Q1: Why does my unit say lo? Are the batteries dying?

No, the unit should say Lo ℉ or Lo ℃ with the unit of measurement portion flashing. This indicates a temperature can be taken. Low or dying batteries will show an empty battery icon on the right side of the LCD display.

If the temperature is not found or is lower than 89.6 ℉ or 32℃, then Lo will stay as a constant once a temperature would have been found.

Q2: How can I change from ℃ to ℉ measurement and vice-versa?

When the unit is off, simply hold down the power button for at least 3 seconds, it should then change the current unit of measurement.

Q3: Where can I find the memory?

The unit will only keep the last recent reading. You can view it briefly while the thermometer is booting up.

Q4: How long does a temperature take to read?

The temperature will be found within 25-45 seconds depending on the color of the unit you have. The thermometer should beep and keep the temperature constant.

Q5: I did not hear the beep?

The unit will briefly beep when it is turned on or when a temperature registers.

Q6: Why didn't the backlight turn on?

There is no backlight with these units.

Q7: Where can I get probe covers?

These units do not require probe covers. Please disinfect between uses and allow to dry before storing away.

Q8: Where is this product made?

This product is made in China.

Q9: How does the unit turn off?

Press ON/OFF button to turn off the thermometer.
(The thermometer will automatically power off after approximately 10 minutes after non-use.)

Q10: Does the color of the thermometer matter?

Currently there are 3 Colors for option: green, yellow and grey. There are two versions of reading times, 25 seconds (green) and 45 seconds (yellow and grey). Please refer to the listing description for details.

We hope these tips were useful. If you have any inquiries about our products or services feel free to contact us via email, call our customer service at 855.822.6999 M-F 9am-5pm CT or visit us at healthcare-manager.com