



extriCARE 3600 Troubleshooting Guide

If additional alarm troubleshooting is required, please call (718) 871-2800.

Identifying Alarms-



When an alarm is triggered, the Orange Alert Triangle icon will appear on screen. This icon indicates there is an issue present requiring attention.

An Alarm Icon will appear next to the Triangle Alert Icon

Canister installation Alarm



This alarm occurs when the canister is not attached to the device securely. Inspect the canister to make sure the bottom tabs on the canister are aligned with the notches on the bottom of the device. Make sure the clip on the top of the canister fits snugly into notch on the top of device. If this does not resolve the alarm, replace canister.

Full Canister Alarm



This alarm occurs when the canister is full or drainage has blocked the canister sensor. Remove canister and replace with a new canister. The device will stop therapy if this alarm is not addressed.

Tubing Blockage Alarm



This alarm occurs when the flow of air back to the device is obstructed. Tubing should be allowed move freely and not be anchored down. No tape or transparent dressing should be placed over tubing. Check tubing for kinks or compression, possibly from resident laying on tubing. A blockage may also occur from improper drain placement. If the hole in the drain does not align with the hole cut in transparent dressing or is cut too small, the device sensor will pick up that obstruction.

Major Air Leak Alarm



This alarm occurs when the device is unable to maintain pressure at the set level. Check all tubing connections. Ensure canister is properly installed on device. Ensure top mount drain has been applied securely and without wrinkles. Inspect dressing for possible leakage areas, noting any areas where the transparent dressing is wrinkled or not smoothly adhering to resident skin. Coloplast putty maybe used as a sealant aid to prevent or seal leaks.



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Frequently Asked Questions

There is 00 on the screen. Is the device broken?

No, the 00 screen is the stand-by screen. Just press and hold the Start/Stop button for 2 seconds to start therapy. When therapy is in progress, a blue arrow will appear next to the bell on the display screen.

The screen is black, but the green light is on. What does that mean?

The device has a screensaver feature to allow for long battery life. The black screensaver initiates 3 minutes after the last button is pressed. Press any button to light up the screen. The device will be locked when the screensaver is on.

The green light is on but there is no suction. Is the device broken?

No, the green light is lit when the device is turned on. To start suction, press and hold the START/STOP button for 2 seconds. A blue arrow will appear on the display screen while therapy is in progress.

I am pressing buttons, but nothing is happening. Are the buttons broken?

No, the device is probably locked. The device self-locks 2 minutes after the last button is pressed to ensure there are not accidental changes to the settings. To unlock the device, press and hold the START/STOP button and the MODE button at the same time, until the device beeps.

I am pressing the Start/Stop button but nothing is happening.

Check to make sure the device is unlocked. Once the device is unlocked, press and hold the START/STOP button for 2 seconds.

The numbers on the screen are fluctuating. Is that normal?

Yes, the device displays the real-time pressure, and the adjustments necessary to maintain the set pressure. Numbers in a range of ten above and ten below are normal.

The dressing has a good seal and pressure is mostly around where it should be, but drops to 20 or below, then comes back up. Is it broken?

No, the device is set to intermittent. Confirm the device is in the intermittent mode by looking at the small box on the screen display. If the box has a dashed blue line, it is set to intermittent. To switch back to Continuous – Unlock the device, stop therapy by pressing and holding the START/STOP button, then press and hold the MODE button until you hear a beep. The blue dashed line will switch to a solid blue line. Then restart therapy in the continuous mode.

The black fluctuating numbers won't come up to the set pressure. Is the device broken?

There is probably a leak in the dressing. To check, clamp the tubing and watch the numbers. If the numbers reach the set range while the tubing is clamped, the dressing has a leak. If the numbers do not reach the set pressure range while the tubing is clamped, change the canister and recheck. If the issue does not resolve, contact WHT at (718) 871-2800.