

WELCARE

EAR THERMOMETER

2in1 EAR AND OBJECT
TEMPERATURE DETECTION

1
SECOND
READING



Model: WET100

Instruction Manual & Warranty Information



Read Instructions Carefully Before Use

Thank you for purchasing this Welcare Ear Thermometer.

Model: WET100



Please keep this instruction manual in a safe place where it is readily available.

Note: *The illustrations in this manual may differ slightly from the product itself.*

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Important Safety Information



Read this section thoroughly before using the product.

Please ensure you observe the safety instructions to avoid accidents, injury and damage.

Intended purpose

The Infrared **Welcare Ear Thermometer** is intended to be used for the intermittent measurement of human body temperature via the ear canal by people of all ages.

This thermometer is intended for home use only.

This product is not intended for use by persons (including children) with limited physical, sensory, or mental abilities or lacking experience and/or knowledge, unless they are supervised by a person responsible for their safety or have received and understand the instructions/safety warnings for use of the product from this person in advance.

Safety Warnings

- It is recommended to use this unit with a Welcare Ear Thermometer Probe Cover for hygiene purposes.
- **DO NOT** forcibly insert the probe into the ear.
- If you feel any discomfort such as a pain during the measurement, stop using the product immediately.
- **DO NOT** use this product if suffering from an ear disease such as otitis externa or otitis media. It may worsen the condition.
- **DO NOT** use this product when the external auditory canal is wet, such as after swimming or taking a bath. It may injure the external auditory canal.
- Conducting self-diagnosis based on the measurement results and/or treatment can be dangerous. Please follow the instructions of your doctor.
- If the ear is cold, wait until the ear is warmed up before taking a temperature measurement.
- To avoid inaccurate readings, always attach a new, clean probe cover for each temperature reading. Correct measurement result may not be obtained if dirty probe covers are used.
- **DO NOT** use a probe cover after someone else has used it. This can lead to cross infection.

Important Safety Information - continued

- For persons wearing hearing aids or earplugs, remove the device and wait 20 minutes prior to taking a temperature.

Warnings

- Proper installation of the probe cover ensures accurate measurements.
- If device is accidentally used without a probe cover, clean the probe as per cleaning instructions.
- The probe window must be kept clean, dry, and undamaged to ensure accurate readings
- **DO NOT** attempt measurements when the thermometer is wet, as inaccurate readings may result.
- If there is any temperature difference between the places where the unit is stored and where you are going to take the measurement, leave the unit in the room where the unit is going to be used for more than thirty minutes to allow it to reach room temperature before the first measurement.
- **DO NOT** touch the infrared sensor with a finger or breathe on it. The probe is the most delicate part of the thermometer. Use with care when cleaning the lens to avoid damage.
- **DO NOT** attempt to open or disassemble the product.
- **DO NOT** let children play with the product - it is not a toy.
- Contains small parts that may cause a choking hazard. Keep children away from packaging, product, and its components.
- In an emergency case, if a child swallows a battery or a probe cover, immediately consult with a doctor.
- **DO NOT** throw batteries into a fire. The battery may explode.
- Remove battery from the device when not in operation for a long time to prolong the battery life.
- **DO NOT** put the thermometer in direct sunlight or expose to extreme temperatures.
- During a measurement, ensure that no mobile phone or any other electrical devices that emit electromagnetic field is within 30cm of this device. This may result in incorrect operation of the device and/or cause an inaccurate reading.

Features

- Fast & Accurate 1 Second Reading - °C or °F
- High Fever Alarm
- 30 Memory
- Colour Fever Indicator (Green, Yellow or Red)
- Ear & Object Temperature Detection
- Real Time Clock
- 15 Hygienic Disposable Probe Covers included
- Probe Cover Detection & Probe Eject Function
- BPA & Latex Free

Package Contents

- 1 x Welcare Ear Thermometer
- 1 x Packet of Probe Covers (15pc)
- 1 x User Manual & Warranty Information
- 2 x AA Batteries

Before Using the Ear Thermometer

- Carefully remove all packaging materials and keep the enclosed documents in a safe place.
- Keep the packaging, product, and its components out of reach of children.
- Check the product is intact. **DO NOT** use if broken.

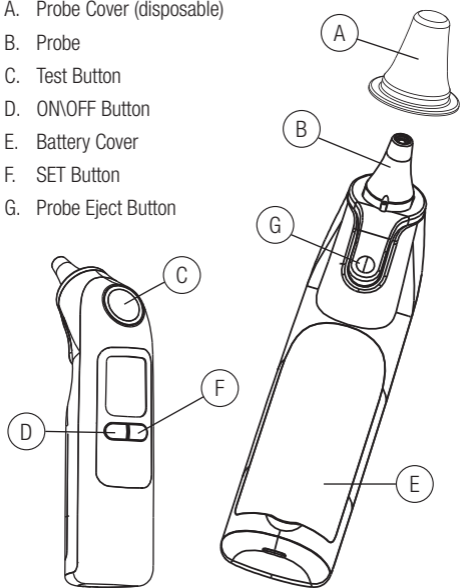
If any abnormalities are detected, please contact our service centre:

In Australia - 1800 807 464

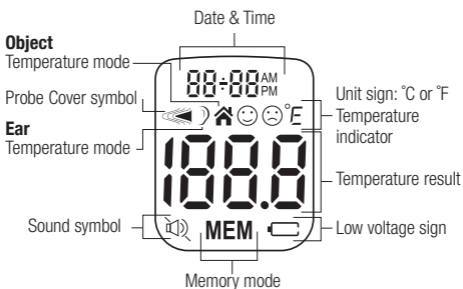
In New Zealand - 0800 523 583

Components

- A. Probe Cover (disposable)
- B. Probe
- C. Test Button
- D. ON/OFF Button
- E. Battery Cover
- F. SET Button
- G. Probe Eject Button



LCD Display



Backlight Screen

Ear mode

Note: The display will light-up **GREEN** for 3 seconds when the unit is ready for measurement.

Once the measurement is taken:



Normal Fever

The display will light-up **GREEN** for 3 seconds with a happy face 😊 when a measurement is completed with a reading less than 37.3°C.



Elevated Fever

The display will light-up **YELLOW** for 3 seconds with a happy face 😊 when a measurement is completed with a reading less than 37.8°C but higher than 37.3°C.



High Fever

The display will light-up **RED** for 3 seconds with a sad face ☹️ when a measurement is completed with a reading equal to or higher than 37.8°C.

Object mode

Note: The display screen will light up **GREEN** for 3 seconds when the unit is ready for measurement.

Once the **OBJECT** measurement is completed, the unit will illuminate **GREEN** for 3 seconds.


Using the Ear Thermometer

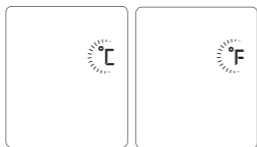
When using the thermometer for the first time, please set the parameters of the thermometer as per the following instructions.

- Insert the 2 AA batteries into the unit (*see p16*)

Note: The use of temperature readings for self-diagnosis is dangerous. Consult with a doctor for the interpretation of results. Self-diagnosis may lead to the worsening of medical conditions.

Switching between °C and °F

- °C will appear on the display
- Press  Button to select and choose the desired measurement unit either °C or °F and press **SET** button.



Setting the Time & Date

The **24H** time format figure will appear on the display.

The device can display the time as either an AM/PM (12-hour) or a 24:00 (24-hour) format.

Set the Time Format

Press and release  Button to select the format.




With the preferred time format on the display, press **SET** Button, the Hour figure is flashing automatically.

Set the Time and Date Format - continued

Set the hour




Press and release the  Button to advance one hour until the correct hour appears.

After the hour is set, press **SET** Button, the Minute figure is flashing automatically.

Set the minute




Press and release the  Button to advance one minute until the correct minute appears.

After the minute is set, press **SET** Button, the Year figure is flashing automatically.

Set the Date Format

Set the year




Press and release the  Button to advance one year until the correct year appears.

After the year is set, press **SET** Button, the Month figure will appear.

Set the month




Press and release the  Button to advance one month until the correct month appears.

After the month is set, press **SET** Button, the Date figure is flashing automatically.

Set the day



Press and release the  Button to advance one day until the correct month appears.

After the day is set, press **SET** Button to exit the setting mode.

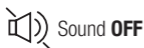
Note: Once the date is set, the unit will turn off automatically.

Note: If an Error occurs during setup, press **SET** repeatedly until the screen switches off and press the **SET** Button for 5 seconds.

Turn Sound “ON” or “OFF”

While the device is on, press the **SET** Button once quickly to turn the sound **ON** or **OFF**.

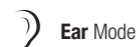
The chosen mode icon will appear on the screen:



Change to Ear Mode or Object Mode

Remove Probe Cover from the probe. Press and hold the **SET** Button for approximately 3 seconds to switch between **Ear Mode** and **Object Mode**.


The chosen mode icon will appear on the screen:



Note: The unit will always default to **Ear Mode** when turned on.

Note: The unit will only switch to **Object** mode if **NO** probe cover is present.

Reset Parameter Format

- Press the  Button to turn unit **OFF**.
- Press **SET** button for 5 seconds to turn the unit **ON**.
- Follow the **Using the Ear Thermometer** instructions (see p9-10) steps to reset °C and °F, Time and Date Format

Probe Cover Detection and Eject Function

The thermometer can be used with or without a probe cover, however for hygiene purposes it is recommended to use a probe cover in ear mode.

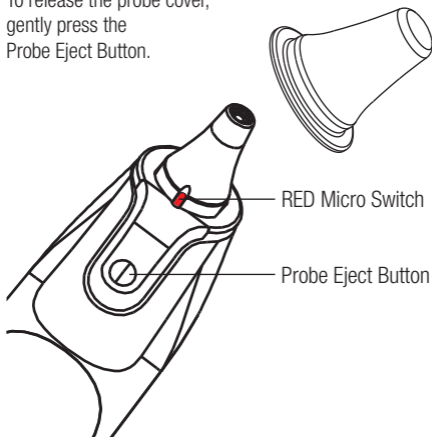
To ensure accurate readings, make sure a new, clean probe cover is in place before each measurement.

Place a new probe cover over the probe firmly; making sure the probe and the inner portion of the probe cover fits securely, and the probe is covering the connection ring and “**RED**” Micro Switch. (see below illustration).

When the probe cover is installed correctly the icon will appear on the LCD screen.



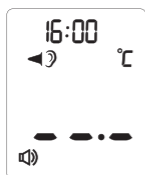
To release the probe cover, gently press the Probe Eject Button.





Measuring Ear Temperature

Ensure the ear canal is clean and free from earwax build-up and any obstruction before taking a measurement to ensure accurate readings.

Press the  button. The display is activated to show all segments on the LCD screen



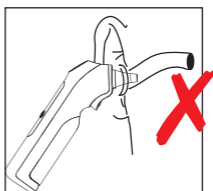
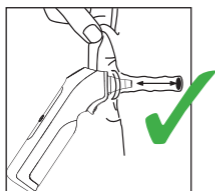
After self-checking the  icon appears on the display screen with 2 beeps and is ready to start a new measurement.

The Thermometer is ready for testing once the Ear  icon displays on the LCD screen.

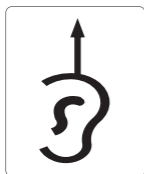
The unit will always default to **Ear Mode** when turned ON.

Note: If error message appears, the thermometer is not ready for measurement.

- Gently pull the ear back to straighten the ear canal and snugly position the probe into the ear canal, aiming towards the membrane of the eardrum to obtain an accurate reading.



- When using the thermometer on a person **OVER** the age of 1 year old, pull the ear back making sure the sensor faces the eardrum. (See figure A.)
- When using the thermometer on infants **UNDER** age 1 year old, pull the ear up making sure the sensor faces the eardrum see figure (See figure B.)





(figure A.)




(figure B.)

Measuring Ear Temperature - continued

Press the **TEST** Button  once to start the measurement. 1 “beep” will sound for approximately 1 second and the temperature will be displayed on the LCD screen.

After approximately 5 seconds, another 2 “beeps” will sound, and the Ear  icon will appear ready for consecutive readings.

A waiting period of 20 seconds between testing is recommended to avoid excessive cooling of the skin.




Press the  Button to turn the unit off. The Thermometer will automatically shut down after 1 minute of inactivity.

Note: It is recommended that you measure 3 times in the same ear. If the 3 measurements are different, select the highest temperature.

Fever Alarm

If the thermometer detects a body temperature 37.8°C or above, three short “beeps” sound and will follow with one long “beep” to warn the user of potential fever.

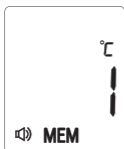
Measuring Object Temperature


- Eject the probe cover.
- Press the  Button.
- Press and hold the **SET** Button for approximately 3 seconds to switch to Object Mode.
- Aim the thermometer at the centre of the object you want to measure with a distance of 1 to 2 cm.
- Press the **TEST** Button  once to take the measurement.
- 1 “beep” will sound for approximately 1 second and the temperature will be displayed on the LCD screen.
- After approximately 5 seconds, another 2 “beeps” will sound, and the Object  icon will appear ready for consecutive readings.

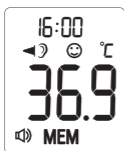
Note: This object mode shows the actual, unadjusted surface temperatures, which is different from the body temperature.


Memory Function

The **Memory Mode** can be accessed either in **Ear Mode** or **Object Mode**.




When the thermometer has been turned on and testing complete, press, and hold the  Button for three seconds. The letters **MEM** will appear at the bottom of the display. *(left)*.



Each time the  Button is pressed, the screen displays past readings that correspond with a number 1-30. *(left)*.

- The number 1 reflects the most recent reading, while the number 30 reveals the oldest reading stored in memory.
- The thermometer will automatically memorize the last 30 temperature readings.
- Each memory also records the measurement, date, time, and mode icon.

When in Memory Mode, the user can press the **TEST**  Button to take new measurements.

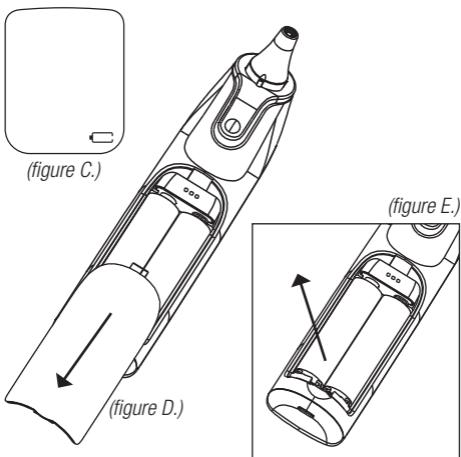
To turn the unit **OFF** when in **Memory Mode**, press and hold the  Button for approximately 3 seconds.

Replace the Battery

Replace battery when  appears in the bottom of LCD display. (figure C.)

- Open the battery cover using a tool such as a pen or blunt knife.
- Slide the battery cover down as shown below. (figure D.)
- Remove the battery and install 2 new AA alkaline batteries as shown below. (figure E.)
- Clip the battery cover back on.

NOTE: To protect the environment, discard the used batteries in accordance with local regulations.



Replacement Accessories

Replacement accessories can be purchased online or by contacting us directly:

Australia: 1800 807 464 www.welcare.com.au

New Zealand: 0800 523 583 www.jadavey.co.nz

| Part Code | Part Name |
|-----------|---------------------------------------|
| WET01-60 | Welcare Ear Thermometer Probes (60PK) |

Cleaning and Maintenance

If device is accidentally used without a probe cover, clean the probe as follows:


- Use a cotton swab with the Alcohol (70% concentration) to clean the lens (on the inside of the probe).
- To safely clean the probe window, gently wipe its surface with a cotton swab slightly moistened with isopropyl alcohol and immediately wipe dry with a clean cotton swab.
- After cleaning, allow at least 5 minutes drying time before taking temperatures.
- Use a soft, dry cloth to clean the thermometer display and exterior.
- Do not submerge the thermometer in water.
- Periodic cleaning and disinfection of the device following use to prevent patient cross infection.
- Use a soft cloth slightly moistened with a 75% isopropyl alcohol solution to disinfect the thermometer and probe.
- Do not use abrasive cleaners.
- The probe is the most delicate part of the thermometer. Use with care when cleaning the lens to avoid damage.

Note: Do not use any chemical other than isopropyl alcohol to clean the probe window.


Storage

- Place the thermometer back into the original packaging after use.
- Store the thermometer and probe covers in a dry location, free from dust and contamination and away from direct sunlight.

Troubleshooting

| Error Code | Problem | Solution |
|------------|---|--|
| Er 1 | Measurement taken before the thermometer is ready | Take a measurement until  appears on the display. |
| Er 2 | The ambient temperature is not within the range between 10°C and 40°C (50°C~104°C). | If the thermometer is stored in a significantly different environment than testing location, place it in the testing location for approximately 30 minutes prior to use. |
| Er 3 | The thermometer is placed incorrectly in the ear. | Read Measuring Ear Temperature on page 13. Take a new temperature measurement. |
| Er 4 | The thermometer showing a rapid ambient temperature change. | Allow the thermometer to rest in a room for at least 30 minutes at room temperature: between 10°C and 40°C (50°F~104°F) |
| Er 5 | The thermometer is not functioning properly. | Remove the batteries, wait for 1 minute and repower it. If the message reappears, contact the retailer for service. |

Troubleshooting - continued

| Error Code | Problem | Solution |
|---|--|---|
| Er 6 | In object temperature mode, measurement is being taken with probe cover on the device. | Remove probe cover in object temperature mode. |
| Hi | In Ear mode: Temperature taken is higher than 43.0°C (109.4°F). In Object mode: Temperature taken is higher than 100°C (212°F). | Read Temperature Taking on page 8 thoroughly, then check the integrity of the probe cover and take a new temperature measurement. |
| Lo | In Ear mode: Temperature taken is lower than 32.0°C (89.6°F). In Object mode: Temperature taken is lower than 0°C (32°F). | |
|  | The thermometer's battery is low. | Replace with two new alkaline batteries size AA. |

If the problem is not solved by the troubleshooting guide or you have any queries, please contact our service centre:

In Australia - 1800 807 464







In New Zealand - 0800 523 583

DO NOT attempt to open or repair the product yourself

Specifications

| | |
|---------------------|--|
| Model Name | Welcare Ear Thermometer |
| Model Code | WET100 |
| Colour | White |
| Measuring Range | Ear mode: 32.0°C~43.0°C (32°F~212°F) Object mode: 0°C~100°C (32°F~212°F) |
| Measuring Site | Ear canal (Ear Mode) |
| Reference body site | Oral (This thermometer converts the ear temperature to reference body site display its "oral equivalent.") |
| Operation Mode | Ear mode (Adjust mode) |
| Laboratory Accuracy | Ear mode: ±0.2°C (0.4°F) during 35.5°C~42.0°C (95.9°F~107.6°F) at 15°C~35°C (59.0°F~95.0°F) operating temperature range ±0.3°C (0.5°C for other measuring and operating temperature range Object mode: ±4% or ±2°C(4°F) whichever is greater |
| Display Resolution | 0.1°C or 0.1°F |
| Measure Time | Approximately one second |
| Clinical Accuracy | Clinical bias: 0.08°C (0.14°F) Clinical repeatability: 0.13°C (0.23°F) Limits of agreement: 0.73°C (1.31°F) |
| Shock | Withstands a drop of 3 feet |
| Dimension | 146.4*37.6*57mm |

Specifications - continued

| | |
|------------------------------|--|
| Weight | Approx.117grams(with batteries) |
| Battery | DC3V(2×AA battery) |
| Battery Life | Approx. 1 year/6000 readings |
| IP Rating | IP22 |
| Operating Conditions |  Temperature: 10°C to 40°C  Humidity: 15% – 85% (non-condensing)  Atmospheric Pressure: 700hPa-1060hPa |
| Storage/Transport Conditions |  Temperature: -25°C to 55°C  Humidity: 15% – 95% (non-condensing)  Atmospheric Pressure: 700hPa-1060hPa |



IP22



Product Warranty

PRODUCT WARRANTY

**Please register your warranty information at:
AUS - www.jadavey.com.au**

NZ – www.jadavey.co.nz

This Welcare Ear Thermometer product is warranted to be free of manufacturing defects for 1 year from the date of purchase*. This warranty is void if the product is modified or altered, is subject to misuse or abuse, damaged in transit or lack of responsible care, is dropped, if damage occurs by reason of failure to follow the written instruction booklet, or if product repairs are carried out without authority from J A Davey Pty Ltd.

We will repair, or at our option replace free of charge, any parts necessary to correct material or workmanship, or replace the entire product and return to you during the period of the warranty. Otherwise, we will quote for any repair which will be carried out on acceptance of our quotation. The benefits conferred by this warranty are in addition to all other rights and remedies in respect of the product, which the consumer has under the trade practices act and other state or territory laws in Australia and New Zealand.

Our goods come with guarantees that cannot be excluded under Australian and New Zealand Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

*Please note the accessories are not covered under warranty.

BEFORE YOU SEND IN YOUR UNIT FOR SERVICE

Before sending in your product for service, please take a few minutes to do the following:

- In your instruction manual, read the troubleshooting section that describes common errors, their cause and remedies.
- Product instruction manuals can be downloaded online.
- Contact Welcare customer service. Our staff are trained to assist you with most issues you may have experienced, without the need to send your product in for service.

Product Warranty - continued

PLEASE CALL OUR TOLL FREE NUMBER:

IN AUSTRALIA:

Free call: 1800 807 464

IN NEW ZEALAND:

Free call: 0800 523 583

SENDING IN YOUR UNIT FOR SERVICE

1. Should repair be needed within the warranty period, enclose the cut-off section of the warranty form and your proof of purchase receipt. Please ensure all relevant details are completed before sending your unit in for service. Please ensure your contact details are still current and include a brief description of the problem you are experiencing together with your purchase receipt.
2. Include the unit with all product components in your package. This is extremely important, so our repair technicians can make the correct diagnosis with any problems.
3. Please return the product and warranty form at your cost to:

IN AUSTRALIA

J A DAVEY PTY LTD
Welcare Repairs
PO Box 84
Port Melbourne
Victoria, Australia 3207

IN NEW ZEALAND

BV Medical
Welcare Repairs
Unit 7, 110 Mays Road
Onehunga
Auckland, New Zealand 1061

Warranty Form

PLEASE RETAIN THE WARRANTY INFORMATION.
RETURN THIS PORTION ONLY WHEN YOU RETURN YOUR
PRODUCT FOR REPAIR UNDER WARRANTY.

NAME: _____

ADDRESS: _____

POSTCODE: _____

DAYTIME PHONE: _____

EMAIL: _____

MODEL: _____

DATE OF PURCHASE: / /

PLEASE ATTACH PROOF OF PURCHASE

RETAILER'S NAME: _____

RETAILER'S ADDRESS: _____

POSTCODE: _____

BRIEF DESCRIPTION OF PROBLEM YOU ARE
EXPERIENCING:

WARRANTY IS VOID UNLESS THE ABOVE INFORMATION IS
COMPLETED AND CORRECT.



WELCARE

EAR THERMOMETER

Should you require any further information please do not hesitate to contact us.

Manufactured by:



JOYTECH HEALTHCARE CO., LTD

No.365, Wuzhou Road, Yuhang Economic Development Zone, 311100, Hangzhou, China.

Manufactured for:

IN AUSTRALIA:

(Australia)

J A DAVEY PTY LTD

626 Lorimer Street

Port Melbourne, VIC 3207

Telephone: 1800 807 464

Website www.jadavey.com.au

IN NEW ZEALAND:

(New Zealand)

J A DAVEY LTD

C/- Healthcare Logistics

58 Richard Pearse Drive

Mangere, Auckland 2022

Telephone: 0800 523 583

Website www.jadavey.co.nz

Disposal



At the end of its life, please treat this product as electronic waste and dispose of responsibly according to current local regulations.

Made in China

V12/21