

# WELCARE

EAR THERMOMETER

**2in1** EAR AND OBJECT  
TEMPERATURE DETECTION

**1**  
SECOND  
READING



Model: WET100

## Instructions for Use & Warranty Information



Read Instructions Carefully Before Use

# Thank you for purchasing this Welcare Ear Thermometer.

Model: WET100



Please keep these instructions for use in a safe place where they are readily available.

**Note:** The illustrations in these instructions for use may differ slightly from the product itself.

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# Important Safety Information



Read this section thoroughly before using the product.  
Please ensure you observe the safety instructions to avoid accidents, injury and damage.

## Intended purpose

The Infrared Welcare Ear Thermometer is intended to be used for the intermittent measurement of human body temperature via the ear canal by people of all ages.

## Limitations

This unit is intended for home use only.

## Contraindications

This product is not intended for use by persons (including children) with limited physical, sensory, or mental abilities or lacking experience and/or knowledge, unless they are supervised by a person responsible for their safety or have received and understand the instructions/safety warnings for use of the product from this person in advance.

- **DO NOT** use this product if suffering from an ear disease such as otitis externa or otitis media. It may worsen the condition.

## Safety Warnings

- **DO NOT** let children play with the unit - it is not a toy.
- Contains small parts that may cause a choking hazard. Keep children away from packaging, product, and its components.
- In an emergency case, if a child swallows a battery or a probe cover, immediately consult with a doctor.
- It is recommended to use this unit with a Welcare Ear Thermometer Probe Cover for hygiene purposes and accurate temperature readings.
- **DO NOT** forcibly insert the probe into the ear.
- If you feel any discomfort such as a pain during the measurement, stop using the product immediately.
- **DO NOT** use this product when the external auditory canal is wet, such as after swimming or taking a bath. It may injure the external auditory canal.

## Important Safety Information - continued

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- Conducting self-diagnosis based on the measurement results and/or treatment can be dangerous. Please follow the instructions of your doctor.
- If the ear is cold, wait until the ear is warmed up before taking a temperature measurement.
- To avoid inaccurate readings, always attach a new, clean probe cover for each temperature reading. Correct measurement results may not be obtained if dirty probe covers are used.
- To avoid inaccurate readings, always ensure the probe window is clean and free of any wax build-up.
- **DO NOT** use a probe cover after someone else has used it. This can lead to cross infection.
- For persons wearing hearing aids or earplugs, remove the device and wait 20 minutes prior to taking a temperature.
- Proper installation of the probe cover ensures accurate measurements.
- If the unit is used without a probe cover, clean the probe as per cleaning instructions.
- The probe window must be kept clean, dry, and undamaged to ensure accurate readings
- **DO NOT** attempt measurements when the unit is wet, as inaccurate readings may result.
- If there is any temperature difference between the places where the unit is stored and where you are going to take the measurement, leave the unit in the room where it is going to be used for more than thirty minutes to allow it to reach room temperature before the first measurement.
- **DO NOT** touch the infrared sensor with a finger or breathe on it. The probe is the most delicate part of the unit. Use care when cleaning the lens to avoid damage.
- **DO NOT** attempt to open or disassemble the product.
- **DO NOT** throw batteries into a fire. The battery may explode.
- Remove battery from the unit when not in operation for a long time to prolong the battery life.
- **DO NOT** put the unit in direct sunlight or expose to extreme temperatures.
- During a measurement, ensure that no mobile phone or any other electrical devices that emit electromagnetic field is within 30cm of the unit. This may result in incorrect operation of the unit and/or cause an inaccurate reading.

# Features

- Fast & Accurate 1 Second Reading - °C or °F
- Fever Alert
- 30 Memory
- Colour Fever Indicator (Green, Yellow or Red)
- Ear & Object Temperature Detection
- Real Time Clock
- 15 Hygienic Disposable Probe Covers included
- Probe Cover Detection & Probe Eject Function
- BPA Free

# Package Contents

- 1 x Welcare Ear Thermometer
- 1 x Packet of Probe Covers (15pc)
- 1 x Instructions for Use & Warranty Information
- 2 x AA Batteries

# Before Using the Ear Thermometer

- Carefully remove all packaging materials and keep the enclosed documents in a safe place.
- Keep the packaging, product, and its components out of reach of children.
- Check the product is intact. **DO NOT** use if broken.

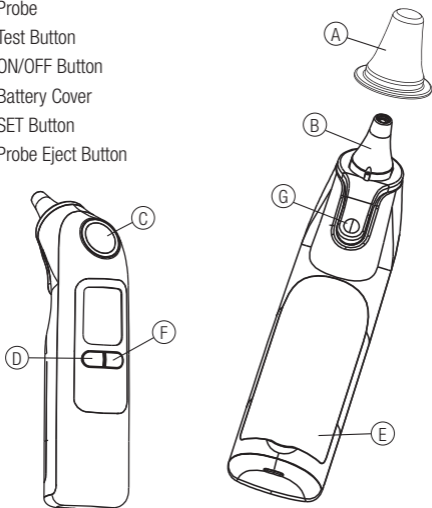
If any abnormalities are detected, please contact our service centre:

**In Australia - 1800 807 464**

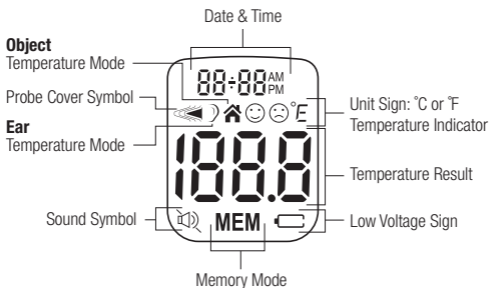
**In New Zealand - 0800 523 583**

# Components

- A. Probe Cover (disposable)
- B. Probe
- C. Test Button
- D. ON/OFF Button
- E. Battery Cover
- F. SET Button
- G. Probe Eject Button



# LCD Display



# Backlit Screen

## Ear Mode

**Note:** The display will light-up **GREEN** for 3 seconds when the unit is ready for measurement.

**Once the measurement is taken:**



### Normal

The display will light-up **GREEN** for 3 seconds with a happy face 😊 when a measurement is completed with a reading less than 37.3°C.



### Elevated

The display will light-up **YELLOW** for 3 seconds with a happy face 😊 when a measurement is completed with a reading less than 37.8°C but higher than 37.3°C.



### High

The display will light-up **RED** for 3 seconds with a sad face ☹️ when a measurement is completed with a reading equal to or higher than 37.8°C.

## Object Mode

**Note:** The display screen will light up **GREEN** for 3 seconds when the unit is ready for measurement.

Once the **OBJECT** measurement is completed, the unit will illuminate **GREEN** for 3 seconds.



# Using the Ear Thermometer

When using the thermometer for the first time, please set the parameters of the unit as per the following instructions.

- Insert the 2 x AA batteries into the unit (see p16)

*Note:* The use of temperature readings for self-diagnosis is dangerous. Consult with a doctor for the interpretation of results. Self-diagnosis may lead to the worsening of medical conditions.


## Setting Parameters

### Step 1.

#### Setting the Unit of Measure °C or °F

°C will appear on the display automatically once the batteries are installed in the unit.



Press and release  Button to select the desired measurement unit, either °C or °F and press **SET** button.

### Step 2.

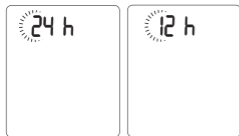
#### Setting the Time & Date

The **24H** time format figure will now appear on the display.

The device can display the time as either an AM/PM (12-hour) or a 24:00 (24-hour) format.

#### Set the Time Format

Press and release  Button to select the format.



With the preferred time format on the display, press **SET** Button, the Hour figure is flashing automatically.

## Setting the Time & Date - continued

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### Set the hour



Press and release the  Button to advance one hour until the correct hour appears.

After the correct hour is reached, press the **SET** Button, the minute figure is now flashing automatically.

### Set the minute



Press and release the  Button to advance one minute until the correct minute appears.

After the correct minute is reached, press the **SET** Button, the year figure is now flashing automatically.

## Set the Date Format

### Set the year



Press and release the  Button to advance one year until the correct year appears.

After the correct year is reached, press the **SET** Button, the month figure is now flashing automatically.

### Set the month



Press and release the  Button to advance one month until the correct month appears.

After the correct month is reached, press the **SET** Button, the day figure is now flashing automatically.

### Set the day



Press and release the  Button to advance one day until the correct day appears.


After the correct day is reached, press the **SET** Button to exit the setting mode.

**Note:** Once the date is set, the unit will turn off automatically.

**Note:** If an Error occurs during setup, press **SET** repeatedly until the screen switches off and press the **SET** Button for 5 seconds to start again.

# Resetting Parameters

## Resetting the Unit of Measurement °C or °F

- When the unit is turned off, press and hold the **SET** Button for 5 seconds.
- A beep will sound and the last measurement unit **°C** or **°F** will appear on the screen.
- Press and release  Button to select the desired measurement unit, either **°C** or **°F** and press **SET** Button.

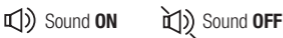
## Resetting the Time & Date

- Continue to follow **Step 2.** (pages 9-10) **“Set the Time Format”** and **“Set the Date Format”**.

## Turn Sound “ON” or “OFF”

While the device is on, press the **SET** Button once quickly to turn the sound **ON** or **OFF**.

The chosen mode icon will appear on the screen:



## Change to Ear Mode or Object Mode

Remove Probe Cover from the probe. When the unit is turned **ON**, press and hold the **SET** Button for approximately 5 seconds.

The chosen mode icon will appear on the screen:



**Note:** The unit will always default to **Ear** Mode when turned on.

**Note:** The unit will only switch to **Object** mode if **NO** probe cover is present.

# Probe Cover Detection and Eject Function

The unit **must always be used with a probe cover** to ensure accurate temperature readings in **Ear Mode**. It is recommended to use a new probe cover for each measurement.

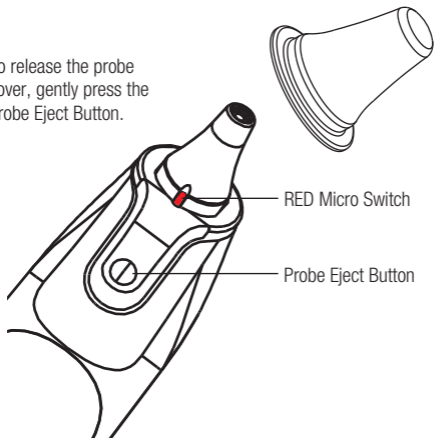
**Note: Not** using a probe cover during **Ear Mode** temperature readings can result in inaccurate readings due to wax build-up on the probe window.

Place a new probe cover over the probe firmly; making sure the probe and the inner portion of the probe cover fits securely, and the probe is covering the connection ring and "**RED**" Micro Switch. (see below illustration).

When the probe cover is installed correctly the icon will appear on the LCD screen.




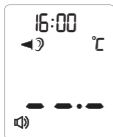
To release the probe cover, gently press the Probe Eject Button.





# Measuring Ear Temperature

Ensure the ear canal is clean and free from earwax build-up and any obstruction before taking a measurement to ensure accurate readings.

Press the  button. The display is activated to show all segments on the LCD screen.



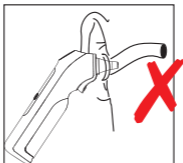
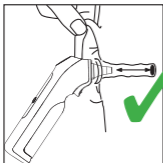
After self-checking the  icon appears on the display screen with 2 beeps and is ready to start a new measurement.

The unit is ready for testing once the Ear  icon displays on the LCD screen.

The unit will always default to **Ear Mode** when turned ON.

**Note:** If error message appears, the unit is not ready for measurement.

- Gently pull the ear back to straighten the ear canal and snugly position the probe into the ear canal, aiming towards the membrane of the eardrum to obtain an accurate reading.



- When using the unit on a person **OVER** the age of 1 year old, pull the ear back making sure the sensor faces the eardrum. (See figure A.)
- When using the unit on infants **UNDER** age 1 year old, pull the ear up making sure the sensor faces the eardrum see figure. (See figure B.)





(figure A.)




(figure B.)

## Measuring Ear Temperature - continued

Press the  Button once to start the measurement. 1 “beep” will sound for approximately 1 second and the temperature will be displayed on the LCD screen.

After approximately 5 seconds, another 2 “beeps” will sound, and the Ear  icon will appear ready for consecutive readings.

A waiting period of 20 seconds between testing is recommended to avoid excessive cooling of the skin.




Press the  Button to turn the unit off. The unit will automatically shut down after 1 minute of inactivity.

**Note:** It is recommended that you measure 3 times in the same ear. If the 3 measurements are different, select the highest temperature.

## Fever Alert

If the unit detects a body temperature 37.8°C or above, one long ‘beep’ will sound followed by 3 short ‘beeps’ to warn the user of potential fever.

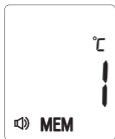
## Measuring Object Temperature


- Eject the probe cover.
- Press the  Button.
- Press and hold the **SET** Button for approximately 3 seconds to switch to **Object Mode**.
- Aim the unit at the centre of the object you want to measure with a distance of 1 to 2 cm.
- Press the  Button once to take the measurement.
- 1 “beep” will sound for approximately 1 second and the temperature will be displayed on the LCD screen.
- After approximately 5 seconds, another 2 “beeps” will sound, and the Object  icon will appear ready for consecutive readings.

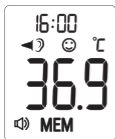
**Note:** This **Object Mode** shows the actual, unadjusted surface temperatures, which is different from the body temperature.


# Memory Function

The **Memory Mode** can be accessed either in **Ear Mode** or **Object Mode**.




When the unit has been turned on and testing complete, press, and hold the  Button for three seconds. The letters **MEM** will appear at the bottom of the display. *(left)*.




Each time the  Button is pressed, the screen displays past readings that correspond with a number 1-30. *(left)*.

- The number 1 reflects the most recent reading, while the number 30 reveals the oldest reading stored in memory.
- The unit will automatically memorize the last 30 temperature readings.
- Each memory also records the measurement, date, time, and mode icon.

When in **Memory Mode**, the user can press the  Button to take new measurements.

To turn the unit **OFF** when in **Memory Mode**, press and hold the  Button for approximately 3 seconds.

# Replace the Battery

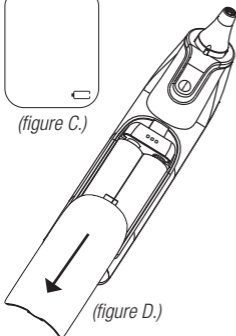
Replace battery when  appears in the bottom of LCD display. (figure C.)

- Open the battery cover using a tool such as a pen or blunt knife.
- Slide the battery cover down as shown below. (figure D.)
- Remove the battery and install 2 new AA alkaline batteries as shown below. (figure E.)
- Clip the battery cover back on.

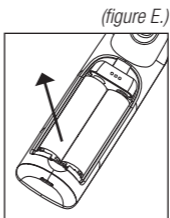
**NOTE:** To protect the environment, discard the used batteries in accordance with local regulations.



(figure C.)



(figure D.)



(figure E.)

## Replacement Accessories

Replacement accessories can be purchased online or by contacting us directly:

**Australia:** 1800 807 464 [www.welcare.com.au](http://www.welcare.com.au)

**New Zealand:** 0800 523 583 [www.jadavey.co.nz](http://www.jadavey.co.nz)

Part Code	Part Name
WET100-60	Welcare Ear Thermometer Probe Cover (60PK)



# Cleaning and Maintenance

If the unit is used without a probe cover, clean the probe as follows:


- Use a cotton swab with the alcohol (70% concentration) to clean the lens (on the inside of the probe).
- To safely clean the probe window, gently wipe its surface with a cotton swab slightly moistened with isopropyl alcohol and immediately wipe dry with a clean cotton swab.
- After cleaning, allow at least 5 minutes drying time before taking temperatures.
- Use a soft, dry cloth to clean the display and exterior.
- Do not submerge in water.
- Periodic cleaning and disinfection of the unit following use to prevent patient cross infection.
- Use a soft cloth slightly moistened with a 75% isopropyl alcohol solution to disinfect the unit.
- Do not use abrasive cleaners.
- The probe is the most delicate part of the unit. Use care when cleaning the lens to avoid damage.

*Note: Do not use any chemical other than isopropyl alcohol to clean the probe window.*


## Storage

- Place the unit back into the original packaging after use.
- Store the unit and probe covers in a dry location, free from dust and contamination and away from direct sunlight.

# Troubleshooting

Error Code	Problem	Solution
Er 1	Measurement taken before the unit is ready	Take a measurement until  appears on the display.
Er 2	The ambient temperature is not within the range between 10°C and 40°C (50°C~104°C).	If the unit is stored in a significantly different environment than testing location, place it in the testing location for approximately 30 minutes prior to use.
Er 3	The unit is placed incorrectly in the ear.	Read Measuring Ear Temperature (page 13). Take a new temperature measurement.
Er 4	The unit showing a rapid ambient temperature change.	Allow the unit to rest in a room for at least 30 minutes at room temperature: between 10°C and 40°C (50°F~104°F)
Er 5	The unit is not functioning properly.	Remove the batteries, wait for 1 minute and repower it. If the message reappears, contact the retailer for service.
Er 6	In Object Temperature Mode, measurement is being taken with probe cover on the unit.	Remove probe cover in object temperature mode.

## Troubleshooting - continued

Error Code	Problem	Solution
Hi	In Ear Temperature Mode: Temperature taken is higher than 43.0°C (109.4°F). In Object mode: Temperature taken is higher than 100°C (212°F).	Read "Measuring Ear Temperature" (page 13) thoroughly, then check the integrity of the probe cover and take a new temperature measurement.
Lo	In Ear Temperature Mode: Temperature taken is lower than 32.0°C (89.6°F). In Object mode: Temperature taken is lower than 0°C (32°F).	If the temperature is above or below these temperatures, then the symbol is correct.
	The unit's battery is low.	Replace with two new alkaline batteries size AA.

If the problem is not solved by the troubleshooting guide or you have any queries, please contact our service centre:

**In Australia** - 1800 807 464

**In New Zealand** - 0800 523 583

**DO NOT** attempt to open or repair the product yourself.

# Electromagnetic Compatibility Information







The device satisfies the EMC requirements of the international standard IEC 60601-1-2. The requirements are satisfied under the conditions described in the table below. The device is an electrical medical product and is subject to special precautionary measures with regard to EMC which must be published in the instructions for use. Portable and mobile HF communications equipment can affect the device. Use of the unit in conjunction with non-approved accessories can affect the device negatively and alter the electromagnetic compatibility. The device should not be used directly adjacent to or between other electrical equipment.

Guidance and manufacturer's declaration - electromagnetic emission.		
The device is intended for use in the electromagnetic environment specified below. The customer or the user of the device should assure that it is used in such an environment.		
<b>Emissions test</b>	<b>Compliance</b>	<b>Electromagnetic environment - guidance</b>
RF emissions CISPR 11	Group 1	The device uses RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment.
RF emissions CISPR 11	Class B	The device is suitable for use in all establishments, including domestic establishments and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.
Harmonic emissions IEC 61000-3-2	Not applicable	
Voltage fluctuations/ flicker emissions IEC 61000-3-3	Not applicable	

# Specifications

Model Name	Welcare Ear Thermometer
Model Code	WET100
Colour	White
Measuring Range	Ear mode: 32.0°C~43.0°C (32°F~212°F) Object mode: 0°C~100°C (32°F~212°F)
Measuring Site	Ear canal (Ear Mode)
Reference body site	Oral (This unit converts the ear temperature to reference body site display its "oral equivalent.")
Operation Mode	Ear Mode or Object Mode
Laboratory Accuracy	Ear Mode: ±0.2°C (0.4°F) during 35.5°C~42.0°C (95.9°F~107.6°F) at 15°C~35°C (59.0°F~95.0°F) operating temperature range ±0.3°C (0.5°C for other measuring and operating temperature range Object mode: ±4% or ±2°C(4°F) whichever is greater
Display Resolution	0.1°C or 0.1°F
Measure Time	Approximately one second
Clinical Accuracy	Clinical bias: 0.08°C (0.14°F) Clinical repeatability: 0.13°C (0.23°F) Limits of agreement: 0.73°C (1.31°F)
Shock	Withstands a drop of 3 feet

## Specifications - continued

Firmware	Name: DET-1015, Build A, Version Number 1.0
Dimension	146.4*37.6*57mm
Weight	Approx.117grams (with batteries)
Battery	DC3V (2×AA battery)
Battery Life	Approx. 1 year/6000 readings
IP Rating	IP22
Operating Conditions	 Temperature: 10°C to 40°C  Humidity: 15% – 85% (non-condensing)  Atmospheric Pressure: 700hPa-1060hPa
Storage/Transport Conditions	 Temperature: -25°C to 55°C  Humidity: 15% – 95% (non-condensing)  Atmospheric Pressure: 700hPa-1060hPa



IP22



# Product Warranty

## PRODUCT WARRANTY

**Please register your warranty information at:**

**AUS - [www.jadavey.com.au](http://www.jadavey.com.au)**

**NZ – [www.jadavey.co.nz](http://www.jadavey.co.nz)**

This Welcare Ear Thermometer product is warranted to be free of manufacturing defects for 1 year from the date of purchase\*. This warranty is void if the product is modified or altered, is subject to misuse or abuse, damaged in transit or lack of responsible care, is dropped, if damage occurs by reason of failure to follow the written instruction booklet, or if product repairs are carried out without authority from J A Davey Pty Ltd.

We will repair, or at our option replace free of charge, any parts necessary to correct material or workmanship, or replace the entire product and return to you during the period of the warranty. Otherwise, we will quote for any repair which will be carried out on acceptance of our quotation. The benefits conferred by this Warranty are in addition to all other rights and remedies in respect of Product which the Consumer has under the Australian Consumer Law and other State or Territory laws in Australia and New Zealand (as applicable).

Our goods come with guarantees that cannot be excluded under Australian and New Zealand Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

\*Please note the accessories are not covered under warranty.

### **BEFORE YOU SEND IN YOUR UNIT FOR SERVICE**

Before sending in your unit for service, please take a few minutes to do the following:

- In your instruction manual, read the troubleshooting section that describes common errors, their cause and remedies.
- Product instruction manuals can be downloaded online.
- Contact Welcare customer service. Our staff are trained to assist you with most issues you may have experienced, without the need to send your product in for service.

## Product Warranty - continued

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### **PLEASE CALL OUR TOLL FREE NUMBER:**

#### **IN AUSTRALIA:**

Free call: 1800 807 464

#### **IN NEW ZEALAND:**

Free call: 0800 523 583

### **SENDING IN YOUR UNIT FOR SERVICE**

1. Should repair be needed within the warranty period, enclose the cut-off section of the warranty form and your proof of purchase receipt. Please ensure all relevant details are completed before sending your unit in for service. Please ensure your contact details are still current and include a brief description of the problem you are experiencing together with your purchase receipt.
2. Include the unit with all product components in your package. This is extremely important, so our repair technicians can make the correct diagnosis with any problems.
3. Please return the product and warranty form at your cost to:

#### **IN AUSTRALIA**

J A DAVEY PTY LTD  
Welcare Repairs  
PO Box 84  
Port Melbourne  
Victoria, Australia 3207

#### **IN NEW ZEALAND**

BV Medical  
Welcare Repairs  
Unit 7, 110 Mays Road  
Onehunga  
Auckland, New Zealand 1061



# Warranty Form

PLEASE RETAIN THE WARRANTY INFORMATION.  
RETURN THIS PORTION ONLY WHEN YOU RETURN YOUR  
PRODUCT FOR REPAIR UNDER WARRANTY.

NAME:

ADDRESS:

POSTCODE:

DAYTIME PHONE:

EMAIL:

MODEL:

DATE OF PURCHASE:     /     /

PLEASE ATTACH PROOF OF PURCHASE

RETAILER'S NAME:

RETAILER'S ADDRESS:

POSTCODE:












BRIEF DESCRIPTION OF PROBLEM YOU ARE  
EXPERIENCING:

WARRANTY IS VOID UNLESS THE ABOVE INFORMATION IS COMPLETED  
AND CORRECT.

Our Privacy Policy can be found here <https://jadavey.com.au/privacy-policy/>



# Symbol Explanation

SYMBOL	DESCRIPTION
	Indicates the need for the user to consult the instructions for use.
	Indicated that the caution necessary when operating the device or control close to where the symbol is placed, or that the current situation needs operator awareness or operator action to avoid undesirable consequences.
	Indicated the manufacturer's serial number so that a specific medical device can be identified.
	Indicated the temperature limits to which the medical device can be safely exposed.
	Indicated the range of humidity to which the medical device can be safely exposed.
	Indicated the range of atmospheric pressure to which the medical device can be safely exposed.
	Indicated the medical device manufacturer.
	Indicated the product's technical documentation has been assessed and approved by a Notified Body.
	Separate collection for electrical and electronic waste. Do not dispose of battery in household waste.
	To identify a type BF applied part complying with IEC 60601-1.
	IP22: N1=2, Protected against solid foreign objects of 12.5 mm Ø and greater; N2=2, Protection against vertically falling water drops when product is tilted up to 15 degrees.

# WELCARE

## EAR THERMOMETER

**Should you require any further information  
please do not hesitate to contact us.**

**Manufactured by:**



**JOYTECH HEALTHCARE CO., LTD**

No.365, Wuzhou Road, Yuhang Economic  
Development Zone, 311100, Hangzhou, China.

**Manufactured for:**

**IN AUSTRALIA:**

**J A DAVEY PTY LTD**

626 Lorimer Street

Port Melbourne, VIC 3207

Telephone: 1800 807 464

Website [www.jadavey.com.au](http://www.jadavey.com.au)

**IN NEW ZEALAND:**

**J A DAVEY LTD**

C/- Healthcare Logistics

58 Richard Pearse Drive

Mangere, Auckland 2022

Telephone: 0800 523 583

Website [www.jadavey.co.nz](http://www.jadavey.co.nz)

## Disposal



At the end of its life, please treat this product as electronic waste  
and dispose of responsibly according to current local regulations.

Made in China

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