



# MDS4003 Troubleshooting Guide

## Product Description

- Digital Wrist Blood Pressure Monitor
- MDS4003
- Automatically inflates and deflates, provides quick digital readings of systolic / diastolic pressure and pulse rate, color gauge for quick detection.



Figure 1 - Product Photo

## Troubleshooting Topics

### Top Issue # 1 - Unit Will Not Turn On

Yes    No

- Are the batteries in the device and positioned in correct direction ?
- Did you try taking the batteries out and putting them back in?
- Have you tried using a new battery?
- Issue Resolved? If no, continue to Complaint Form on Page 2.

### Top Issue # 2 - Inaccurate Reading

Yes    No

- Is the cuff wrapped tightly around your bare left wrist, with the device on palm side (monitor should be positioned facing the same way as the palm)?
- Is the cuff placement about 1-1.5 centimeters from wrist joints?
- Is the cuff wrapped tightly around your wrist, leaving no extra room between the cuff and your skin (if the cuff is loose, the measurement will not be accurate) ?
- Are you moving, speaking or repositioning during the measurements?
- Are your feet on the floor, uncrossed and is your back upright?
- If taking multiple measurements, are you waiting atleast 1.5 minutes between readings?
- did you relax for five minutes before taking the measurements?
- Issue Resolved? If no, continue to Complaint Form on Page 2.

### Top Issue # 3 - Inflation Issues

Yes    No

- Is the cuff fully plugged into the cuff port on the left side of the device?
- Are you remaining still while taking measurements?
- Is the cuff damaged?
  - If yes, continue to Complaint Form on Page 2.
- Issue Resolved? If no, continue to Complaint Form on Page 2

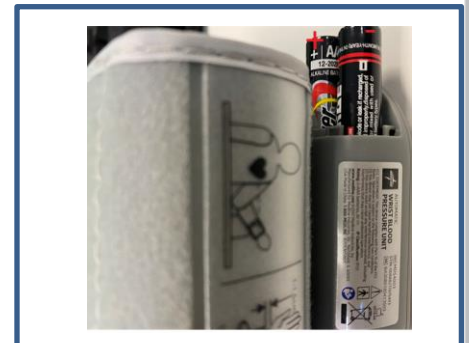


Figure 2 - Top Issue #1, Correct Orientation of the Batteries



Figure 3 - Top Issue #2, Correct Cuff Placement



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## 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>Optum Item Number</b>  |   |
| <b>Age of Product (estimated)</b>   |   |
| <b>Product Serial or Lot Number</b>   |   |
| <b>Photo Available?</b>   |   |
| <b>Defect Code</b><br>Check as many error codes are applicable to the customer issue. | <input type="checkbox"/> Unit will Not Turn on<br><input type="checkbox"/> Inaccurate Reading<br><input type="checkbox"/> Inflation Issue |

### Additional Information:

- Lot Number/Serial Placement:  
The product Lot Number can be found on the bottom of the original box and Product Serial Number can be found on the side of the device in the silver box. Serial Number Starts is abbreviated as SN.

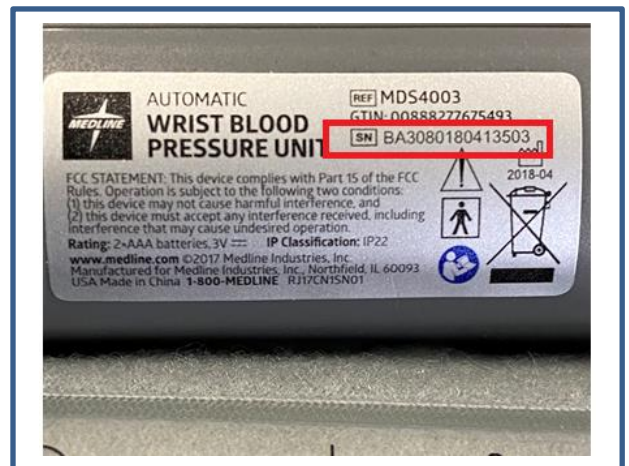


Figure 4 – Serial Number Location