

# UniSUC & Whisper Troubleshooting Guide

## Introduction

This troubleshooting guide addresses common issues with the UniSUC system, a patent-pending, non-invasive external urinary catheter designed for adult incontinence management. The system includes a reusable frame, disposable liners, and a fluid suction machine (e.g., the Whisper Fluid Collection System or compatible devices like PureWick®). Always follow safety and hygiene protocols, including hand washing and using gloves, when handling the system. Refer to the UniSUC user manual or instructional resources (e.g., the assembly video at [https://www.youtube.com/watch?v=UniSUC\\_Assembly](https://www.youtube.com/watch?v=UniSUC_Assembly)) for specific guidance, and contact AlPep LLC support (support@alpepllc.com or 1-877-709-0536) for unresolved issues.

PROBLEM & SYMPTOMS DESC.	POSSIBLE CAUSES and SOLUTIONS
<b>System Not Collecting Urine</b>  <b>Symptoms:</b> No urine is captured in the collection canister, or the system fails to siphon effectively.	<b>Improper Frame or Liner Placement:</b> <ul style="list-style-type: none"><li>• Ensure the UniSUC frame (left- or right-handed) is correctly positioned against the body, with the disposable liner properly inserted and aligned. Refer to the assembly video for guidance.</li><li>• Check for gaps between the frame and skin, as UniSUC's universal design requires a snug fit for effective siphoning.</li><li>• Adjust the frame position, ensuring it's placed low enough (cup tip placement in the perineal area just before the anus) to capture urine flow.</li></ul> <b>Suction Machine Failure:</b> <ul style="list-style-type: none"><li>• Verify that the suction machine (e.g., Whisper Fluid Collection System or compatible device) is powered on; the blue light on the power button should be on/lit.</li><li>• Check the suction tubing for kinks, blockages, or loose connections. Replace tubing if damaged (e.g., use non-conductive suction tubing, 1/4" ID, 6 ft or 10 ft).</li><li>• Ensure the collection canister (e.g., 2000cc/ml reusable hi-flow canister) is properly sealed with the snap-on lid and the caps on the drain spout and un-used tube port are capped securely.</li><li>• For Whisper specific problems, see section below for other possible problems and causes</li></ul> <b>Clogged Frame Cup Tip or Frame tube:</b> <ul style="list-style-type: none"><li>• Inspect the Frame Cup Tip and tubes for blockages caused by debris such as feces or possibly Urine stones. If debris is found, clean the debris out with soap and water. May require soaking in soapy water first to remove debris.</li></ul>

	<ul style="list-style-type: none"> <li>• Test UniSUC frame by removing liner and while connected to the Suction Machine (switched on), dip UniSUC Frame tip in a cup of water. The cup of water should be completely collected into the Suction Machine Canister within 5-6 seconds (with the Whisper Machine). If not, repeat cleaning and/or soaking process to remove possible blockage. <ul style="list-style-type: none"> <li>○ If problem persists, contact AlPep LLC Support for additional help.</li> </ul> </li> </ul>
<b>Whisper Fluid Collection Machine Problems</b>	<p><b>Power not on</b></p> <ul style="list-style-type: none"> <li>• Push button and verify if a Blue Light is on when button is in the depressed position</li> <li>• Check the external power supply connection by disconnecting completely and reconnecting; connection tip should snap into place and come to a complete stop when pushed up into the receptacle firmly</li> <li>• Check external power supply body; when plugged into the wall receptacle, there should be a red light that will be lit when plugged-in</li> </ul> <p><b>Power is on but there is no suction on the tubing</b></p> <ul style="list-style-type: none"> <li>• Disconnect the tube between the Whisper Machine and the Canister. Switch on the Whisper and check for suction at the Chrome Barbed suction port. <ul style="list-style-type: none"> <li>○ If there is no suction with the machine switched on, contact AlPep LLC's Support and report the problem.</li> <li>○ If there is suction, reconnect the tubing between the Whisper machine and Canister.</li> </ul> </li> <li>• Remove the lid on the Canister and inspect the float, ensure it is not stuck, which can block the suction even though the canister empty. The function of the float is to prevent fluids from being suctioned into the machine when the canister is full.</li> <li>• Verify that there are no cracks on rim of the canister and the canister body; cracks can be the source of suction loss.</li> <li>• Verify all un-used ports on the lid are capped securely; a loose cap may be a source of vacuum loss.</li> </ul>
<b>General Maintenance Tips</b>	<ul style="list-style-type: none"> <li>• <b>Cleaning:</b> Clean the reusable frame with mild soap and water after each use. Do not reuse disposable liners to maintain hygiene.</li> <li>• <b>Storage:</b> Store the frame and unused liners in a clean, dry place to prevent contamination.</li> <li>• <b>Regular Checks:</b> Inspect tubing, canisters, and the frame for wear or damage before each use.</li> <li>• <b>User Training:</b> Review resources like the UniSUC assembly video and FAQs on <a href="https://alpepllc.com/resources/">https://alpepllc.com/resources/</a> to ensure proper use.</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Battery Maintenance (Whisper System):</b> Recharge the 5200mAH Li-ion battery regularly and replace if it no longer holds a charge.</li> </ul>
<b>Patient Tubing keeps coming off the UniSUC Frame and or the canister</b>	<ul style="list-style-type: none"> <li>• <b>Ensure tubing tips are pushed onto the UniSUC Frame</b> as much as possible; tip should be very close to touching the bar perpendicular to the suction port.</li> <li>• <b>Ensure other end of tubing is pushed as far as possible onto the canister port.</b> If too difficult to push in, switch connection of tubing to the smaller diameter vacuum port of the canister lid. Be sure to cap the larger vacuum port to prevent loss of vacuum from the unused port.</li> <li>• <b>Contact AlPep LLC Support for assistance if you need assistance.</b></li> </ul>
<b>Contacting Support</b>  For unresolved issues or technical support:	<ul style="list-style-type: none"> <li>• <b>Email:</b> support@alpepllc.com or sales@alpepllc.com (for commercial inquiries)</li> <li>• <b>Phone:</b> 1-877-709-0536 (Monday–Friday, 8 AM–4 PM PST)</li> <li>• <b>Address for returns:</b>   AlPep LLC,  1547 West Struck Avenue,  Suite G,  Orange, CA 92867 </li> <li>• <b>Provide order details, a description of the issue, and any relevant error observations.</b></li> </ul>