

# Troubleshooting Guide

## 1. Device won't turn on / No response when buttons are pressed?

- Check battery installation: Ensure the batteries are inserted with the correct polarity (+/-); refer to the diagram on the device.
- Check battery level: If the batteries are depleted, replace them with new ones of the same type (AAA). Note: Do not mix old and new batteries.
- If using a Type-C power adapter (not included), check if the connection is loose.



## 2. What is the adjustable range of the cuff?

- Range: 8.7" – 16.5" / 22 cm – 42 cm

## 3. Cuff fails to inflate or inflates slowly

- Check if the air tube connector is fully inserted into the air port on the main unit.
- Check the air tube for kinks or bends.
- Ensure the cuff is wrapped with appropriate tightness (you should be able to fit two fingers between the cuff and your arm).

## 4. Preparation before measurement

Possible causes: Unstable measurement environment, or inconsistent measurement times or postures.

- Rest quietly for 5 – 10 minutes before measurement; avoid eating, drinking alcohol, smoking, exercising, or bathing. These factors can affect measurement results.
- Remove any clothing that fits tightly against the upper arm.
- Always measure on the same arm (usually the left arm).
- Measure at the same time every day, as blood pressure fluctuates throughout the day.

## 5. Common factors leading to measurement errors

Any effort made by the patient to support the arm can raise blood pressure.

- Ensure you are in a comfortable, relaxed position.
- Do not tense the muscles in the arm being measured; do not cross your legs; keep your feet flat on the floor.
- Your back and arm should be supported during measurement. Use a cushion for extra support if necessary.
- Incorrect readings will occur if the arm's artery is positioned lower or higher than the heart.

**6. Note:**

- Use only the cuff provided by the manufacturer; using a cuff from another manufacturer may result in inaccurate measurements.
- A loose cuff or an exposed bladder can lead to incorrect readings.
- During repeated measurements, blood can pool in the arm, potentially causing incorrect readings.
- Consecutive blood pressure measurements should be repeated after a 1-minute pause or after elevating the arm to allow pooled blood to circulate.

**7. What is the measurement range of this blood pressure monitor?**

- Pressure: 0 – 299 mmHg
- Pulse: 40 – 199 pulses/min

**8. What is the actual accuracy/margin of error for this blood pressure monitor?**

- Pressure:  $\pm 3$  mmHg
- Pulse:  $\pm 5\%$  of reading

**9. Common Error Codes and Solutions**

| Symbol                                                                              | Cause                                            | Correction                                                                                                                       |
|-------------------------------------------------------------------------------------|--------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| <b>E-1</b>                                                                          | Weak signal or pressure changes suddenly         | Wrap the cuff properly<br>With a correct way                                                                                     |
| <b>E-2</b>                                                                          | External strong disturbance                      | When the product is close to other high radiant device, the measurement will be failed<br>Keep quiet and Don't chat when measure |
| <b>E-3</b>                                                                          | It appears error during the process of inflating | Wrap the cuff properly<br>Make sure that the air plug is properly inserted in the unit<br>Remeasure                              |
| <b>E-5</b>                                                                          | Abnormal blood pressure                          | Repeat the measurement after relax 30 mins, if it gets unusual reading for 3 times, please contact your doctor                   |
|  | Low battery                                      | Replace all the useless batteries with new ones                                                                                  |

**10. Can the readings on the LED screen be seen clearly at night?**

- Yes, the LED display is clearly visible at night.

**11. What kind of batteries does the HealthTree upper-arm blood pressure monitor use?**

- This monitor uses four AAA alkaline batteries; four AAA batteries are included in the package.

**12. Measurement Data Memory and Recall**

- The blood pressure monitor automatically stores 2 x 90 sets of measurement readings; when a user's records exceed 90 sets, the oldest record is replaced by the newest measurement.

**13. Read Memory Record**

Press the button **MEM** when power off. the latest 3 times average value will be shown, as well as subsequent measurement can be display one after the other by pressing the **MEM** each time.

**14. Clear of Measurement**

If you're sure you want to permanently erase all your stored memories. Press the SET button continuously in the shutdown state until CL appears. Press the START/STOP button and CL will flash 4 times to clear all memories. After pressing the MEM button,  and “no” will be displayed on the display, which means there is no memory storage.

#### **15. The Velcro adhesion has weakened.**

The cuff is a crucial accessory; proper maintenance ensures measurement accuracy.

- After prolonged use, the Velcro's adhesion may decrease due to the accumulation of clothing fibers or dust.

Please follow these steps:

- Remove lint and debris from the Velcro (you can use a fine needle or a small comb to pick them out along the grain).
- Gently wipe the Velcro surface with a damp cloth and allow it to air dry before use.

#### **16. How long does it take for the device to shut down automatically?**

- The device automatically shuts down after 3 minutes of inactivity to conserve power.

#### **17. Does it have Bluetooth functionality?**

- No, it does not support Bluetooth connectivity.

#### **18. Can it be charged?**

This product is not rechargeable; if batteries are not installed, please use a Type-C cable (not included).

#### **19. User A/B Setting**

- Press the "SET" button while the device is off; the screen will display "A" or "B". Press the "MEM" button to toggle between A and B. Press the "SET" button again to confirm the user selection.

#### **20. Daily maintenance and care recommendations**

- Prevent impact: Avoid collisions between the device and other objects.
- Moisture protection: Keep the device in a dry environment.
- Sun protection: Avoid direct sunlight on the device.
- Temperature protection: Keep the device within an operating temperature range of -20° C to 55° C.
- Battery management: Remove the batteries if the device will not be used for an extended period (over one month) to prevent leakage from damaging the main unit.
- Cleaning: Gently wipe the device with a soft, dry cloth if it becomes dirty; do not use volatile solvents.