

NONIN OXIMETER TROUBLESHOOTING

Nonin Onyx II 9550, \ Respironics 9550

- 1) Unit will not turn on:
 - a) Install two new brand name batteries, ie Duracell, Energizer etc (avoid off brand, low quality batteries)
 - b) Verify correct installation of batteries (**FIGURE 3**)
 - c) Verify battery compartment has metal springs.
 - d) Clean contacts inside unit and battery door springs using a cotton swab and isopropyl alcohol
- 2) Unit will not display readings:
 - a) Verify that batteries are not low, indicated by blinking display
 - b) Verify that tester \ patient is not wearing fingernail polish
 - c) Inquire as to whether or not a RED LED is illuminated in the finger insertion
- 4) Customer reports erroneous readings:
 - a) Customer must count 10 – 12 consecutive green flashes. A single yellow or red flash requires a recount of the 10 to 12 green flashes for correct reading.
 - b) Recurrent occurrences of yellow or red may be due to poor circulation. Have customer exercise or warm fingers with warm water.
- 3) Unit draining batteries:
 - a) With the unit in the OFF state, verify that no red LED is illuminated in the finger insertion.
 - b) The ONYX II provides 21 hours of *CONTINUOUS* operation, verify customer usage.
 - c) Batteries should be removed if storing for more than one month.
 - d) Install 2 new batteries, logging date and time of replacement. Ask that the customer keep track of usage, logging date and time. Log date and time of battery low indication.

FIGURE 3



If any of these solutions do not correct the problem with your device, please contact NONIN Technical Service at (800) 356-8874 or (763) 553-9968.