

FEVERBUDDY TROUBLESHOOTING GUIDE

Our thermometers are independently tested and provide accuracy within 0.3°C, it's usually just a quick cleaning or positioning issue to get you accurate measurements every time.



CLEANING

The most important thing you can do for accuracy is clean the lens each and every time you use your thermometer. You can't skip this step. A dirty lens will result in a low temperature or inconsistent readings.

Use an alcohol wipe or cotton bud moistened with alcohol (containing 70 percent Isopropyl) and clean the measuring lens thoroughly, wait 10 minutes after cleaning before using. Clean after every use as well.

AGE MODE

Ensure the device is in the correct age mode before use.

- Baby mode is suitable for children aged between 6-36 months
- Adult mode is suitable for any person older than 36 months



DIFFERENT READINGS FROM LEFT TO RIGHT EAR

It's important to understand that temperatures will vary between the left and the right ear. This is because the ear canal can vary in size and shape and the amount of dirt and wax present all affect the infrared rays reaching the eardrum. You should use one ear consistently to properly take and track temperatures and make sure the ear is clean. You should wait 20 minutes before taking an ear reading if your child has been lying down, had their ear covered or any medication given in the ear canal.



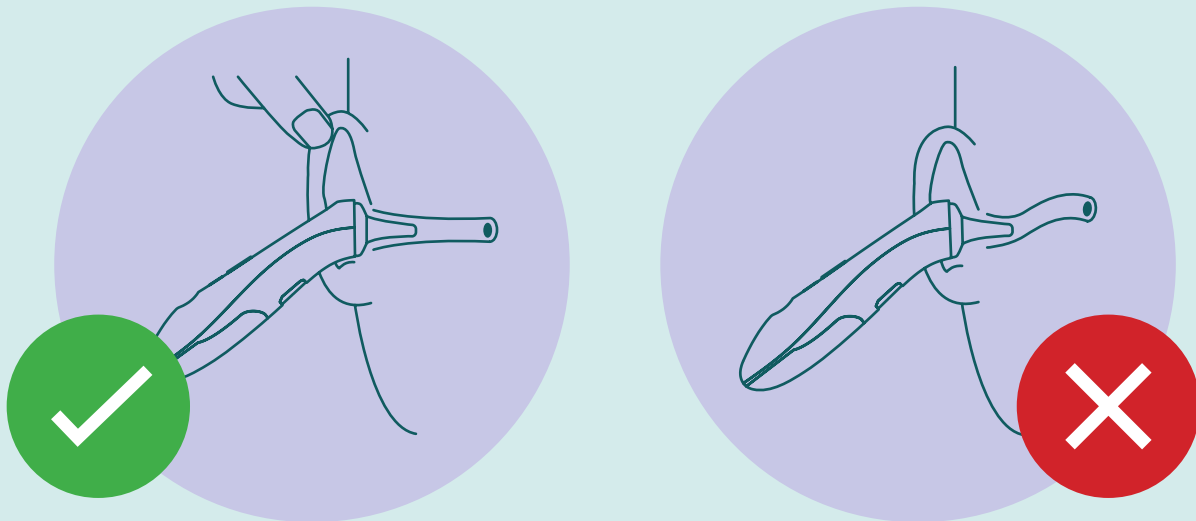
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POSITION OF THE THERMOMETER PROBE

The position of the probe tip during a measurement will have an influence on the results and the accuracy of the measurement. We want the infrared rays to directly hit the eardrum to get the reading. If it hits the side of the ear canal, an inaccurate measurement will result. That is why it is very important to straighten the ear canal before inserting the probe.

- Baby mode is suitable for children aged between 6-36 months
- Adult mode is suitable for any person older than 36 months



WHEN SHOULD I USE FOREHEAD MODE?

The most reliable and accurate readings will come when you measure from the ear.

Taking a reading from the ear is more accurate than the forehead as the ear is more reflective of the core body temperature. The only time we recommend using the forehead mode is if you already have a baseline temperature of your child and are wanting to see how their temperature is tracking AND they are irritable, upset, have an ear infection or are sleeping.



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FOREHEAD MODE POSITION

When using the forehead mode, positioning is important. Aim for the centre of the forehead - the lens should be positioned parallel to the ground, it can not be on an angle. Make sure the thermometer position is within 4cm of the forehead.

DO NOT TAKE TEMPERATURES FROM MULTIPLE SITES

Do not take temperatures from multiple ears or sites and compare.

To correctly track a temperature, you should use one location and one ear. Do not switch between ears or to forehead mode. Variations in temperatures between different ears is common, which is why you should not compare the readings. Forehead readings can also fluctuate up to 0.5°C from the core body temperature (1°F) which is why readings may differ from ear to forehead, it's completely expected.

WHAT IS NORMAL FOR YOUR CHILD

To determine a normal temperature for your child, conduct readings when they are feeling well, both morning and evening. This gives you a baseline and what normal looks like for your child.

CONDITIONS

Make sure you do not hold the thermometer between uses. The device heats up with continued use which may affect the reading, give it a 10 second break between measurements.

With these tips I am sure you'll find your thermometer producing accurate and reliable readings. If you have any questions or remaining concerns please reach out to hello@tinyhearts.co we are here to help!

