HOLFENRY

Troubleshooting Guide

1. Device fails to turn on / No response when pressing keys

- Check battery installation: Please install batteries correctly with positive and negative polarity in accordance with the marked diagram inside the device.
- Check battery power: If the battery is exhausted, please replace with brand new batteries.

2. No measured data or inaccurate reading

- Fingers not inserted deeply and placed improperly
- Frequent finger movement during measurement
- Overlong nails, nail polish and artificial nails
- Cold hands or wet skin
- Strong ambient light irradiate the device and interfere with sensor induction

Solutions

- Fully put your finger into the oximeter with the nail side facing upward
- Keep hands relaxed and stay static during testing
- Keep nails short and clean, do not use nail polish and manicure
- Warm and dry your hands before measurement
- Avoid direct sunlight and strong light environment

3. No data display or large reading error

❌ Long nails, fake nails, acrylic nails and nail polish are not allowed to use. Especially dark and metallic nail polish will seriously affect detection and cause inaccurate data.

❌ Please keep hands clean and dry before use. Moisture and grease on hands will reduce sensor sensitivity and lead to unstable test data.

❌ Please take off rings, bracelets and other hand decorations before testing, ensure fingers without any shelter.

4. Can OLED screen be seen clearly at night?
The OLED high-definition screen can be viewed clearly even in dark night environment.

5. What batteries does HOLFENRY fingertip oximeter adopt?
This fingertip oximeter is equipped with 2pcs AAA alkaline batteries. Two pieces of AAA batteries are included in package.

6. Can this oximeter measure blood pressure?
This device only detects blood oxygen saturation and pulse heart rate, without blood pressure measurement function.

7. Does the device detect heart rate or pulse rate?
The oximeter can simultaneously monitor pulse and cardiac heart rate.

8. What is the maximum heart rate measurement range?
Heart rate testing range: 25bpm to 250bpm per minute.

9. What replacement battery is available for original battery?
Please use standard AAA alkaline batteries. Rechargeable batteries are not recommended, for incompatibility may cause abnormal operation.

10. Does the device support long-term data storage?
This oximeter only displays real-time oxygen and heart rate data, with no data storage and recording function.

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11. Actual accuracy error of this oximeter
Oxygen detection accuracy deviation: ±2%

13. Is the oximeter latex-free?

All products are latex-free. The finger contact part adopts medical-grade silicone material, hypoallergenic and skin-friendly.

13. Standard range of normal blood oxygen value
Normal human blood oxygen saturation range: 95-100%. Figures may vary under special physical conditions. Please consult professional doctors for personal health reference standard.

14 Can it be hung around neck to monitor oxygen and heart rate during treadmill exercise?
It is recommended to keep hands stationary while measuring. Body shaking and movement will cause data reset and inaccurate results.
If you need exercise monitoring, please test data after physical rest and relaxation.

15. Can it detect arrhythmia such as atrial fibrillation and atrial flutter?
This device only shows simple oxygen and pulse data, cannot judge heart rhythm diseases. Please seek diagnosis from professional physician if you have cardiac discomfort.

16. Available for high altitude areas (8000-12000 feet elevation)
This oximeter is calibrated at sea level factory default. It can be used normally in high altitude

areas, but normal blood oxygen standards differ in different altitudes and individual constitutions. Relevant health advice please consult doctors.

17. Battery service life
Depending on different models, the continuous using battery life is about 30 hours.

18. Is overnight sleeping monitoring available?
This oximeter has no memory and data retention function. Real-time data will be displayed after finger insertion, and it will automatically shut down in 8 seconds after taking out fingers. It is not applicable for all-night sleep monitoring.

19. Applicable for pets and animals testing?
This product is professionally designed for human use only, not suitable for all kinds of pets and animals. Please purchase dedicated veterinary measuring equipment and consult veterinarians for pet health testing.

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