

MedCaptain Syringe Pump (SYS-50/52 Series)

FAQ

What is the warranty?

Warranty is one year on this device and one year on accessories.

Do you provide after-sales support?

You can lodge a support request online at zonemedical.com.au/support-request/. We have a professional technical support team to help you by phone, email or live chat once your ticket has been lodged.

Can you connect the device to your WIFI?

Yes the device can be connected to WIFI following the instructions in the operational manual.

Is there demonstration videos on how to use the device?

Yes on our youtube account, we can provide a complete user manual and video for instruction and application. This device is user friendly & easily installed by anyone. If you experience any difficulties or require an onsite demonstration, please contact us.

How do I clean the device?

The syringe pump cannot be autoclaved. Use a piece of dry soft cloth to clean the AC power supply socket, USB socket or the nurse call socket, ensure that the socket is dry before using it.

If disinfection is necessary, using the common disinfectors such as Chlorhexidine gluconate and Benzalkonium chloride. After using the agent with a soft cloth, wipe off it with a soft cloth dampened with water or warm water. When using the disinfecting agent, follow the caution of each agent.

How often do I need to get the device maintained?

Perform a periodic maintenance inspection to ensure safe operation and the longest possible life of the syringe pump, and check the syringe pump once every 2 years.

Does the device have a bolus function?

Yes the device has a manual Bolus Mode that can be configured using the operation manual and activated by holding the 'Bolus' button down.

Can i replace the battery myself?

The battery's replacement must be done by specialist who has been trained to perform such operations.

I dropped the device, should i continue to operate it if there is no visable damage?

If the syringe pump is dropped or subjected to (severe) impact, remove it from service even if it doesn't appear damaged externally. Request the manufacturer or manufacturer's representative to inspect it for any possible internal problem(s)

What syringe brand should i use?

The device can use any syringe brand listed in the device, configuration settings before starting infusion.

