



Product Name : Infant Incubator with Servo Humidity Control

Product Model No : nice 3010

Trouble Shooting

**Doc no:
73-00-007**

1. General System Failure

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	Height cannot be adjusted	Motor fault	Contact nice Neötech
3	Can't move the machine	Brakes may be applied on the castors.	Release the brake.
		Castors damaged	Change the Castors

2. System Fault

2.1 Infant Incubator

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 fuse in the rear side of pillar
		Other wise, contact nice Neötech
2	No heater output	Check the relay and fuse.
		Set temperature may be less than actual temperature
		Check heater connection
		Otherwise contact nice Neötech
3	Equipment working but fan & heater output not working	Check the fan connection
		Check fuse in the PCB.
		Check transformer voltage
		Replace Fan.
		Otherwise contact nice Neötech
4	Equipment not giving the audio indication	Check the temperature it may be near to the set temperature
		Check audio paused ON.



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		Other wise contact nice Neötech
5	Control panel displays Skin 1 Sensor fault, Skin 2 Sensor fault or air temperature sensor fault with high priority audible and visual alarms	Check if temperature sensor fault is disconnected from the machine.
		If temperature sensor fault is defective, replace new sensor
		Other wise contact nice Neötech
6	Display shows Heater Fail	Check the relay and fuse.
		Check heater connection
		Other wise contact nice Neötech
7	Display shows Temperature > 39°C	Check environment temperature above 39° C
8	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
9	Continuous baby temperature low indication	Check patient temperature is 1°C below set temperature
		Sensor may be wet.
		Otherwise contact nice Neötech
10	Continuous air temperature high indication	Check environment temperature is 1°C above set temperature
		Otherwise contact nice Neötech
11	Continuous air temperature low indication	Check environment temperature is 1°C below set temperature
		Sensor may be wet.
		Other wise contact nice Neötech
12	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
13	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
14	Temperature over Mattress dose not stabilize	Check unstable ambient temperature (should be 22-30°C)
		Check strong air conditioning draft



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15	Temperature display does not display Infant's Temperature accurately	Sensor thermal sensitive portion attached improperly
		Check thermal sensitive portion of sensor covered improperly
16	Baby temperature not correlate 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
17	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)

2.2 Masimo Pulse Co-oximeter

Pulse Oximeter System Exceptions

S.No.	Problems / Exception messages	Possible Causes	Recommendation
1.	No cable connected	Cable not attached or not fully inserted into the connector.	Disconnect and reconnect cable into connector.
2.	Replace Cable Next Patient	The patient cable is non-functional, or the life of the cable has expired.	Replace the patient cable.
	Replace cable	The patient cable is defective or unrecognized	
3.	Incompatible cable	Not a proper cable.	Replace with a proper cable.
4.	Cable near Expiration	The life of patient cable is near expiration	Replace the patient cable.
5.	No sensor connected	Sensor not fully inserted into the connector	Check to see if the sensor LED is flashing. Disconnect and reconnect the sensor into the Patient Cable Connector. If the LED fails to operate, replace the sensor.
		Maybe an incorrect sensor or a defective sensor or cable.	
		Instrument is searching for patient's pulse.	
		Sensor is disconnected from patient cable.	



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		Sensor connected upside down into patient cable.	
6.	Incompatible Sensor	Not a proper Masimo sensor.	Replace with a proper Masimo sensor.
		SpO ₂ sensor is attached to a instrument without SpO ₂ installed.	Use a non- SpO ₂ sensor. Contact nice Neotech/authorized dealer to learn more about the optional SpO ₂ upgrade.
7.	Replace sensor Next Patient	SpO ₂ reusable sensor has used all its available monitoring time.	Replace sensor.
	Replace Sensor	Sensor is non-functional, defective or unrecognized sensor.	
8.	Sensor near Expiration	The life of patient sensor is near expiration.	Replace the patient sensor.
9.	No Adhesive Sensor connected	When a single patient use sensor is used, the adhesive portion of the sensor is not connected.	Ensure the adhesive portion is firmly connected to the sensor.
10.	Replace Adhesive Sensor Next Patient	When a single patient use sensor is used, the adhesive portion of the sensor is non-functional, or the life of the adhesive portion of the sensor has expired.	Replace the adhesive portion of the sensor.
	Replace Adhesive Sensor		
11.	Incompatible Adhesive Sensor	Not a proper Masimo sensor.	Replace with proper Masimo sensor.
		SpO ₂ sensor is attached to an instrument without SpO ₂ installed.	Use a non- SpO ₂ sensor. Contact nice neotech/authorized dealer to learn more about the optional SpO ₂ upgrade.
12.	Sensor initializing	Instrument is checking the sensor for proper functioning and performance.	If values are not displayed within 30 seconds, disconnect and reconnect sensor. If values are still not displayed, replace with a new sensor.
13.	Sensor Off patient	Sensor off patient	Disconnect and reconnect the sensor. Reattach sensor.



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		Sensor not connected to patient properly. Sensor is damaged.	Properly reapply the sensor on the patient and reconnect the sensor to the instrument or patient cable. If the sensor is damaged, replace the sensor.
14.	Pulse search	Instrument is searching for patient's pulse	If values are not displayed within 30 seconds, disconnect and reconnect sensor. If pulse search continues, remove sensor and replace on a better perfused site.
15.	Interference Detected	High intensity light such as pulsating strobe lights, excessive ambient light sources such as surgical lights or direct sunlight, or other monitor displays.	Place a Masimo Optical Light Shield over the sensor.
		Incorrect monitor line frequency setting (Hz).	Access the Traditional User Interface. Select Config and enter the password. Adjust the Line Frequency to the correct Hz setting.
16.	Low Perfusion Index	Improper sensor type.	Verify proper sensor and sensor size for the patient.
		Poorly perfused site/ Signal too small.	Move sensor to better perfused site
		Sensor is too tight.	Check and see if blood flow to the site is restricted. Be sure that the sensor is not on too tight.
		A disorder such as hypothermia, vasoconstriction, hypovolemia, peripheral vascular disease or anemia.	Set instrument to MAX sensitivity. Warm the patient or sensor site.
		Sensor is damaged.	If the sensor is damaged, replace the sensor.
17.	Adhesive Sensor near Expiration	The life of adhesive sensor is near expiration.	Replace the adhesive sensor.
18.	Check Sensor Connection	Sensor is not connected firmly into patient cable, or the sensor is not connected firmly to the instrument.	Reconnect sensor firmly into patient cable, or to the instrument.
19.	SpO₂ Only Mode	"SpO ₂ Only Mode" message occurs during an unsuccessful sensor calibration/ pulse search routine, or during monitoring.	Review the sensor's Directions for use instructions. Use a Masimo light shield to cover the sensor and adjust the sensor.

Parameter Exceptions

S.No.	Problems / Exception messages	Possible Causes	Recommendation
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1.	Low SpO₂ SIQ	SpO ₂ measurement is obscured. Indication: Blue dot on the respective parameter display.	Ensure proper sensor application. Check sensor to see if it is working properly. If not replace the sensor.	
2.	Low PR Confidence	Improper sensor type or application.	Excessive motion relative to perfusion. Sensor is damaged or not functioning. Check and see if blood flow to the site is restricted. Check the placement of the sensor. Reapply sensor or move to a different site.	
	Low PI Confidence	Indication: Blue dot on the respective parameter display.		
3.	Startup state	SpO₂	Sensor initializing. Indication: Pink dot on the respective parameter display.	The pink dot disappears after the successful initialization.
		PR		
		PI		
4.	Invalid parameter	SpO₂	Indication: Dashed parameter "--"	Contact nice Neötech Service personnel.
		PR		
		PI		