

# Troubleshooting Guide:

## RIE Satellite Blood Fridges for the Storage of Red Cells Only

This document is intended as a troubleshooting guide. For full guidance on fridge use, refer to the [NHS Lothian Satellite Blood Fridges Policy](#) and [NHS Lothian Satellite Blood Fridge Procedures](#).

### ➤ **IF THE ALARM IS SOUNDING BUT THERE IS NO OBVIOUS FAULT**

1. Mute audible alarm if possible: do **not** switch off fridge or alarm.
2. Check the door is closed, and for any obvious fault.
3. Check the temperature display. If this shows a temperature lower than 2°C or higher than 6°C, the stored blood may have to be returned to the hospital transfusion laboratory (HTL).
4. Then contact the HTL supervisor (ext 27501/27502). Tell them when the alarm was first heard, the fridge temperature and how long it has been at this temperature. They will advise whether or not the blood needs to be returned.
5. If the blood needs to be returned, do so immediately using an appropriate transport box (HTL will advise). Remember to complete the In/Out register for all units returned.
6. **Once fault has been rectified, put audible alarm back on.**

### ➤ **IF THERE IS AN OBVIOUS FAULT SUCH AS SMOKE OR NOISE COMING FROM THE FRIDGE**

1. Switch off the fridge if safe to do so.  
If risk of fire, follow Fire Policy and evacuate area if necessary.
2. Then contact HTL supervisor (ext 27501/27502) who will contact the fridge maintenance/servicing contractors. Ask whether blood stock needs to be returned.
3. If it does, do so immediately using an appropriate transport box (HTL will advise). Remember to complete the In/Out register for all units returned.

### ➤ **IF THERE IS A POWER FAILURE AFFECTING THE FRIDGE**

1. If the power failure was scheduled ('Black Start'), check fridge is working and is operating within safe temperature limits. If so, no action is required.
2. In the event of a prolonged unscheduled power failure, contact HTL supervisor immediately (ext 27501/27502). The supervisor will contact the fridge maintenance/servicing contractors. Ask whether blood stock needs to be returned.
3. If the blood needs to be returned, do so immediately using an appropriate transport box (HTL will advise). Remember to complete the In/Out register for all units returned.