

# Troubleshooting Guide



## Braun Touchless + forehead Thermometer

### **IMPORTANT: Normal temperature**

A person's "normal" set temperature (when well) can vary from the next person, and this may skew results if you have a particularly high or low one. The best method to determine your own normal temperature is to use the thermometer when you are feeling well. Record your reading twice a day (early morning and late afternoon). Take the average of the two temperatures. This is considered your normal body temperature and should be compared against any reading given.

### **Error messages**

- **Flashing battery** - When 20% of the battery life is left, the display flashes the low battery warning symbol; however the device will still work until there is 0% battery left.
- **Steady battery** – A steady battery icon means the battery is depleted or missing and the device cannot work.
- **Err** – This message displays when measured temperature is lower than 34.4°C or higher than 42.2°C or when the room temperature is outside the operating range of 15°C - 40°C.
- **Blank display** – Thermometer does not have power.

### **Replacing the batteries**

The Braun No touch + forehead comes with 2 x AA batteries. Replace with 2 new AA batteries when the steady battery symbol appears. To change batteries, slide open the battery cover and remove batteries. Be sure to align the new batteries as indicated. Remove batteries if leaving device unattended for a long period of time.

### **Troubleshooting FAQ's**

#### **My thermometer is giving different readings each time I use it, on the same person in the same conditions.**

Firstly, ensure batteries are working and the Quick Start Guide has been followed/thermometer has been properly positioned.

Some variance in readings – even consecutive on the same person – is normal. Body temperature is not static but rather can fluctuate over minutes or even seconds. A small difference in how the user holds the thermometer or a change in room temperature may also affect a reading. As long as readings are within 0.02-0.05°C variance of each other this would be considered normal. We recommend taking three readings and using the average of these three readings as your guide.

#### **My thermometer is giving a different reading to another thermometer/ my doctor's ear thermometer.**

Firstly, ensure batteries are working and the Quick Start Guide has been followed/thermometer has

been properly positioned.

Different thermometers use different technology to obtain readings – whether it's measuring temperature from inside the ear, to rectal to underarm or radiated skin temperature from the forehead. Depending on the method and technology used, it's accepted that temperature results from different thermometers can vary up to + or - 0.5°C. Room temperature, normal 'set' temperature (see 'Important Factors' above), bodily temperature fluctuations and other factors can also make a difference.

*Note: You should always use your home thermometer as a guide only, and see your healthcare professional if unsure or worried about your child's fever status.*

**My thermometer is giving wildly different readings (more than +/-0.5°C) compared to itself/doctors/other thermometer.**

Firstly, ensure batteries are working and the Quick Start Guide has been followed/thermometer has been properly positioned.

Also, have all the conditions in the "Other important factors" been taken into account? If so, and your thermometer is still not functioning, contact FGB Customer service (see contact details below)

**My thermometer is dirty, what can I clean the thermometer with?**

Use an alcohol swab or a cotton swab moistened with alcohol (70% isopropyl) to clean the thermometer casing and measuring probe. DO NOT use any other cleaning liquids or immerse the thermometer in water. Wait 10 minutes after cleaning to take temperature. Make sure to replace the protective cap when not in use to prevent scratches or damage.

**Troubleshooting Checklist:**

- Does the patient know their normal or 'base' temperature?
- Has the 'Step-by-Step guide' been followed correctly?
- Was the thermometer positioned correctly?
- Do the thermometer's batteries need changing?
- Is the room temperature in the range of 15-40°C?
- Was the patient inside (away from direct sunlight) 30 minutes, and in the same ambient temperature for at least 10 minutes before use?
- Was the patient's head kept still?
- Did the patient abstain from eating, drinking, breastfeeding or physical activity within 10 minutes of a measurement?

After troubleshooting, if you are still experiencing issues with your thermometer please contact FGB Natural Products' Customer Service Team (during business hours 9am-5pm) on freecall 1800 655 841.

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