

Q1: Why didn't it turn on?

Check the battery compartment for the battery polarity placement. The metal inside the flap of the battery back will show the - and + which should touch that side accordingly. Once placed correctly and the battery back is closed, the unit should turn on. Always use fresh batteries when checking.

Q2: How do I know it's testing my temperature?

The body mode should show on the display before taking a personal reading. Use the Mode button to switch to each three.

Q3: Why is the temperature not the same as my oral thermometer?

It is normal for infrared thermometers to read internal body temperature 0.50-1.0 degree lower. Please adjust accordingly.

Q4: How do I pair my thermometer to recalibrate?

The F4 function can recalibrate:

1. Turn unit on (trigger power) in the Body mode
2. Hold MODE button for 3 secs --> F1 appears
3. Hold MEM button to toggle to F2, F4
4. Hold down MODE to go up and down (- /+) temperatures
5. Press MEM to save
6. Take reading to check

Q5: Why won't the unit turn off when I press the power trigger?

The trigger is used as a power on function only and the unit will turn off when idle.

Q6: Why the unit will not find a temperature?

Make sure the forehead is clear of sweat, hair, and wind. There must be at least a partially enclosed area to take a reading, approx. 50 feet or less to contribute for the ambient environment and potential wind factor for the infrared to function properly.

Q7: Does it have a sound button?

Yes, it does. You can mute the sound or have it on for when you are using the trigger or finding a temperature for alerts.

Q8: Does this verbally tell you the temperature found?

No, however, it does have a sound button and a color display that will show different color ranges for each body temperature range (Normal, Slight Low-grade Fever, and High Fever)

Q9: How long does it take to get a reading?

One second. It is best to wait 1 minute between readings for accuracy, and 10-15 minutes to acclimate to the environment room temperature when you first use the unit or between long storage times.

Q10: How many readings can be taken in its lifetime?

It can take approx. 100,000 readings.

Q11: Where is this made? Is it FDA / CE certified?

This product is made in China. It is both FDA and CE certificated for Over-The-Counter Use.

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