

# MDS9950 Troubleshooting Guide - Optum

Note: Refer to Product Instructions for Use of full instructions, warning, and contraindications.



## Product Description

- Oral Digital Stick Thermometer
- MDS9950



## Troubleshooting Topics

### Top Issue # 1 – Will Not Turn On

- | <u>Yes</u>               | <u>No</u>                |  |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Has the battery been replaced?   |
| <input type="checkbox"/> | <input type="checkbox"/> | If no, remove the battery compartment lid. Note that you may need to use a small tool to dislodge the lid. Slide out the battery and insert a new battery with the + sign facing up. |
| <input type="checkbox"/> | <input type="checkbox"/> | Issue Solved? If not, continue to Complaint Form on Page 2   |



### Top Issue # 2 – Inaccurate Readings

- | <u>Yes</u>               | <u>No</u>                |  |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | After turning on the thermometer did the customer wait to see a <---> and a flashing <°F or °C> on the screen before taking a measurement? |



- |                          |                          |  |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | While taking a reading is the thermometer placed under the tongue, in the pocket near the root, on either the right or left side of the mouth? |
| <input type="checkbox"/> | <input type="checkbox"/> | While taking a reading is the mouth closed for the duration of the reading?  |
| <input type="checkbox"/> | <input type="checkbox"/> | Are breaths being taken through the nose at an even pace?  |
| <input type="checkbox"/> | <input type="checkbox"/> | Was the thermometer kept in the mouth until a beep was heard?  |
| <input type="checkbox"/> | <input type="checkbox"/> | Is a <▼> displayed on the lower right of the screen?   |
| <input type="checkbox"/> | <input type="checkbox"/> | If yes, replace the battery.   |
| <input type="checkbox"/> | <input type="checkbox"/> | Issue Solved? If not, continue to Complaint Form on Page 2   |



# Complaint Form

Troubleshooting was attempted and could not resolve the issue

Document the following information below. Do not leave blank fields.

<b>Convey Representative Name</b>	
<b>Customer Name</b>	
<b>Customer Phone Number</b>	
<b>Customer Address</b>	
<b>Customer Email Address</b>	
<b>Item Number</b>	
<b>Age of Product (estimated)</b>	
<b>Product Serial or Lot Number</b>	
<b>Photo Available?</b>	
<b>Defect Code</b> Check as many error codes are applicable to the customer issue.	<input type="checkbox"/> Will Not Turn On <input type="checkbox"/> Inaccurate Readings <input type="checkbox"/> Does Not Beep <input type="checkbox"/> Other: _____

## Additional Information:

- Lot Number Placement:
  - The lot number is located on the silver sticker on the back of the thermometer.
  - Lot number begins with L

