	Service / Technical Bulletin		
	TITLE: T34™ 3V Battery Depletion Effects on Real-Time Clock		
	SWI NUMBER: TB08675	VERSION 00	PAGE 1 of 3

Technical Bulletin


T34™ 3V Battery Depletion Effects on Real-Time Clock

Revision History:

Rev.	CO#	Date	Change Rationale	Originator
00	CO000271	06/DEC/2020	Initial release of bulletin as part of Change Order	Raz Hadari

Signatures:

	Name	Position	Signature	Date
Reviewed by	Mark Oram	Service Readiness Manager (GCS)	<i>M. D. ORAM</i>	7 Dec 2020
Reviewed by	Omer Zeevi	Sustaining Manufacturing Eng. Manager	<i>[Signature]</i>	07-DEC-2020
Approved by	Eyal Ozeri	Regulatory Manager	<i>Eyal Ozeri</i>	10-Dec-2020
Approved by	Sharon Bukay	Quality Senior Manager	<i>[Signature]</i>	10Dec2020

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1. Background

Due to an internal 3V battery issue in 3rd edition T34™ pumps, clarification is required for identifying and resolving these issues.

2. Purpose

2.1 To inform distributors/service centers of how to resolve 3V battery depletion and time lag issues of the internal real-time clock (RTC).

3. Affected products / Scope

3.1 3rd edition T34™ pumps

Not in Scope

3.2 2nd edition T34™ pumps are not affected as they do not contain a 3V rechargeable battery but a non-rechargeable battery instead.


4. Description

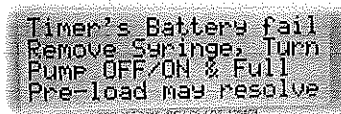
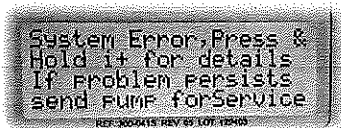
4.1 3rd edition T34™ pumps that are left without the main 9V battery for several days or weeks, may result in partial or full depletion of the 3V internal battery. The 3V battery powers the internal real-time clock (RTC).

The 3V depletion may trigger two different issues: “Timer’s battery fail” alarm and RTC time lag/delay.

4.2 “Timer’s Battery fail” alarm - 3V battery full depletion/drain


The internal 3V battery may completely deplete if the pump didn’t have the 9V battery inside for longer than two weeks.

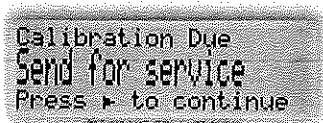
Once inserting the manufacturer recommended 9V battery and switching on the pump a *System Error* message will appear. When pressing the  button a “Timer’s Battery fail” alarm will display.



Resolving Issue:

As per instructions on the screen (image above), switch pump off and on again.

A *Send for service* message will appear. Once pressing  the message will disappear allowing the pump to pre-load.



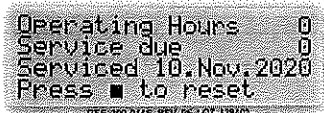
Access Change Set-up menu and toggle to **Time & Date** for adjusting time.



Once the time & date are adjusted access Technician menu and toggle to **Operating Hours** for resetting the hours counter.



When pressing ■ the current date will appear as the date by which the pump was serviced (the pump's default Service Interval is 12 months).
Press ► to exit the back to Technician menu.



4.3 RTC Time lag/delay - 3V Battery Partial Depletion:

Leaving the T34™ without a 9V battery may also lead to a partial depletion of the 3V battery after several days. The partial depletion may cause the pump's internal RTC (real-time clock) to lag by several hours to days.

Please note: Time lag/delay does **not** have an alarm or warning, as the pump will operate normally with no effect on infusion delivery.

The time lag will be noticed in the event log (directly in Events Log option in the pump menu or via BodyComm™).

Resolving Issue:

Resolving partial depletion can be done by inserting a new manufacturer recommended 9V battery, re-setting time & date and operating the pump normally. During operation or infusion, the 3V battery will be charged by the main 9V battery and there is no risk for delay in infusion delivery.

However, if the pump is not planned to be immediately used after re-setting time & date please proceed as follows: switch off the pump and keep the 9V battery in the pump for **12 hours** (allowing the 3V battery to fully charge).

If there are time constraints for waiting 12 hours to ensure recharge before delivering new pumps to clients, it is also possible to ship pumps with the 9V battery inside.