DrillSaw Power™ System Troubleshooting Flow Chart

Does the drill turn on?  
- Yes: Are there unusual noises while the drill is running?  
  - Yes: Is the noise uniform with all attachments, or only with one attachment?  
    - Yes: All attachments  
    - No: One attachment  
  - No: Return handpiece for service  

Have you tried replacing the battery?  
- Yes: Yes, sometimes  
- No: Are there unusual noises while the drill is running?  
  - Yes: Does the drill only run in forward or in reverse?  
    - Yes: Does it seem like the batteries have reduced capacity?  
      - Yes: Replace batteries  
      - No: Replace batteries  
    - No: Does the drill run abnormally?  
      - Yes: Does the drill run abnormally?  
        - No: All attachments  
        - Yes: One attachment  
      - No: Try replacing the battery. Did that help?  
        - Yes: Yes, sometimes  
        - No: Replace housing  
  - No: Try replacing the battery. Did that help?  
    - Yes: Yes, sometimes  
    - No: Replace housing

Try replacing the battery housing. Did that help?  
- Yes: Yes, sometimes  
- No: Try replacing the battery. Did that help?  
  - Yes: Yes, sometimes  
  - No: Replace housing

Look at the connector pins to the handpiece. Do they look normal?  
- Yes: Problem is likely internal. Return handpiece for service  
- No: Try to remove source of corrosion and keep an eye on the connectors

Hall sensors may be bad. Return handpiece for service

Do the batteries last the entire case?  
- Yes: Were the batteries fully charged?  
  - Yes: Charge batteries and keep them on the charger until needed  
  - No: Charge batteries

Try replacing the battery. Did that help?  
- Yes: Yes, sometimes  
- No: Replace housing

Replace housing

Is there any kind of corrosion or build-up present?  
- Yes: Remove build-up with a soft brush. Did that resolve the problem?  
  - Yes: Problem is likely internal. Return handpiece for service  
  - No: Try to remove source of corrosion and keep an eye on the connectors  
- No: Try replacing the battery. Did that help?  

Problem is likely internal. Return handpiece for service

Arthrex Tech Support  
1-888-420-9393  
To return or repair device, contact Arthrex Product Surveillance  
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This description of technique is provided as an educational tool and clinical aid to assist properly licensed medical professionals in the usage of specific Arthrex products. As part of this professional usage, the medical professional must use their professional judgment in making any final determinations in product usage and technique. In doing so, the medical professional should rely on their own training and experience and should conduct a thorough review of pertinent medical literature and the product’s directions for use. Postoperative management is patient-specific and dependent on the treating professional’s assessment. Individual results will vary and not all patients will experience the same postoperative activity level or outcomes.