



This guide provides instructions for preparing your trophon[®]2 device to be safely returned for service.

Product Return Procedure with AuditPro[™] nanosonics



READ FIRST: Important safety information

Failure to purge and package your trophon device according to these instructions may result in irreparable damage to the device and potential harm and/or chemical exposure to material handlers.

The entity packing the device will be responsible for any repairs resulting from a deviation from the instructions within this document.

Understanding the service process

Using this guide

You should only use this guide if you have placed a service request and received your loan trophon2 device. Please see below to determine which process is applicable to you, then follow the relevant steps in this guide.

If Nanosonics AuditPro is not in use at your facility, follow the steps below to prepare trophon2 for service



What you will need

- trophon2

What you will need to do

- Prepare device to return: Backup, purge, wipe, pack
- Install the received trophon2 device

If Nanosonics AuditPro is in use at your facility, follow all the steps outlined in this guide



What you will need

- trophon2
- Mobile scanning device
- A computer with internet access

What you will need to do

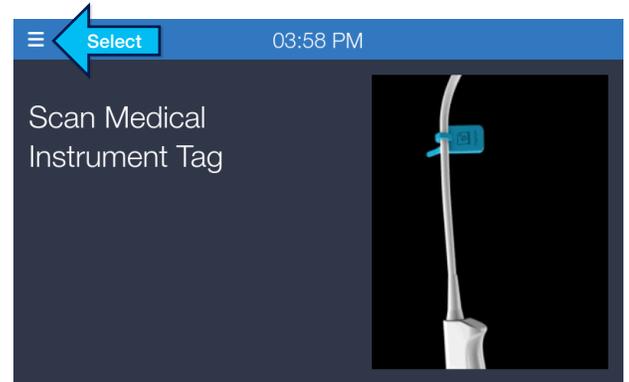
- Verify all logs are synced on trophon2 to be returned
- Prepare trophon2 device to return: Backup, wipe, pack
- Install the new or loaner trophon2 device
- Configure received trophon2 device for use with Nanosonics AuditPro
- Register and link received trophon2 device to Nanosonics AuditPro

Verify all logs are synced on original trophon2

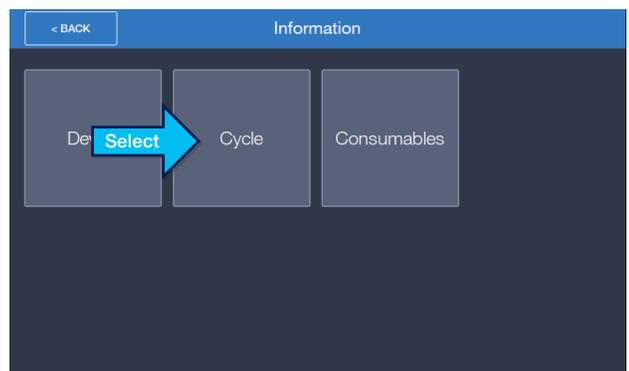
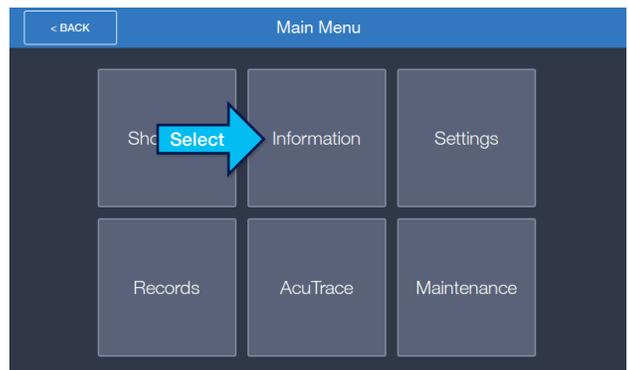
Tip: If you do not have Nanosonics AuditPro at your facility, skip this step.

On the trophon2 device

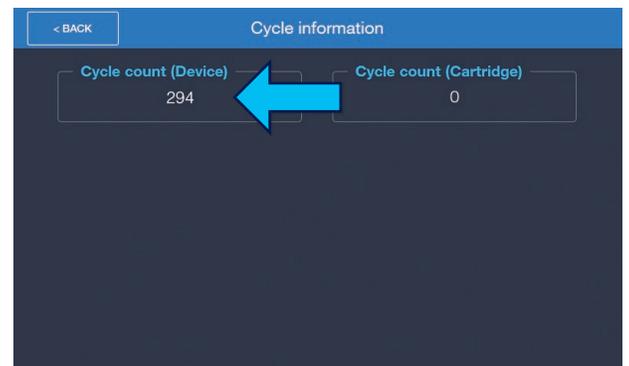
Select the **Main Menu** (☰) from the top left corner of the screen.



Then select **Information** and then select **Cycle**.



On the **Cycle** screen, you are able to review the **Cycle Count** for the particular trophon2 device. This Cycle Count should be verified with the total Cycle Count on the Nanosonics AuditPro Cloud Application (Next Step).



On the Nanosonics AuditPro Cloud Application

As a Nanosonics AuditPro Cloud Application Administrator, on the Nanosonics AuditPro Cloud application, select **trophon2 devices**, locate the trophon2 device to be sent for service and then select **View** ([→ View](#)).

Serial#	Display Name	Department	Room	First HLD Cycle	Last HLD Cycle	Total HLD Cycles	HLD Cycles/Day (a...)	Last Serviced Date
303617-006	7-011	Cath lab	V&V LAB	2/26/2021 09:02	3/4/2021 11:18	127	18.14	
303617-012		Coronary Care	V&V LAB	2/26/2021 09:56	3/4/2021 11:34	90	12.86	
303617-010		ICU	V&V LAB	2/26/2021 10:33	3/4/2021 14:46	127	18.14	
303617-010		IVF	V&V LAB	2/26/2021 10:03	3/4/2021 11:24	91	13	

This view provides additional information about the disinfection cycles performed by the trophon2 device. In the **Cycle#** column, you can determine the total number of Cycles and compare with the Cycle Count.

Cycle#	Cycle Date and Time	Probe Serial#	Result	Clean & Dry Operator	Cycle Operator	Disinfectant Expiry	CI Expiry
294	3/4/2021 11:18	USP020	FAIL	User 10	User 10	31 Dec 2021	
	3/4/2021 11:17	USP019	PASS	User 9	User 9	31 Dec 2021	
	3/4/2021 11:16	USP018	PASS	User 8	User 8	31 Dec 2021	
	3/4/2021 11:14	USP017	PASS	User 7	User 7	31 Dec 2021	
	3/4/2021 11:13	USP016	PASS	User 6	User 6	31 Dec 2021	
	3/4/2021 11:12	USP015	PASS	User 5	User 5	31 Dec 2021	
	3/4/2021 11:10	USP014	PASS	User 4	User 4	31 Dec 2021	
	3/4/2021 09:09	USP013	PASS	User 3	User 3	31 Dec 2021	
	3/4/2021 09:08	USP012	PASS	User 2	User 2	31 Dec 2021	
	3/4/2021 09:08	USP011	PASS	User 1	User 1	31 Dec 2021	
	3/4/2021 09:07	USP010	PASS	User 10	User 10	31 Dec 2021	
	3/4/2021 09:03	USP09	PASS	User 9	User 9	31 Dec 2021	
	3/4/2021 09:03	USP08	PASS	User 8	User 8	31 Dec 2021	
	3/4/2021 09:02	USP07	PASS	User 7	User 7	31 Dec 2021	
	3/4/2021 09:01	USP06	PASS	User 6	User 6	31 Dec 2021	

Important: If you are unable to verify the Cycle Count between the trophon2 device and the Nanosonics AuditPro Cloud Application, follow the connectivity troubleshooting steps in the Nanosonics AuditPro eIFU. If the problem persists, please contact customer support.

Prepare original trophon2 device for packing: Backup

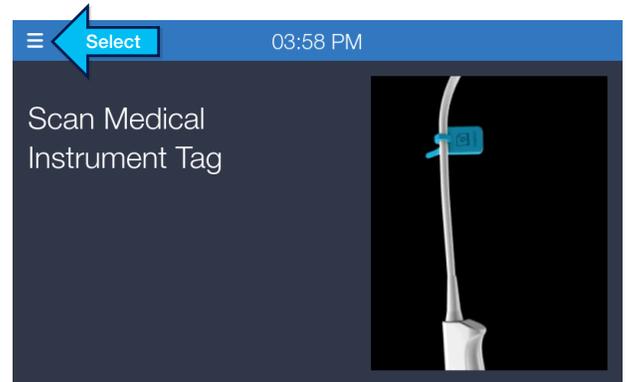
Nanosonics recommends that you back up the device logs regularly. This is particularly important prior to returning a device for service and maintenance. Backing up logs is an easy process that requires an unsecured USB drive. Instructions on how to perform a backup are detailed below.

Insert a USB drive into any of the three ports on the left-hand side of the trophon2 device.

Select the **Main Menu** (☰) from the top left corner of the screen and then select **Records**.

Then follow the on-screen prompts to **Download records to USB**.

The device logs will be saved as a CSV file on the USB drive and then can be transferred to a computer of your choice.

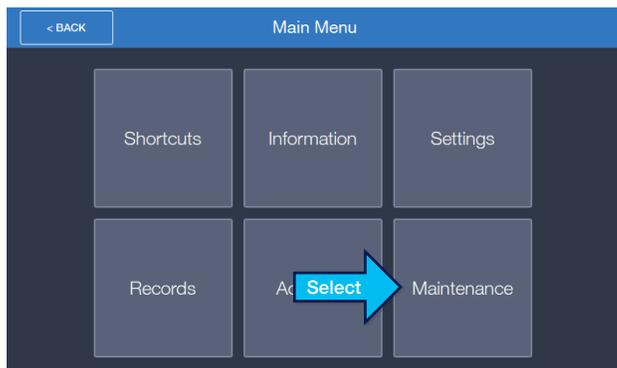
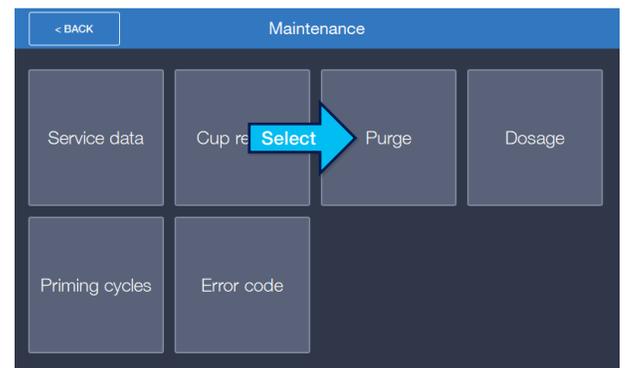
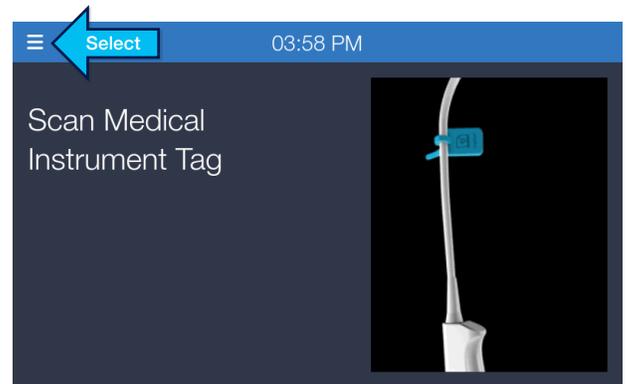


Prepare original trophon2 for packing: Purge

Select the **Main Menu** (☰) from the top left corner of the screen and then select **Maintenance**.

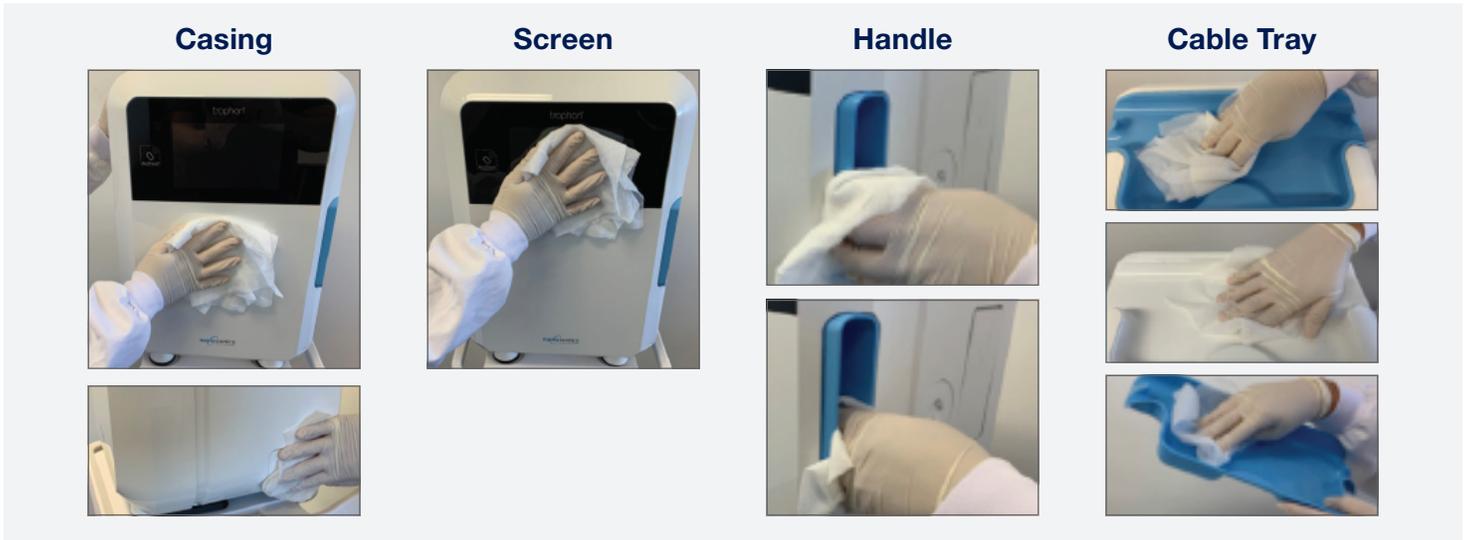
Initiate a purge cycle by selecting **Purge**.

Important: If unable to perform a Purge, please contact Nanosonics Technical Support to obtain alternative instructions.

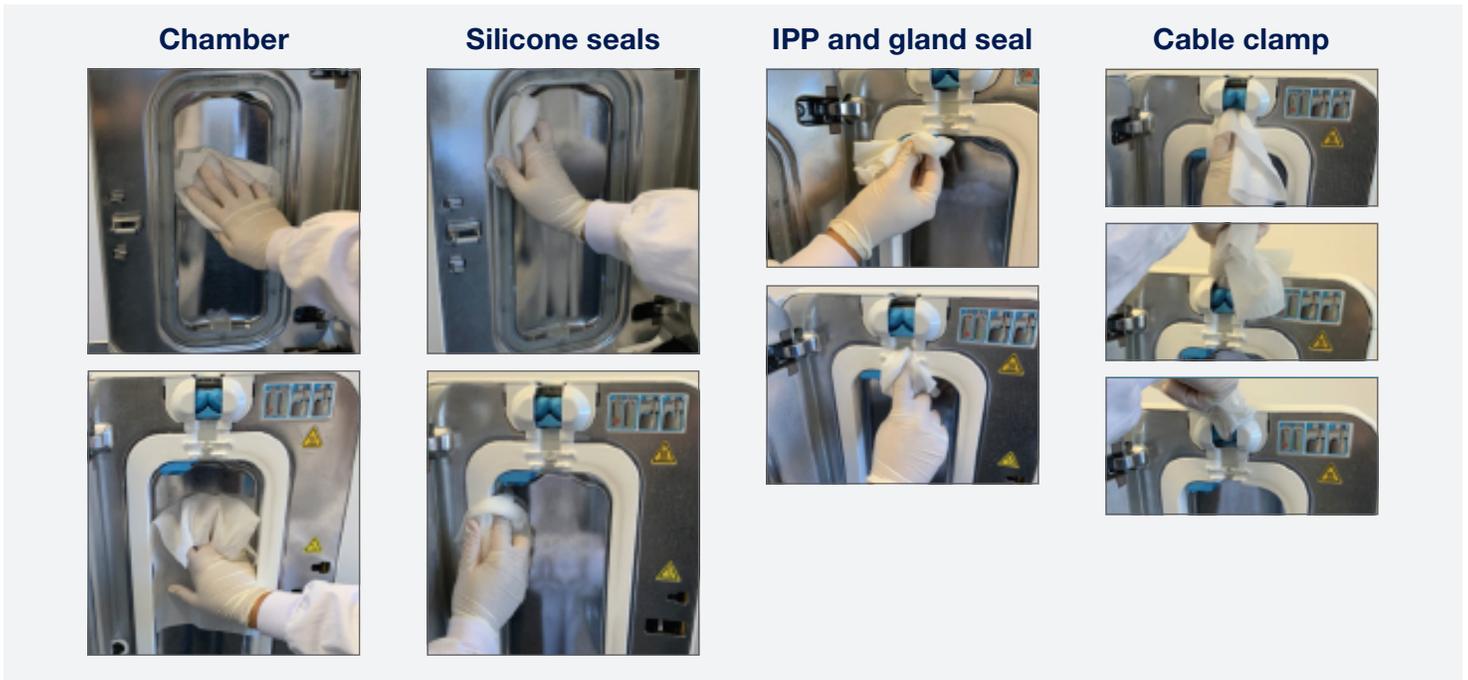


Prepare original trophon2 for packing: Wipe

Using an approved disinfection agent, wipe down all trophon2 device external surfaces, ensuring any required contact times are met. For approved disinfection agents, please refer to the trophon2 device instructions for use.



Open the chamber door and wipe down the chamber surface, including the areas around the seals and cable clamp. Ensure the device is clean and dry before packing.



Ensure the door is locked before packing. If the door is unlocked, manually lock the door using the door lock key which is located in the trophon2 waste drawer on the bottom right-hand side of the device. Refer to the trophon2 user manual for detailed instructions.

Ensure the door lock key is returned to the waste drawer and that the lock cover is repositioned and locked before packing.

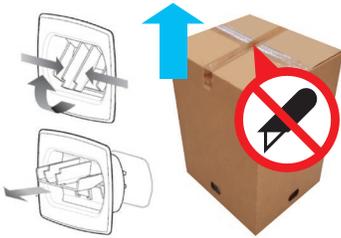


Prepare original trophon2 device for packing: Service packaging

If you have received packaging from the Nanosonics Service team, please use “Packing Instructions (Service Packaging)”. Use Steps 1–9 below to pack the device properly. **If you are returning a trophon2 device in its original packaging, please skip to the next page.** Customers should not return the power cord unless instructed to by Nanosonics customer support.

1. Remove the 4 packaging clips from the sides of the box, and slide the outer carton off the bottom tray.

- Do not cut the top of the box.
- Keep the packaging clips.



2. Ensure that the foam insert is securely fitted to the bottom tray.

- The F↑ symbol indicates the front of the trophon2 device.



3. Place the trophon2 device into the plastic bag.



4. Place the trophon2 device into the foam insert.

- **Warning: trophon2 Device is heavy and may require a two-person lift.**



5. Place a bag of silica gel inside the bag (if available).



6. Fold the plastic bag and assemble the top foam insert over the trophon2 device.

- The F↑ symbol on the foam indicates the front of the trophon2 device.



7. Slide the outer carton over the top foam insert, the trophon2 device, and bottom tray.



8. Insert the 4 packaging clips into the holes located on the sides of the box. Press the upper paddle downward until it rotates all the way and locks in place.



9. Make sure all 4 packaging clips are attached securely to the box, and box lid is taped properly.



Ensure to attach the address label or courier consignment note (if supplied) on the box. Ensure to take a note of the consignment note number (if supplied) for tracking purposes.

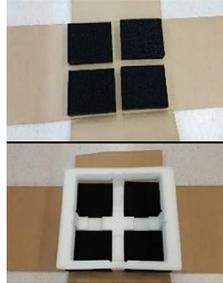
Prepare original trophon2 device for packing: Original packaging

If you are returning a trophon2 device in its original packaging, please use steps 1–9 below to pack the device properly. Customers should not return the power cord unless instructed to by Nanosonics customer support.

1. Place the trophon2 device into the clear plastic bag.



2. Place the 4 foam corners onto the inner tray of the cardboard packaging. Then, place the bottom insert on top of the foam corners.



3. Place the trophon2 device contained in the plastic packaging on top of the bottom insert.

- **Warning: trophon2 Device is heavy and may require a two-person lift.**



4. Place a bag of silica gel on top of the trophon2 device (if available).



5. Carefully lift each of the side of the cardboard packaging and place the outer lid over the inner tray.



6. Push the two bottom flaps of the inner tray inwards and continue to slide the outer lid downward.

- **Note: The longer bottom flap should be inserted first.**



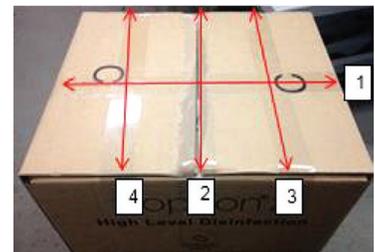
7. Fold the plastic packaging inward and place the top foam insert over the trophon2 device.



8. Fold the flaps of the outer lid and inner tray in alphabetical order.



9. Tape the outside of the box as per the numerical order shown below.



Ensure to attach the address label or courier consignment note (if supplied) on the box.
Ensure to take a note of the consignment note number (if supplied) for tracking purposes.

Install a trophon2 device



Instructions for setting up a trophon2 device can be found within the trophon2 Installation Guide that came with your device. **Instructions can also be accessed by simply scanning this QR code** or by visiting the Nanosonics Customer Centre at www.nanosonics.com/customer-center



Nanosonics AuditPro setup tip: Ensure a trophon2 device is connected to a network (ethernet cable is recommended). If using an ethernet cable, 'POE (Power Over Ethernet)' must be disabled for those ports. Consult your IT department for further information. A trophon2 device is set up using Network Time Protocol (NTP) settings.

trophon2 setup tip: If you are setting up a trophon2 device, ensure you have logged your Chemical Indicator batch.

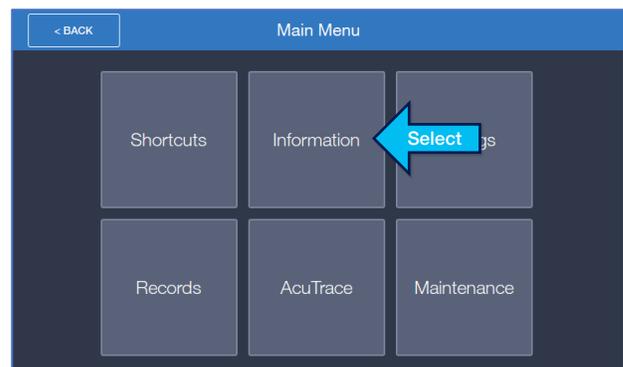
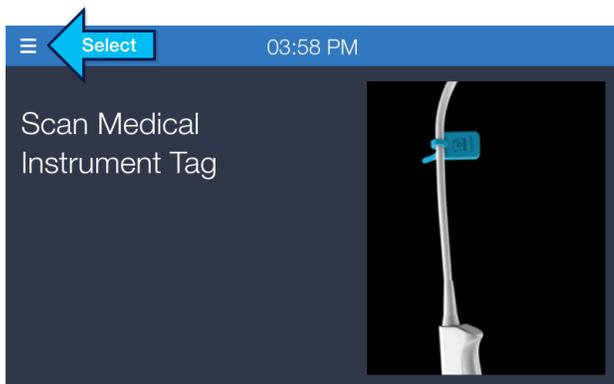
Important: Nanosonics AuditPro software uses the time, date and timezone settings on trophon2 devices to sync disinfection cycles with procedure information logged on the Mobile Scanning Device. Ensure that these settings are accurate before proceeding subsequent steps.

Configure received trophon2 for use with Nanosonics AuditPro

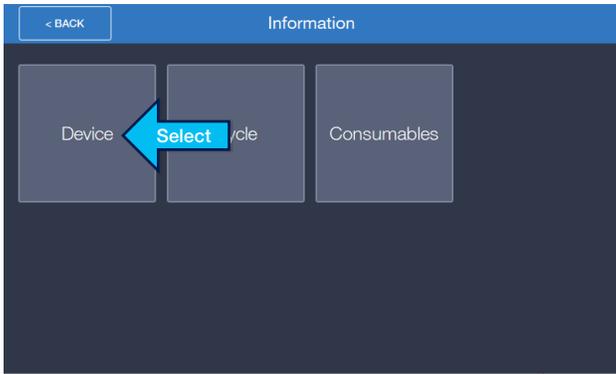
Tip: If you do not have Nanosonics AuditPro at your facility, skip this step.

On the trophon2 device

Once the trophon2 device has been configured, select the **Main Menu** (☰) from the top left corner of the screen. Then select **Information**.

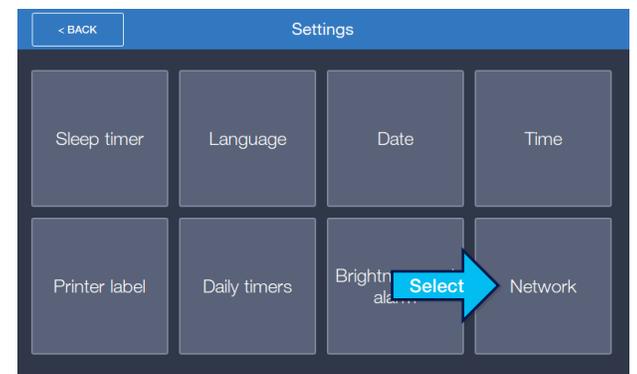
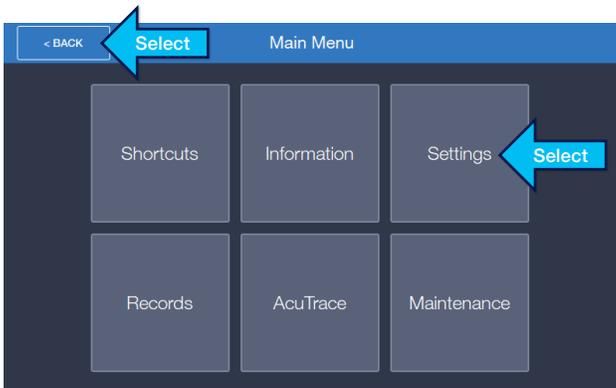
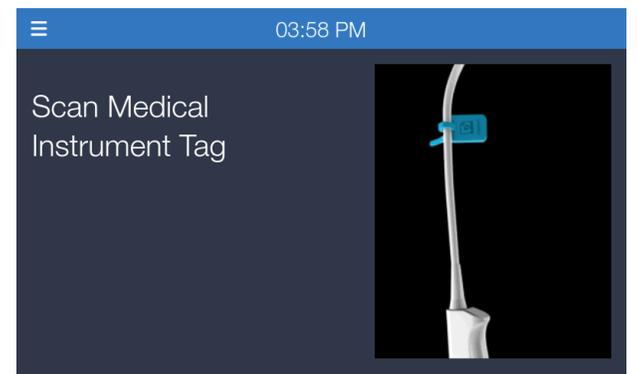


Then select **Device** and note the device serial number as you will need this for a subsequent step.



Return to the **Main Menu** (☰) by pressing the back button in the top left corner of the screen.

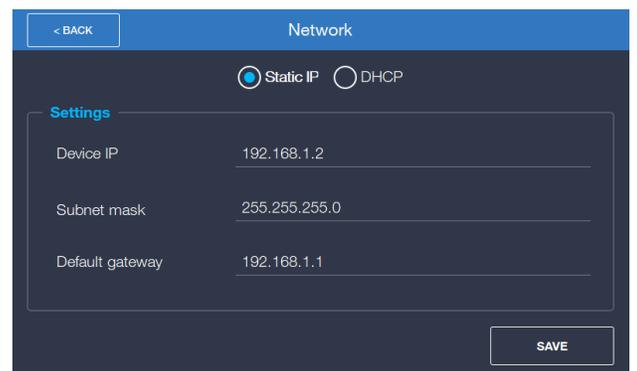
Then select **Settings**, followed by **Network**.



The trophon2 device should be configured to show its static IP address. You may need to obtain the IP address from your IT team.

Note the device IP address as you will need this for a subsequent step.

Important: trophon2 and Nanosonics AuditPro devices must be connected to the same subnetwork so that data can be regularly uploaded to the Cloud Application.



TIP: If you do not have Nanosonics AuditPro at your facility, skip this step.

On Nanosonics AuditPro Cloud Application

Go to **www.nanosonicsauditpro.com** and log in to your Nanosonics AuditPro Cloud Application as a Facility Administrator or Editor.

Then go to **Settings** from the navigation pane on the left-hand side and select **Register New trophon2 and Device Linking**.

The screenshot shows the 'Settings' page in the Nanosonics AuditPro Cloud Application. The left sidebar contains navigation options: Home, Notifications, trophon2 Devices, Accession#, Mobile Scanning Devices, Ultrasound Probes, and Settings. The main content area is titled 'Settings' and includes a sidebar menu with options: My Account, Change Password, Users, Facility, Register New Facility, Register New Mobile Scanning Device, Register New trophon2 and Device Linking (selected), and Register New Organization. The main content area displays the 'Register New trophon2 and Device Linking' form. It includes a 'Register New trophon2' button, a 'Show All' dropdown, and a search bar. Below this is a table with columns: Department, Room, Serial#, IP Address, and Mobile Scanning Device. The table shows one entry: Central Sterilisation, 143585-026, 10.27.2.69, Disabled. To the right of the table are buttons for 'CONNECT' (disabled) and 'ERROR' (disabled). The footer contains copyright information and a 'Powered by' logo.

Select **Register New trophon2** and the fields will become available for information entry. Locate your trophon device by selecting a Department from the dropdown menu and then enter a Room Name.

Enter the Serial Number and **Static IP address** obtained from the trophon2 device from the previous step. Refer to your IT team to assist with this information if required.

Then, select a Mobile Scanning Device from the dropdown field that will send the trophon2 data to the cloud. If successful, the **CONNECT** button will display **CONNECTED**.

This is a close-up view of the 'Register New trophon2 and Device Linking' form. It shows the 'Showing 1-1 of 1 items' text, the 'Register New trophon2' button, and the search bar. Below the search bar are five input fields: Department, Room, Serial#, IP Address, and Mobile Scanning Device. The Department field is currently empty. To the right of the Mobile Scanning Device field is a red 'ERROR' button and a 'CONNECT' button.

TIP: Once you receive your serviced trophon2, ensure you complete these steps again to prepare your device for use.



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