

1. General System Failure

Sl. No	Problem	Cause	Remedy
1	Power failure LED is ON with audio indication	Power failure	Check the unit is plugged in to main supply
			Check the mains are switched ON.
			Otherwise contact nice Neotech
2	System failure LED is ON with audio indication	System failure	Contact nice Neotech.

2. System Fault Infant Radiant Warmer

Sl. No	Problems	Possible Causes and Remedy
1	No display on the control panel	Check A/C supply voltage
		Check if power cord is disconnected
		Check if the circuit breaker in the rear side of pillar is tripped
		Otherwise, contact nice Neotech
2	No heater output	Check internal wiring between control module to heater module
		Set temperature may be less than actual temperature
		Check heater connection
		Otherwise contact nice Neotech
3	Machine working, but observation lamp & heater output not working	Check internal wiring between control module to heater module
		Check if the circuit breaker in the rear side of pillar is tripped
		Replace observation lamp
		Replace IR heater
4	Machine not give the audio indication	Check the temperature it may be near to the set temperature
		Check audio paused is ON.
		Otherwise contact nice Neotech
5	Baby temperature display shows "S-O" or "S-S" with continuous audio indication (S-O: Sensor Open) (S-S: Sensor short)	Check if skin temperature sensor is disconnected from the machine or short.
		If skin temperature sensor is defective, replace new sensor
		Otherwise contact nice Neotech
6	Air* temperature display shows "S-O" or "S-S" with continuous audio indication (S-O: Sensor Open) (S-S: Sensor short)	Check if air* temperature sensor is disconnected from the machine or short.
		If air* temperature sensor is defective, replace new sensor
		Otherwise contact nice Neotech
		Check heater connection

Sl. No	Problems	Possible Causes and Remedy
7	Display shows H - F (H-F: Heater Failure)	Otherwise contact nice Neotech
8	Over temperature indication (i.e. Temp. > 39 ° C)	Check environment temperature above 39° C
9	Continuous baby temperature high indication	Check patient temperature is 1°C above set temperature
		Check environment temperature is 1°C above set temperature
		Otherwise contact nice Neotech
10	Continuous baby temperature low indication	Check patient temperature is 1°C below set temperature
		Sensor may be wet.
		Otherwise contact nice Neotech
11	Continuous air* temperature high indication	Check environment temperature is 1°C above set temperature
		Otherwise contact nice Neotech
12	Continuous air* temperature low indication	Check environment temperature is 1°C below set temperature
		Sensor may be wet.
		Otherwise contact nice Neotech
13	Temperature over mattress does not rise	Check low ambient temperature it should be approximately (22-30°C)
		Check draft around air conditioning outlet
		Check percentage heater output is set at low in manual mode
		Low supply voltage
14	Temperature over mattress rises excessively	Check direct sun light, heating device or other heat source
		Percentage heater output is set at high in manual mode
15	Temperature over mattress dose not stabilize	Check unstable ambient temperature (should be 22-30°C)
		Check strong air conditioning draft
16	Temperature display does not display infant's temperature accurately	Sensor thermal sensitive portion attached improperly
		Check thermal sensitive portion of sensor covered improperly
17	Baby temperature not correlating with display temperature	Check sensitive portion of the sensor is fixed with baby skin properly.
		Check sensor is fixed to the lower abdomen of baby
18	Heater output is off after some time in manual mode	Check manual timer time is 15 minutes.
		Check the heater output is off after set time
		If heater output is off before set time contact nice Neotech



Product Name : Infant Radiant Warmer

Product Model No : nice 2000 B

**Doc no:
73-00-054**

Trouble Shooting

Sl. No	Problems	Possible Causes and Remedy
19	In baby mode, baby getting over heat but machine gives low temperature indication	Check the sensor is intact with lower abdomen of baby
		Check the sensor is removed and keep away
		Check the set temperature is high
		Check the set heater output is high (manual mode)
20	Heater ON during HIE mode	Check if HIE mode indicator is lit, switch OFF the device if it is lit
		Contact nice Neötech, if heater is still ON during HIE mode



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*Air – Optional mode