

FAQ for Clinical Devices

1. What is Preventative Maintenance and how often do I need to do it?

- a. Preventative Maintenance should be performed annually by a National Biological certified technician. The service covers the following: thorough cleaning & sanitizing inside & outside of the Phototherapy device. Interior reflectors and lamps are removed, cleaned, sanitized, and replaced (or replaced when new lamps are ordered). The floor of the booth is cleaned of any debris that may inhibit fan operation. The device is tested before and after cleaning for proper operation to prevent any unexpected downtime. Staff training can also be provided at this time. Contact us at 216-831-0600 opt. 10 or clincalsales@natbiocorp.com with the device Serial Numbers for your quote!

2. When do I replace my lamps?

- a. Narrowband UVB lamps should be replaced after 150 hours of usage and UVA lamps should be replaced after 300 hours of usage.
- b. The intensity of light emitted is reduced as lamps age, so increased treatment time is needed to obtain the same dosage. Even though an old lamp may still light and appear normal, the ultraviolet energy levels are lower making treatment less effective or causing erythema.

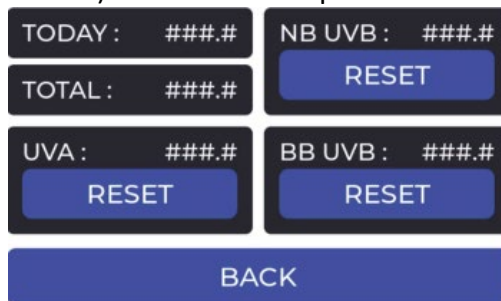
3. One of my lamps burned out. Can I just replace one or a couple of lamps at a time?

- a. Our devices are designed to have all lamps in the device with the same output of light, meaning we strongly advise against replacing only a partial set of lamps. When only a portion of the lamps are replaced, the uneven output from the lamps will create hot and/or cool spots within the unit possibly leading to uneven treatment, uneven distribution of UV energy, and difficulty in obtaining an accurate reading from the meters. Random lamp replacement may result in severe erythema of the overexposed areas.

4. How do I check my lamp hours?

- a. If you have a device with a touchscreen Dermasense Timer (Houva IV) follow these steps:

- i. Turn on the device
- ii. Navigate to the "Hour Meters" page
- iii. This will display your hours for all types of lamps in your device. Focus on the lamp hours for specific lamp types and not the total hours as that will not represent the hours on the lamp set that is currently in the device.



- b. If you have a device with a keypad and manual buttons (Hand/Foot II, Houva II, Foldalite III) follow these steps:

- i. Start with the key in the off position
- ii. Hold down start and stop buttons
- iii. Turn the key to on position
- iv. The timer will display "Hxxx" where 'x' is the number of hours of usage for the current set of lamps in the device





5. How often do I need to recalibrate my external meter?

- a. External output meters should be recalibrated annually. Recalibration must be completed at the National Biological headquarters. To begin the process – please contact us at 216-831-0600 opt. 10 or clinicalsales@natbiocorp.com with the Serial Number displayed on the back of the device.

6. How often do I need to replace my internal sensor?

- a. Internal output sensors should be replaced annually. To begin the process please contact us at 216-831-0600 opt. 10 or clinicalsales@natbiocorp.com with the Serial Number of your phototherapy booth. We will then issue a Return Authorization number to send the old one in to and once payment is received, we will send you a freshly calibrated sensor to replace it with.

7. Where is my internal sensor?

- a. Sensors are located between lamps 1 & 2 and 4 & 5 inside the door containing the timer system. Be sure to turn the device breakers off before installing or removing sensors.

8. How do I remove/install my sensors?

- a. Turn off the power at the main disconnect.
- b. Disengage the wire screen from attaching clips.
- c. Lift the screen up and out from the bottom and then lower the screen down out of the holes in the top socket plate.
- d. Remove the lamps covering the sensors.
- e. Remove upper and lower screws 6. Grasp the sensor firmly and pull.
- f. Install the new sensors in reverse order.

9. How do I place an order for a replacement part or additional lamps?

- a. Orders can be placed via email or phone. Before shipment, we do require either a Purchase Order or credit card payment. Contact us today to place your order or to request a quote.

10. I just received my replacement lamps and I hear broken glass. What do I do?

- a. We recommend using our shipping services. When shipped through National Biological's UPS accounts, all of your product is insured. Email us at clinicalsales@natbiocorp.com with photos of the broken product, the original Purchase Order number, or the last 4 digits of the credit card used to purchase and we will replace the product that was damaged at no additional cost to you. *(Replacements not guaranteed)*

11. Does the National Biological Corporation offer service contracts?

- a. Yes! We have service contracts available with discounted rates on replacement lamps, Preventative Maintenance, recalibration, and more! Give us a call at 216-831-0600 opt. 10 or email us at clinicalsales@natbiocorp.com for more information!

12. What can I clean my device with in between Preventative Maintenance?

- a. Surfaces that come into contact with patients, such as door handles and painted surfaces can be cleaned with an antiseptic wipe.
- b. When cleaning lamps and reflectors, turn off the circuit breaker on the device or electrical disconnect box. Apply a small amount of 70% isopropyl alcohol to a soft cloth then wipe the lamps and reflectors.
- c. To clean the screen, apply a small amount of glass cleaner to a lint-free soft cloth and wipe. Be sure to turn the circuit breakers off on the device before cleaning.



- d. The base of the booth can also be vacuumed to remove debris and dust. Keep the floor around the base of the device clean.

13. What part number do I need?

| Description | Part # |
|-----------------------------------|------------|
| Lamps (see Table 1 for quantity): | |
| NB-UVB Manuf #: TL100W/01/FS72 | 7TL-072 |
| UVA Manuf #: F72T12/BL/HO (PUVA) | 8HO-172 |
| UVB Manuf #: FSX72T12/UVB/HO | 7RA-072 |
| UVA-1 Manuf#: F72T12/BL9/HO | 8HO-072 |
| Ballast | 1BA-016 |
| Socket – spring loaded (top) | 1LH-012 |
| Socket – stationary (bottom) | 1LH-013 |
| Protective Screen (fixed section) | 5SC-009C |
| Protective Screen (door) | 5SC-010C |
| Patient UV Protection Goggles | 9PE-004 |
| Operator UV Protection Glasses | 9PE-014 |
| Operations Manual | 9MU-H3M-En |
| Installation Manual | 9MI-H3M-En |

14. The meter bar clips on my Houva II broke. Can I replace them?

- a. You sure can! The clip on the inside of the meter bar is part number 5HC-001 and the clip on the top of the meter bar (for the meter probe) is part number 5PC-002; both of which can be ordered through National Biological Corp. See the below images for further info.

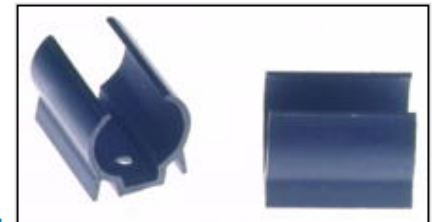
Clip on inside of meter bar = 5HC-001

Clip on top of meter bar (for meter probe) = 5PC-002



5HC-001

vs.



5PC-002

15. One or more of my lamps are not lighting up. What do I do?

- a. If one lamp will not light, it is likely the set of lamps is due for replacement.
- b. If two or more lamps will not light, it may be a ballast issue. One ballast drives two lamps. If the lamps can be moved and will light in another socket, then the ballast for those sockets is most likely not functioning.

16. My device won't power up and/or the touchscreen won't power on. What do I do?

- a. Check facility circuit breaker box and circuit breakers on the top right side of the device
- b. Contact us at 216-831-0600 opt. 10 or email us at clinicalsales@natbiocorp.com

17. My clinic is moving to a new location. Can National Biological help with this?

- a. We can! We have helped hundreds of clinics disassemble and reassemble their booths. Although our technicians cannot physically move the device to the next location, they can help to ensure that it is taken down and re-installed properly. Just be sure that the [Electrical Requirements](#) are completed before the technician's arrival. For more information on what is needed contact us at 216-831-0600 opt. 10 or email us at clinicalsales@natbiocorp.com.

18. Can a patient with an oxygen supply use a Houva booth?

- a. Yes, it's perfectly safe for these patients to use the booth.

19. Can a patient using a pacemaker use a Houva booth?

- a. Pacemakers and other implantable cardiac devices can be affected by electromagnetic fields. The ballasts used to power the lamps in phototherapy equipment produce electromagnetic fields. The energy produced by National Biological's hand-held and smaller panels will produce smaller, weaker electromagnetic fields. Our full body units and clinical units with more lamps will produce stronger electromagnetic energy fields. National Biological recommends that patients be aware of this potential and consult their doctor if necessary before using our equipment. We recommend that patients be aware of the symptoms of electromagnetic interference and discontinue use of phototherapy equipment if such symptoms occur. As a reminder, phototherapy equipment is prescription only and should always be used under the supervision of a physician.
- b. Please also review information from the manufacturer of your device. Below are a few links for convenient reference.
 - i. Abbott
 1. <https://www.cardiovascular.abbott/us/en/patients/cardiovascular-device-patient-services/emi.html>
 - ii. Boston Scientific
 1. <https://www.bostonscientific.com/en-US/patients/about-your-device/pacemakers/living-with-a-pacemaker/using-household-appliances-and-tools.html>
 2. https://www.bostonscientific.com/content/dam/lifebeat-online/en/documents/BSC_Electromagnetic_Compatibility_Guide.pdf
 - iii. Medtronic Electromagnetic Compatibility Guide
 1. https://www.medtronic.com/content/dam/medtronic-com/01_crhf/tachy/documents/EMC%20Guide%202016%20201103391eENp8.pdf?bypassIM=true

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