

Welch Allyn SureTemp Plus Trouble Shooting Guide

SYMPTOM	POSSIBLE CAUSE	CORRECTION
Oral Temperatures		
Inaccurate temperature reading (low or high)	Probe is not placed into sublingual pocket	Repeat temperature and reposition the probe.
	The thermometer is not in the Oral mode	Check the mode on the display. Change to the Oral mode using the Mode Selection button
	Incorrect probe covers used or no probe cover used	Use only Welch Allyn probe covers. Using non-Welch Allyn probe covers or no probe cover will cause incorrect reading
	Patient has ingested something cold or hot	Wait at least 20 minutes after eating, drinking, chewing gum or mints, smoking or brushing teeth
	Patient was speaking or clenching the probe tip with teeth while taking a temperature	Probe must be completely surrounded by tissue while taking a temperature
	Clinician is taking repeated temperatures on the same patient	Wait a minimum of 10 minutes before repeating a patient's temperature. The site is cooled by repeated temperatures
Axillary Temperatures		
Inaccurate temperature reading (low or high)	Probe is not placed correctly into the axilla	Reposition the probe vertically high into the axilla. Avoid skin folds, bandages etc.
	The thermometer is not in the axillary mode or is in the incorrect axillary mode	Check the mode on the display. Change to the Adult (>18 yrs) or Peds (<17 yrs) mode using the Mode Selection button
	Incorrect probe covers used or no probe cover used	Use only Welch Allyn probe covers. Using non-Welch Allyn probe covers or no probe cover will cause incorrect reading
	Patient's axilla has been exposed to the ambient air for a prolonged time (i.e. patient not wearing gown or shirt and arms are extended over head.	Chose opposite axilla or another site.
	Patient or probe tip was moving in the axilla during temperature taking	Probe must be completely surrounded by tissue while taking a temperature. Arm should be held at snugly at patient's side

SYMPTOM	POSSIBLE CAUSE	CORRECTION
Rectal Temperatures		
Inaccurate temperature reading (low or high)	Probe is not placed correctly into the rectal site	Insert the probe only 5/8 inch into the rectum (less for infants)
	The thermometer is not in the Rectal mode	Check the mode on the display. Use only probes with red ejection button and red probe well
	Incorrect probe covers used or no probe cover used	Use only Welch Allyn probe covers. Using non-Welch Allyn probe covers or no probe cover will cause incorrect reading
Thermometer		
The display is blank when the probe is removed	The batteries are dead	Check the battery icon on the display. If no segments are visible, replace the batteries.
	The thermometer is broken	Call Welch Allyn's Customer Service Department
The displays shows a Broken Probe icon or an Instrument Malfunction icon when the probe is removed from the well	The thermometer or probe is broken	Call Welch Allyn's Customer Service Department
There are no temperature icons and /or words on the display when the probe is removed	The device has been internally changed from the factory default	Contact your Biomedical Department
The displays shows "SEC" when the probe is removed from the well or the device is removed form the wall holder	The security mode has been internally set	Contact your Biomedical Department or Welch Allyn's Customer Service Department
The display show a snail icon and the word "Monitor"	The device is in the monitor mode.	One of the following has occurred: The probe was left out of the thermometer for over one minute or your patient's temperature is too cold or there was poor tissue contact while taking the temperature