

Frequently Asked Questions (FAQ)

for FORA Diamond Nexus Mini - contactless infrared forehead thermometer

1. How does the FORA Diamond Nexus Mini contactless infrared forehead thermometer work?

Ans. The FOR A Diamond Nexus Mini contactless infrared forehead thermometer measures infrared energy radiated from human forehead. The energy is collected through the sensor assembly and converted to temperature value according to firmware clinically validated.

2. Can the FORA Diamond Nexus Mini contactless infrared forehead thermometer harm you in any way?

Ans. No, FORA Diamond Nexus Mini forehead thermometers does not sending out any electromagnetic waves or heat. It is only a receiver of heat (infrared energy) from human body.

3. How does the reading from FORA Diamond Nexus Mini contactless infrared forehead thermometer compare to an oral, rectal or axillary reading?

Ans. FORA Diamond Nexus Mini contactless infrared forehead thermometer measurements are comparable to oral temperature by a digital pen type thermometer in the clinical study. Rectal measurements are 0.3 – 0.6 °C higher than oral measurements. Axillary measurements are 0.3 – 0.6 °C lower than oral measurements. Axillary measurement is most impacted by room temperature, so accuracy is more difficult to verify.

4. Is the FORA Diamond Nexus Mini contactless infrared forehead thermometer as accurate as hospital devices?

Ans. FORA Diamond Nexus Mini contactless infrared forehead thermometer is manufactured to meet the same medical device regulatory standards as hospital devices. Hospital devices are more robust and thus less sensitive against drop and shock. They are delivered with solid wall brackets, comprehensive probe cover supply devices, etc.

5. Why may I get different readings when taking many measurements?

Ans. Wait at least 30 seconds after 3-5 continuous measurements to allow thermopile sensor reach thermal balance.

6. Does the FORA Diamond Nexus Mini contactless infrared forehead thermometer require calibration?

Ans. It is recommended by international regulatory standards that the thermometer should be

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calibrated by an authorized dealer every two years.

7. How do I know that the device is still accurate over time or after being dropped?

Ans. The FORA Diamond Nexus Mini contactless infrared thermometer performs a power on self test (POST) check each time it is switched on. The thermometer will give accurate readings in case you do not see an error message ("Err") on the display when it is switched on. Contact your dealer if you see error message on the display and can not solve the problem after following trouble-shooting instructions in the user manual.

8. When and how often should I clean or disinfect the FORA Diamond Nexus Mini forehead thermometer?

Ans. Use an alcohol swab or a cotton swab moistened with alcohol (70% isopropyl) to clean the thermometer housing and measuring probe lens if they are dirty. Ensure no liquid enters into the casing of thermometer. Never use corrosive detergents, thinners or substance for cleaning. Do not immerse the thermometer in water or other liquids.


9. Is the FORA Diamond Nexus Mini contactless infrared forehead thermometer suitable for premature infants as well as for the elderly?

Ans. Yes, the FORA Diamond Nexus contactless infrared forehead thermometer is designed to take the body temperature of adults and children of all ages. However, a control measurement using a conventional thermometer at the same time is recommended in the following cases: 1. If the reading is surprisingly low, 2. For new-born infants up to 100 days old, 3. For children under three years of age who have a weakened immune system or who react unusually in the presence or absence of fever. Please be reminded that high fever on infants and children should be immediately reported to your doctor!

10. Can I use the FORA Diamond Nexus Mini contactless infrared forehead thermometer for body temperature measurements at other points of the body?

Ans. No, the FORA Diamond Nexus Mini contactless infrared forehead thermometer is designed for forehead measurements only.

11. Can I measure the temperature of baby milk or baby's bath water?

Ans. Yes, FORA Diamond Nexus Mini forehead thermometers can be used to measure temperatures of other objects than human forehead including baby milk and bath water. Switch to 'Object' () mode when the thermometer is going to be used for measuring objects other than human forehead.

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12. Can a woman use FORA Diamond Nexus Mini Contactless infrared forehead thermometer to measure basal body temperature to determine ovulation?

Ans. We do NOT recommend this as clinical studies have not been completed to ensure proper monitoring of basal body temperature by forehead measurements.

13. Can I use FORA Diamond Nexus Mini contactless infrared forehead thermometer while travelling in a car or ambulance car?

Ans. Yes, but please note that the operating temperature has to be between 16°C to 40°C (60.8°F to 104°F). As long as the environment temperature is out of the range, no measurement can be taken. In this case, the display shows "_ L" or "_ H".

14. Is FORA Diamond Nexus Mini contactless infrared forehead thermometer suitable for animals?

Ans. FORA Diamond Nexus Mini thermometers are developed and designed for humans. We do not validate the product in animal and therefore not recommend to use the thermometer on animals.

15. Does room temperature affect readings?

Ans. As long as the room temperature is between 16°C and 40°C (60.8°F and 104°F), it has no influence to the measurement results. Don't use the contactless infrared forehead thermometer in the environments of high humidity above 95% RH.

16. What is the lifetime of FORA Diamond Nexus Mini forehead thermometer?

Ans. FORA Diamond Nexus Mini contactless infrared thermometer is designed to last for 5 years at least under normal home-use conditions. Components used are of high quality and carefully assembled. Proper care and use of the FORA Diamond Nexus Mini thermometer should ensure many years of accurate temperature measurement. Nevertheless, misuse of FORA Diamond Nexus Mini thermometer can result in failure.

17. How long will the battery last?

Ans. The batteries in FORA Diamond Nexus Mini contactless infrared thermometer can last for 500 measurements at least. When the user installs new battery and has readings that seems to be inaccurate, please check expire date of the battery. Battery capacity may reduce over time even it is not used. A battery may work with other devices requiring lower working voltage such as clock, but it may not work for FORA Diamond Nexus Mini thermometer. Room temperature can affect battery life. In the environment below 15°C, battery may not work or performance of battery is significantly reduced.

18. Which type of battery is required for replacement?

Ans. FORA Diamond Nexus Mini thermometer is equipped with a CR2032 Lithium coin battery. It can be purchased in any electronic shop, pharmacy, appliances store, DPE shops.

19. Is FORA Diamond Nexus Mini contactless infrared forehead thermometer waterproof?

Ans. No, FORA Diamond Nexus Mini thermometer can not be immersed into water or any other liquid. To clean the thermometer, use dampened gauze to wipe the plastic housing of thermometer.

20. I have loaded the battery but the device is not working.

Ans. Please follow the instruction and ensure the battery is loaded properly. The anode and cathode placements are illustrated in the manual as the picture below.



21. The batteries are in the device based on the instruction, but the device cannot be turned on.

Ans. Please refer to question 20 for battery placement. Once the battery is properly loaded, please activate the device by press the on/off key which is located in the lower housing of the device.

22. What is the key I should press to initiate a measurement?

Ans. The FORA Diamond Nexus Mini forehead thermometer equips with one key simply operation design. Once the battery is loaded properly, press the on/off key to activate the device. The device will enter an auto calibration mode for 2 seconds. When the device is ready, it shows with blinking unit on the display. The user can then press the on/off key again for measurement.

23. After the first measurement, it won't allow me to take a second measurement.

Ans. Please allow 3 seconds for the device to reset and get ready for the next measurement. The unit icon will flash indicating that the device is ready for the next measurement.

24. What is the normal body temperature?

Ans. The commonly accepted average core body temperature (taken internally) is 37.0 °C (98.6 °F). The typical oral (under the tongue) measurement is slightly cooler, at 36.8° ± 0.4°C (98.2° ± 0.7°F), and temperatures taken in other places (such as under the arm or in the ear) produce different typical numbers. Although some people think of these numbers as representing the normal temperature, a wide range of temperatures has been found in healthy people. Always visit a physician when there is a concern on the temperature reading, even when the measurement is within the normal range but you still have concerns about your condition.

25. What does it mean when the LCD display “L”?

Ans. Under body mode, the LCD displays L when the measured temperature is lower than 32°C (89.6°F). It also gives visual warning with red LED and 3 short beeps.

26. What does it mean when the LCE display “H”?

Ans. Under body mode, the LCD displays H when the measured temperature is higher than 43°C (109.4°F). It also gives visual warning with red LED and 3 short beeps.

27. I realize that the temperature taken in the middle of forehead is slightly lower than the temperature taken in the temple area. Is that normal?

Ans. The temperature taken in the middle of forehead can be 0.2 °C less than the temperature taken in the temple area by human physiology.

28. Can FORA Diamond Nexus Mini thermometer measure sites other than forehead?

Ans. FORA Diamond Nexus Mini forehead thermometer is an electronic thermometer using an infrared sensor to detect human body temperature from the surface of human forehead skin without contact. It is for use on people of all ages in the homecare environment. It is not proper to obtain body temperature other than forehead area by using FORA Diamond Nexus Mini forehead thermometer.

29. What is the method used to clean the sensor area?

Ans. The probe is not water-proof. Please wipe with a clean and dry cotton swab to clean the probe on the inside. The body of the thermometer is not water resistant. Never put the thermometer under a running tap or submerge it into water. Use a soft and dry cloth to clean it. Do not use abrasive cleaners.

30. What is the (baby icon) and (thermometer icon) represent?

Ans. The baby icon indicates that the device is under body mode for body temperature measurement; and the thermometer icon indicates that the device is under object mode for object temperature measurement. It can be easily toggled by pressing the on/off key for 3

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seconds while the device is off. When the default icon appears, press the on/off key once again for mode switching.

31. How can I recall memories?

Ans. FORA Diamond Nexus Mini thermometer stores 20 most recent body mode readings and one last object mode reading. Memory can be easily recalled by pressing the on/off key for 5 seconds while the device is off. When the memory icon appears, press the on/off key once more for last memory. Each time the on/off key is pressed under this mode, a result will be displayed in the order of the measurement (latest result shown first), together with the memory icon and number (from 1 to 20). LED in green or red will appear according to the memory reading.

32. Is there any way to change the unit from F to C?

Ans. Units can be easily switched by pressing the on/off key for 8 seconds while the device is off. When the default unit appears, press the on/off key once again for unit switching.

35. What is the measure range?

Ans. FORA Diamond Nexus Mini has a measure range as below.

- Body mode: 32°C to 43°C (89.6°F to 109.4°F)
- Object mode: 0°C to 100°C (32°F to 212°F)