



**Product Name: Infant Radiant Warmer with T-Piece Resuscitator and Phototherapy**

**Product Model No : nice 5000 RP**

**Trouble Shooting**

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

## 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	System failure indication displayed	System failure	Contact nice Neötech.
3	Height cannot be adjusted	Motor fault	Contact nice Neötech
4	Can't move the machine	Brakes may be applied on the castors.	Release the brake.
		Castors damaged	Change the Castors
5	Unable to tilt the heater module	Heater module may be struck	Slightly shake and rotate the heater module
			Contact nice Neötech

### T-piece resuscitator

Sl. No	Problems	Possible Causes	Recommendation
1.	Proximal pressure is not shown in pressure gauge	No gas supply, Patient circuit is disconnected.	Check the gas supply
			Check the patient circuit is intact.
			Otherwise contact nice Neötech
2.	Suction pressure is not shown in pressure gauge	No gas supply, Suction bottle lid may be loose.	Check the gas supply
			Check the suction bottle lid
			Otherwise contact nice Neötech.

## 2. System Fault

### 2.1 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 fuse in the rear side of Pillar



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		Other wise, contact nice Neötech
2	No heater output	Check internal wiring connected between control module to heater module
		Set temperature may be less than actual temperature
		Check heater connection
		Other wise contact nice Neötech
3	Machine working, but observation lamp & heater output not working	Check internal wiring connected between control module to heater module
		Check fuse in the rear side of heater module
		Replace observation lamp
		Replace IR heater
4	Machine not giving Audio Indication	Check the Temperature it may near to the Set temperature
		Check Timed Acknowledged ON.
		Other wise contact nice Neötech
5	Control panel displays Skin 1 Sensor fault or Skin 2 Sensor fault with high priority audible and visual alarms	Check if skin temperature sensor is disconnected from the machine.
		If skin temperature sensor is defective, replace new sensor
		Other wise contact nice neötech
6	Display shows Heater Failure	Check internal wiring connected between control module to heater module
		Check heater connection
		Other wise contact nice neötech
7	Display shows Temperature > 39°C	Check environment temperature above 39°C
8	Continuous skin 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 skin temperature low indication	Check patient temperature is 1°C below set temperature
		Sensor may be wet.
		Otherwise contact nice Neötech
		Check strong air conditioning draft
10	Temperature display does not display infant's temperature accurately	Sensor thermal sensitive portion attached improperly
		Check thermal sensitive portion of sensor covered improperly



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11	Skin 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
12	Heater output is off after some time in manual mode	Check manual timer time. Can be set 2 to 30 minutes
		Check the heater output is off after set time
		If heater output is off before set time contact nice Neotech
13	In baby mode, baby is 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 Phototherapy**

Sl. No	Problems	Possible Causes	Recommendation
1	Lamps are not ON (LED)	Power Failure	Check the Power
		LED may be defective	Contact nice Neotech
		Fuse blown	Replace Fuses
2	Lamps are frequently fluctuating(LED)	Power Fluctuation	Use Stabilizer
3	Lamp usage Hours display is not working	Microprocessor may be defective	Contact nice Neotech
4	Irradiance level not adjustable	Microprocessor may be defective	Contact nice Neotech
5	LED Lamps are turned ON but the fan is OFF.	Defective wiring	Contact nice Neotech
6	Some LED's are not lit	LED may be defective	Contact nice Neotech

**2.3 Resuscitator**

S.No.	Problem	Remedy
1	Unable to achieve the PIP and PEEP pressures during setup	Check that the gas flow rate is set to 7-10 L/Min.
		Inspect the test lung for sign of damage.



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	procedure.	Ensure firm connection between the gas supply, resuscitator and T-Piece circuit.
		Ensure the test lung is firmly connected to the T-Piece.
		Confirm that the manometer shows zero with no gas flow
		Check the maximum pressure relief is set correctly.
2	The infant's chest and upper abdomen are not rising during the inspiratory cycle.	Confirm the good seal between the mask and infant's face has been achieved.

**2.4 Masimo Pulse Co-oximeter**

**Pulse Oximeter System Exceptions**

S.No.	Problems / Exception messages	Possible Causes	Recommendation
1.	<b>No cable connected</b>	Cable not attached or not fully inserted into the connector.	Disconnect and reconnect cable into connector.
2.	<b>Replace Cable Next Patient</b>	The patient cable is non-functional, or the life of the cable has expired.	Replace the patient cable.
	<b>Replace cable</b>	The patient cable is defective or unrecognized	
3.	<b>Incompatible cable</b>	Not a proper cable.	Replace with a proper cable.
4.	<b>Cable near Expiration</b>	The life of patient cable is near expiration	Replace the patient cable.
5.	<b>No sensor connected</b>	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.	
6.	<b>Incompatible Sensor</b>	Sensor connected upside down into patient cable.	Replace with a proper Masimo sensor.
		Not a proper Masimo sensor.	



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		SpO <sub>2</sub> sensor is attached to a instrument without SpO <sub>2</sub> installed.	Use a non- SpO <sub>2</sub> sensor. Contact nice Neotech/authorized dealer to learn more about the optional SpO <sub>2</sub> upgrade.
7.	<b>Replace sensor Next Patient</b>	SpO <sub>2</sub> reusable sensor has used all its available monitoring time.	Replace sensor.
	<b>Replace Sensor</b>	Sensor is non-functional, defective or unrecognized sensor.	
8.	<b>Sensor near Expiration</b>	The life of patient sensor is near expiration.	Replace the patient sensor.
9.	<b>No Adhesive Sensor connected</b>	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.	<b>Replace Adhesive Sensor Next Patient</b>	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.
	<b>Replace Adhesive Sensor</b>		
11.	<b>Incompatible Adhesive Sensor</b>	Not a proper Masimo sensor.	Replace with proper Masimo sensor.
		SpO <sub>2</sub> sensor is attached to an instrument without SpO <sub>2</sub> installed.	Use a non- SpO <sub>2</sub> sensor. Contact nice neotech/authorized dealer to learn more about the optional SpO <sub>2</sub> upgrade.
12.	<b>Sensor initializing</b>	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.	<b>Sensor Off patient</b>	Sensor off patient	Disconnect and reconnect the sensor. Reattach sensor.
		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.



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14.	<b>Pulse search</b>	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.	<b>Interference Detected</b>	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.	<b>Low Perfusion Index</b>	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.	<b>Adhesive Sensor near Expiration</b>	The life of adhesive sensor is near expiration.	Replace the adhesive sensor.
18.	<b>Check Sensor Connection</b>	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.	<b>SpO<sub>2</sub> Only Mode</b>	"SpO <sub>2</sub> 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.



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**Parameter Exceptions**

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1.	<b>Low SpO<sub>2</sub> SIQ</b>	SpO <sub>2</sub> measurement is obscured. Indication: Blue dot on the respective parameter display.	Ensure proper sensor application. Check sensor to see if is working properly. If not replace the sensor.
2.	<b>Low PR Confidence</b>	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.
	<b>Low PI Confidence</b>	<b>Indication:</b> Blue dot on the respective parameter display.	
3.	<b>Start up state</b>	<b>SpO<sub>2</sub></b>	Sensor initializing. <b>Indication: Pink dot</b> on the respective parameter display.
		<b>PR</b>	
		<b>PI</b>	
4.	<b>Invalid parameter</b>	<b>SpO<sub>2</sub></b>	<b>Indication:</b> Dashed parameter "--"
		<b>PR</b>	
		<b>PI</b>	