

Infant Swaddle Warmer

nice 2020

User manual

This user manual provides all the information necessary for the user to safely set up and operate this equipment.

It is the responsibility of the user to follow the instructions and recommendations provided.



Doc no.: 73-00-059
Iss. No: 01
Rev. No: 02
Date: 18.06.2025



nice Neotech Medical Systems Pvt. Ltd.
85 - 86, Krishna Industrial Estate, Mettukuppam, Vanagaram, Chennai-95,
Tamil Nadu, INDIA.

Table of Contents

User Responsibility/Operator profile	4
Declaration for Languages	4
Declaration for RoHS	4
Declaration for Biocompatibility.....	4
Model Description	4
Definitions	5
Definition of Warning Indication	5
Section A: Warnings	6
Section B: Cautions	7
Section C: Symbols & Labels.....	8
Section 1: Description	11
1.1 Intended Use.....	11
1.2 Indication.....	11
1.3 Contraindication	11
1.4 Side-effects	11
1.5 Target Population.....	11
1.6 Intended User	11
1.7 Use Environment	11
1.8 Working Principle	11
1.9 Product Description.....	12
1.9.1 Product Layout.....	12
1.9.2 Thermal Pack.....	13
1.9.3 Cozy Wrap	14
1.10 UDI Carrier	14
Section 2: Installation.....	15
2.1 Unpacking and Inspection.....	15
2.2 Setup of Infant Swaddle Warmer	15
2.3 Pre-use check instructions.....	16
2.3.1 Infant Swaddle Warmer: Pre-use Instructions	16
Section 3: Operation	18
3.1 Operating Procedure.....	18
3.1.1 Thermal Pack in Infant Swaddle warmer	18
3.1.2 Cozy Wrap	19
3.2 Procedure for Infant Swaddle warmer	19
3.3 LED Indicators	22
3.3.1. Indicator Lights.....	22
3.3.2. Visual Indication.....	22
3.4 Shut down Procedure	24
3.5 Accessories.....	24
Section 4: Cleaning & Maintenance.....	25
4.1 General	25
4.2 Procedure for Removing Thermal pack.....	25

4.2.1 Cleaning Instruction:	27
4.3 Instructions for Cleaning Spillage	27
4.4 Lifetime of product:	28
4.5 Life time of Polyamide flexible heater:	28
Section 5: Specifications	29
Section 6: Warranty	31
Section 7: Trouble Shooting.....	32
7.1 General System Failure	32
7.2 Maintenance Intervals.....	32
7.3 Disposing of the Unit.....	33
.....	33
Section 8: Spare Parts List	34
Section 9: For Complaints/Adverse Events/Comments/Feedback.....	35

User Responsibility/Operator profile

This product will perform in conformity with the description thereof contained in this operating manual and accompanying labels and/or inserts, when assembled, operated, maintained and repaired in accordance with the instructions provided. This product must be checked periodically. A defective product should not be used. Parts that are broken, missing, plainly worn, distorted or contaminated should be replaced immediately. Should such repair or replacement become necessary, nice Neötech recommends that a telephone or written request for service advice be made to the nearest nice Neötech Regional Service Center.

This product or any of its parts should not be repaired other than in accordance with written instructions provided by nice Neötech and by nice Neötech trained personnel. The product must not be altered without the prior written approval of nice Neötech's Quality Assurance Department. The user of this product shall have the sole responsibility for any malfunction which results from improper use, faulty maintenance, improper repair, damage, or alteration by anyone other than nice Neötech.



- Before using the nice Neötech Infant Swaddle Warmer, read this entire manual. Attempting to use this device without a thorough understanding of its operation may result in patient or user injury. This device should only be operated by personnel trained in its operation and under the direction of qualified medical personnel familiar with the benefits and risks of this type of device.

Declaration for Languages

User manual and label will be provided in the appropriate language to ensure that the user understands. Language validation will be done for the language of the user manual, label, corresponding documents, when nice Neötech medical systems private limited supplies to EU countries.

Declaration for RoHS

RoHS electronic components are used for production of the devices and complies with Annex I categories of the RoHS Directive 2011 65 EU.

Declaration for Biocompatibility

The Skin contact part – cozy wrap is biocompatible, complies with ISO 10993-1, ISO 10993-5, ISO 10993-10, ISO 10993-23 requirements.

Model Description

nice Neötech Infant Swaddle Warmer provides a controlled source of radiant heat for infants. The Infant Swaddle warmer is a cost-effective and user-friendly, designed to warm premature and low birth weight (LBW) newborns who are clinically stable. This innovative product serves as a practical option for warming newborns in a clinical setting or during transportation between different care facilities. It consists of two essential components: the Cozy Wrap, which provides a comfortable surface for the newborn to rest on, and the Thermal Pack, a detachable pack responsible for generating and delivering heat to ensure the baby's warmth. When used together, the cozy wrap and thermal pack provide an effective and convenient solution for maintaining the baby's body temperature in a safe and controlled manner.

Definitions

- a. **Operating Temperature:** The range of temperatures in the surrounding environment where the device can operate without any issues.
- b. **Hypothermia:** A medical condition in which the body temperature is much lower than normal.
- c. **Temperature Low:** It refers to a condition or state in which the level of heat or thermal energy is relatively low compared to the average or typical temperature range. (Below 36°C)
- d. **Temperature High:** It refers to a condition or state in which the level of heat or thermal energy is relatively high compared to the average or typical temperature range. (Above 42°C)

Definition of Warning Indication

Three levels of warning indication are used throughout this manual and on the unit. They are defined as follows,

A **DANGER** notice indicates an immediately hazardous situation which, if not avoided, will result in death or serious injury, serious damage to property such as total loss of use of equipment, and a fire.

A **WARNING** notice indicates an indirectly (potentially) hazardous situation which if not avoided, will result in death or Serious injury, serious damage to property such as total loss of use of equipment, and a fire.

A **CAUTION** notice indicates a hazardous situation which, if not avoided can result in minor or moderate injury, partial damage to property and loss of data stored in computers.

Section A: Warnings



- Before using the nice Neotech Infant Swaddle Warmer, read this entire manual. Attempting to use this device without a thorough understanding of its operation may result in patient or user injury. This device should only be operated by personnel trained in its operation and under the direction of qualified medical personnel familiar with the risks and benefits of this type of device.
- Infant Swaddle Warmer increase an infant's insensible water loss. Take appropriate measures to maintain the patient's fluid balance while caring for them in an Infant Swaddle Warmer.
- Never lend or rent the MITRAA Infant Swaddle Warmer to parents of low-birth-weight newborns for home use. Using it without medical supervision can be dangerous and potentially fatal for both the baby and the user.
- To prevent overheating and ensure safety, it is important to only use the MITRAA thermal pack with the cozy wrap. Using thermal devices from different manufacturers can affect the accuracy of the Infant Swaddle Warmer and put the patient's electrical safety at risk.
- Do not use the cozy wrap if the fabric is torn. Always make sure to thoroughly wash the cozy wrap between uses for different babies. Periodically sanitize the interior surface of the cozy wrap compartment to minimize the risk of dirt accumulation and bacterial contamination.
- Don't pour the water for cleaning, it may enter into the electronics circuits it causes short circuit and get shock.
- Do not clean the device while it is in use.
- For use with the same newborn, periodically clean the Cozy Wrap with a damp cotton swab/cloth dipped in one of the 2% Glutaraldehyde cleaning solutions.
- Do not use multiple layers of cotton wrap when bundling up the newborn. It is important to have only a thin layer of cloth between the baby's back and the cozy wrap to ensure proper thermal contact with the thermal pack. If extra insulation is needed, additional blankets can be placed over the front side (chest and stomach) of the baby.
- Use only nice Neotech thermal pack and cozy wrap and using thermal devices from different manufacturers can affect the patient's safety.
- After placing the baby in cozy wrap, do not plug in the power adapter in infant swaddle warmer.
- Do not connect the power adapter while operating the device, if connected the red flash color will be visually indicated.
- Do not autoclave or gas sterilize the Infant swaddle warmer.
- Do not immerse the thermal pack in water for cleaning purposes.
- Complete the "Checkout Procedures" section of this manual before putting the device into operation. If the Infant Swaddle Warmer fails any portion of the checkout procedures it must be removed from use and repaired.
- Do not place any accessories or other heavy objects directly over the cozy wrap and thermal pack. This may damage the Infant swaddle warmer.

Section B: Cautions

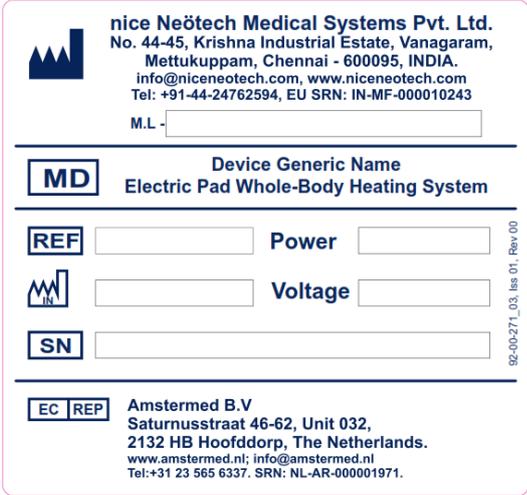
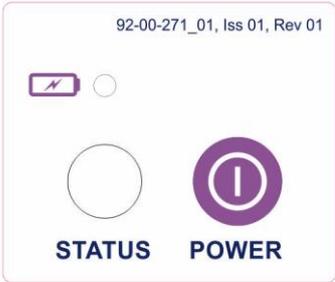
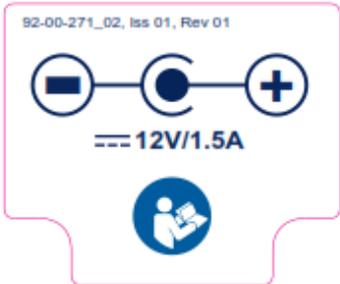


- Avoid using cleaning solutions that contain methyl ethyl ketones, toluene and / or acetones as they can harm infant skin or be toxic to infants.
- Avoid solution that have been known to injure infant skin or are toxic to infants.
- Never place the newborn directly on the thermal pack. The heated thermal pack should only be used in conjunction with the MITRAA cozy wrap.
- Before Power ON the device ensure that the Velcro straps are properly attached to the cozy wrap.
- Do not leave the patient unattended when using the Infant Swaddle Warmer. Check the patient's temperature periodically to ensure the comfort and the safety of the patient. If the Infant Swaddle Warmer is used for an extended time, it is recommended to close monitor the patient's condition as required.
- Ensure that infants fit securely inside the cozy wrap and do not slip down after placing the pillow.
- Avoid bundling up the newborn with multiple layers of cotton wrap. It is essential to have only a thin layer of cloth between the newborn and the cozy wrap fabric in contact with the baby's back. This will ensure sufficient thermal contact between the newborn and the thermal pack. If additional insulation is desired, additional blankets can be placed over the front side (chest and stomach) of the newborn.
- Avoid using cloth that is excessively wet or soaked with liquid.
- Only technical person should replace the battery with the use of tool.
- For service, replaceable components shall be removed by tools.
- When using an Infant Swaddle Warmer, change the patient's diapers frequently. Thermal energy causes more rapid urine evaporation, and may lead to inaccurate urine diagnosis test analysis and inaccurate weight measurements.
- Always check the indication on the thermal pack of infant swaddle warmer before placing the baby.
- Pay close attention to the visual indications on the thermal pack. Only use the thermal pack if the visual indicator confirms that it is ready for use. During the warming process for newborns, regularly check the visual indicator to ensure the thermal pack remains within the desired temperature range.
- Ensure that the straps should not be tightened.
- **Use of nonstandard components:** Consult the manufacturer for repair and replacement of components. Use of incorrect component can adversely affect Safety, performance and/or damage the equipment.

Section C: Symbols & Labels

Mark	Description
	Caution
	Caution, electric shock
	Warning
	Direct Current
	On/off Push switch
	Type B (Cozy wrap)
	Serial Number
	Authorized Representative in European Community
	Date of Manufacture
	Manufacturer
	Model Number
	Refer Instruction for use
	RoHS compliant

Labels

Label	Description
 <p>nice Neotech Medical Systems Pvt. Ltd. No. 44-45, Krishna Industrial Estate, Vanagaram, Mettukuppam, Chennai - 600095, INDIA. info@niceneotech.com, www.niceneotech.com Tel: +91-44-24762594, EU SRN: IN-MF-000010243</p> <p>M.L. <input type="text"/></p> <hr/> <p>MD Device Generic Name Electric Pad Whole-Body Heating System</p> <hr/> <p>REF <input type="text"/> Power <input type="text"/></p> <p>V <input type="text"/> Voltage <input type="text"/></p> <p>SN <input type="text"/></p> <hr/> <p>EC REP Amstermed B.V. Saturnusstraat 46-62, Unit 032, 2132 HB Hoofddorp, The Netherlands. www.amstermed.nl; info@amstermed.nl Tel: +31 23 565 6337. SRN: NL-AR-000001971.</p> <p style="font-size: small; text-align: right;">92-00-271_03, Iss 01, Rev 00</p>	<p>nice 2020 Infant Swaddle Warmer label</p>
 <p>92-00-271_01, Iss 01, Rev 01</p> <p><input type="checkbox"/> <input type="radio"/></p> <p>STATUS POWER</p>	<p>Label, Power button</p>
 <p>92-00-271_02, Iss 01, Rev 01</p> <p>12V/1.5A</p> <p></p>	<p>Label, voltage</p>

mitraa
Infant Swaddle Warmer

Power ON Press the Power Key
Power OFF Press & Hold the Power Key for 3 sec.
Alarm Silence Press the power key to silence the audible alarm.

Device will not work while charging.

Neotech®

Label, Infant swaddle warmer.

LED Indicator Status

Color	Flash	Device Status
Green	—	Fully Charged
Green	⏏	Charging
Yellow	—	Low Battery
Blue	—	Temperature OK
Orange	—	Temperature Low
Red	—	Temperature High
Red	⏏	Remove Charger
White	—	Sensor Open

Please refer to the Instruction manual before use
Device Use: To heat a patient's whole body, to compensate for the loss of normal body heat, with heat generated from an externally applied pad

Label, device status colour indication tag.

<p>Product Name Infant Swaddle Warmer</p> <p>Brand Name Mitraa</p> <p>Generic Name Electric Pad Whole-Body Heating System</p> <p>Device use An assembly of mains electricity (AC-powered) devices designed to heat a patient's whole body to compensate for the loss of normal body heat with heat generated from an externally applied pad (pad typically containing electrical heating elements or cables)</p> <p>Module First Assembly</p> <p>Mfg. Lts. No. MFG/MD/2023/000664</p>	<p>REF nice 2020</p> <p>SN IRW240701484</p> <p>M 17/02/2025</p> <p>UDI (01) 0 8908003 96989 1 (21) IRW240701484</p> <p>Dimension in cm: 15 (H) x 60 (L) x 21 (W) Weight in kg: 1.5 kg No. of units inside: 01 nos. MRP: Rs. 65,000/-</p>	<p>nice Neotech Medical Systems Pvt. Ltd., No. 85-86, Krishna Industrial Estate, Mettukuppam, Vanagaram, Chennai - 600 095, Tamil Nadu, India. TEL - +91-44-24762594/24764608 www.niceneotech.com, info@niceneotech.com</p> <p>Manufactured at: Site 2: No. 44-45, Krishna Industrial Estate, Mettukuppam, Vanagaram, Chennai - 600 095, Tamil Nadu, India.</p>
---	---	---

MD HANDLE WITH CARE
 LIFE SAVING MEDICAL EQUIPMENT

Packing Box – transport and Storage instruction label

Neotech®
 HEALTH CARE EXCELLENCE

nice Neotech – Brand Logo

Section 1: Description

- 1.1 Intended Use
- 1.2 Indication
- 1.3 Contraindication
- 1.4 Side Effects
- 1.5 Target Population
- 1.6 Intended User
- 1.7 Use Environment
- 1.8 Working Principle
- 1.9 Product Description

1.1 Intended Use

- The Infant Swaddle Warmer is intended to provide warmth to a clinically stable newborns/infants while in the care of trained healthcare providers, whether in a clinical setting or in transit.

1.2 Indication

- Infant Swaddle Warmer prevent hypothermia & maintain the body temperature of the newborn babies up to 2.5 kg.

1.3 Contraindication

- Infant Swaddle Warmer is contraindicated for clinically unstable newborns or on newborns outside of the above specified weight range (Above 2.5 Kilogram) and not to be used by untrained caregivers, or outside of clinical settings, or sent home with the parents.

1.4 Side-effects

- Infant Swaddle Warmer may affect insensible water loss and can also induce rapid drying of the skin surface.

1.5 Target Population

- Pre-mature, Neonates and Infants.

1.6 Intended User

- Neonatologist and Healthcare Professionals.

1.7 Use Environment

- NICU, Gynecology ward, Ambulance.

1.8 Working Principle

Infant swaddle warmers prevent hypothermia, a condition characterized by a decrease in a newborn's body temperature below the recommended range of normal temperatures. Hypothermia is more common in newborns with lower birth weights. Traditionally, radiant warmers have been used to prevent hypothermia. However, MITRAA (Mother-like Intelligent Thermal Regulation - an Advanced Automation), a specially designed infant swaddle warmer, aids in efficient thermoregulation for the treatment of newborns and low birth weight babies. It has been proven to be a reliable and effective method for preventing hypothermia. The infant swaddle warmer is portable, lightweight, and easy to carry.

Heat has a tendency to flow in the heat gradient direction that is from high temperature to low temperature. The heat loss in some newborn babies is rapid; hence baby warmers provide an artificial support to keep the baby temperature constant.

The Infant Swaddle Warmer consists of a Thermal pack and Cozy Wrap. The thermal pack utilizes an advanced control mechanism to precisely heat the cozy wrap to the desired temperature range (36°C) and the thermal pack never becomes overheated (above 42°C) under any circumstances. After charging the thermal pack it provides heat and gradually releases it to the newborn over an extended period when baby is placed in the cozy wrap. It includes a Colour Coded Visual Indications located at the bottom right corner, which alerts the user about the feasibility of using the thermal pack.

The cozy wrap has a compartment to carry the heated thermal pack, which is inaccessible to the infant, ensuring excellent thermal contact between the pack and the infant. It also captures and retains heat from the thermal pack, which includes the PCB and battery. These components are securely held in place by foam, creating a warm and insulated environment for the baby. The cozy wrap is designed with a contoured shape that fits snugly around the baby, preventing accidental slipping, while the tapered ends provide added security. The spacious hood region provides insulation while reducing the risk of suffocation and minimizing heat loss through the head. Moreover, the cozy wrap is engineered to minimize heat loss from the thermal pack to the surroundings, allowing the thermal pack to remain effective for an extended period of time.

1.9 Product Description

1.9.1 Product Layout



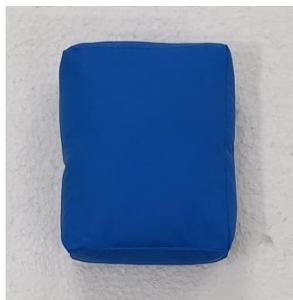
Picture 1
Infant Swaddle Warmer



Picture 2
Cozy Wrap



Picture 3
Thermal Pack



Picture 4
Pillow



Picture 5
Power adapter

S.No	Product
1	Infant Swaddle Warmer (Full unit)
2	Cozy Wrap
3	Thermal Pack
4	Pillow
5	Power adapter

The Infant Swaddle Warmer consists of two main parts: the thermal pack and the cozy wrap. The thermal pack provides the primary source of heat in the Infant Swaddle Warmer. The cozy wrap acts as a connection between the newborn and the thermal pack, ensuring good contact for effective heat transfer. The pillow is provided for height adjustment, if the newborn is smaller than the size of the cozy wrap, utilize the provided pillow to support the newborn's legs, preventing them from slipping down while inside the cozy wrap. The charged thermal pack is placed in the designated compartment of the cozy wrap, while the newborn is safely positioned in the other compartment. This combined device, with the heated thermal pack and cozy wrap, is used to help regulate the newborn's temperature. In clinical settings, Thermal Pad is kept in a separate partition inside the Cozy Wrap. It is rechargeable. It is made with all safety parameters of auto-cut off when it over-heats and also to ensure no electricity is near the baby.

COZY WRAP is the outer cover that envelopes and hold the baby. It also has partition to position the Thermal Pack. Cozy Wrap is made in such a way that it provides efficient thermal contact and heat retention. The design of Cozy Wrap ensures the baby is comfortable during the entire treatment duration. The adjustable straps provide a custom fit, making it suitable for every unique newborn. Cozy Wrap extends until baby's head which provides sturdy support and also reduces heat loss through the head. The small transparent patch enables the clinician to perform all the visual assessment periodically without hindering the treatment

1.9.2 Thermal Pack

The thermal pack is the warming element that provides and maintains the required temperature within the Cozy Wrap. It is carefully heated to ensure a consistent temperature range of 36°C in baby compartment, specifically designed to prevent overheating beyond 42°C. The Polyimide flexible heater is placed on an aluminum heater plate, distributing heat evenly across its surface to provide a stable warming environment, while the Aerogel placed over the Polyimide flexible heater acts as an insulating layer to restrict heat.

Under normal conditions, the thermal pack possesses the following characteristics:

- A blue colour visual indicator ensures that the heated thermal pack is ready for immediate use.
- Operating the thermal pack is a simple process, requiring just a single button.
- The thermal pack incorporates built-in safety measures.
- It is engineered to require minimal maintenance and is designed to withstand power surges and fluctuations.
- When inserted into the cozy wrap, the heated thermal pack gradually releases the heat to the newborn.
- It is specifically designed to effectively release heat at the desired temperature.
- In case of any deviation from normal operation, the thermal pack will alert the user through integrated visual indications.



- It is important to note that the device cannot be used while it is charging.
- Do not connect the power adapter while operating the device, if connected the red flash color will be visually indicated.

Important Precautions:

1. Avoid Power adapter Connection during Operation: Do not connect the power adapter to the Infant swaddle warmer while it is in operation. This can disrupt the device's functionality and pose potential risks.

2. Flashing Red Indicator: If the power adapter is mistakenly connected during operation, a red flashing color will be visually indicated. This serves as a warning sign. Immediately disconnect the power adapter from the adapter port.

3. Automatic Power Off: As a safety measure, when the power adapter is disconnected after the red flashing indicator, the Infant swaddle warmer will automatically turn off.

4. Powering on the Infant Swaddle Warmer: To resume using the infant swaddle warmer, press the power button to turn it on after disconnecting the power adapter.



- Never insert or connect the power adapter while keeping the baby inside the Infant swaddle warmer to prevent any potential risks associated with power adapter usage.

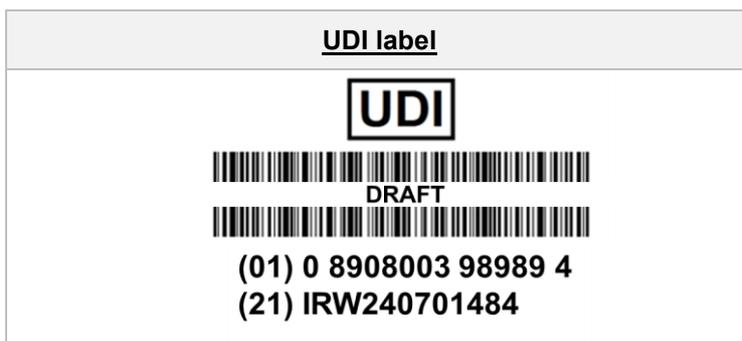
1.9.3 Cozy Wrap

The Cozy Wrap can be reused and easily cleaned by using a disinfecting cotton swab. To minimize heat loss from the thermal pack, the thermal pack compartment is well-insulated on the outer side. The flaps that cover the newborn are also adequately insulated, creating a warm microclimate and trapping heat for the baby. The thermal pack compartment is constructed with waterproof material to protect the newborn and prevent exposure to its contents. The thin fabric between the newborn and the thermal pack compartment enables optimal heat transfer from the thermal pack to the baby within the cozy wrap. The inner lining of the cozy wrap is fluid-proof, bacteria-resistant, and safe for the baby's skin. The inner surface of the newborn compartment is designed to minimize seams and areas where dirt could accumulate. The cozy wrap is compatible with oxygen and IV lines, and it includes an observation window for easy monitoring of the newborn.

1.10 UDI Carrier

This UDI system consists of Device Identifier (DI) and Production Identifier (PI). The same is incorporated and followed throughout the device life cycle. The UDI is placed on the device itself or on the packaging labels (for all packaging levels) as applicable.

Device Variant	Device Identifier (DI)	Production Identifier (PI)
nice 2020	0 8908003 98907 5	IRWYYMMXXXXX IRW- Product Code YY – year MM – Month XXXXX – serial No



Section 2: Installation

- 2.1 Unpacking and Inspection
- 2.2 Setup of Infant Swaddle Warmer
- 2.3 Pre-use check instructions

2.1 Unpacking and Inspection

- Remove the equipment from shipping containers and unpack the accessories of Infant Swaddle Warmer.
- After removal from the shipping containers, inspect the nice Neötech Infant Swaddle Warmer and all accessory items for any signs of damage which may have occurred during shipment.
- Also confirm the presence of all items or factory installed options as listed on the packing slip.

Note: File a damage claim with the shipping carrier if damage is found in any of the assemblies or accessories in the container.



- Do not use the Infant Swaddle Warmer if any signs of damage or wear are detected. Inspect the product regularly and thoroughly before each use.

2.2 Setup of Infant Swaddle Warmer



Picture 6

- Ensure that the thermal pack is placed properly in the desired location within the cozy wrap. Position it securely to provide maximum warmth and comfort for the baby.
- To charge the thermal pack, use the provided power adapter. Insert the power adapter into the designated charging port on the thermal pack.
- Allow the thermal pack to charge for a minimum of 8 hours. This duration ensures that the pack reaches its optimal heating capacity for extended use.
- A green color indication typically means that the thermal pack is fully charged and ready for use.
- If the thermal pack displays a flashing green light, it indicates that the pack is currently in the charging process. Please allow sufficient time for the pack to reach its full charge before use.

Note: It is important to note that it is not necessary to connect the power adapter when the battery is already fully charged.



- Only a trained service personnel should replace the battery and components using the appropriate tools.

2.3 Pre-use check instructions



Warning

2.3.1 Infant Swaddle Warmer: Pre-use Instructions

- Before using the nice Neötech Infant Swaddle Warmer, read this entire manual. Attempting to use this device without a thorough Understanding of its operation may result in patient or user injury.
- Before operation, always perform a pre-use check to ensure the device is functioning correctly. Do not use the device if any abnormal conditions are observed.
- Do not perform the checkout procedures while a patient occupies the Infant Swaddle Warmer.
- Complete the “Checkout Procedures” section of this manual before putting the device into operation. If the Infant Swaddle Warmer fails any portion of the checkout procedures it must be removed from use and repaired.

2.3.2 Overall Appearance

- Disconnect the power adapter from Infant swaddle warmer for the mechanical checks portion of this procedure.
- Check the overall appearance of the Infant Swaddle Warmer. There should be no obvious damage, using a damaged swaddle warmer can pose serious risks to the newborn, including potential burns, electrical hazards, or compromised thermal performance. The safety and well-being of the baby are of utmost importance.

Setup and Checkout Procedures

- Inspect the power adapter for any signs of damage. If damage is present, replace the power adapter.
- Check for any worn-out parts in the cozy wrap and replace them if necessary.
- Check Power adapter Connection: After inserting the power adapter into the thermal pack, take a quick look to see if it's working. If the power adapter is connected properly, the thermal pack will display a green colour visual indication.
- Use the provided charge adapter to charge the thermal pack of Infant swaddle warmer. Insert the power adapter into the thermal pack for 8 hours.
- Keep an eye on the visual indicator on the thermal pack during charging. A steady green colour indicates the thermal pack is fully charged, while a flashing green light means the thermal pack is currently charging.
- Always check the visual indication on the thermal pack before placing the baby inside the swaddle warmer to ensure it is sufficiently warm.
- Before placing the baby inside, pre-warm the Infant swaddle warmer for 1 minute to ensure it's at the desired temperature.

Note: Only connect the power adapter to the Infant swaddle warmer if the colour indication on the thermal pack is flashing green, as this signifies the appropriate time to charge the device. It is important to note that it is not necessary to connect the power adapter when the battery is already fully charged.

Always follow the instructions provided by the manufacturer for safe use and to ensure the swaddle warmer performs efficiently. By following these simple points, Infant swaddle warmer can be used safely and effectively.



Warning

- Do not place any accessories or other heavy objects directly over the cozy wrap and thermal pack. This may damage the Infant swaddle warmer.

2.4.3 Accessory Checks

List of Items supplied with the Product

- Pillow.



- Do not use the pillow if the baby's height fits within the infant swaddle warmer. Use the pillow only if the baby's height does not fit in the infant swaddle warmer.

Section 3: Operation

- 3.1 Operation Procedure
- 3.2 Procedure for Infant Swaddle Warmer
- 3.3 LED Indicator
- 3.4 Shutdown Procedure
- 3.5 Accessories

3.1 Operating Procedure

- Before using the nice Neötech Infant Swaddle Warmer, read this entire manual. Attempting to use this device without a thorough understanding of its operation may result in patient or user injury. This device should only be operated by personnel trained in its operation and under the direction of qualified medical personnel familiar with the benefits and risks of this type of device.
- Do not leave the patient unattended when using the Infant Swaddle Warmer. Check the patient's temperature periodically to ensure the comfort and the safety of the patient. If the Infant Swaddle Warmer is used for an extended time, it is recommended to close monitor the patient's condition as required.
- Infant Swaddle Warmer increase an infant's insensible water loss. Take appropriate measures to maintain the patient's fluid balance while caring for them in an Infant Swaddle Warmer.
- Do not use the Infant Swaddle Warmer in the presence of flammable anesthetics; a possible explosion hazard exists under these conditions.
- When using an Infant Swaddle Warmer, change the patient's diapers frequently. Thermal energy causes more rapid urine evaporation, and may lead to inaccurate urine diagnosis test analysis and inaccurate weight measurements.
- Remove the thermal pack from the Infant swaddle warmer only to facilitate proper cleaning of cozy wrap or perform maintenance issues or any repair.

3.1.1 Thermal Pack in Infant Swaddle warmer

- After connecting the external power supply to the thermal pack via the power adapter, the red LED on the power supply button will light up on the Power Supply button and observe the flashing green colour on the visual indicator by switch ON the device.
- Once the thermal pack of Infant swaddle warmer is completely charged, the green LED will remain illuminated constantly when we switch ON the device.
- Disconnect the power adapter after the battery is fully charged.
- To activate the device, simply press the power ON button located on the thermal pack. The different colour visual indications convey the status of the device.
- The device should not be used while charging. If it is working while charging, the red colour light will be flashing to indicate to disconnect the power adapter.
- To power off the device, press and hold the power button for a duration of 3 seconds.



- Connect the power adapter in the desired port of thermal pack of infant swaddle warmer.



- Never place the newborn directly on the thermal pack. The heated thermal pack should only be used in conjunction with the MITRAA cozy wrap.
- Regularly monitor the visual indications for a certain period of time. When the indication drops to "Low Battery" state, be aware that the thermal pack is running out of charge.

3.1.2 Cozy Wrap

- Place the heated thermal pack in the designated compartment of the cozy wrap, then position the cozy wrap on a flat surface with the newborn section facing upwards.
- Prior to placing a newborn in the cozy wrap, clean it by using a damp cotton swab or cloth dipped in disinfectant (such as 2% cleaning Glutaraldehyde).
- Position the newborn's head within the hood of the cozy wrap.
- To securely fold the Infant Swaddle Warmer, take the right side of the cozy wrap and gently bring it across the baby. Ensure that the fabric is securely wrapped around the baby, Adjust the tension of the wrap to ensure a proper fit without being too tight or restrictive.
- Utilize the observation window on the cozy wrap to monitor the newborn's breathing and skin colour.
- To check the temperature using a thermometer, adjust or loosen the cozy wrap as needed to take an axillary temperature reading.
- To assess the newborn's temperature manually, loosen or remove the tail flap and feel the newborn's feet.
- It is important to regularly monitor the temperature indication to ensure it remains within the desired range.



- Avoid bundling up the newborn with multiple layers of cotton wrap. It is essential to have only a thin layer of cloth between the newborn and the cozy wrap fabric in contact with the baby's back. This will ensure sufficient thermal contact between the newborn and the thermal pack. If additional insulation is desired, additional blankets can be placed over the front side (chest and stomach) of the newborn.

3.2 Procedure for Infant Swaddle warmer

The Infant swaddle warmer is designed to create a cozy and secure environment. By following the instructions below, you can provide the optimal placement for baby:



Picture 8

- Release the Velcro strap on the left side and the bottom strap, carefully detaching them.
- Lay the cozy wrap flat, ensuring it is fully open and ready for placing the baby.



Picture 9

- Gently and carefully position the baby in the center of the cozy wrap, ensuring that their back is supported by the soft fabric.
- Position the baby's head within the hood area, ensuring it is comfortably supported, with the face remaining uncovered and visible.



Picture 10

- Position the pillow at the bottom of the cozy wrap, under the baby's legs, to provide extra support.
- Make sure the pillow is placed securely and evenly, providing gentle elevation and stability for the baby.



Picture 11

- Take the right side of the cozy wrap and gently bring it across the baby.
- Ensure that the fabric is securely wrapped around the baby, Adjust the tension of the wrap to ensure a proper fit without being too tight or restrictive.



Picture 12

- Take the right side of the cozy wrap and gently bring it across the baby's chest, ensuring a comfortable fit. Position the fabric securely around the baby, making sure it wraps but not too tightly.



Picture 13

- Align the Velcro straps of the cozy wrap, allowing it to fit to the baby's body shape.
- The bottom closure of the cozy wrap must be properly secured to prevent the baby from slipping out after placing the pillow. Carefully attach the Velcro strap located at the bottom of the swaddle warmer to ensure a secure closure before powering on the device.



Picture 14

- Gently and securely place the baby in the cozy wrap of the Infant swaddle warmer, ensure everything is properly in place, and the baby is positioned comfortably within the Infant swaddle warmer, the baby is ready for treatment or rest.
- Use the observation window on the cozy wrap to monitor the newborn's breathing and skin color, as well as keep an eye on the baby's well-being. The observation window allows for convenient visual checks to ensure the baby is comfortable and safe.

3.3 LED Indicators

3.3.1. Indicator Lights

Visual Indications:			
Colour	Flash	Device Status	Condition
Green	————	Fully Charged	When the battery is fully charged.
Green	⏏⏏⏏⏏	Charging	When the battery is charging.
Yellow	————	Low Battery	When the charge of the battery is low.
Blue	————	Temperature OK	When the temperature is maintained between 36°C.
Amber	————	Temperature Low	When the temperature is below 36°C.
Red	————	Temperature High	When the temperature is above 42°C.
Red	⏏⏏⏏⏏	Remove Power adapter	When the power adapter is mistakenly connected during operation, a red flashing color will be visually indicated on the thermal pack. indicating the need to disconnect the power adapter
White	————	Sensor Open	When the temperature sensor fails electrically due to an open or short circuit, or the sensor gets disconnected from heater and battery of the thermal pack.

3.3.2. Visual Indication

LED Indicator Status		
Color	Flash	Device Status
● Green	—	Fully Charged
● Green	▬▬▬	Charging
● Yellow	—	Low Battery
● Blue	—	Temperature OK
● Orange	—	Temperature Low
● Red	—	Temperature High
● Red	▬▬▬	Remove Charger
○ White	—	Sensor Open

Please refer to the Instruction manual before use
Device Use: To heat a patient's whole body, to compensate for the loss of normal body heat, with heat generated from an externally applied pad

A visual color-coded indication tag is attached to the Infant swaddle warmer for easy identification of the color indication on the device. This tag helps healthcare providers quickly determine the status of the device based on the color indication. By referring to the color displayed, healthcare providers can easily assess and understand the current status of the infant swaddle warmer. This visual indicator aids in ensuring efficient monitoring and management of the device during use.

Description

The Infant Swaddle Warmer unit distinguishes following Visual Indication:

❖ Fully Charged:

To charge the thermal pack, use the provided charge adapter. Insert the power adapter into the designated charging port on the thermal pack. A green visual color indication typically means that the thermal pack is fully charged and ready for use.

❖ Charging:

If the swaddle warmer displays a flashing green light whereas red LED will be indicated while charging, it indicates that the pack is currently in the charging process. Please allow sufficient time for the pack to reach its full charge before use.

❖ Low Battery:

When the battery level in the swaddle warmer is low as battery voltage drops below 10 volts, a yellow light will be indicated on the device. This yellow light serves as a clear indication that the battery needs to be recharged.

❖ Temperature Sensor Failure:

The temperature sensor failure indication is only active in thermal pack. The indication activates when the temperature sensor fails electrically due to an open or short circuit, or the sensor gets disconnected from heater and battery of thermal pack. The heater deactivates only the device indicates white colour indication. The white light serves as indication for sensor open.

❖ High Temperature:

A red light is used as an indicator when the temperature exceeds 42°C.

❖ Low Temperature:

The low temperature indication activates when the temperature is sensed by the sensor below 36°C. The amber light is used to indicate for low temperature.

❖ High Battery Temperature:

When the battery sensor detects a temperature exceeding 70°C, the device will automatically shut down, and the heater will be deactivated.

❖ **To Remove Power adapter:**

The device should not be used while charging. If it is working while charging, the red colour light will be flashing to indicate to disconnect the power adapter.

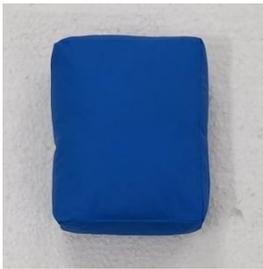
❖ **Temperature OK:**

When the temperature is within the safe range of (36 °C), a blue light will illuminate, indicating that the device is ready for use with your baby. This ensures that the Infant swaddle warmer provides a warm and comfortable environment for infant. Always look for the blue light to ensure the optimal temperature before placing baby inside the infant swaddle warmer.

3.4 Shut down Procedure

- ❖ Press and hold the power button for 3 seconds. When the power button is held down for 2 seconds, the visual indication on the swaddle warmer will turn off. This indicates that the device is now powered off.
- ❖ Now, gently and carefully remove the baby from the cozy wrap.
- ❖ By following these steps, you can safely and effectively power off the Infant swaddle warmer.

3.5 Accessories

#	Accessory Name	Single-use / Reusable	Part no.	Intended use	Picture
1.	Pillow	Resusable	76-00-190	Intended for height adjustment	

Section 4: Cleaning & Maintenance

- 4.1 General
- 4.2 Procedure for removing thermal pack
- 4.3 Instructions for Cleaning Spillage
- 4.4 Lifetime of product
- 4.5 Lifetime of Polyamide flexible heater

4.1 General

- Always switch off the equipment while cleaning
- This section provides cleaning and maintenance instructions where necessary instructions are needed.
- Routinely inspect baby compartment for signs of damage and replace before placing baby in the Infant Swaddle Warmer.
- The battery's lifetime is typically 1 to 2 years with proper charging and discharging. However, it is recommended to check it after 1 year and replaced.



Warning

- Use only the reusable nice Neötech thermal pack to provide warm. Use of other manufacturer's thermal device may affect the accuracy of Infant Swaddle Warmer operation and the electrical safety of the patient.
- Switch off the equipment and disconnect the power cord from the mains before take in to cleaning.
- Don't pour the water for cleaning, it may enter into the electronics circuits it causes short circuit and get shock.
- For use with the same newborn, periodically clean the Cozy Wrap with a damp cotton swab/cloth dipped in one of the 2% Glutaraldehyde cleaning solutions.
- Pay careful attention to areas with seams, and to creases which tend to accumulate dirt.
- It is recommended to clean the Cozy Wrap using a 2% cleaning Glutaraldehyde solution to prevent the build-up of contamination.
- Regular cleaning intervals are advised, even when using the Cozy Wrap for the same baby, to maintain a hygienic environment and ensure cleanliness.



Caution

- Use of cleaning/disinfecting solutions containing chemicals (i.e., alcohol, acetone, etc.), or chemicals in greater concentrations, may damage the patient sensor or other material being cleaned.
- Do not autoclave or gas sterilize the Infant swaddle warmer.
- Use the cleaning solution sparingly on a cloth when cleaning the Infant Swaddle Warmer. Do not saturate the unit - excessive solution causes damage to internal components.

4.2 Procedure for Removing Thermal pack

Remove the thermal pack from the Infant swaddle warmer only to facilitate proper cleaning of cozy wrap or perform maintenance issues or any repair.

- During cleaning the Infant Swaddle Warmer, the processing shall comply with EN ISO 17664:2017 for reusable of the device:



Picture 15

- Ensure that the Infant swaddle warmer is unplugged and powered off before attempting to remove the thermal pack.



Picture 16

- Unzip the thermal pack compartment which is located on the back side of the infant swaddle warmer, to remove the thermal pack.



Picture 17

- Gently and carefully remove the thermal pack from the compartment, taking care not to damage any components.
- Confirm that the thermal pack is fully detached from the Infant swaddle warmer, ensuring a safe and separate handling.



Warning

- To ensure the proper functioning and longevity of the swaddle warmer, it is crucial not to soak or rinse the device. Exposing the Infant swaddle warmer to excessive moisture can cause damage and may result in malfunctions, posing potential risks to the baby's safety and comfort.
- Instead, follow the manufacturer's recommended cleaning instructions, which usually involve using a damp cloth or cotton swab dipped in appropriate cleaning solutions. Gently clean the surface of the Infant swaddle warmer, paying special attention to any seams or creases where dirt might accumulate.

4.2.1 Cleaning Instruction:

Remove the Thermal Pack: Before cleaning the Infant swaddle warmer, carefully detach the thermal pack from the cozy wrap. Make sure the swaddle warmer is unplugged and powered off during this process.

Cleaning the Cozy Wrap:



Picture 18

- Using a damp cloth or a damp cotton swab dip in 2% Glutaraldehyde as cleaning solution, gently wipe down all surfaces of the cozy wrap, including the interior and exterior parts.
- Pay close attention to areas with seams and creases, as they may accumulate dirt.
- Avoid soaking, sinking, or rinsing the cozy wrap in water, as excessive moisture can damage the device.

Cleaning the Thermal Pack:



Picture 19

- Clean all exposed surfaces of the thermal pack using a dry cotton cloth. Do not use a wet cloth, as moisture can harm the thermal pack's functionality.
- If there are any spills or stains on the thermal pack, use a dry cloth or cotton swab to carefully wipe them away.

Cleaning solutions: It is recommended, use a damp cloth or cotton swab dipped in a 2% Glutaraldehyde solution to further disinfect the cozy wrap and thermal pack. Ensure that you follow the manufacturer's instructions and use the appropriate cleaning solutions.

Allow Drying: After cleaning and, if applicable, sanitizing, allow the cozy wrap and thermal pack to air dry completely before reassembling and use the Infant swaddle warmer again.

Regular Maintenance: Periodically inspect the Infant swaddle warmer for any signs of wear, damage, or malfunction. If you notice any issues, discontinue use immediately and contact the manufacturer or authorized service center for assistance.

Following these cleaning instructions will help keep the Infant swaddle warmer in optimal condition, ensuring a safe and comfortable environment. Always refer to the manufacturer's specific cleaning guidelines and safety recommendations for Infant swaddle warmer.

4.3 Instructions for Cleaning Spillage

- Stop using the device immediately if any fluids have come into contact with the thermal pack, battery, or electrical components and remove the infant from the swaddle warmer.
- Identify the type of spill (urine, milk, blood, vomit, etc.) to determine the appropriate cleaning method.

- Use an absorbent cloth or disposable paper towels to wipe up excess fluid.



- If electrical damage is suspected, do not use the device - contact the nice Neotech for servicing.
- Do not use bleach or harsh chemicals that could cause irritation or skin reactions.
- Do not immerse electrical components in water or disinfectants.
- Do not reuse contaminated fabric components without thorough washing and drying.

4.4 Lifetime of product:

Since the product is classified under programmable medical electrical system and in case of unavailability of microcontroller the life time of the product can be considered as five years and Service life of the device is extendable up to 1 year considering the replacement faulty components. So, the service life of the device is six years (5 years of lifetime + 1 year service life).

4.5 Life time of Polyamide flexible heater:

The life time of the Polyamide flexible heater is three years, after which it should be replaced.

Section 5: Specifications

Battery Specification	10.8V, Current - 5.7 Ah, Capacity-5700 mAH, Power - 61.56Wh. OE90960 Rechargeable Li-ion Pack.
Power adapter Specification	12V 1.5 AMPS(Output), 230 VAC (Input)
Heater plate Specification	Polyimide Heater of 12 V DC 45 Watts
Temperature range for heater's top and bottom sensor	10.1°C to 50.1°C
Temperature range for battery sensor	10.1°C to 72.1°C
Temperature sensor interchangeability accuracy	± 0.2°C
Auto-cut off range	>45°C
Operating Method	Battery Mode
Visual Indication	LED - Battery and sensor Status & Temperature Status
LED	1 RGB LED, 1 Red LED
Set Temperature	36°C Specified range to aid efficient thermoregulation
Battery temperature	If battery temperature exceed 72°C, the heater will be cut off.
Battery charging time	8 hours
Battery backup time	10 – 12 hours

IEC -1 Specifications

Type of Protection against electric shock	Class III
Degree of Protection against electric shock	Type B (cozy warp)
Mode of Operation	Continuous
Protection against hazardous of explosion	Not protected
Protection against increase of liquid	Not protected

Quality Test Approval

Quality	ISO 13485:2016
Electrical Safety	IEC 60601-1
EMC Safety	IEC 60601-1-2
Graphical Symbols	ISO 15223

Environment

Operating Temperature	15°C to 35 °C
Operating Relative Humidity	15 – 90% RH, non-condensing
Storage temperature	-10 °C to 60 °C

Storage Relative Humidity	50% - 90% RH, non-condensing
Dimensions	
nice 2020	15 cm (H) x 60 cm (L) x 21 cm (W)
Weight	
nice 2020	1.5 kgs
Power Adapter	
Plug	2 Pin
Length of cable	3 m
Output	12v, 1.5 AMPS

Section 6: Warranty

6.1 Conditions

1. The warranty is confined to the first purchaser of the product only and is not transferrable.
2. Repairs under warranty period shall be carried out by the company authorized personnel only.
3. In the event of repairs of any part/s of the unit, this warranty will thereafter continue and remain in force only for the unexpired period of the warranty. The time taken for repair and in transit whether under the warranty or otherwise shall not be excluded from the warranty period.
4. In case of any damage to the product/misuse detected by the authorized service personnel the warranty conditions are not applicable and repairs will be done subject to availability of parts and on a chargeable basis only.
5. Wear and tear, and defects caused by manipulation or unsuitable treatment are not included under the warranty.
6. We warranty this unit for 12 months from the date of installation. Warranty includes the repair and replacement of faulty components.
7. Defects caused by improper use, and defects due to causes beyond control like lightning, abnormal voltage, and acts of god, and also defects caused by rats, cockroaches or any other insects will not be covered under warranty.
8. Warranty is not applicable if the equipment is not purchased from Neotech/authorized Neotech dealer.
9. Warranty is not applicable if the warranty card is not filled and sent back to Neotech.

Customer Details cum Warranty Card

Date: _____

Hospital Name & Address: _____

Contact Person & Telephone/Fax No _____

Email _____

Department: NICU / PICU / OT / Gynecology / Causality / Others _____

Equipment Name: _____

Model No: _____ Sl. No. _____

Date of Purchase: _____ Date of Installation _____

Name of Authorized Dealer: _____

Customer Signature & Date
(I accept the terms & conditions of Warranty)

Dealer Signature with seal

Kindly fill the above and send the same

From _____

To:
 The Service In-charge
 nice Neotech Medical Systems Pvt. Ltd.
 No, 85-86. Krishna Industrial Estate,
 Mettukuppam, Vanagaram,
 Chennai-600095. Tamil Nadu, INDIA.
 Ph: 91-44-24762594, 24764608
 Email: service@niceneotech.com, info@niceneotech.com
 Web: www.niceneotech.com
 Toll Free No. 1800-425-2594 (India only)

Section 7: Trouble Shooting

- 7.1 General System Failure
- 7.2 Maintenance Intervals
- 7.3 Disposing of the Unit

7.1 General System Failure

Sl. No	Problem	Cause	Remedy
1	After inserting the power adapter in the device, then switching ON the device, green colour indication is illuminated if not.	Power adapter	Check the power adapter.
			Check the power supply.
			Otherwise contact nice Neötech
2	Infant swaddle warmer not heating	Heater Problem	Contact nice Neötech.
		Battery Problem	
		Connection of power adapter	If power adapter is connected, heater will not work. Remove the power adapter the press the power button.
3	When white colour is indicated in the Infant swaddle warmer.	Sensor open	Contact nice Neötech.
4	Encounter any errors or issues with the Infant swaddle warmer.	Errors	Contact nice Neötech.
5	When Red colour flashing occur in the Infant swaddle warmer	While connecting the power adapter, then pressing the power button.	The device should not be used while charging. If it is working while charging, the red colour light will be flashing to indicate to disconnect the power adapter.
6	When no colour indication shows while pressing the power button.	No charge	Connect the power adapter to charge the device.

7.2 Maintenance Intervals

- Always disinfect and clean the unit and accessories before any maintenance – even when returning the unit to the supplier for repair.
- Always disconnect power supply before any maintenance.
- Use only nice Neötech's original parts for maintenance.
- **Use of nonstandard components:** Consult the manufacturer for repair and replacement of components. Use of incorrect component can adversely affect safety, performance and/or damage the equipment performance

Regular Maintenance: Perform regular visual inspections of the Infant swaddle warmer to ensure there are no signs of damage or malfunction.

Contact the Company: If you encounter any errors or issues with the Infant swaddle warmer, contact the company's customer support or authorized service center for assistance with repairs.

By conducting regular maintenance checks and reaching out to the company for support when needed, you can ensure that your Infant swaddle warmer remains in good working condition, providing a safe and cozy environment for your baby.



- Periodically check the insulation and the connection of the power adapter it may cause fire because of poor insulation and short circuits due to aging.

For Infant Swaddle Warmer:

- Keep away from insects, rodents, and other contaminants.
- Store the Infant swaddle warmer in a dry place, ideally at room temperature.
- Avoid refrigerating the thermal pack.
- Keep the Infant Swaddle Warmer away from direct sunlight.
- Before storing the cozy wrap of Swaddle Warmer, make sure it is completely dry, without any damp spots.
- Periodically inspect the cozy wrap to ensure it remains clean and free of dust and insects.
- Keep the Infant Swaddle Warmer away from sharp objects or rough surfaces to prevent damage to the fabric or components.

7.3 Disposing of the Unit

- At the end of its service life dispose of the equipment in accordance with national waste disposal regulations or ask a suitable disposal contractor to dispose of the unit. The local environmental agency can supply further details.



- **Use of nonstandard components:** Consult the manufacturer for repair and replacement of components. Use of incorrect component can adversely affect Safety, performance and/or damage the equipment

Section 8: Spare Parts List

Sl. no	Part No	Part Name	Qty	Unit
1	20-05-165	Thermal Pack	1	No.
2	76-00-190	Pillow	1	No.
3	76-00-142	Cozy wrap	1	No.
4	91-00-138	Power adapter	1	No.
5	91-00-252	Battery	1	No.

Service contact:



Niceneotech Medical Systems Pvt. Ltd.

No, 85-86. Krishna Industrial Estate,
Mettukuppam, Vanagaram, Chennai-600095. Tamil
Nadu, INDIA.

Ph: 91-44-2476 4608

Toll Free No. 1800-425-2594 (India only)

E-mail: service@niceneotech.com

[/info@niceneotech.com](mailto:info@niceneotech.com)

Web: www.niceneotech.com

Section 9: For Complaints/Adverse Events/Comments/Feedback

				Date:	
Hospital Name & Address:					
Contact Person & Contact No. & Email:					
Department:		NICU / PICU / OT / Casualty / Others _____			
Equipment name:				Model no.:	
UDI / Serial No.:		Date of purchase:		Date of Installation:	
Pick one:	<input type="checkbox"/> Complaints <input type="checkbox"/> Adverse Events <input type="checkbox"/> Comments <input type="checkbox"/> Feedback				

In case of adverse events, fill the below details:

Incident happened to: (Patient / User)	
Details of incident happened person: (Name/Age/type of incident)	
Severity of the event (Minor injury / Major injury / Death)	
Brief description of the event	

For comments:

For Complaints:

For Feedbacks:

Kindly fill the above and send the same

From:

To:
 The Marketing In-charge
 nice Neotech Medical Systems Pvt. Ltd.
 No, 85-86. Krishna Industrial Estate,
 Mettukuppam, Vanagaram, Chennai-600095.
 Tamil Nadu,
 INDIA.
 Ph: 91-44-24762594, 24764608
 Email: marketing@niceneotech.com
 Toll Free No. 1800-425-2594 (India only)

NOTE: In case of serious/adverse events, report the incident to nice Neotech, European Authorized Representative and the competent authority of the Member State by filling and sending the below form as letter post or email.

Service Contact

nice Neötech Medical Systems Pvt. Ltd.
No, 85-86. Krishna Industrial Estate,
Mettukuppam, Vanagaram, Chennai-600095. Tamil Nadu, INDIA.
Ph: 91-44-2476 4608 Telefax: 91-44-2476 2594
E-mail: service@niceneotech.com / info@niceneotech.com
Web: www.niceneotech.com