

## Troubleshooting Tips for SpO<sub>2</sub>

Table 3-7 Troubleshooting Tips for SpO<sub>2</sub>

Observation	Possible Cause	Corrective Action
1 The monitor measures a pulse, but there is no oxygen saturation or pulse rate.	Excessive patient motion.	<ul style="list-style-type: none"> <li>• Keep patient still.</li> <li>• Check that sensor is secure.</li> <li>• Relocate sensor.</li> <li>• Replace sensor.</li> </ul>
	Patient perfusion may be too low.	<ul style="list-style-type: none"> <li>• Check patient.</li> <li>• Increase sensitivity (Masimo only).</li> </ul>
2 SpO <sub>2</sub> or pulse rate changes rapidly, pulse amplitude is erratic.	Excessive patient motion.	<ul style="list-style-type: none"> <li>• Keep patient still.</li> <li>• Check that sensor is secure.</li> <li>• Relocate sensor.</li> <li>• Replace sensor.</li> <li>• Increase sensitivity (Masimo only)</li> </ul>
	An electrosurgical unit (ESU) may be interfering with performance.	<ul style="list-style-type: none"> <li>• Move the monitor as far as possible from the ESU.</li> <li>• Plug the ESU and monitor into different circuits.</li> <li>• Move the ESU ground pad as close to the surgical site as possible.</li> <li>• Sensor may be damp, replace it.</li> <li>• Remove sensor extension cable and connect the sensor directly.</li> </ul>
	Refractory period of the external pacemaker inhibits sensing of the ECG.	<ul style="list-style-type: none"> <li>• Turn off C-LOCK (Nellcor only).</li> </ul>
3 No SpO <sub>2</sub> value is displayed.	Oximeter may be performing self-calibration or self-test.	<ul style="list-style-type: none"> <li>• Wait for completion.</li> </ul>
4 SPO <sub>2</sub> : NO SENSOR DETECTED message appears.	Sensor not connected to patient or cable disconnects from device.	<ul style="list-style-type: none"> <li>• Check that sensor and cable are connected properly.</li> <li>• Check that appropriate sensor is in use.</li> </ul>
5 SPO <sub>2</sub> : SENSOR OFF message appears (Nellcor only).	Sensor is disconnected from patient.	<ul style="list-style-type: none"> <li>• Re-attach sensor.</li> <li>• Check that sensor is secure.</li> </ul>
	Patient has a weak pulse or low blood pressure.	<ul style="list-style-type: none"> <li>• Test sensor on someone else.</li> <li>• Check if patient perfusion is adequate for sensor location.</li> <li>• Check if sensor is secure and not too tight.</li> <li>• Check that sensor is not on extremity with blood pressure cuff or intravascular line.</li> <li>• Change sensor location.</li> </ul>
	Excessive ambient light.	<ul style="list-style-type: none"> <li>• Remove or block light source if possible.</li> <li>• Cover sensor with opaque material, if necessary.</li> </ul>
6 XXX appears in place of SPO <sub>2</sub> reading.	SPO <sub>2</sub> module failed. Internal cable failed.	<ul style="list-style-type: none"> <li>• Contact qualified service personnel.</li> </ul>