

Trouble Shooting

This document is a guide to help troubleshoot problems that might arise with your CryoPen System

Model Number: CT-2000

To get the best service from your CryoPen system please perform routine maintenance as shown in the operator's manual

For Technical Support or to report defects, please contact CryoPen, Inc. at 1-877-246-3955

Unit is not chilling

1. Is your unit plugged into the nearest 115volt outlet (standard wall outlet)?

Do not use extension cords. Line Surge protector is recommended.

Always follow the proper steps to turn unit on:

1. Attach power supply to unit
2. Attach electrical cord to power supply
3. Plug electrical cord into line surge protector
4. Fan/defrost mode will automatically come on and red light will illuminate on front panel of unit.
5. Turn unit on - green light will illuminate on front panel of unit.

2. Is power supply securely placed into left side of unit? Is electrical cord properly seated in power supply and surge protector? Make sure surge protector is switched on.



CAUTION: Unplug electrical cord from wall outlet before connecting power supply to unit.

3. Is the fan running and is the front panel light illuminated? Whenever the unit is plugged in the fan will run and the front panel will have a red (defrost) or green (ON) light, depending on the position of the switch. On/Defrost switch is located next to the power cord. If the fan does not run or the lights are not illuminated please contact Technical Support at 1.877.246.3955

4. If fan and lights are functioning normally follow power outage procedure below.

5. Did you have a power outage?

If so, follow these basic steps:

1. Turn unit off and allow to defrost (red light will illuminate on front of unit) Note: You will hear the fan running.
2. After unit has reached room temperature, unplug power supply from the wall outlet and remove pen cores from chilling wells.
3. Using the 14" swabs that were provided with purchase, remove all reservoir solution and water from chilling wells. Wells should be completely dry.
4. Remove reservoir tube from front of unit, discard old solution and refill to the maximum line.
5. Dry pen cores with the supplied cotton CryoPen towel. Using the supplied plastic pipette, fill each chilling well with reservoir solution (one pipette per well). Place 1 pen core into each chilling well and the remaining 2 in the holding wells.
6. Plug the power supply into the unit located on left side of unit - red light will illuminate on front of system. Turn switch to the on position - green light will illuminate on front of unit. Unit will be ready for use in approximately 60 minutes. Test pen core readiness using the temperature indicator.

6. Did you have a power surge?

If so, follow these basic steps:

1. Turn unit off –red light will illuminate on front panel of unit.
2. Unplug electrical cord from wall outlet/line surge protector.
3. Wait three to five minutes to allow electronics to fully power down.
4. Ensure that the round power supply connector is firmly inserted in the CryoPen machine, then plug the cord into the surge protector/wall outlet. The red light should illuminate and the fan should run.
5. Turn unit on, following these steps should allow your system to reset.
6. If unit does not chill properly after this process, turn unit off and follow the steps for a Power Outage and/or call Technical Support at 1.877.246.3955

Unit is loud

1. Is unit loud all the time or just at start-up?

During the initial start-up, unit may be louder than usual but will quiet down as unit reaches the final operating temperature.

2. Is the proper amount of solution in the wells? Pens will vibrate if solution level is insufficient.

When pen is removed from chilling well, solution should be visible for about 3 to 3.5 inches from the tip of the metal pen core. If level is too high or too low perform steps 5.3 and 5.5 above.

3. Are pen cores placed properly into the chilling wells?

If cores are not properly inserted into the chilling wells, they will not reach optimal temperature and could vibrate in the wells.

4. Where is unit located (on counter, rolling cart etc)?

If unit is placed on a metal cart, the cart might amplify normal machine sounds. Placing unit on a rubber mat will help noise reflection on a metal cart.

5. Relocating unit to a solid counter-top improves noise tolerance.

Pen Cores not getting cold

1. Is it all pen cores?

If yes, turn system off and complete the steps for **Unit is not chilling**

2. Have you followed the instructions for use/set-up instructions (reservoir solution)?

Initial set-up: one pipette of reservoir solution into each chilling well. After initial set-up, pen cores should always be wiped dry and dipped into tube located on front of unit containing the reservoir solution before inserting into chilling wells.

3. Are pen cores placed securely in chilling wells?

Make sure pen cores are pushed all the way down in wells. If a pen core is not replaced into a chilling well, freezing of the well will occur and unit defrosting will be necessary.

4. Do the pen cores appear to be cold when removed from the chilling wells?

Make sure you are attaching the temperature indicator properly to check the readiness of pen cores.

If problem is not resolved, call technical support for assistance 1.877.246.3955

Pen Cores are broken

Contact Technical Support at 1.877.246.3955 if you are experiencing problems with your pen cores. You will be asked a series of questions such as the ones below to help us determine what course of action needs to be taken.

1. Is it all pen cores?

2. Was the pen core(s) dropped? A pen core that has been dropped could be dented, bent, chipped or cracked and may be difficult to insert or remove from the chilling wells. Attempting to use a damaged pen

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core may damage the Cryotip as well. Technical support will need to issue a Return Merchandise Authorization (RMA) for you to return the item to our facility.

You may incur fees if an RMA is issued.

Pen Tips

Contact Technical Support at 1.877.246.3955 if you are experiencing problems with your pen tips. You will be asked a series of questions such as the ones below to help us determine what course of action needs to be taken.

1. Are the tips separating at seam?
2. Are you cold soak sterilizing or autoclaving?
3. Is the aluminum portion of the tip pitted or discolored in any way?
4. Does the pen core/s fit properly in the tips?
5. Are the two small locking pins aligned with the slots in the tip for proper insertion?

You may incur fees if an RMA is issued.

Temperature indicator not working

Contact Technical Support at 1.877.246.3955 if you are experiencing problems with your temperature indicator. You will be asked a series of questions such as the ones below to help us determine what course of action needs to be taken.

1. Is the connector on the bottom of the indicator fully seated on the pen core?
2. If LED fails to light, please try again.
3. Are you allowing one/two seconds for the indicator to register red or green?
4. Do you hear loose parts in indicator?

You may incur fees if an RMA is issued.

For complete information regarding your purchase of the CryoPen Cryosurgical System, please read the complete Operator's Manual.

There are no user-serviceable parts contained in the CryoPen. Only CryoPen, Inc. designated personnel are authorized to perform repairs on the CryoPen Cryosurgical System or accessories. Use of unauthorized personnel will void any and all manufacturer's warranties.

Customer Service and Technical Support:

For Immediate Technical Support Call: 1-877-246-3955

To order supplies or to contact CryoPen sales:

Toll Free: 1-888-246-3928

E-Fax: 1-281-754-4359

Note: Any device related incidents or problems, which are suspected to represent a safety issue, should be reported immediately to CryoPen, Inc. at: **1-877-246-3955**