

LimbLogic® VS Troubleshooting Menu

Click  on the box that describes the issue with your system.

No connection
(pump & fob not
communicating)



Pump does not
maintain
charge



Pump will not charge, or
lights on charger not
working correctly



Fob has
blank
screen




System not
working right
out of box



Fob battery
not
lasting



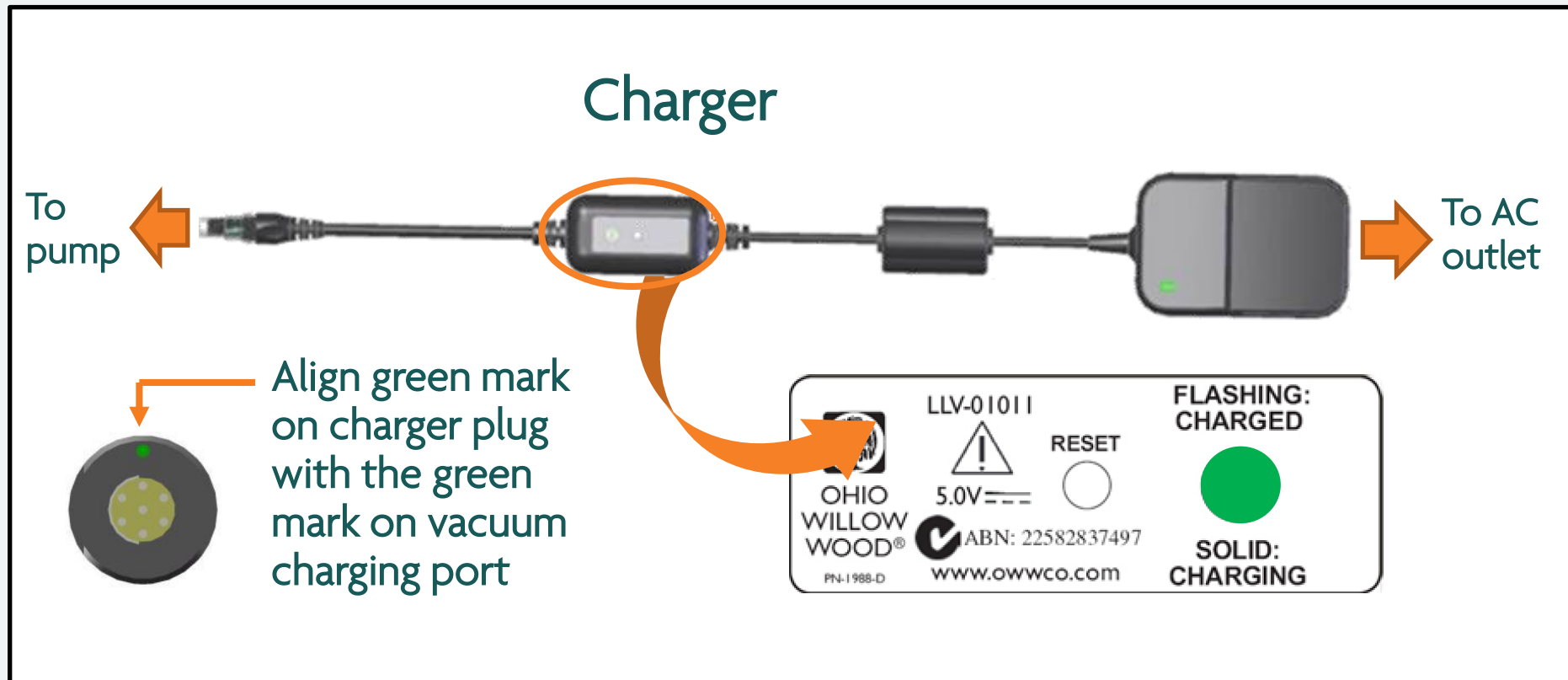
Leak icon on fob, ,
system running continuously,
system not maintaining vacuum,
or making “zip-zip-zip” sound



Cannot turn
pump on/
change
modes.

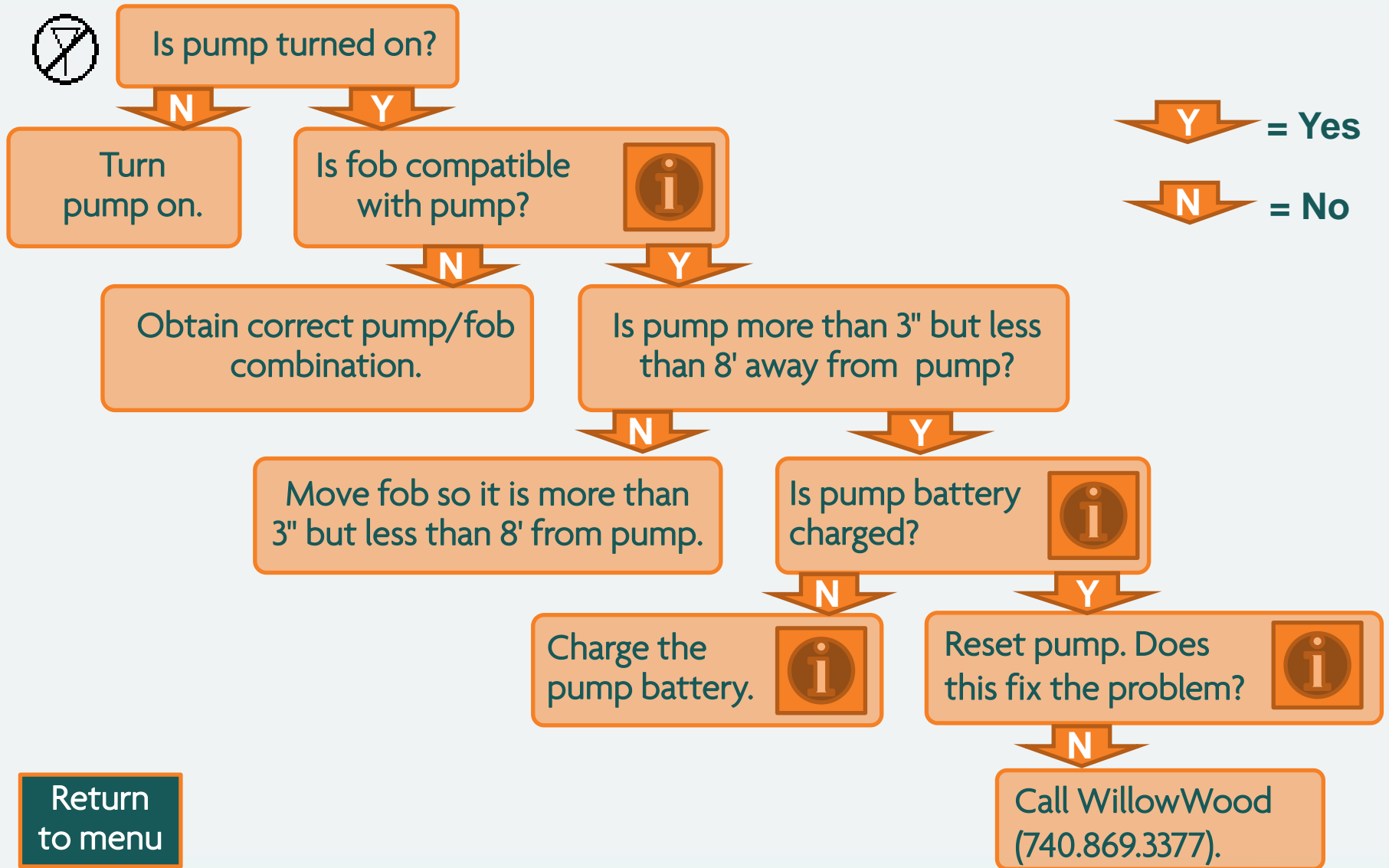


Charge the Pump Battery



Return
to menu

No Connection (Pump & Fob Not Communicating)



Return
to menu

Click  for more information.

WillowWood

Is the Fob Compatible with the Pump?

- Each fob and pump are electronically keyed together, and can be used only with each other
- When a patient is fit with LimbLogic, the serial number of the fob and the pump should be recorded in the patient's file

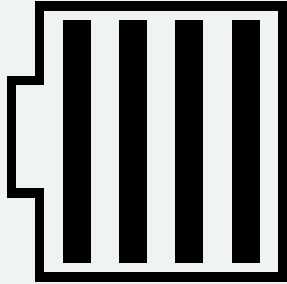


Check to see if the serial numbers of the patient's current fob and pump match the serial numbers in the patient's record!

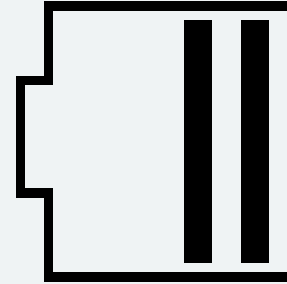


Go
back

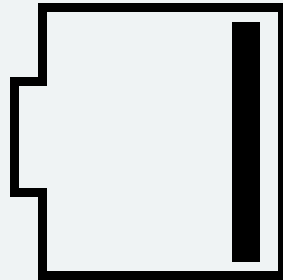
Is the Pump Battery Charged?



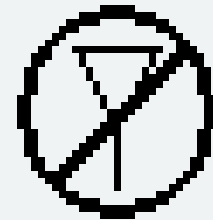
- Fully charged



- Needs to be charged



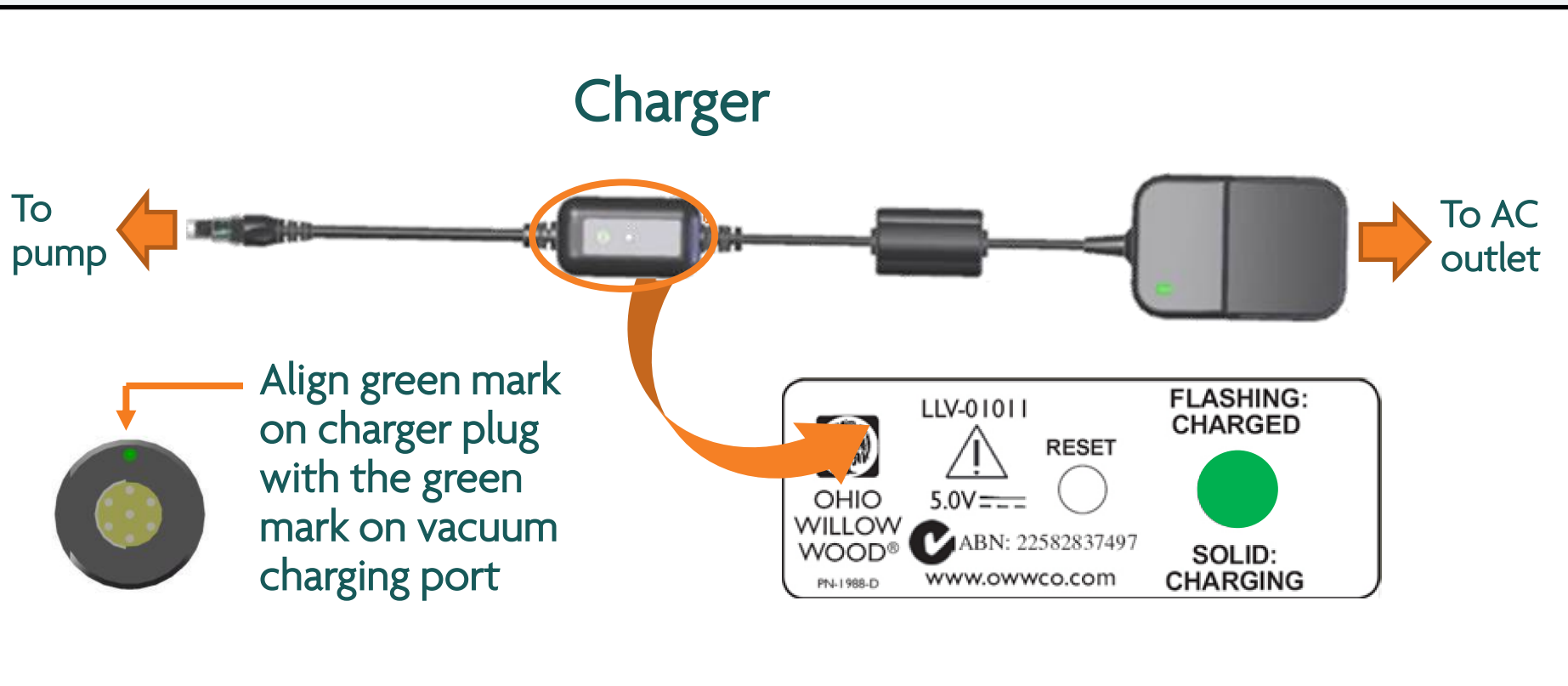
- Will go into “no connection” mode



- No connection

Go
back

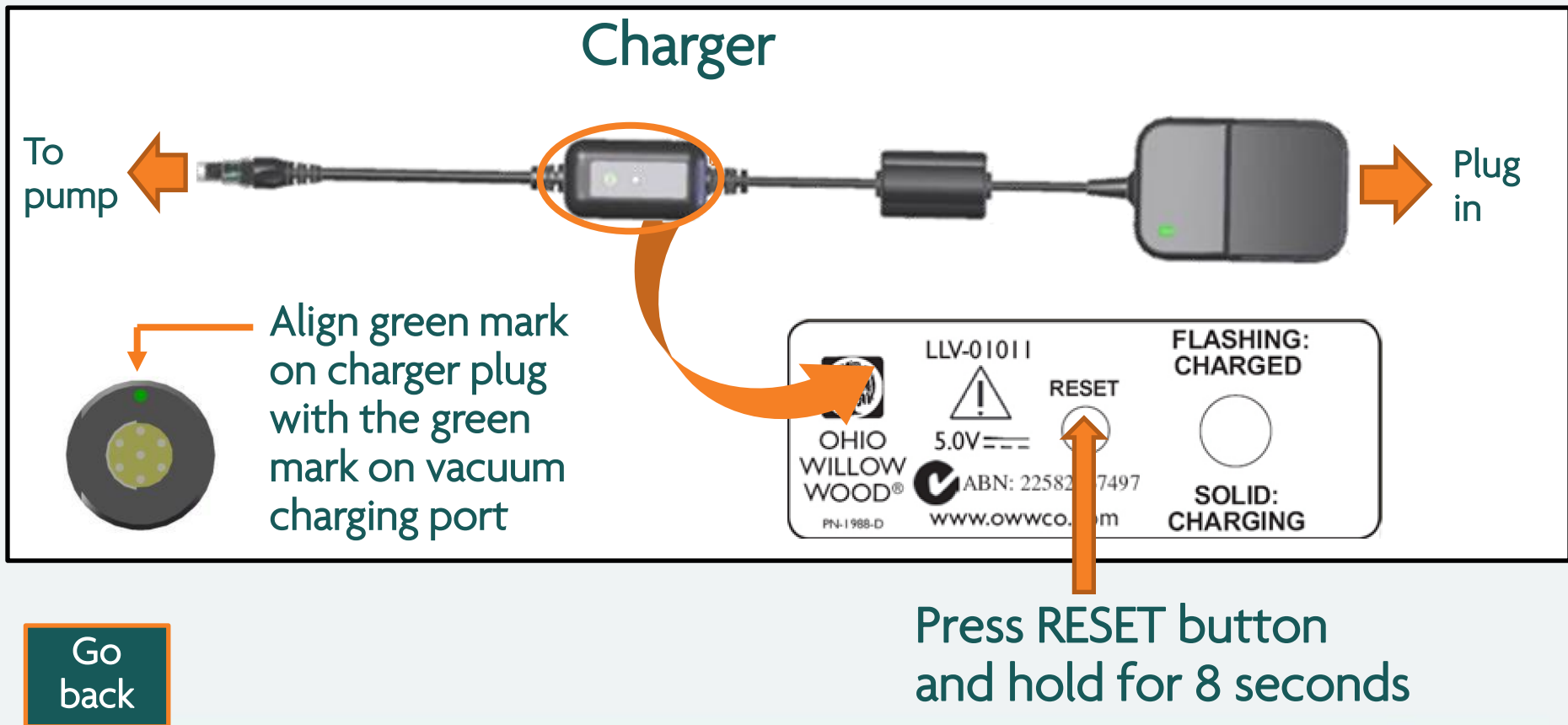
Charge the Pump Battery



Go
back

Reset the Pump

- If pump has been exposed to a large static charge, it may need to be reset



Diagnostic Test



- Assemble as shown
- Turn pump on;
watch vacuum level on fob

Vacuum level holds steady =
pump OK*

Vacuum level drops =
pump is leaking
(call WillowWood at
740.869.3377)

Go
back

**Exception: a pump that is very old may fail this test*

WillowWood

Pump Does Not Maintain Charge

Was pump battery charged at least 3 hours?

N

Charge battery for at least 3 hours.



Y

Is the Vacuum Range set very low?



Y

Increase Vacuum Range.



N

Is pump activating too often?

Y

Pump or socket may have a leak.
(Small leaks may not be indicated by leak icon.)

Y

Locate & address source of leak.



Y = Yes

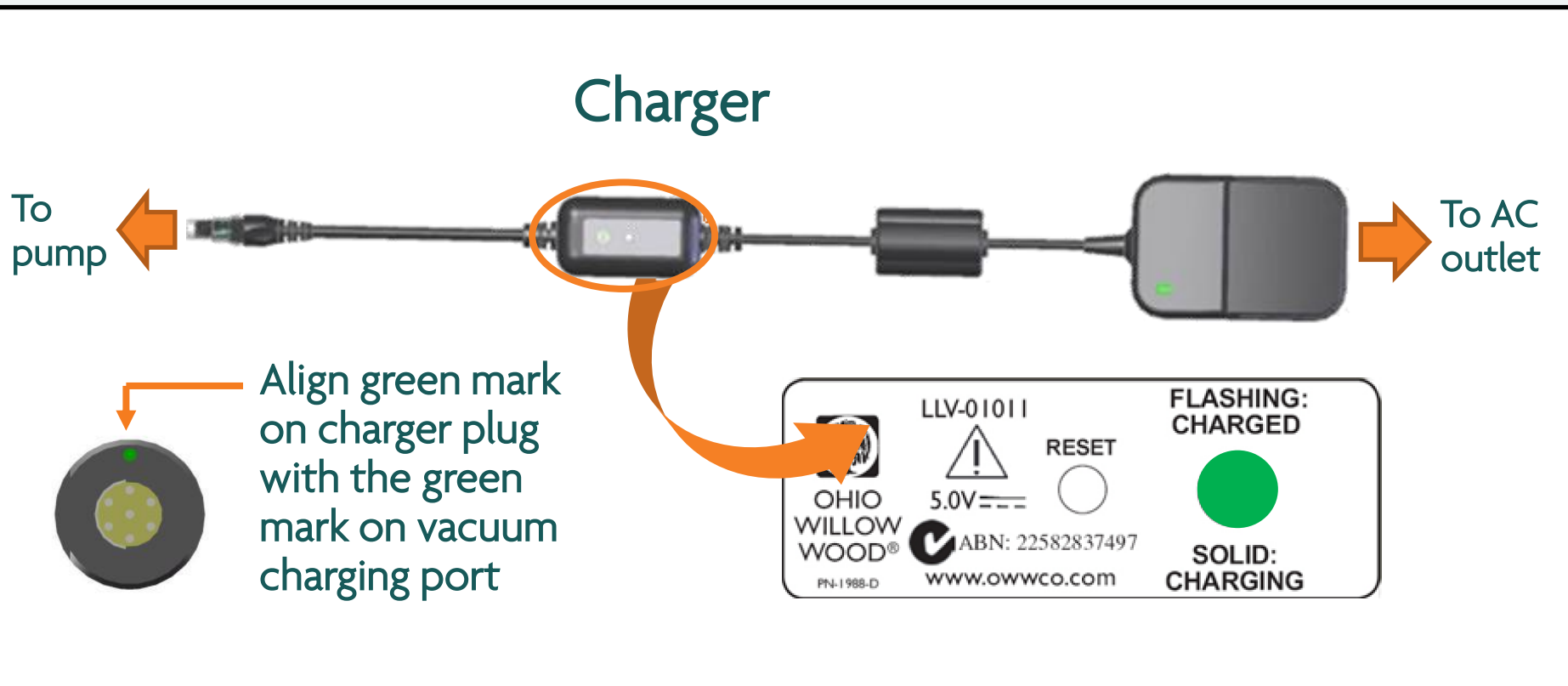
N = No

Return
to menu

Click  for more information.

WillowWood

Charge the Pump Battery



Go
back

Vacuum Range

- LimbLogic maintains the vacuum level within a range (the **Vacuum Range**) that is set by the prosthetist
- The tighter the **Vacuum Range**, the more frequently the pump will need to activate to maintain the vacuum level within that range
- Increasing the **Vacuum Range** reduces pump cycling and may increase the battery life

Go
back

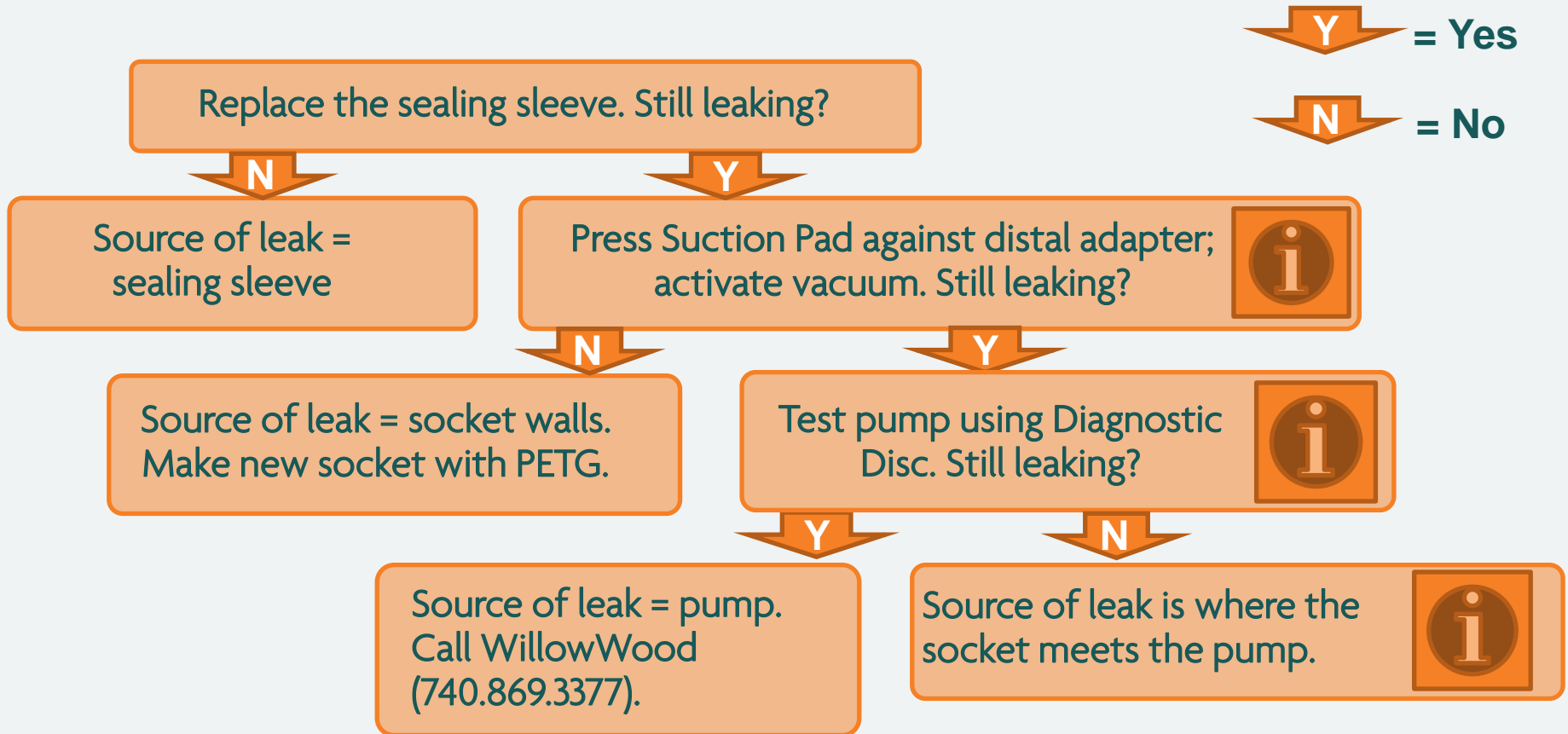
Increasing the Vacuum Range



- Press the **right** and **left** fob buttons simultaneously to access the Configuration Screen
- First screen is for User Maximum
- Press **up** or **down** button to advance to Vacuum Range screen
 - Use **left** buttons to increase the range
 - Press **center** button to save

Go
back

Find Source of Leak



Return
to menu

Click  for more information.

Diagnostic Test



- Assemble as shown
- Turn pump on;
watch vacuum level on fob

Vacuum level holds steady =
pump OK

Vacuum level drops =
pump is leaking
(call WillowWood at
740.869.3377)

Go
back

**Exception: a pump that is very old may fail this test*

WillowWood

Possible Causes for Leak at Socket/Pump Junction

- 4-Hole Adapter not attached to socket w/Fabtech 60
- Pump installed with wrong bolts
- Bolts not tightened to 9 ft-lbs/12 Nm
- Dirty/damaged Proximal Sealing Gasket
- Dirty/damaged surface of pump, adapter, or socket
- Leak at center hole walls
 - Drill hole out to 1/2", fill with Fabtech 60, drill 9/32" hole

Go
back

Pump Will Not Charge

Did pump vibrate 2-3 times when turned on?

N

Reset
pump.



Y

Did the pump vibrate 3 times and
are the LEDs on the charger lit?



Y

= Yes

N

= No

N

Press the charger's
reset button.



Y

Are the pins on the
charger plug bent?

Y

Purchase a new charger.

N

Is the electrical outlet live?

N

Switch to an outlet that is live.

Y

Is the charger cord damaged?

N

Purchase a new charger.

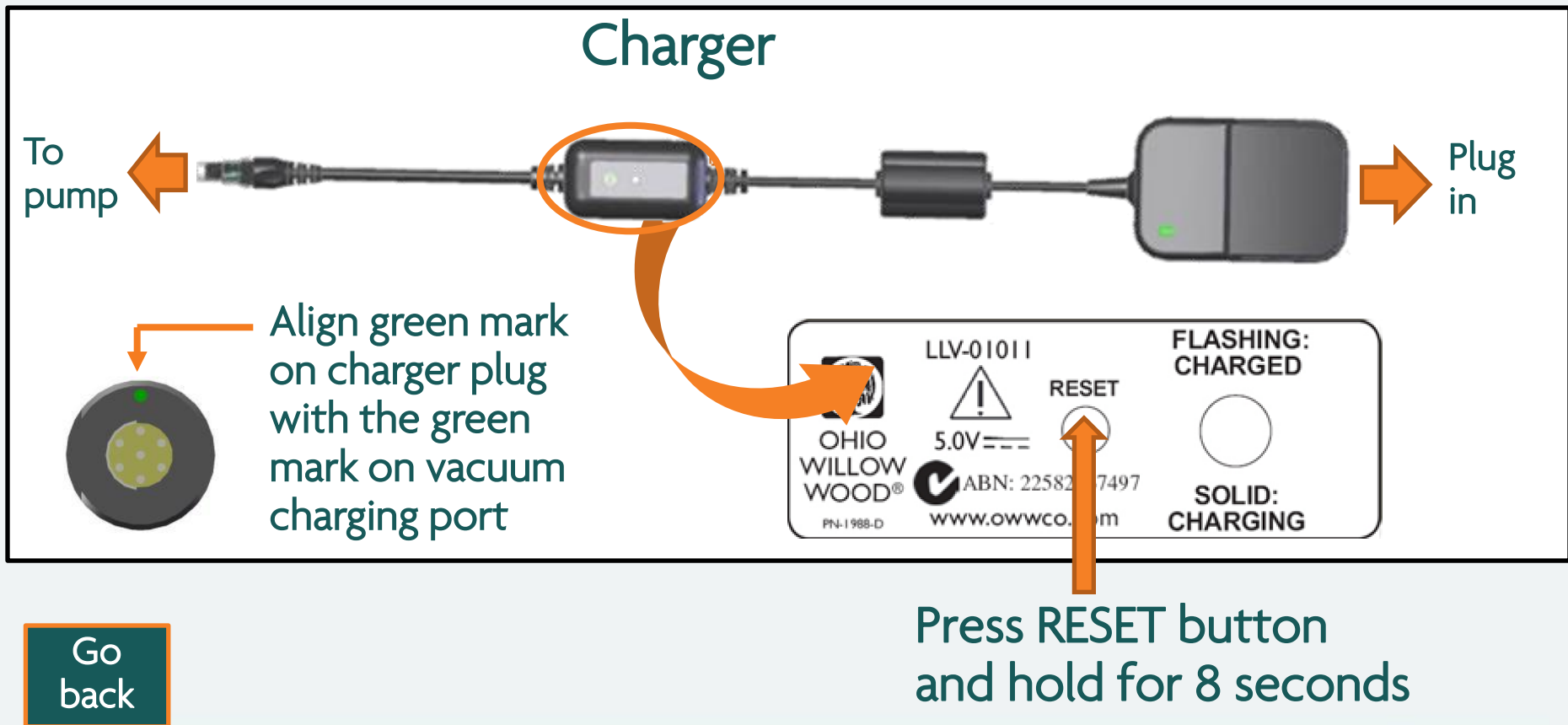
Return
to menu

Click  for more information.

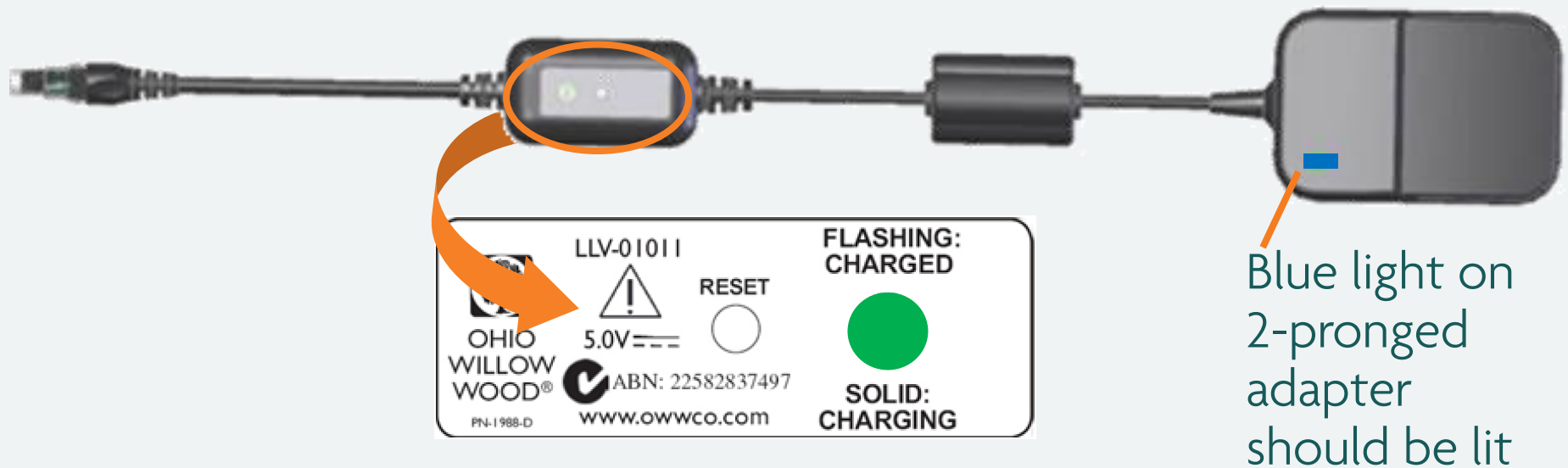
WillowWood

Reset the Pump

- If pump has been exposed to a large static charge, it may need to be reset



When Charger Is Plugged In...

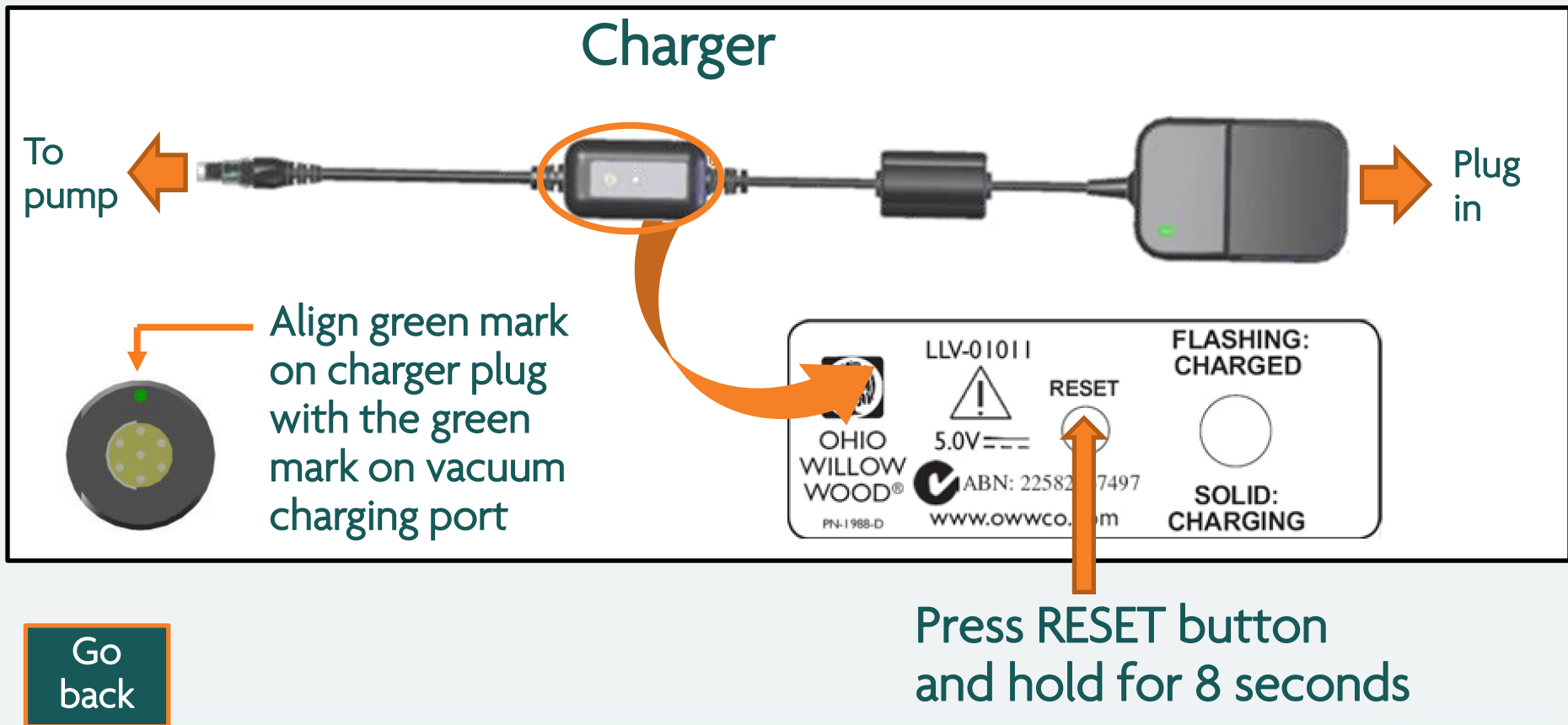


- Green light on charger node:
 - If battery is more than 95% charged, light will immediately be **solid** green
 - If battery is less than 95% charged, light will **flash** then **pause** before becoming **solid** (may take 30-60 seconds)

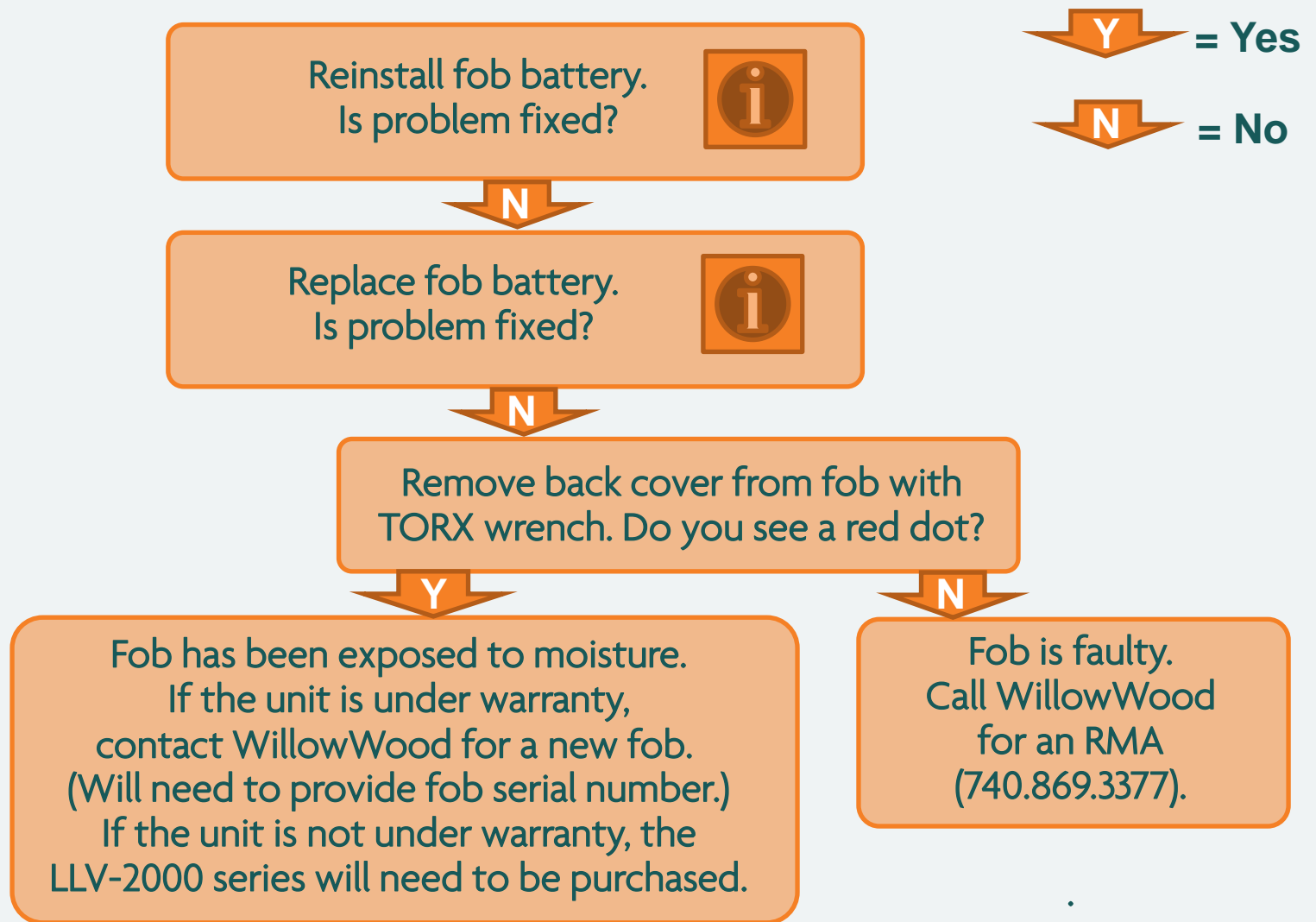
Go
back

Reset the Pump

- If pump has been exposed to a large static charge, it may need to be reset



Fob Has Blank Screen



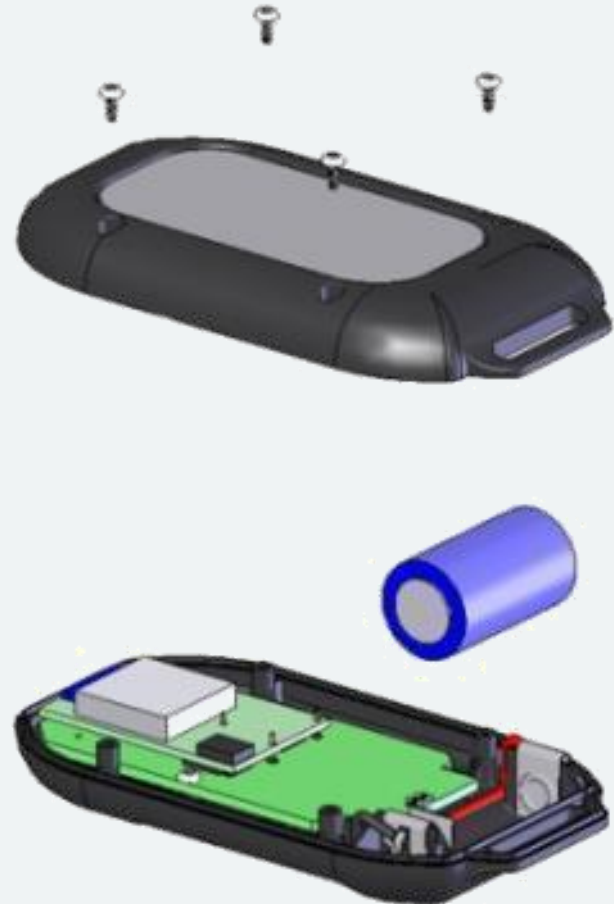
Return
to menu

Click ⓘ for more information.

WillowWood

Replace Fob Battery

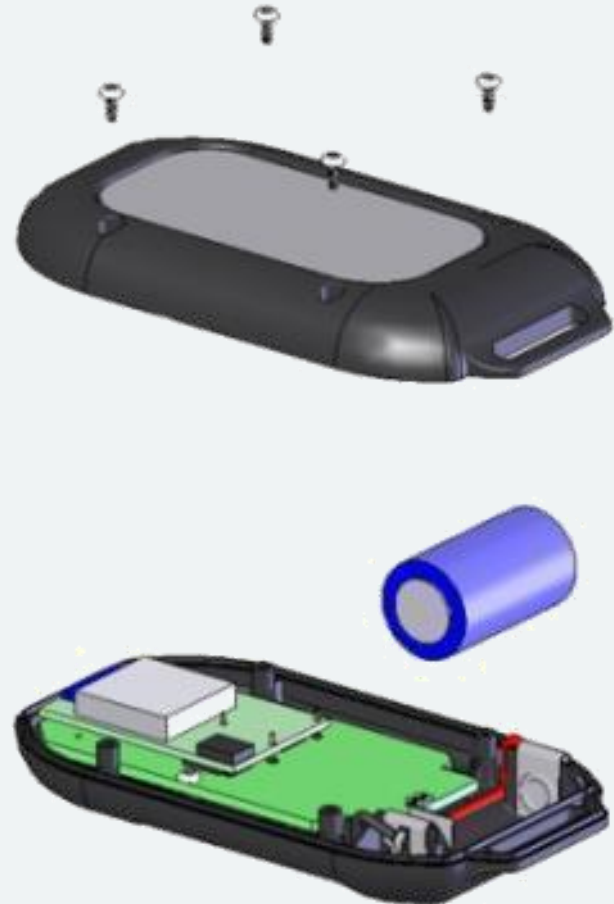
- Remove back cover of fob with Torx wrench
- Remove old battery
- Install new CR2 battery
- Reinstall back cover



Go
back

Reinstall Fob Battery

- Remove back cover of fob with Torx wrench
- Remove battery
- Reinstall battery
- Reinstall back cover



Go
back

[Return
to menu](#)

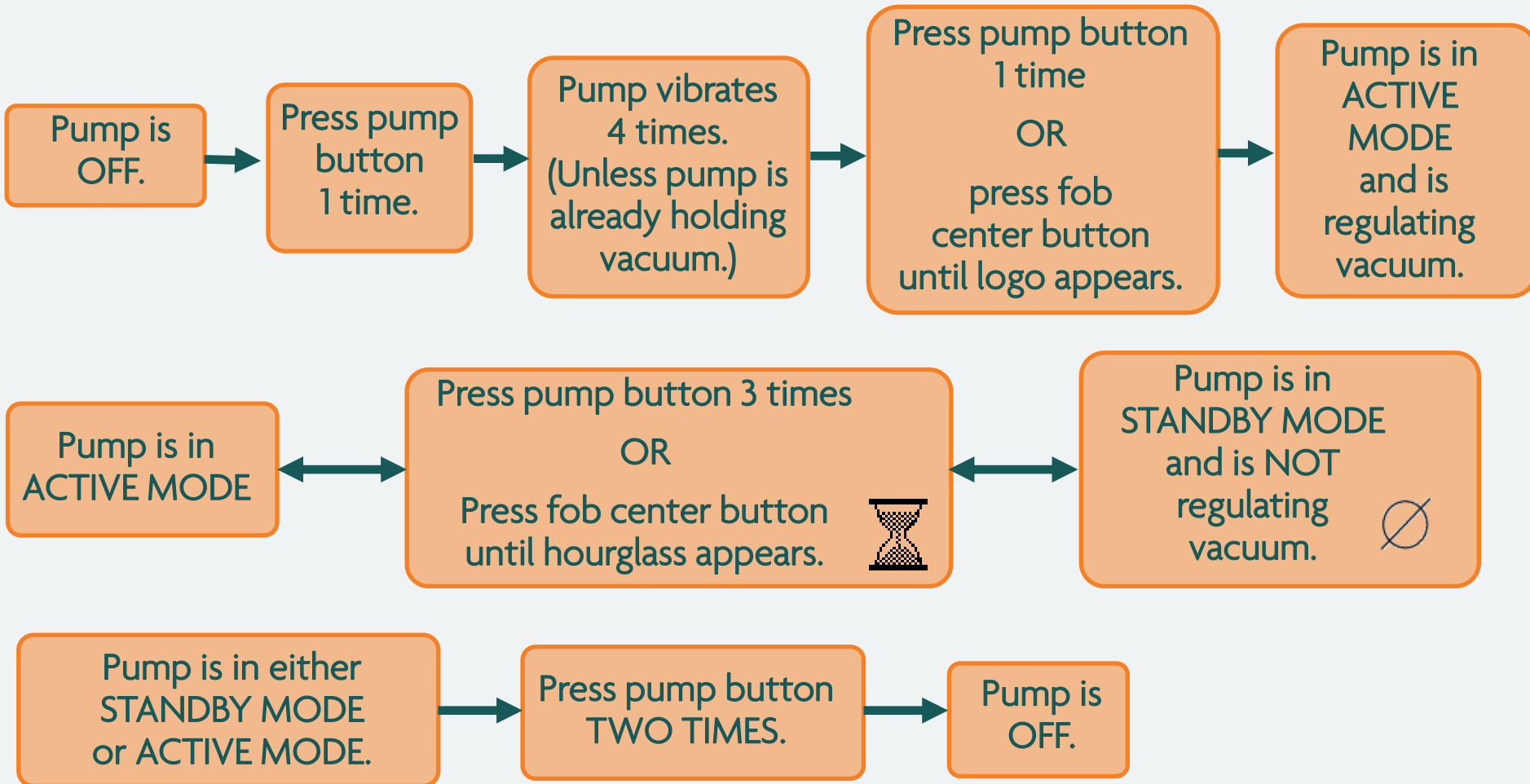
Fob Battery Not Lasting

- Ideally, fob battery lasts about 6 months
- Holding the center button increases the backlight on the fob, using more battery power



Return
to menu

Turn Pump On/Off or Change Modes

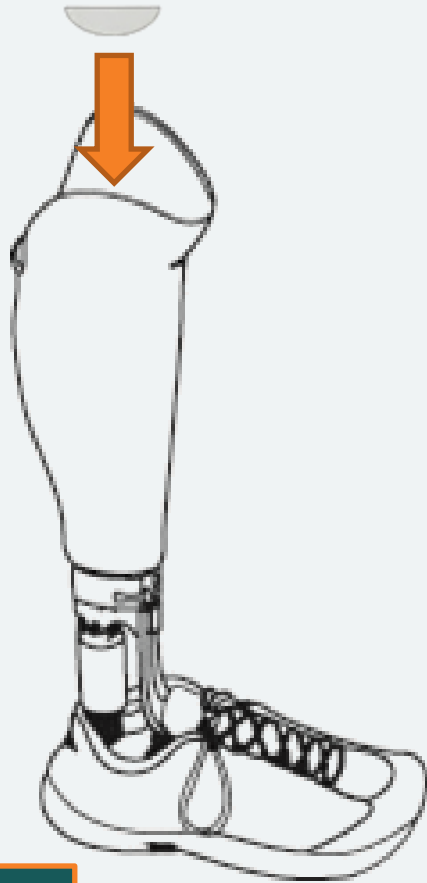


Return
to menu

Click  for more information.

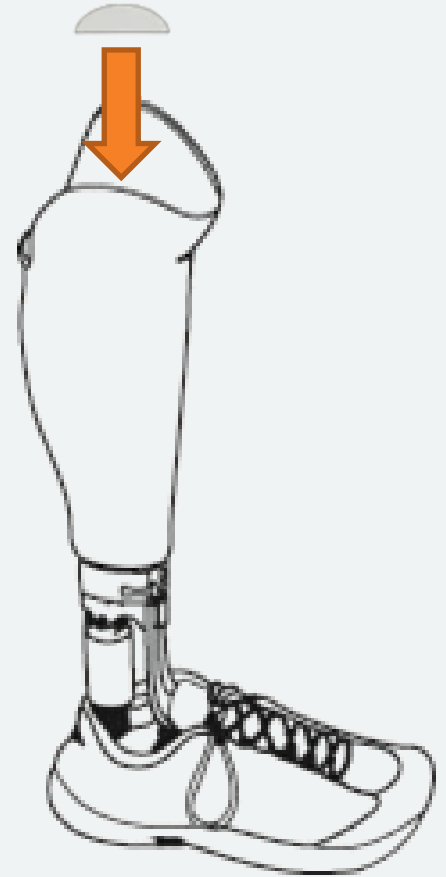
Suction Pad Test

Dome side down for laminated sockets



- Press Suction Pad (LLV-01100) against proximal surface of distal adapter
- Activate vacuum

Dome side up for thermoplastic sockets



Go
back