



## Customer Bulletin

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Status	Live	Tag	Heska AIR Error

### Bulletin Summary

This bulletin relates to problems using incompatible sets in Heska / Niki IV pumps.

### Products Affected

Heska / Niki Infusion pumps – all models.

### Scope

The problem relates to an AIR Error displayed on the screen when using an incompatible IV set. Although the set appears compatible, the AIR error occurs randomly despite no air being in the line. Incorrect sets may also result in incorrect volume delivery to the patient.

### Bulletin Details

We have received several returns and calls from clinics who have both old and new Heska / Niki IV pumps reporting AIR Errors. All pumps returned to us for service are tested using a compatible IV set to confirm the reported error. While air sensors can and do fail, we were experiencing a disproportionately high number that passed our internal tests – but failed when returned to the clinic.

We have isolated the problem to the use of incompatible IV sets designed for gravity use, rather than using IV sets designed for pump use. The incompatible sets are physically wider in diameter, but softer and made of a different material. It is unclear as to the specific reason the AIR Error is occurring (being either a shrinkage of the line during operation or the material itself). The problem is random as sometimes the sets work, other times they fail immediately or after some time of operation.

We recommend only using IV sets designed for operation in your specific IV pump.

Incorrect sets may also result in incorrect fluid volume delivery. The correct set for a Heska / Niki IV Pump takes a 10 drops/ml set while some incompatible sets are 20 drops/ml. Use of an incompatible set is not recommended and should be checked prior to calling for assistance regarding pump or volume delivery errors. If you are using the correct IV set, however you believe your pump is delivering outside of +/- 5% of the expected delivery volume – it may need calibration, contact us for details.

Please refer to the original Operators Manual supplied with your IV pump to ensure the correct set is selected for your pump. It is also worth noting that the Heska / Niki IV pumps use a different set for Macro and Micro modes.