

COMMON CANISTER ISSUES & POTENTIAL RESOLUTIONS

Scope: This document applies to all JVM-style InSite® and AutoPack® packagers

1. LEDs in Packager Cartridge Base Alternately Flash Red/Green

- PROBABLE CAUSE: The canister's ACRS chip is not functioning and requires reflashing.
- RESOLUTION:
- A. Extended Care (and AutoPack® DO/DEN) Canisters:
These canisters can be reflashed by performing a refill function using your pharmacy's ACRS chip writer.
 - B. Acute Care canisters (excluding AutoPack® DO/DEN) Canisters:
These canisters must be returned to Talyst for reflash (refer to canister return instructions at the end of this document).

2. Canister Dispenses an Excessive Quantity of Pills

- PROBABLE CAUSE: The NDC does not match that which the canister was designed to dispense.
- RESOLUTION: Although it may be equivalent in chemical makeup, pills vary in size from NDC to NDC. Ensure canister is filled with only pills matching the NDC on the canister's front label.

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- PROBABLE CAUSE: The canister's singulation brush is "sprung" or damaged.
- RESOLUTION: Return the canister (along with several pills samples) to Talyst for repair (refer to canister return instructions at the end of this document).

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- PROBABLE CAUSE: The pill's size has changed and no longer matches those previously successfully dispensed.
- RESOLUTION: Return the canister (along with several pills samples) to Talyst for repair (refer to canister return instructions at the end of this document).

3. Canister Breaks Pills During Rotation

PROBABLE CAUSE: The NDC does not match that which the canister was designed to dispense.

RESOLUTION: Although it may be equivalent in chemical makeup, pills vary in size from NDC to NDC. Ensure canister is filled with only pills matching the NDC on the canister's front label.

PROBABLE CAUSE: The pill's size has changed and no longer matches those previously successfully dispensed. Additionally, the pill may be too brittle to be dispensed reliably.

RESOLUTION: Return the canister (along with several pills samples) to Talyst for repair (refer to canister return instructions at the end of this document).

4. Pills Jam in the Canister, Preventing the Division Block (spoked wheel) from Rotating

PROBABLE CAUSE: Too many pills in the canister place unnecessary pressure on the rotating components. This can be exacerbated by use of the canister height extenders, etc.

RESOLUTION: Retest the canister using fewer pills, and/or removing any installed canister height extenders, etc. If this resolves the issue, consider deploying multiple canisters (daisy-chaining) using fewer pills in each.

PROBABLE CAUSE: The NDC does not match that which the canister was designed to dispense.

RESOLUTION: Although it may be equivalent in chemical makeup, pills vary in size from NDC to NDC. Ensure canister is filled with only pills matching the NDC on the canister's front label.

PROBABLE CAUSE: The pill's size has changed and no longer matches those previously successfully dispensed.

RESOLUTION: Return the canister (along with several pills samples) to Talyst for repair (refer to canister return instructions at the end of this document).

PROBABLE CAUSE: Excessive pill dust or residue prevents the rotating components from moving.

RESOLUTION: Ensure the canister is cleaned periodically per the instructions in the applicable Talyst Packager User's Guide.

5. Canister “Mis-Drops” or Otherwise Falsely Indicates a Successful Drop

PROBABLE CAUSE: Excessive pill dust and/or pill fragments may occasionally pass through the canister base and its enclosed photo-sensor, falsely representing a successful drop of an entire pill.

RESOLUTION: Ensure the canister is free of excessive dust, pill fragments, etc. The canister is cleaned periodically per the instructions in the applicable Talyst Packager User’s Guide.

CANISTER RETURN PROCESS

If the above suggestions do not resolve your issues its likely the canister will require repair at our depot.

Note: A canister may only be returned to Talyst for adjustment of accommodate the specific NDC for which it was originally designed. Talyst will not warrant a canister which has been repurposed to dispense a differing NDC.

1. Obtain the **Canister Return Form** (FRM-0009) on line via www.talyst.com/support, or via phone (800-541-4102).
2. Complete the Canister Return Form (including RMA and applicable samples pills if needed) and return to;

Talyst Canister Dept.
11335 NE 122nd Way
Suite 200
Kirkland, WA 98034