

Troubleshooting chart

Problem	Possible cause	Solution
The display (A1, B1) does not appear. The display goes out shortly after the unit is switched on, or the unit cannot be switched on.	The unit is not switched on. The batteries are discharged.	Press the On/Off button (A4, B4). Recharge the batteries while the unit is turned off. Remove the batteries for 30 seconds before switching the unit on.
The charging indicator (13) on the charger does not light or blinks red.	Poor contact between the battery pack and the unit. The adapter is not connected to the charger. The adapter is connected to a wall outlet that does not work.	Clean and bend out the battery springs inside the battery compartment. Clean the battery pack contacts. Plug the adapter into the wall outlet and to the charger. If the wall outlet has an On/Off switch, this must be on.
The batteries are not charged. (Also see above.) The charging indicator (13) on the charger is on, but does not change from red to green, even after 48 hours.	The batteries are completely discharged. Battery life is at an end NOTE! Not covered by the warranty!	Charge the batteries for two days while the unit is off. Purchase new battery packs from the dealer.
No sound in the parent unit.	The volume has been turned down. The units are set to different DSIP codes.	Adjust the volume. Select the same DSIP codes on both units.
No contact between the baby unit and the parent unit.	The units are set to different DSIP codes, SIP channel codes and/or channels.	Set the same digital codes and/or channel on both units.
The parent unit signals that the range is exceeded.	The baby unit is not switched on. The baby unit and the parent unit are set to different channels. The SIP channel code is different on the baby and parent units. Out of range.	Turn the baby unit on. Check that they display the same letter, A or B. Press the OK button until the SIP symbol is displayed, and check that the number is the same on both units. Reduce the distance. Local conditions may reduce the range dramatically. Try switching channels. Charge the batteries for at least 12 hours.
Interference while transmitting.	Too great distance between the units. Local conditions, interference.	Reduce the distance. Move the units slightly. Local conditions cannot be changed. Try turning off light dimmers or other noise sources. Units rarely have a defect.
Loud screeching/beeping sound.	Units are too close to each other. Volume is too high.	Increase the distance. Adjust the volume.
Short range	Ruined or spent batteries. Local conditions.	Check the batteries as mentioned above. Other baby alarms in the vicinity may reduce range dramatically. Try to switch channels, or move the baby unit and/or parent unit.
The parent unit does not signal that the range is exceeded even if the baby unit is switched off.	Another SuperNOVA in the vicinity is adjusted to the same channel and SIP channel code.	This is never caused by a malfunction! Change the channel and the SIP channel code. That will solve the problem!
The temperature is not displayed or is wrong.	Temperature information must be received twice with the same value before it is displayed/changed. When the temperature changes rapidly it may take a long time before the temperature in the baby unit is stable enough to be displayed on the parent unit.	If two SuperNOVAs are on the same channel and have the same SIP channel code, they might interfere with each other's temperature information. Change the channel and/or SIP channel code. Accuracy is $\pm 2^{\circ}\text{C}$.