To which board is the device speaker connected?

**Main LCM board**

The battery End of Life/Reminder alarm - What action should be performed?

**Check if the pump's date and time settings are correct, and if so, replace the battery**

When is it required to download the ACT or BOH from the FTP site?

**Each time a new ACT or BOH version is released and according to service portal notification.**

True or false? Storage of the Main LCM display PCB and main LCM PCB spare parts require monitoring of temperature and humidity at all times.

**True**

The BOH Failed during the Charging test. Which part/s should be replaced according to the known issue diagnostic tree?

**Bottom Shell ASM**

The bolus handle is not responding. Which part/s should be replaced according to the known issue diagnostic tree?

**all of the above**

Which of the device authorization codes can be changed?

**High, Medium and Low authorization level codes**

The BOH test failed during the charging test. Which of the following could have caused the failure?

**All of the above**

The pump's Event Log must be downloaded manually for each pump

**True**

You received a device with an open complaint. When checking-in for the first time in the portal, the service flow will start on the screen:

**Known Issues**

How many battery replacements can be reported in one report on the Service Portal?

**Unlimited number**

Which components in the Sapphire Top Shell are considered "Critical Components" (components for which it is required to record the serial number of the part, if replaced)?

**Main LCM Board**

The pump alarms "Door open". What must be checked?

**All of the above**

If I select "Unknown repair method" and checkout on the service portal, what will the portal instruct me to do?

**Send the device to the service center for further investigation**

In which case is an ESD station mandatory?

**Opening the pump shell**

The pump does not turn on. How would you document the initial Bill of Health result in the Service Portal?

**Fail and document at comments pump will not turn on**

Which component is missing in the following picture?

**Antenna**

**Vinyl Cable Clamp**

Which material is used to seal the device after attaching the Top Shell and Bottom Shell?

**Silicon sealant**

A message is displayed on the device, "Door of administration cassette opened", although the pump door is closed (known issue 2.8). You identify that the magnet is missing from the door. Is replacing the door in this case defined as level 2 repair?

**Yes**

What is the maximal time period to conduct the Annual Certification Pressure Test after pressing the first mark?

**30 seconds**

What torque value is required in order to install the LCM Display PCB into the Top Cover Assembly when screwing the T6 Torx screws into place?

**0.16±10% N/m**

I have a Sapphire Multi therapy French pump (REF# 15031-000-0002), which software can be uploaded to the pump?

**French SW – All Modes 13.22.1**

Which set is approved for use in the Bill of Health test?

**Any Q Core Macrobore infusion set**

The BOH Internal Communication Test failed. What action should be performed

**Check battery connection, if it connected properly – replace battery and perform BOH**

Which information is displayed in the Information & Support section in the Service Portal?

**Notifications and document library**

From where should you download the most updated device software?

**From Q Core’s FTP site**

The Alarm LED does not function. Which part needs to be replaced?

**LCM Display PCB**

Which document describes the Sapphire hardware and software compatibility?

**Service Configuration Matrix**

Which of the following is not displayed in the Annual Certification results?

**Accessories test results**

When do Lexans (front labels) need to be replaced?

**Principio del formulario**

**After replacing the device Top Cover or when a known issue related to the Lexan was identified**

You received a pump that does not charge. Which diagnostic steps should you perform?

**Check with both power supply and a Mini-Cradle with splitter, then, in case the accessories work as designed, open the pump and check the Bottom Shell and the P to C Connector**

The pump's display LCM needs to be replaced. What tests will be performed after repairing the device?

**BOH and then ACTFinal del formulario**

I am a service center level 2 technician. Am I allowed to replace the Main PCB PMM?

**No**You found that the device screen is broken. Which part needs to be replaced?

**LCM Display PCB**

I have a Sapphire H100 Italian pump (REF# 15039-000-0004), which software can be uploaded to the pump?

**Italian SW – SapphireH100 13.22.3**

Does the computer need to have internet connection when using the Pump Loader?

**Computer internet connection is not required**

In the Battery due date field in the Service Portal, when will the date be colored in red?

**In case the battery expiration date is within less than 90 days**

Broken door hinges were noticed during inspection. Which part/s should be replaced according to the known issue diagnostic tree?

**Door Shell ASM**

What should you do with a device that has corrosion on its PMM board?

**Send the device to Q Core for level 3 repair**

**What cleaning materials are allowed for use with the Sapphire pump?**

**Only materials listed in the User Manual/Service Manual**

According to service manual, which of the following cleaning materials is authorized for cleaning and disinfecting a sapphire pump?

**Alcohol 70%**

You Received a device with an open complaint. When checking-in for the first time in the portal, the service flow will start on the screen:

**Diagnostic & Repair**

Where is the administration cassette located at the beginning of the Bill of Health test?

**Removed from the device.**

When performing the Bill of Health, how should you connect the power supply and the communication cable?

**Connect the power supply directly to the device and the communication cable directly to the Mini-Cradle**

The screen is blank. According to the know issue diagnostic tree, which part/s should be replaced?

**LCM Main PCB and LCM display PCB.**

The pump’s Event Log must be downloaded manually for each pump.

**False**

What is the duration of the Annual Certification Flow Accuracy Test?

**13 Minutes**

The bolus handle is not responding. Which part/s should be replaced according to the know issue diagnostic tree?

**Bottom Shell ASM**

You determined that the complaint could not be confirmed and that the pump works as designed. Which analysis and repair codes do you need to report on the Diagnostic Form in the Service Porta?

**Report codes: complaint KID, no failure found perform service flow.**

In the Service Portal, which message is displayed if ACT failure was reported?

**A message instructing to send the device to the service center**

Where can you find instructions for battery replacement?

**In the Service Manual**

Why is the reference number (REF) on the back of the device important?

**It is the identifier of the product. Regulatory-wise, a product may never change its reference number during its lifecycle**

You receive a pump with a Drug Library installed on the device. Is it required to remove the drug library from the device prior to performing the ACT?

**No, The Drug Library removal is done automatically by the ACT software, when required**

You checked the "Could not find the error in the list" checkbox in the Service Portal. What are the next steps in the portal flow?

**After submitting the Intake Form a message will be displayed stating to send the device to the service center**

There is no communication between the pump and the computer. Which part/s should be tested?

**All of the above**

To which board is the battery connected?

**PMM board**

A message is displayed on the device, "Door of administration cassette opened", although the pump door is closed (known issue 2.8). You identify that the magnet is missing from the door. Is replacing the door in this case defined as level 2 repair?

**Yes**

What should you do with a device that has corrosion only on its Bottom Shell?

**Replace the Bottom Shell**

"Key stuck" message has appeared on the pump. According to the known issue diagnostic tree, which part/s should be replaced?

**a, b, d**