

TROUBLE SHOOTING GUIDE TEMPLATE

Supplier: Summer Infant Europe Ltd
Product: Pre Natal Heart Monitor
SKU: 640015
Style No: T2202

Picture of product



1. Q: I am just 21 weeks pregnant, but cannot hear anything; does this mean the item is faulty?

A: The device is designed for use after 21-28 weeks, there are several factors that will influence your ability to hear your baby, please refer to your user manual.

2. Q: I have tried several times and still cannot hear anything from my device.

A: If you have tried all the recommended solutions and are still unable to hear anything, please check that the battery you are using is working correctly, if it is try the device on your own heartbeat and pulse, if you get a reading from this, it means that your baby may be in a difficult position to hear adequately, we would recommend you keep trying as per your user manual. Please be aware that sometimes even the midwife has difficulties obtaining a heartbeat, try putting the device in the same positions that the midwife used during your scan.

3. Q: My device appears to be faulty, should I return it to store?

A: No, please contact Summer Infant before returning the item, contact details will be on the box and user manual.

4. Q: I have lost my user manual

A: Please go to summerinfant.co.uk

NOTE: The Prenatal Heart Listening System is NOT a medical device. It should NOT be used or relied upon for diagnostic or other medical purposes. This product should NOT be used in place of regular prenatal care by your physician.

Customer Care Number

0208 4205910

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Website: www.summerinfant.com

Customer Care opening times

Weekday: Mon-Fri 9am-5:30pm

Saturday: Closed

Sunday: Closed