

The Parenting Garden Bedwetting Alarm

FREQUENTLY ASKED QUESTIONS & TROUBLESHOOTING GUIDE

FREQUENTLY ASKED QUESTIONS:

How do I test my bedwetting alarm to confirm that it is working?

First ensure the plastic strip is removed from the battery casing in the alarm unit. The lever on the moisture sensor clip should be in the open position (lever up). Place a damp cloth between the sensor clip then lower the lever to close the clip onto the fabric. The alarm should sound, vibrate and flash. To stop the alarm, lift the lever to open the clip.

What type of underwear is best to use?

Snug fitting cotton underpants should be worn so that the sensor is held close to the body to quickly detect moisture. Boxer shorts are not suitable as they are loose fitting.

Where on the underpants do I clip the sensor?

The sensor clip should be clipped to the outside of the underpants in the spot where you think the first drops of moisture will appear. For boys this is generally on the overlap or y-fold area of briefs, and girls a bit lower down towards the crotch area.

How do I fit the alarm unit to my child?

1. Firstly, adjust the alarm band to the desired loop length then position the unit around your child's upper arm.
2. Slide the hook piece onto the open loop then adjust the band to a snug, comfortable fit.
3. For short-sleeved pyjama tops, run the cord up your child's arm underneath the top. For long-sleeved pyjama tops, position the unit over top of the shirt then run the cord up and feed it underneath the pyjama top under their chin.
4. It is important to run the cord underneath your child's pyjama top to prevent excessive pulling on the cord and potentially a tangling hazard. Ensure that the cord at the top of the alarm unit is not being pulled at, kinked or bent.
5. The cord should now be coming out from the bottom of your child's pyjama top. To clip the sensor to the outside of the underpants, simply pinch a piece of the underpants fabric, place it in-between the metal jaws then snap the lever down to secure the clip into place. Pull up their pyjama pants.
6. Excess loose cord should be tucked loosely under your child's pyjama top or tucked into the pyjama pants.

How long will the alarm sound after it has been activated?

The bedwetting alarm will continue to sound/vibrate/flash until you or your child turns it off by lifting the lever on the sensor to remove the clip from the underpants.

After the alarm has been activated, can I clip the sensor back onto the same underpants?

No. You will need to put on a new pair of underpants on your child before re-attaching the alarm; otherwise the sensor will keep detecting moisture and activate the alarm, even if it was just a dribble!

How long do the batteries last?

Typically, if the alarm is being activated once during the night, you should get approximately 3-4 weeks out of the batteries. Obviously this will lessen if the alarm is being activated numerous times during the night. When replacing batteries, ensure you replace with CR2025 lithium coin batteries, and preferably batteries of higher quality. **NOTE:** *You may find that the original batteries already fitted in the alarm unit may not last as long. Replace with the spare set of batteries supplied in the box or other high quality batteries.*

Is there anything I need to do to maintain the alarm unit and sensor?

It is a good habit to perform a 'wash/dry' procedure on a regular basis i.e. once a week to keep the sensor clean. Sometimes when the alarm sensor becomes saturated, small beads of moisture can become trapped behind the sensor, which can sometimes cause the alarm to continually beep or not work effectively. The '**wash/dry**' procedure is as follows:

1. Remove the batteries from the unit.
2. Run the sensor (part that attaches onto underwear) under warm water for a few seconds.
3. Pat-dry the sensor with a towel.
4. Dry the sensor with a hair dryer for approx 2-3 minutes so it's completely dry.
5. Let sit for approx 5 mins.
6. Replace the batteries into the unit.
7. Test the alarm by clipping the sensor onto a damp cloth.

WARRANTY:

The Parenting Garden Warranty covers manufacturing defects for 12 months from the date of purchase. It does NOT cover batteries, kinking/bending or pulling of the sensor cord from the unit, water flooding (urine or water damage to the alarm unit) or any other physical damage of the alarm unit or sensor caused by misuse. Warranties are handled directly with The Parenting Garden by emailing support@theparentinggarden.com.au.

To assist you in getting your Bedwetting Alarm working properly, please refer to the troubleshooting guide. For example, often alarms act erratic due to low batteries, so this troubleshooting guide has specific actions you can take that may fix the problem you are experiencing and save you the inconvenience of returning the alarm for inspection.

30 DAY MONEY BACK GUARANTEE:

The Parenting Garden accepts returns of unused Bedwetting Alarms returned in their original, resalable condition within 30 days of purchase. Because of the nature of the product, we cannot accept returns of used bedwetting alarms, unless it has a manufacturing defect or fault.

TROUBLESHOOTING:

<i>My alarm did not sound when my child wet the bed. What should I do?</i>	Make sure the sensor clip is attached correctly. If the sensor is not placed in the correct position onto the front of the underpants, it may delay the sensor's detection of moisture.
<i>I just got my alarm and as soon as I removed the piece of plastic from the battery case, the alarm keeps sounding. How do I turn it off?</i>	If the alarm is sounding as soon as you remove the plastic strip, this probably means the lever on the sensor clip is down and the metal jaws inside the sensor are touching and completing the circuit to set off the alarm. To prevent this from happening, ensure that the sensor lever is up and the jaws are open before you remove the plastic strip from the battery case.
<i>My alarm is making a very weak alarm sound when activated. What does this mean?</i>	This generally indicates that the batteries are low and need replacing. Replacing with a new set of batteries should strengthen the alarm sound.
<i>My alarm is making a dull clicking sound when activated. What does this mean?</i>	This could mean one of two things. The batteries may be low and need replacing or a circuit fault is occurring due to moisture beads within the sensor. I suggest first to dry the sensor with a hair dryer and put it in a dry place, and then retest the alarm. If the clicking sound is still occurring, remove the batteries and replace with a new set.
<i>My alarm activates sporadically through the night, even when my child has not wet the bed. Why is it doing this?</i>	This could mean that the jaws on the sensor clip have been over-extended due to too much fabric being pinched within the clip. This results in the distance of the jaws being forced to expand therefore when it grips onto thin fabric, the sensor will activate sporadically. To prevent this from happening, ensure only thin cotton underpants are being used and do not over-extend the jaws.
<i>After my child wets, I cannot get the bedwetting alarm to turn off unless I remove the batteries completely. Does this mean my alarm is defective?</i>	No, this may occur during the first couple weeks before your child has learned how to stop the flow of urine when the alarm sounds. When the sensor gets saturated, it can be difficult to turn off because it continues to sense the moisture stuck in the back of the sensor, even after you've removed it from the underpants. To turn the alarm off, simply remove the batteries. Rinse the sensor under running water then dry thoroughly using a hair dryer for 10-15 seconds. Ensure it is completely dry before reattaching to the underpants.
<i>My alarm is acting erratically and the alarm sounds when it is dry or doesn't sound when wet. What should I do?</i>	The most common cause of erratic behaviour is a dirty sensor. When a sensor is not properly cleaned, urine residue can build up on the sensor jaws causing the alarm to incorrectly sense moisture or become less sensitive to moisture. To rectify this problem, clean your sensor thoroughly with warm, soapy water and an old toothbrush. If it continues to act erratically after you've cleaned it, try changing the batteries.

<i>I have cleaned the sensor following the problem above and changed the batteries but my alarm is still acting erratic. Is there anything else I can do?</i>	Make sure that the battery contacts are clean and that the batteries are making good contact. Ensure the cover on the battery case is replaced correctly and the metal points when closing the cover is making contact. Make sure that the alarm unit has not sustained any water damage.
<i>I've noticed the cord on the alarm now has a kink in it and the alarm does not sound when activated.</i>	To prevent this from happening, make sure any excess cord is tucked underneath your child's clothing. Damage to the cord from misuse or incorrect use is not covered under warranty.
<i>My alarm has been working fine but I've now noticed the cord has been pulled out from the top of the alarm unit exposing the wires. Should I continue to use?</i>	No. Your alarm is damaged because the cord has been pulled from the alarm unit either by incorrect use or positioning on the arm, or your child has pulled at the cord during the night. Damage to the cord from misuse or incorrect use is not covered under warranty.
<i>I have received my alarm but have decided my child does not require the bedwetting alarm, or I have simply changed my mind. Can I return it for a refund?</i>	Yes, as long as the alarm has not been used or removed from the packaging and it is still within 30 days from the date of purchase. Email support@theparentinggarden.com.au to begin the return process. Return postage is at your own expense.
<i>We have been using the alarm however I don't feel it is working properly and believe there is a fault with it. What should I do?</i>	If you have tried applying the solutions to the problems mentioned in this troubleshooting guide and you still believe it may be faulty, then email support@theparentinggarden.com.au to explain the problem. You will be asked to return your alarm to us for testing. If it is indeed faulty, and it is still within the 12 month warranty period from date of purchase, then you will be offered either a refund or replacement. Please note that faults occurring as a result of misuse or physical damage are not covered under the warranty. A new alarm will need to be purchased.

Any further questions to the above please
email support@theparentinggarden.com.au
or phone 1800 008 202