



JMS North America Corporation

## WingEater Trouble Shooting Guide

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PROBLEMS AND COMPLAINTS	PROBABLE CAUSE OF PROBLEM	SUGGESTIONS
Needles are dull or not sharp enough, causing pain	<ol style="list-style-type: none"> <li>1. Sticking angle is too low</li> <li>2. Skin is wrinkled</li> <li>3. Some patients are more sensitive than others</li> </ol>	<ol style="list-style-type: none"> <li>1. Stick at an angle of 25° - 45°</li> <li>2. Stretch the skin</li> <li>3. Medicate the skin before the stick if the patient requests</li> </ol>
WingEater guard, causing pain or pinching the patient access	<ol style="list-style-type: none"> <li>1. WingEater guard is too far from the wings</li> <li>2. Putting too much pressure on the guard and patient's access</li> </ol>	<ol style="list-style-type: none"> <li>1. Move the guard closer until it touches the wings and begins to fold them</li> <li>2. Hold or support the guard with your thumb or index finger</li> <li>3. Do not put pressure on the site until the needle is completely out</li> </ol>
Wings are hard to retract into the safety guard	<ol style="list-style-type: none"> <li>1. Guard is not touching the wings</li> <li>2. Tubing is not in alignment with the guard</li> </ol>	<ol style="list-style-type: none"> <li>1. Slide WingEater up until it touches the wings and begins to fold them</li> <li>2. Make sure the tubing is in the middle of the guard</li> </ol>
Blood splashing during retraction	<ol style="list-style-type: none"> <li>1. Not using the right technique:               <ol style="list-style-type: none"> <li>a. Using one hand technique</li> <li>b. Needle pulled half way out</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>1. Pull the tubing until the needle is completely retracted into the WingEater</li> <li>2. Put pressure on the site as soon as the needle is removed</li> </ol>
Wings do not fold well when the bevel is facing down	<ol style="list-style-type: none"> <li>1. Tubing is not in alignment with the guard</li> </ol>	<ol style="list-style-type: none"> <li>1. Pull the needle slowly and make sure the wings and the tubing are in alignment</li> <li>2. Hold the guard between the thumb and index finger when retracting the needle</li> </ol>
Wings are too soft and not getting enough leverage	<ol style="list-style-type: none"> <li>1. Wings has to be soft in order to fold and retract properly</li> </ol>	<ol style="list-style-type: none"> <li>1. Hold the needle lower, with the wings and cannula together</li> <li>2. Bring the wings together and lock studs and holes together</li> </ol>
Needle does not retract completely into the safety guard	<ol style="list-style-type: none"> <li>1. Improper technique: Used one hand technique</li> </ol>	<ol style="list-style-type: none"> <li>1. Use two hand technique</li> <li>2. Continue pulling the tubing until wings are below the safety line marked across the upper membrane of WingEater</li> </ol>
Needle tends to turn left or right causing pain and bleeding around the site	<ol style="list-style-type: none"> <li>1. Wings are not locked together properly</li> </ol>	<ol style="list-style-type: none"> <li>1. Bring the wings together and lock studs and holes together</li> </ol>
Hard to pull the needle into the guard when Sureseal is used on the site	<ol style="list-style-type: none"> <li>1. Sureseal is been placed on the wings and is sticking to them</li> </ol>	<ol style="list-style-type: none"> <li>1. Put the Sureseal on the site only; not covering the wings</li> <li>2. Do not put pressure on the site until the needle is completely out</li> </ol>
Needle tubing is hard to pull because the tubing is too soft and stretching	<ol style="list-style-type: none"> <li>1. Tubing is been held too far from the WingEater guard</li> </ol>	<ol style="list-style-type: none"> <li>1. Hold tubing approx. 1 inch behind the WingEater guard</li> </ol>
Bleeding or oozing around the site	<ol style="list-style-type: none"> <li>1. Needle inserted at the wrong angle</li> <li>2. Patient's skin is very thin</li> <li>3. Patient is taking a blood thinner</li> <li>4. Nurse sticks a few times before she/he finds the vein</li> </ol>	<ol style="list-style-type: none"> <li>1. Stick at an angle of 25° - 45°</li> <li>2. Do not stick in the same hole unless patient is using buttonhole technique</li> <li>3. Check the medication level in the blood</li> <li>4. Before you stick, assess the patient's access</li> </ol>
Can not pull both needles if the needles are too close to each other	<ol style="list-style-type: none"> <li>1. Needles are too close to each other and space is limited</li> </ol>	<ol style="list-style-type: none"> <li>1. Use the holding technique, holding the guard between your thumb and index finger</li> </ol>
The position of the fingers and placing on the guard is awkward	<ol style="list-style-type: none"> <li>1. Staff is use too using a different technique</li> </ol>	<ol style="list-style-type: none"> <li>1. See the video, disc or brochure, get an in-service and practice</li> </ol>
Needle moves when the guard is slid into place	<ol style="list-style-type: none"> <li>1. One hand is used to move the guard</li> <li>2. The tape is not on the wings to stabilize the needle</li> </ol>	<ol style="list-style-type: none"> <li>1. Use two hands to slide the WingEater guard up into position</li> <li>2. Keep one tape on the wings while you slide the guard into position</li> </ol>
Can not pull both needles at the same time and hold the patient's access	<ol style="list-style-type: none"> <li>1. Using two hand technique and not using the middle and ring finger</li> </ol>	<ol style="list-style-type: none"> <li>1. Use middle and ring finger to hold the patient's site</li> <li>2. Ask the patient to hold one site for you till you retract the second needle</li> </ol>