



**Product Name : Infant Phototherapy with accessories**

**Product Model No : nice 4000 LED & nice 4000 SPOT**

**Trouble Shooting**

**Doc no:  
73-00-010**

## 1. General Equipment Failure

S. No.	Problem	Cause	Remedy
1.	Equipment not functioning	Power Failure.	Check the unit if Plugged in to Main supply
		Switch is not turned ON	Check the mains are switched ON.
			Otherwise Contact nice Neotech
2.	Equipment not functioning, Power is ON.	Internal wire may be disconnected	Contact nice Neotech.
3.	Equipment is not functioning Main power is ON	12V DC power cable may be disconnected in the source unit	Check the unit if Plugged in to DC supply
			Check the light source is switched ON.
			Otherwise Contact nice Neotech
4.	Over temperature (nice 4000 LED only)	If heat sink temperature is > 70°C	Contact Neotech
5.	FAN failure (nice 4000 LED only)	Fan may be disconnected or defected	Contact Neotech
6.	All blue LEDs are OFF and alarm occurs	Timer may be time up after set time.	Reset the timer by pressing mute key.

## 2. Phototherapy Failure

### nice 4000 LED and nice 4000 SPOT

S. No.	Problem	Cause	Remedy
1.	Lamps are not ON (LED)	Power Failure	Check the Power
		Power Cord disconnection	Re-connect the power cord.
		Defective D.C. Power cord	Contact Neotech
		LED may be defective	Contact Neotech
		Fuse blown	Replace Fuses
2.	Lamps are frequently fluctuating(LED)	Power Fluctuation	Use Stabilizer



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3.	Height cannot be adjusted	Knob may be over tightened	Unscrew the height adjustment knob and adjust required level
			Contact Neötech
4.	Can't move the machine	Brakes may be applied on the castors.	Release the brake.
		Castors damaged	Change the Castors
			Contact Neötech
5.	Unable to tilt the source unit	Source module may be struck	Slightly shake and rotate the source module
			Contact Neötech
6.	Lamp usage Hours display is not working	LCD may be damaged	Contact Neötech
		Microprocessor may be defective	
7.	Irradiance level not adjustable	LCD may be damaged	Contact Neötech
		Microprocessor may be defective	
		Keys may be defective	
8.	LED Lamps are turned ON but the fan is OFF.	Fan is jammed due to debris	Clean the fan.
		Defective fan	Contact Neötech
		Defective wiring	
9.	Some LED's are not lit	LED may be defective	Contact Neötech