

# NASAL RANGER® FIELD OLFACTOMETER

## TROUBLESHOOTING GUIDE

If any problem is not resolved with these suggested solutions, contact St. Croix Sensory for technical support at 1-800-879-9231 (+651-439-0177) or info@nasalranger.com.

<b>Problem</b>	<b>Possible Solutions</b>
Nasal Ranger has no power (Power LED doesn't light up)	Press the power button again to confirm the unit will not restore power.
	Check to be sure the battery is properly connected. Open the battery compartment and check the battery connection.
	The battery may be low on power. Install a new battery.
Power LED is blinking	This is normal. The Nasal Ranger will go into a "Power Save" mode if the unit is not used for 45 seconds.
Power only stays on for a short time	The Nasal Ranger does have an Auto Shut-Off mode if the unit does not sense inhalation over a five-minute period.
	The battery may be low on power. Install a new battery.
Flow Sensor LED's not responding to inhalation by the user.	The battery may be low on power. Install a new battery.
	The nasal mask may not be properly sealing to the user's face. Try to reposition the unit against the face. Try different positions to see if the LED's respond to inhalation.
	The nasal mask check valve(s) may be loose or leaking air. Inspect the check valves to be sure they are properly positioned inside the mask ports. Inspect the check valves for any damage or loose debris (i.e. dust). Check valves may need replacing.
Flow Sensor LED's responding erratically to inhalation.	The battery may be low on power. Install a new battery.
	The nasal mask may not be properly sealing to the user's face. Try to reposition the unit against the face. Try different positions to see if the LED's respond to inhalation.
	The nasal mask check valve(s) may be loose or leaking air. Inspect the check valves to be sure they are properly positioned inside the mask ports. Inspect the check valves for any damage or loose debris (i.e. dust).

<b>Problem</b>	<b>Possible Solution</b>
An odor is detected while the dial is set at a “blank” position	The nasal mask may not be properly sealing to the user’s face allowing ambient air to leak around the mask diameter. Try to reposition the unit against the face. Try different positions to see if the LED’s respond to the inhalation.
	The nasal mask check valve(s) may be loose or leaking air. Inspect the check valves to be sure they are properly positioned inside the mask ports. Inspect the check valves for any damage or loose debris (i.e. dust). Check valves may need replacing.
	The replaceable odor-filter cartridges may not be properly seated in the Nasal Ranger housing. Inspect the position of cartridges. Be sure they are threaded into the housing correctly. Be sure they are threaded tight (Hand Tight ONLY) against the housing O-rings.
	The odor-filter cartridges may need replacing. The odor-filter cartridges have a limited life span, which is dependent on amount and frequency of use. Replace the odor-filter cartridges (Part Number: NR8).
	The ambient odor may be too strong or of the type that exceeds the design of the odor-filter cartridges. Contact St. Croix Sensory for assistance.
	The internal seals may be leaking. Contact St. Croix Sensory for assistance.
The D/T Dial does not turn	The dial mounting screw may be too tight. Loosen the dial mounting screw.
	Debris may be impeding movement of the dial. Inspect the dial for loose debris. The dial may need to be removed in order to inspect and clean the dial turning area. Contact St. Croix Sensory for assistance.
The D/T Dial does not stop at a specific position (dial spins freely).	The dial mounting screw may be too loose. Tighten the dial mounting screw.