



**Product Name : Infant Radiant Warmer with accessories**

**Product Model No : nice 2007 S, nice 2010, nice 2010 BC**

**Trouble Shooting**

**Doc no:  
73-00-012-1**

## 1. General System Failure

### nice 2010, nice 2007S

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 Neötech
2	System Failure LED is ON with audio indication	System Failure	Contact nice Neötech.

### nice 2010 BC

Sl. No	Problems	Possible Causes	Recommendation
1	Power failure indication displayed	Power failure	Check the unit is plugged in to main supply
			Check the mains are switched ON.
			Otherwise contact nice Neötech
2	Can't move the machine	Brakes may be applied on the castors.	Release the brake.
		Castors damaged	Change the Castors
3	Unable to tilt the heater module	Heater module may be struck	Slightly shake and rotate the heater module
			Contact nice Neötech

## 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 Neötech
2	No heater output	Check internal wiring between control module to heater module
		Set temperature may be less than actual temperature
		Check heater connection



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		Otherwise contact nice Neötech
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 Timed Acknowledged is ON.
		Otherwise contact nice Neötech
5	Baby temperature display shows "S-O" with continuous audio indication (S-O: Sensor Open)  Display shows "Skin sensor disconnected" (for nice 2010 BC).	Check if skin temperature sensor is disconnected from the machine.
		If skin temperature sensor is defective, replace new sensor
		Otherwise contact nice Neötech
6	Air* temperature display shows "S-O" with continuous audio indication (S-O: Sensor Open)  Display shows "Air sensor disconnected" (for nice 2010 BC).	Check if air* temperature sensor is disconnected from the machine.
		If air* temperature sensor is defective, replace new sensor
		Otherwise contact nice Neötech
7	Display shows H - F (H-F: Heater Failure)  Display shows Heater Failure (for nice 2010 BC)	Check heater connection
		Other wise contact nice neötech
8	Over temperature indication (ie. Temp. > 39 ° C)  Display shows "Skin Over Temperature". (for nice 2010 BC)	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 Neötech
10	Continuous baby temperature low indication	Check patient temperature is 1°C below set temperature
		Sensor may be wet.
		Otherwise contact nice Neötech



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11	Continuous air* temperature high indication	Check environment temperature is 1°C above set temperature
		Otherwise contact nice Neötech
12	Continuous air* temperature low indication	Check environment temperature is 1°C below set temperature
		Sensor may be wet.
		Otherwise contact nice Neötech
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 Neötech
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