**Frequently Asked Questions for R7000**

* **Why does the date and time revert to 01/01/1970, 12:00 AM?**
	+ The coin cell battery inside of your unit needs to be changed. It is replaced during every calibration. If this occurs, the analyzer may be due for calibration. The analyzer should be sent it for the battery to be changed. Bionix does not recommend trying to change it in the field. There are ribbon cables that attach from the LCD screen to the circuit board. If they rip off, that will cause more damage.
* **My R7000 will not boot up.**
	+ First, confirm the analyzer was fully charged. If not, connect the charger to see if it will turn on. If the analyzer was charged, try the reset button. On the bottom on the machine there is a hole for analyzer reset. Use a paperclip and hold the button in for 10 seconds and then try to turn it on again. If it does not boot up, the analyzer will need to be sent to our technical services office for further testing.
* **My R7000 will not charge.**
	+ They will need to send it into us and we see if the rechargeable battery needs to be replaced or we need to send it to Matric.
* **GRD to GRD tests are failing.**
	+ There could be an issue with the reference cord. If comfortable evaluating, open the plug head of the reference cord. There will be 3 screws holding the pins into place. Loosen and tighten the screws but do not over tighten. If that doesn’t work, plug the cord into an outlet and use a multimeter to read the voltage to see if the reference cord is reading 115-120 volts. If it is not, there is a short somewhere in the reference cord and a new reference cord should be purchased.
* **The tension test is failing.**
	+ There is most likely an issue with the microswitches in the test probe. You may pull each pin and listen for a clicking noise. If you do not hear the clicking noise, the microswitch is probably bad. The test probe will need to be sent back to our technical services team for evaluation.
* **My R7000 is having a problem charging.**



* + If the above icon appears in the top right corner, this is an indication there is a charging problem. There is either something wrong with the battery or something wrong on the circuit board. The analyzer will need to be sent back to our technical services office for evaluation.
* **Some reports are not saving on my machine and they are being deleted.**



* + If the above icon appears in the top right corner, this is an indication there is a memory problem. Try moving the data files off the analyzer onto their computer. Typically the icon appears when the analyzer has too much data stored on the machine. If all the files are downloaded, and the icon still appears after restarting the analyzer it should be sent back to the technical services office for evaluation.
* **Can I change the name of the facility on the machine?**
	+ The Calibration Due Date, Model, Serial No. and Facility are preloaded and cannot be changed.
* **What is the routine maintenance?**
	+ The analyzer should be shipped back to the technical services office for annual calibration to ensure proper performance. The calibration service options and instructions can be found on the website: [www.bionix.com/safetytech](http://www.bionix.com/safetytech) or call 800-678-7074.

**Frequently Asked Questions for SGA-1000**

* **How long is each test?**
	+ About 1 minute.  Transient Flow tests are about 20 seconds longer.
* **What is the storage capacity?**
	+ Data files store test results for approximately 10,000 outlets. Data storage capacity depends on the storage capacity of the tablet. Bionix recommends backing up the collected data files and clearing the existing files.
* **How does the analyzer work?**
	+ Controlled by tablet for Android via Bluetooth connection.
* **Do I have to purge my outlets?**
	+ Yes, it's recommended to prevent debris/liquid from entering the analyzer.
* **How do I save the data that I collected?**
	+ All data, including measurements and descriptors, is automatically saved. Therefore, no need for a save button.
* **Does the analyzer test purity?**
	+ No, currently is no purity detector/sensor is included.
* **How long does the battery last?**
	+ The analyzer should operate for approximately 8 hours of battery charge.
* **What is the routine maintenance?**
	+ The analyzer should be shipped back to the technical services office for annual calibration to ensure proper performance. The calibration service options and instructions can be found on the website: [www.bionix.com/safetytech](http://www.bionix.com/safetytech) or call 800-678-7074.

**Frequently Asked Questions for B4000**

1. **How many zones are tested using the Bed System Measurement Device?**

The FDA guidance document titled “*Hospital Bed System Dimensional and Assessment Guidance to Reduce Entrapment”* describes the seven entrapment zones of a hospital bed system. The B4000 Bed System Measurement Device was designed to test the four critical entrapment zones. Currently, there is no tool or specifications to test Zones 5-7.

1. **What key body parts are at risk for entrapment in a hospital bed system?**

According to the FDA guidance document, the head, neck and chest are at risk for entrapment.

1. **What components make up a bed system?**

The bed system, as described by the FDA guidance document, is comprised of the bed, rails, and mattress.

1. **When should a bed system be assessed?**

You should be testing to manufacturer’s recommendations, when hardware is replaced, when the mattress is changed, and anytime a new patient is put into the bed. You should discuss the best practices with your risk assessment team.

1. **If a side rail is replaced after a bed system has passed, does the bed system need to be re-tested with the new rail?**

Yes, each time a rail or mattress is replaced it creates a new bed system. You must re-test a bed system to ensure there is no risk for entrapment.

1. **If your facility has removed side rails and is using assistive positioning devices, do you still need to test the bed systems?**

Yes, if you provide assistive devices as bed attachments for patients, your bed must be tested.  In addition, rails and assistive devices often play an important role in a resident’s life. Physical Therapists (PT) often requests these devices to help residents perform their Activity of Daily Living (ADL’s), for independence, rehabilitation and dignity.  They often play a vital role in the resident’s daily life as well as individualized quality of care and quality of life needs.

1. **Can you test a bed system with a patient lying in the bed?**

For ease of mattress movement and measurement, the patient should *not* be in the bed during test procedures.

1. **In what rail position do you test a bed system?**

A bed system must be measured in both the fully raised position and the intermediate position.

1. **Do you articulate the bed?**

Yes, articulate the bed until you see the largest gap, then test the bed system.

1. **Should any items remain on the bed while assessing a bed system?**

The sheets should be on the bed, but pillows and blankets should be removed prior to assessing a bed system.

1. **How do you use the strap?**

The strap is a safety harness. Use the strap to secure the cone to the rail being tested. For good safety practices always use the strap to prevent injury to the tester if the tool were to fall while assessing a bed system.

1. **Which critical entrapment zone uses both the cone and cylinder assembled?**

The cone is used to test Zones 1-3, the cone and cylinder are assembled together to test Zone 4.

1. **Which zones require you to pull 12lbs of force with the scale?**

The scale is used when testing Zone 1 and Zone 2.

1. **Do the tests need to be completed in order from Zone 1 thru Zone 4.**

No, the tests can be conducted in any order. Please ensure all zones are tested for each bed system.

1. **If the bed system passes Zones 1-3, but fails Zone 4, does the bed pass?**

The bed system must pass all four zones, in both the fully raised position and the intermediate position to “pass”.

1. **When testing Zone 4 the rail meets the cylinder on the PASS/FAIL line, is it a PASS or a FAIL?**

The result would be a FAIL for Zone 4. Always ere on the side of caution. If any result is a “close call” the bed fails.

1. **Was the Bed System Measurement Device designed to test air fluidized therapy beds?**

No, the B4000 was *not* designed to test air fluidized therapy beds, bariatric (obesity) beds, pediatric beds, cribs, or stretchers.

1. **Should you be documenting testing results?**

Yes, all results must be documented. CMS (Centers for Medicare & Medicaid Services) wants to see documentation. If it’s not documented, then there’s no proof the testing was completed.

1. **How do you clean/disinfect the B4000?**

To avoid cross contamination, disinfect the B4000 each time a different bed is assessed. Use only NON-chlorine based disinfection solution(s)/wipe(s) on the tool. Follow the disinfectant solution/wipe manufacturer’s instruction for use. Do NOT immerse or saturate the B4000 or any of its components in disinfecting solution. Ensure the tool is dry before beginning a test.

1. **What is the calibration process for the B4000?**

The B4000 should be shipped back to the technical services office for annual calibration. The calibration service options and instructions can be found on the website: [www.bionix.com/safetytech](http://www.bionix.com/safetytech) or call 800-678-7074.