

## **TROUBLE SHOOTING GUIDE**

Supplier: Hardenberg & Co  
 Product: AC401 Sound & Movement Monitor  
 SKU: 994539  
 Style No: D1499



<b>The SensorPad Is giving false alarms</b>	Baby was removed from his/her bed and nursery unit was not switched OFF.	Turn off the nursery unit.
	The SensorPad plug is not connected properly to the Nursery Unit.	Verify the connection between the SensorPad and nursery unit. Unplug and reconnect the cord.
	The SensorPad is not in full contact with baby's mattress and/or the mattress is not resting on a completely flat or rigid surface.	Make sure there is no bedding between mattress and SensorPad. The SensorPad must rest on a completely flat and rigid surface. Place a piece of 6mm thick plywood under the SensorPad. Please follow the instructions in step 2.
	Your baby is in a very deep sleep or has moved to the corners of the bed, away from SensorPad.	Make sure the SensorPad is positioned, installed and tested as described in step 3 and 5 to ensure that the SensorPad is covering the complete mattress, also in the corners of the bed.
	The sensitivity setting of the SensorPad is too low, e.g. level 1.	If the sensitivity level is too low, the SensorPad may not detect your baby's movements. The standard setting of the SensorPad sensitivity is approx. 3. This setting works for most baby bed sizes and mattresses and can be adjusted with the dial on the back of the Nursery Unit. ALWAYS install and test the SensorPad according to the instructions in step 1 and 5.
<b>The SensorPad alarm does not go off</b>	The Nursery Unit is detecting external movement or vibrations when baby's bed is being touched.	Avoid contact with the crib when monitor is ON.
<b>No sound is being transmitted</b>	The Sound Transmission is set to 'Voice Activated' and the sound in the baby's room is not loud enough to activate the transmission. The microphone icon is visible in the top right corner of the display.	Increase the microphone sensitivity if you would like to keep 'Voice Activated' sound transmission or activate 'Continuous' sound transmission. Please see step 3 for further instructions.
	The units are not connected. The Parent Unit shows a flashing Nursery Unit and '- -' in the display.	Re-establish connection between the two units, see step 4.
	One of the units is OFF, due to low or incorrect installed batteries.	Check/replace the batteries or recharge the Parent Unit (see step 7).
	One of the units is OFF, due to the AC adapters are not connected properly or the mains socket is turned off.	Check if all AC adapters are working correctly and if the mains socket are turned ON.
	One of the units is OFF.	Ensure both units are ON.
<b>The Parent Unit shows a flashing Nursery Unit icon and '- -' in the display. There is no connection between the Parent Unit and Nursery Unit</b>	If both units are ON, there is no connection between the two units are not connected.	Re-establish connection between the two units, see step 4.
	The Nursery Unit is not switched ON.	Turn the Nursery Unit on by moving the left wing to the UP position.
<b>The Sound transmission is intermittent</b>	The Sound Transmission is set to 'Voice Activated' and will only transmit if the microphone on the Nursery Unit detects a certain level of sound.	Increase the microphone sensitivity if you would like to keep 'Voice Activated' sound transmission or activate 'Continuous' sound transmission. Please see step 3 for further instructions.
	The microphone icon is visible in the top right corner of the display.	
<b>The power ON indicator (second green light) on the</b>	The AC adapters are not connected properly or the mains socket is out of order or not switched on.	Check the connections and/or change to another electrical socket.

	The Nursery unit is not turned ON.	Move the left wing to the ON position (UP).
<b>There is very weak reception</b>	The Parent and Nursery Unit are too far apart and the Out of Range' indicator is OFF.	Reduce the distance between the two units until communication is established. Ensure both units are ON. Turn the Out of Range function ON to avoid this in the future (see step 2).
	One or both units are placed near a large metal construction which obstructs the transmission.	Reduce the distance between the two units until communication is established. Ensure both units are ON. Turn the Out of Range function ON to avoid this in the future (see step 2).
	One or both units are not in the upright position.	Place both units on a flat surface away from baby's reach.
	The batteries are low.	Check/replace the batteries or recharge the Parent Unit (see step 7). Check if all AC adapters are working correctly and if the mains socket are turned ON.
	There is no connection between the Parent and Nursery Unit.	Re-establish connection between the two units, see step 4.
<b>There is interference or noise coming from the Parent Unit (e.g. interference from other monitors, wireless phones and networks, walkie-talkies, etc)</b>	There is other external 'transmission' on the selected channel. The Parent Unit is located near motorized devices, fluorescent lights, television, etc.	Select a different channel as described in step 4. Your Angelcare Monitors has 8 channels. If you have two Angelcare Monitors, ALWAYS ensure that the channels on both monitors are as far apart as possible, e.g. channel 1 for one monitor and channel 8 for the other monitor. Also keep at least 1 meter distance between both Parent Units and both Nursery Units. Keep the Parent Unit and Nursery Unit away from any devices that can be a source of interference.
<b>There is 'feedback' coming from the Parent Unit (loud howling noise)</b>	The Parent Unit and Nursery Unit are too close together.	Keep the Parent and Nursery Unit at least 3 meters/10 feet apart. Decrease the volume level on the Parents' Unit using the ARROWS UP and DOWN.
<b>The mattress has become mouldy</b>	There is not enough air circulation under the mattress.	If you have placed a large piece of plywood under the SensorPad as instructed, please drill holes in the plywood to allow air circulation. The SensorPad is a passive device and does not radiate any form of energy or heat.

The Angelcare Helpline is available from Monday to Friday- 11am-3pm.

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