & Maintenance

22. How should the device be cleaned?

- Turn OFF before cleaning
 - Use soft damp cloth with mild cleaner
 - Dry completely before use
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23. What should be avoided during cleaning?

- Do not immerse in water
 - Do not use strong chemicals (>80% alcohol, solvents)
 - Avoid wet cleaning of electrical parts
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24. How should the device be stored?

- Dry, clean, well-ventilated area
 - Humidity below 80%
 - Away from corrosive gases
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25. What is the service life of the device?

- Approximately **5 years** under proper use
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Service & Support FAQ

26. What is the warranty period?

- **1 year free warranty** (under proper usage conditions)
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27. What is covered under warranty?

- Manufacturing defects
 - Internal component issues (non-user caused)
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28. What is NOT covered under warranty?

- Improper use
 - Unauthorized repair
 - Physical damage
 - Electrical damage due to improper setup
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29. Can I repair the device myself?

No. Only **qualified technicians** should perform repairs.
Unauthorized repair will:

- Void warranty
 - Risk safety
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30. How do I request service or support?

Provide:

- Product model
- Serial number (from label)
- Description of issue

Contact:

- Manufacturer or authorized distributor
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31. Are spare parts available?

Yes, through:

- Manufacturer
- Authorized service providers only

32. What should I do if the device repeatedly fails?

- Stop using immediately
- Do not attempt repair
- Contact technical support

33. Can the device be returned for repair?

Yes:

- Contact company first
- Provide serial number
- Explain issue

34. How often should maintenance be done?

- Routine cleaning after use
- Inspection if any abnormality occurs
- Periodic professional servicing recommended

35. How can I extend the device life?

- Use as per guidelines
- Clean regularly
- Avoid physical damage
- Use correct power supply

37. When should accessories be replaced?

- Sensors: recommended after **5 years**
 - Immediately if damaged
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38. What happens after warranty expires?

- Paid service available
 - Full technical support continues
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Technical & Operational Questions

39. What power supply is required?

- **220V AC, 50Hz**
 - Must be properly grounded
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40. Is the device portable?

Yes:

- Lightweight (~1 kg)
 - Easy to mount on IV stand
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41. Does electromagnetic interference affect the device?

Yes. Avoid:

- Mobile phones close to device
 - Microwave or RF interference
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42. Can the device be used continuously?

Yes, but:

- Monitor patient condition
 - Follow safety guidelines
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