ORICOM

IET800 Ear Thermometer

Keep this user guide for future reference. Always retain your proof of purchase in case of warranty service.

Oricom Support
Monday - Friday 8am - 6pm AEST
Email: support@oricom.com.au

Contents

Intended Use ····· 02
Warnings And Precautions ····· 02
Principle Of Operation Of Ear Thermometer ····· 06
Product Description ····· 07
Product Operation ····· 07
Product Settings ····· 12
Technical Specifications ····· 13
Batteries ····· 15
Pack Contents ····· 16
Cleaning and Disinfection ····· 16
Troubleshooting ····· 17
Signs And Symbols ····· 18
EMC Declaration ····· 19
Disposal ····· 22
Express Warranty ····· 22

The manufacturer reserves the right to alter the specifications of the product without prior notification.

Intended Use

Ear thermometer is intended to measure ear temperature of people of all ages. It can be used by consumers in a household environment and doctor in clinic as reference.

⚠ Warnings And Precautions

The effects of degraded sensors can degrade performance or cause other problems. If you doubt the accuracy of the measurement, please contact Oricom Customer Support.

- Only use this ear thermometer once you have read and understood this user guide.
- Only use this ear thermometer for the specific purpose described in this user guide. Any misuse will void the warranty.
- Using this ear thermometer is no substitute for consulting a doctor. Do not self-diagnose or self-medicate on the basis of the measurements without consulting a medical professional. In particular, do not start taking any new

medication or change the type and/or dosage of any existing medication without prior approval.
- This ear thermometer must be operated by adults. Ensure that children do not use this device unsupervised; some parts are small enough to be a choking hazard.
- Please allow thermometer to reach room temperature for at least 30 minutes before use. Failure to do so may result in incorrect measurement results.
- Please wait 30 mins before taking measurements, in each of the below situations;
  - Entering a warm room from a cold outdoor environment, wet ears from swimming or showering (ear canal temperature will temporarily be lower than actual temperature.)
  - Ear is covered during sleep, wearing headphones, hearing aids or similar (ear canal temperature will temporarily be higher than actual temperature.)
  - The readings of the left and right ears may differ. When observing changes in body temperature, it is recommended to collect the temperature from the same ear.
  - The measurement may result in measurement bias when the subject takes medication that may increase or decrease body temperature.
  - The subject may experience temperature fluctuations after engaging in activities such as intense exercise, crying, and eating. It is recommended to maintain a quiet state for at least 30 minutes before the measurement.
  - People with ear diseases such as otitis externa and otitis media should not use the ear thermometer.
  - When taking measurement, it is recommended to do so 3 times, with a time interval of 12 seconds between measurements. The maximum temperature of the 3 attempts is the recommended data to use.
- Please check the battery level before use, as low battery voltage may result in inaccurate measurement results.
- To ensure an accurate measurement, this thermometer must only be used indoors when the ambient temperature range is between 10°C and 40°C.
- Before measurement, please ensure that the probe is free from small foreign objects (such as earwax, dandruff, droplets, dust, etc.). After measurement, please place it in its storage box to protect the probe from dust or damage.
- When there is a lot of earwax in the ear canal of the subject (especially young children), please clean the ear canal before taking the measurement to avoid affecting reading accuracy.
- The probe lens is the most vulnerable part of this product, so it must be carefully protected. Please do not touch the probe with your hands.

- Before use, confirm whether the probe lens is dirty. If it is dirty, clean as per instructions below to avoid measurement errors:
  (1) Gently wipe the probe with a cotton swab or soft cloth dipped in 75% alcohol.
  (2) Gently wipe the device stand for 30 minutes before use.

Note: Do not use toilet paper or tissue to wipe.

- Please keep this ear thermometer out of reach of children. If a battery is accidentally swallowed, please contact a doctor immediately.
- Please store the ear thermometer according to its storage conditions to avoid usage issues and measurement errors. Please do not drop or forcefully shake this product to avoid product malfunction or measurement deviation.
- This ear thermometer should not be immersed in water or directly exposed to sunlight.
- This ear thermometer must be kept dry and clean.
- If ear thermometer is not working properly, please contact Oricom support. Do not attempt to repair this product.
- This thermometer is a measuring device, it is recommended that the accuracy is checked and calibrated every 12 months by a qualified testing and calibration facility.

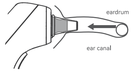
- Please dispose of the waste and residue at the end of the product's service life in accordance with local laws and regulations.
- This ear thermometer expected service life is 5 years.
- Please use Oricom exclusive disposable probe covers (Part no: IET7C). If you use non genuine probe covers, it may result in inaccurate measurements. You can purchase probe covers from the Oricom website www.oricom.com.au or oricom.co.nz
- Before and after each use, the thermometer should be cleaned according to this user guide to avoid possible bacterial infections.
- Do not expose this thermometer to extreme temperature conditions of higher than 55°C or lower than -20°C ; Do not use this thermometer in relative humidity higher than 85%RH.
- Do not store this ear thermometer in direct sunlight, high temperature, high humidity, excessive dust, or where it may come in contact with corrosive gas or liquid, and do not use this product in the above environments.
- Do not dismantle this thermometer, small parts are a choking hazard especially to children.
- Remove the batteries if you do not wish to use the thermometer for an extended period of time. Otherwise there is a danger that the batteries may leak. (Battery leak is not covered by Oricom Warranty)
- Keep the thermometer away from electromagnetic fields produced by objects such as microwave ovens, arc welders or induction heaters.

Principle Of Operation Of Ear Thermometer

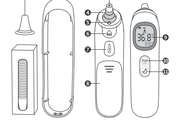
All objects, solid, liquid or gas, emit energy by radiation. The intensity of this energy depends on the temperature of the object. The ear thermometer is therefore able to measure the temperature of a person by the energy the person emits from ear canal. The infrared sensor located at the front end of the device collects the infrared radiation emitted from the ear canal. The sensor converts the received infrared into electrical signals and transmits them to the device electronics. The device electronics calculates the human body temperature based on the intensity and frequency of the infrared signal received by the infrared sensor.
The goal of thermometry is to measure core body temperature which is the temperature of the vital organs. Clinical studies showed that the ear is an excellent site of temperature measurement because the temperatures taken in ear can accurately reflect core body temperature's changes[1].

Note: The reference body temperature for the ear thermometer is oral temperature.

1. Guyton A C. Textbook of medical physiology, W.B. Saunders, Philadelphia, 1996, pP19;

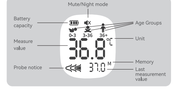


Product Description



① Probe cover (20 pcs/box)
② Storage box
③ Temperature sensing probe
④ Night light
⑤ Probe cover detector
⑥ Probe cover ejector
⑦ Power/Measure button
⑧ Battery door
⑨ Display screen
⑩ Age selection button
⑪ Night mode button

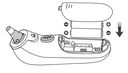
Symbols interpretation:



Product Operation

1.Install/replace batteries

1) Hold down the battery cover with your fingers, gently push down and slide to open the battery compartment.
2) Insert the two 7AA size batteries in the correct polarity (marked inside battery compartment) .
3) Re-install battery cover.



2.Operate the device

The correct usage method is key to measurement accuracy, otherwise it may cause measurement errors. Due to influence of surrounding environment temperature on infrared measurements, please follow the steps below for operation.

① Take out the ear thermometer from the storage box.

② Press the "Power/Measure" button, the ear thermometer will turn on and start the self test, it will beep twice once the self test is complete.
Note: The following warnings (measurement cannot be made)
1). E1 displayed = Operating environment temperature too low or too high.
2). Low battery icon " " flashes on screen.
Probe cover icon " " scrolls warning no probe cover has been installed.

For accurate readings, it is recommended a new probe cover is installed before each measurement.
To install a probe cover, open the probe cover box and insert the ear thermometer probe (see image). The probe cover will click into place.

Note: thermometer will not operate without probe cover.
Note: do not use damaged probe cover.

③ Select age group
Press the age selection button" " to select the age range for temperature measurement.

Note: Age group setting defaults to previous age, update as needed.

④ **Probe preheating**
This thermometer uses preheating temperature measurement technology. Studies have shown that preheating the ear thermometer for temperature measurement can counter cooling effects, improve temperature measurement accuracy and comfort.
When the display screen shows "00.0", it indicates that the preheating is complete and its ready to use.

⑤ After inserting the probe into the ear canal and aligning it with the eardrum, short press the "power/measure" button to measure the temperature. During the temperature measurement, the screen scrolls to display "- °C", " - . °C" and " . °C".

Note: When measuring, the ear thermometer sensor should be inserted into the ear canal and aligned with the eardrum. Otherwise, the measured temperature will be lower than the actual temperature.

The method of straightening the ear canal:
When measuring temperature, please fix the head of the subject, gently pull the ear, and horizontally insert the probe into the ear canal and align it with the eardrum to fully fill the ear canal. Specifically, the method of straightening the ear canal is as follows:

For children under 1 year old: gently pull the outer ear outward and backward to keep the ear canal as straight as possible.

Children over 1 year old and adults: gently pull the outer ear outward and upward to keep it as straight as possible.

When the buzzer beeps, it indicates that the temperature measurement is completed and the temperature value is displayed on the display screen.
The screen and sound prompts for different temperature values are as follows:

Symbol	Age Groups	White backlight (Normal temperature)	Orange backlight 2 beeps (Moderate fever)	Red backlight 3 beeps (High fever)
	0 – 3 months	35.8℃≤T≤37.4℃	/	T≥37.4℃
	3 – 36 months	35.4℃≤T≤37.6℃	37.6℃<T≤38.5℃	T≥38.5℃
	Above 36 months	35.4℃≤T≤37.7℃	37.7℃<T≤39.4℃	T≥39.4℃

Note: The temperature value from the last temperature measurement is displayed in the lower right corner of the display, making it easier to compare changes in body temperature.
Reference:Herzog I, Phillips S.Addressing Concerns About Fever.Clinical Pediatrics.2011 50(5):383~390
Below the temperature measurement range (T<34.0 °C): Display LO, red backlight, 1 beep;
Above the temperature measurement range (T>43.0 °C): Display HI, red backlight, 1 beep.

⑥ For the next temperature measurement, please press probe cover ejector remove the used probe cover, replace with a new probe cover and repeat step ③.

⑦ The thermometer automatically powers off after approx 60 seconds with no operation. You can also press and hold the "Power/Measure" button for about 5 seconds to turn off the thermometer . When the thermometer is turned off, the display screen will flash OFF for a short time and then turn off.

Notice: The above steps are for use in beep mode. If the ear thermometer is in mute mode, the beep will turn off, there will be mute icon " " on the screen, and other prompts will keep the same.

Settings

Night mode
In night mode, all audible beeps are muted, LED light turns on. This is to help locate ear canal in low light environments.(Night mode default setting is off)
Setting method
In standby mode, press the "Night mode" button, a mute symbol " " will appear on the screen. The device will enter night mode and LED light will turn on. Press the "Night mode" button again, the mute symbol on the screen will disappear, the device will enter normal mode and LED light will turn off.
Note:
1. After each restart, night mode is off;
2.Probe cover must be installed to enter night mode.

Unit conversion
This product can be set to Fahrenheit (°F) or Celsius (°C). (Factory default is Celsius)
Setting method
When on and in standby mode, press and hold the "Night mode" button for 5 seconds, the screen will display "°C" or "°F" in sequence , release the night mode button to change unit to preferred setting, thermometer will restart and display the temperature in the selected setting and return to standby mode.
Attention:
1. The thermometer will maintain the setting even after restart.
2. Probe cover must be installed to change temperature unit setting.
3. After battery replacement, the thermometer returns to its default settings.

Memory query
This ear thermometer stores the last 32 sets of body temperature readings.
When on and in standby mode, press and hold "Age selection" button for 5 seconds to enter memory mode. In memory mode, press the "Age selection" button to view the stored readings starting with "01" and the temperature reading, press the age selection button again to see the next temperature reading.

Note: the first temperature reading displayed is the most recent. If no buttons are pressed within 5 seconds the thermometer returns to standby mode.

Over Temperature Warning Function
If the measured body temperature is higher than the set value, the ear thermometer will beep different beeps and backlight prompts. (as per table on page 11)

Technical Specifications

Operational principle	Infrared radiation detection
Mode of operation	Adjustable mode
Measurement reference body site	Oral
Probe position	People of all ages
RX/OTC Classification	OTC (Over The Counter)
Measurement site	Ear
Measuring range	34.0℃~43.0℃ (93.2℉~109.4℉)
Accuracy	34.0℃~34.9℃ (93.2℉~94.8℉) ±0.3℃ (±0.6℉) 35.0℃~42.0℃ (95℉~107.6℉) ±0.2℃ (±0.4℉) 42.1℃~43.0℃ (107.8℉~109.4℉) ±0.3℃ (±0.6℉)
Clinical repeatability	± ±0.2℃ / 0.4℉
Batteries	DC 3V (2pcs AA dry batteries)
Measurement time	Approx. 3.5 seconds
Display mode	LCD screen
Display resolution	0.1℃ (0.1℉)
Automatic power-off	Approx. 60±10 seconds
Memory	32 sets

Audible Alert	Yes
Use of Probe Covers	Yes
Unit size	Approx. 146×37×53.5mm (L x W x H)
Unit weight (include battery)	Approx. 133g (Without storage box)
Expected Service Life	5 years
Applied part	Sensor, Type BF
IP Class	IP22
Normal use	Ambient temperature: 10℃~40℃ (50℉~104℉) Relative humidity: ≤85%RH Pressure altitude: 700hPa~1060hPa
Storage and shipping	Ambient temperature:-20℃~55℃ (-4℉~131℉) Relative humidity: ≤95%RH Pressure altitude: 700hPa to 1060hPa
Essential Performance	1.In normal use 10℃~40℃ (50℉~104℉) , LABORATORY ACCURACY meet: 34.0℃~34.9℃ (93.2℉~94.8℉) ±0.3℃ (±0.6℉) 35.0℃~42.0℃ (95℉~107.6℉) ±0.2℃ (±0.4℉) 42.1℃~43.0℃ (107.8℉~109.4℉) ±0.3℃ (±0.6℉) 2.OUTPUT TEMPERATURE Displays "HI" when measuring temperature above 43.0℃ (109.4℉) and displays "Lo" when measuring temperature lower than 34.0℃ (93.2℉).

Calibration:
This thermometer is calibrated at the time of manufacturing. It is recommended that the accuracy is checked and calibrated every 12 months by a qualified testing and calibration facility. If at any time you suspect the accuracy of the measurement, please contact Oricom immediately.

Batteries

1). The thermometer uses 2 x AA batteries.
2). When the battery icon " " appears on the screen and flashes, it indicates that the battery is low and needs to be replaced.
3). If the ambient temperature is low, it will shorten the battery life.
4). Use alkaline batteries only.
5). When not in use for a long time, it is recommended to remove the batteries to avoid battery leakage and damage to the product.
Note: Battery leakage not covered by our Warranty.

2. Disposing of batteries
To protect environment, dispose of batteries at appropriate collection sites according to national or local regulations.

⚠ Notes on handling batteries
- If your skin or eyes come into contact with battery fluid, rinse the affected area with water and seek medical assistance.

⚠ Choking Hazard!
Children may swallow and choke on batteries. Store batteries out of the reach of children.
- If a battery has leaked, put on protective gloves and clean the battery compartment with a dry cloth.
- Protect batteries from excessive heat.

⚠ Risk of explosion! Do not throw batteries into a fire.
- Use identical or equivalent battery types only.
- Always replace all batteries at the same time.
- Do not use rechargeable batteries.
- Do not disassemble, split or crush the batteries.

Pack Contents

1 x Ear thermometer
1 x User manual
2 x AA Alkaline batteries
20 x Probe Covers

Cleaning and Disinfection

The ear thermometer is a multi-patient reusable device, please follow the instructions to clean/disinfect your thermometer prior to use.

Cleaning:
1) Use a cotton swab moistened with hot water or neutral detergent to clean the casing of thermometer.
2) Visually inspect the thermometer after cleaning, ensure the thermometer is clean and free from any debris prior to use.

Disinfection:
1) Use an 75% ethyl alcohol swab or cotton swab moistened with 75% ethyl alcohol to disinfect the thermometer casing and the measuring probe for about 30 seconds.
2) Repeat the above steps at least 3 times, then wipe surface and probe dry with a clean cloth, and wait about 1 minute for drying after disinfection.

Note:
- Ensure that no liquid enters the interior of the thermometer.
- Never use abrasive cleaning agents, thinners or benzene for cleaning and never immerse the Thermometer in water or other cleaning liquids.
- Take care not to scratch the surface of the probe lens and the display.
- If the visual inspection identifies unacceptable deterioration such as corrosion, discoloration, pitting, cracking, then the device should be discarded.
- Always clean and disinfect thermometer in between use with multiple patients.

Troubleshooting

If you have problems while using your thermometer, please refer to this guide to help resolve the problem. If the problem persists, please contact Oricom customer service.

Screen message	Description	Possible causes	Solutions
	No display	1. System error; 2. The battery is exhausted or displaced	1. Turn off and then restart; 2. Replace the battery and replace it or replace it with a new one; 3. Please contact Oricom Customer Support
	Battery symbol flashing, can not measure temperature	The current battery level is too low to perform temperature measurement	Replace batteries.
	Battery symbol flashes Battery level flashing.	Batteries are low, but still operate correctly	Suggest replacing batteries as soon as possible.
	Probe cover symbol flicker and "Ear" appeared style	1. No probe cover installed; 2. The probe cover is not properly installed.	1. Install probe cover; 2. Remove the probe cover and reinstall.
E1	Display E1	Ambient temperature is not within operating range, its either too high or too low.	Use product within ambient temperature operating range (10 °C to 40 °C)
HI	Display"HI" or "Lo"	1.The measured temperature exceeds the measurement range (34.0℃ to 43.0℃). 2.Unable to collect stable temperature values (the environmental temperature changes rapidly, or the product has not yet reached a stable state).	1. Check if the probe lens is dirty. Please clean the probe lens and operate again. 2. Please ask the subject to remain still during measurement and measure again according to the correct operating method. 3. Place the product at ambient temperature operating range (10 °C to 40 °C) and wait for 30 minutes.
Lo			

Attention: If the above measures still cannot solve the problem, please contact Oricom customer support.

Signs And Symbols

Symbol	Description of symbol
oricom	Trade mark
⚠	Indicates the need for the user to consult the instructions for use for crucial cautionary information such as warnings and precautions that can not, for a variety of reasons, be presented on the medical device itself.
	Please read the instructions carefully.
IP22	Degree of protection against harmful ingress of water and particulate matter 2: Protected and against solid foreign objects of 12.5mm diameter and greater 2: Protection against vertically falling water drops when ENCLOSURE tilted up to 15°
	DISPOSAL: Do not dispose of this product as unsorted municipal waste. Collection of such waste separately for special treatment is necessary.

Symbol	Description of symbol	Symbol	Description of symbol
	Applied part, Type BF		Made in China
	Direct current	MD	Medical device
	Manufacturer		User-by date
SN	Serial number		

EMC Declaration

The ME EQUIPMENT or ME SYSTEM is suitable for home healthcare and clinic environments.

Statement: The ear thermometer model IET800 was tested according to the recommendations of Technical Report IEC TR 60607-1~2: Medical electrical equipment – Part 1~2: Guidance and interpretation – Electromagnetic immunity; performance of medical electrical equipment and medical electrical systems.

Warning: Don't use near active HF surgical equipment and the RF shielded room of an ME system for magnetic resonance imaging, where the intensity of EM disturbances is high.

Warning: Use of this equipment adjacent to or stacked with other equipment should be avoided because it could result in improper operation. If such use is necessary, this equipment and the other equipment should be observed to verify that they are operating normally.

Warning: Use of accessories, transducers and cables other than those specified or provided by the manufacturer of this equipment could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.[1]

Warning: Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm (12 inches) to any part of the equipment IET800 including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.
1. All necessary instructions for maintaining BASIC SAFETY and ESSENTIAL PERFORMANCE with regard to electromagnetic disturbances for the excepted service life.
Portable and mobile RF communication equipment may affect the performance of the IET800 avoiding strong electromagnetic interference when used, such as near mobile phones, microwave ovens, etc.
2. Guidance and manufacturer's declaration –electromagnetic emissions and Immunity

Guidance and manufacturer's declaration – electromagnetic emissions and Immunity

Table 1

Guidance and manufacturer's declaration – electromagnetic emissions	
Emissions test	Compliance
RF emissions CISPR 11	Group 1
RF emissions CISPR 11	Group B
Harmonic emissions IEC 61000-3-2	Not applicable
Voltage fluctuations/ flicker emissions IEC 61000-3-3	Not applicable

Table 2

Guidance and manufacturer's declaration – electromagnetic Immunity		
Immunity Test	IEC 60601-1-2 Test level	Compliance level
Electrostatic discharge (ESD) IEC 61000-4-2	±8 kV contact ±2 kV, ±4 kV, ±8 kV, ±15 kV air	±8 kV contact ±2 kV, ±4 kV, ±8 kV, ±15 kV air
Electrical fast transient /burst IEC 61000-4-4	Not applicable	Not applicable
Surge IEC 61000-4-5	Not applicable	Not applicable
Voltage dips, short interruptions and voltage variations on power supply input lines IEC 61000-4-11	Not applicable	Not applicable
Power frequency magnetic field IEC 61000-4-8	30 A/m 50Hz/60Hz	30 A/m 50Hz/60Hz
Conducted RF IEC61000-4-6	Not applicable	Not applicable
Radiated RF IEC61000-4-3	10 V/m 80 MHz ~ 2.7 GHz 80 % AM at 2 Hz	10 V/m 80 MHz ~ 2.7 GHz 80 % AM at 2 Hz

NOTE U is the a.c. mains voltage prior to application of the test level.

Table 3

Guidance and manufacturer's declaration – electromagnetic Immunity							
Radiated	Test Frequency (MHz)	Band (MHz)	Service	Modu-lation	Modu-lation	Dis-tance (m)	IMMUNITY TEST LEVEL (V/m)
RF IEC61000-4-3 Test specifications for ENCLOSURE PORT IMMUNITY to RF wireless Communications equipment	385	380-390	TETRA 400	Pulse modula-tion 18 Hz	1.8	0.3	27
	450	430-470	GMRS 460 FRS 460	FM ±5 kHz deviation 1 kHz sine	2	0.3	28
	710 745 780	704-787	LTE Band 12, 17	Pulse modu-lation 217 Hz	0.2	0.3	9
	810 870 930	800-960	GSM800/9 00, TETRA800, CDMA800, LTE Band 5	Pulse modula-tion 18 Hz	2	0.3	28
	1720 1845 1970	1700-19 70	GSM 1800; CDMA 1900; UMTS 2000; DECT; LTE Band 1,3,4,25; UMTS	Pulse modula-tion 217 Hz	2	0.3	28
	2450	2400-25 70	Bluetooth, WLAN 802.11 b/g/n, RFID2450, LTE Band 7	Pulse modula-tion 217 Hz	2	0.3	28
	5240 5500 5785	5100-58 00	WLAN 802.11 a/n	Pulse modula-tion 217 Hz	0.2	0.3	9

Table 4

Guidance and manufacturer's declaration – electromagnetic Immunity			
Radiated RF IEC61000-4-39 The specifications for PROXIMITY FIELD COMMUNICATION magnetic field	Test frequency	Modulation	IEC 60601-1-2 Test Level (A/m)	Compliance level (A/m)
	30 kHz	CW	8	8
	134.2 kHz	Pulse modulation 2.1 kHz	65	65
	13.56 MHz	Pulse modulation 50 kHz	7.5	7.5

Disposal

The thermometer contains batteries and recyclable electronic waste. To protect the environment, do not dispose of it in household waste as unsorted municipal waste, but collect separately and take it to an appropriate local collection center.

Express Warranty

This Express Warranty is provided by Oricom International Pty Ltd ABN 46 086 116 369 , Unit 1, 4 Sovereign Place, South Windsor NSW 2756, herein after referred to as "Oricom". Oricom warrants that the product is free from defects in materials or workmanship during the Express Warranty Period. This Express Warranty does not extend to any product from which the serial number has been removed or was purchased outside of Australia.
The benefits of this Express Warranty are in addition to other rights and remedies you may have under the Australian Consumer Law. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and 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. In the event of a minor failure, Oricom reserves the right to choose to repair or

replace the product.
The Express Warranty Period will be a period of 12 months beginning on the date of purchase of the product evidenced by your dated sales receipt. You are required to provide proof of purchase as a condition of receiving Express Warranty services.
You are entitled to a replacement product or repair of the product at our discretion according to the terms and conditions of this document. If your product is found to be faulty within the Express Warranty Period. This Express Warranty extends to the original purchaser only and is not transferable.
Products distributed by Oricom are manufactured using new materials or new and used materials equivalent to new in performance and reliability. Spare parts may be new or equivalent to new. Spare parts are warranted to be free from defects in material or workmanship for thirty (30) days or for the remainder of the Express Warranty Period of the Oricom branded product in which they are installed, whichever is longer. During the Express Warranty Period, Oricom will where possible repair and if not replace the faulty product or part thereof. All component parts removed under this Express Warranty become the property of Oricom. In the unlikely event that your Oricom product has a recurring failure, Oricom may always, subject to the Competition and Consumer Act 2010, at its discretion, elect to provide you with a replacement product of its choosing that is at least equivalent to your product in performance.
No change to the conditions of this Express Warranty is valid unless it is made in writing and signed by an authorised representative of Oricom.
Oricom will not be liable under this Express Warranty, and to the extent permitted by law will not be liable for any defect, loss, damage or injury arising out of or in connection with a:
1 Failure by you to adhere to the warnings and follow the instructions set out in this user guide for the proper installation and use of the product;
2 Wilful misconduct or deliberate misuse by you of the product;
3 Including but not limited to power failure, lightning or over voltage; or
4 Modification to the product or services carried out on the product by anyone other than Oricom or Oricom's authorised service provider.
(bold) How to make a claim under your Express Warranty in Australia Oricom has a simple warranty process for you to follow: (bold)
lease call or email our Customer Support Team, 02 4574 8888

or support@oricom.com.au.
- A Customer Support Team member will verify after troubleshooting with you if your product qualifies under warranty. If so, they will give you a Product Return Authorisation number.
- We will then email a Return Authorisation form and a Repair Notice (if necessary), together with instructions on how to return the product for warranty service.

Please note that if a Customer Support Team member advises that your product does not qualify for return, this warranty does not apply to your product. Products that are authorised to be returned to Oricom in Australia must include all of the following:
- A completed Return Authorisation form
- A copy of your Proof of Purchase (please keep your original copy)
- The faulty product, including all accessories.

Send the approved returns to:
Oricom International Pty Ltd Locked Bag 658
South Windsor NSW 2756 Australia
Please note that this Express Warranty excludes expenses incurred by you in returning any faulty product to us. You must arrange and pay any expenses incurred (including postage, delivery, freight, transportation or insurance of the product) to return the faulty product to us, however, we will arrange delivery of the rep

This product is manufactured in People's Republic of China under a quality system by: Guangzhou Bencom Medical Device Co., Ltd. No. 38, Huanzhen Xi Road, Dagang Town, Nansha, 511470, Guangzhou, People's Republic of China.
IMPORTED & DISTRIBUTED IN AUSTRALIA by the sponsor - Oricom International Pty Ltd, Unit 1, 4 Sovereign Place, South Window 2756 AUSTRALIA.