

# TENA SmartCare Change Indicator™

Professional caregivers  
Instructions for use

This guide is intended for professional caregivers, super users and managers using the TENA SmartCare Change Indicator™ in a nursing home environment. The Change Indicator system tracks and displays urine saturation levels in absorbent TENA incontinence products.

**TENA SmartCare Change Indicator is a system consisting of:**

- The TENA SmartCare™ Professionals dashboard that serves as an information hub for professional caregivers, super users and managers.
- An app named TENA SmartCare Professionals that is installed on the handheld devices of caregivers, super users and managers.
- A reusable Change Indicator made up of two parts: a sensor strip and a transmitter.
- A gateway that relays data from the Change Indicator to the Internet.

The TENA SmartCare Change Indicator is designed for professional caregivers, super users and managers who care for residents with urinary incontinence in a nursing home environment. It provides support by helping professional caregivers decide when it is best to change absorbent incontinence products without frequent manual checks. The TENA SmartCare Change Indicator system tracks urine saturation but does not detect faecal episodes.

The TENA SmartCare Change Indicator is attached to the outside of the incontinence product and tracks the urine saturation levels within. Caregivers, super users and managers receive Information about increasing levels of saturation on their handheld devices via the TENA SmartCare Professionals app and on the dashboard.

TENA SmartCare Change Indicator is designed to alert caregivers, super users and managers when residents require care and to help them decide whether the TENA incontinence product needs to be changed or not. It also helps provide more effective, individualised incontinence care.

**In this guide, you will find instructions for how to use:**

The TENA SmartCare Change Indicator system including TENA SmartCare transmitter, TENA SmartCare gateway, TENA SmartCare sensor strip, TENA SmartCare Professionals app and the TENA SmartCare Professionals dashboard.

**Symbols used in this guide**



**WARNING** Special care should be taken to ensure safety and efficiency. Failure to do so could cause damage to equipment or lead to the receipt of incorrect data.



**NOTE/TIP** Important information or advice /tips.



**CHECK** Important information for the device to function.

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## Important information

- Ensure you have received training and/or have read and understood these 'Instructions for use' before using the product. Save these instructions for future reference.
- In the event of system failure or anticipated system failure, revert to a manual changing routine.
- TENA SmartCare Change Indicator is intended for 24/7 use.
- The system provides information on urine saturation levels to help guide decision making regarding when TENA incontinence products should be changed.
- TENA SmartCare Change Indicator does not replace normal safety checks and routines for repositioning residents, checking for faeces, administering medication, etc.
- Do not attach the Change Indicator to the inside of the incontinence product. TENA SmartCare Change Indicator should only be attached to the outside of the incontinence product.
- Do not use the Change Indicator system on residents who experience frequent faecal incontinence. TENA SmartCare Change Indicator does not detect faecal episodes.
- Do not use the same Change Indicator for multiple residents.
- If you encounter any problems, equipment failure or if any other incidents occur, report them to the manufacturer or TENA SmartCare support.

## Warning

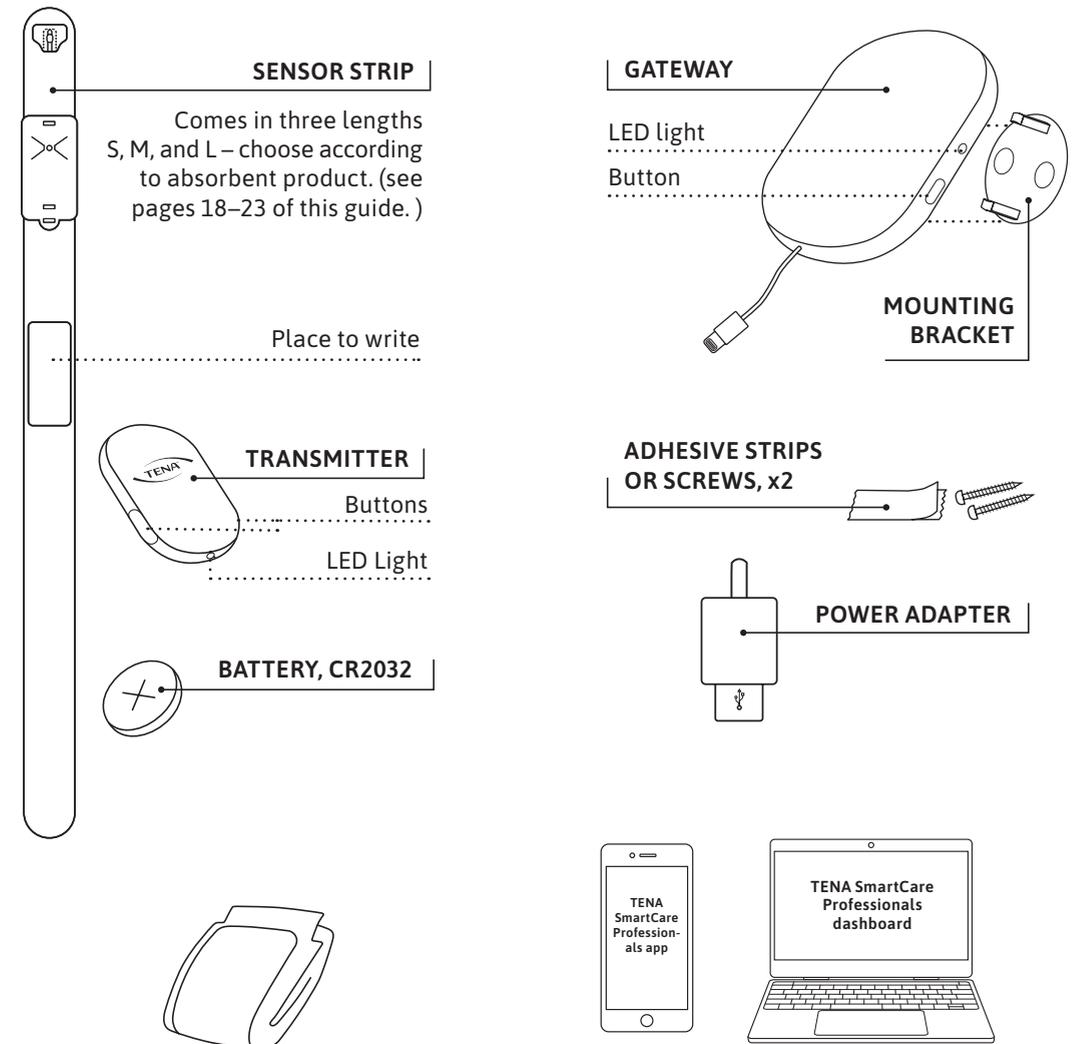
- Keep the Change Indicator and Change Indicator batteries away from children and pets.
- Only a CR2032 battery should be used in the Change Indicator. Using the wrong type of battery, including rechargeable batteries, can damage the Change Indicator.
- The Change Indicator should be attached to the outside of the incontinence product.
- The Change Indicator is not intended to be used in direct contact with the skin.
- Clean the Change Indicator when fully assembled to prevent water from entering the device. Do not submerge in water or clean in a washing machine. Do not put the Change Indicator in an autoclave.
- Do not swing the Change Indicator in the direction of people, pets or nearby objects. Be aware of the risk of strangulation with the sensor strip.
- The Change Indicator is not intended for use in an aseptic environment.
- The Change Indicator is not magnetic resonance-safe and should not be brought into a magnetic resonance imaging environment.
- Do not use the Change Indicator where X-Rays are performed.
- If a defibrillator is used on a resident who is wearing the Change Indicator, the Change Indicator must be replaced.
- Ensure adequate disinfection procedures are followed for residents with infectious diseases.
- Only use the Change Indicator on a single user. If a resident is experiencing loose bowel movements or diarrhoea, wait until the condition has been treated before resuming use of the Change Indicator.
- Seek immediate medical care if the battery is swallowed.
- Do not attempt to repair or modify the Change Indicator or Gateway by yourself.
- If any part of the Change Indicator system appears to be damaged or broken, it should not be used. Contact TENA for support.

Continues on next page

## Warning

- Do not expose the battery at high temperatures, disassemble it, damage it mechanically or put battery into the fire as this can cause an explosion or a fire.
- Do not use gateways and handheld device chargers with unapproved power supplies.
- The Change Indicator and Gateway should not be used in an oxygen rich environment.
- The Change Indicator and Gateway should not be used in presence of flammable anaesthetics.

## TENA SmartCare Change Indicator components



A supported TENA incontinence product.  
(See supported TENA products on page 18–23 in this guide or in the TENA SmartCare Professionals app).

A handheld device/dashboard with the TENA SmartCare Professionals software/app, iOS 11 and later.

### CONSUMABLES:

Sensor strip short, sensor strip medium, sensor strip long, battery.

## Download app and set up account

Your TENA representative will help you download the TENA SmartCare Professionals app, register your account and set up users in both the TENA SmartCare Professionals app and dashboard.

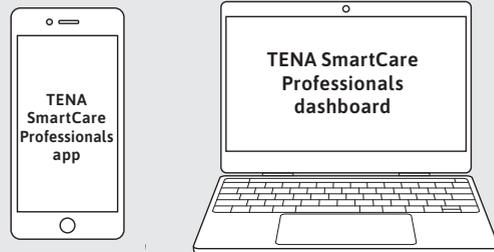
The dashboard is used by super users and nursing managers to: monitor the average response time for changes, add or remove residents from the system and create various reports.

### Functions in the app and dashboard

xx min  Team's average response time

 xx min Time resident has had this status.

102A The resident's bed number.



## Download app and set up account

### Using the TENA SmartCare Professionals app

- 1 At the beginning of each shift, caregivers collect a handheld device and log in to the TENA SmartCare Professionals app to receive notifications. The password is provided by a super user or manager.
- 2 During their shift, caregivers receive notifications regarding urine saturation levels in residents' absorbent products.

To protect their privacy, residents are identified by their room numbers rather than their names. In the TENA SmartCare Professionals app, beside each resident's room number, caregivers will see a status icon for that particular resident.



#### Saturated

means the resident's incontinence product is nearing capacity. Consider changing the incontinence product.



#### Some Urine

means that the change indicator has identified urine in the product. The surface of the product is still dry and the product has not reached saturation.



#### Ok

means the resident's absorbent product is dry.



#### Off

means the resident's incontinence product is not being monitored by TENA SmartCare Change Indicator.



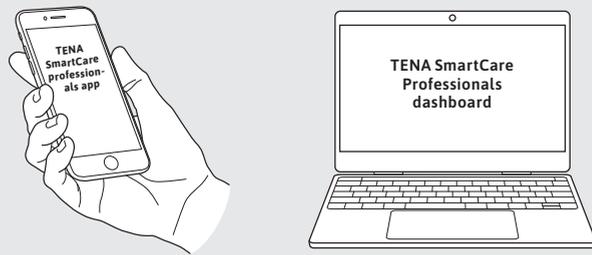
#### Error

means there is an error with either the resident's Change Indicator or the system. The caregiver should click on the icon to learn more. See the TROUBLESHOOTING section of this guide for more information on how errors can be resolved.

# Dashboard setup and pages

## The dashboard

The dashboard serves as an information hub for super users and managers. It provides access to real-time information as well as information saved from the previous 30-day period. This information includes notifications and details on incontinence product changes. Information on how long residents have spent in incontinence products after notifications have been sent, the status of the sensors and error notifications can also be accessed. There are three tabs on the home page: Home, Residents and Statistics. Nurses and Managers can log out or access “Help” from any of these pages.



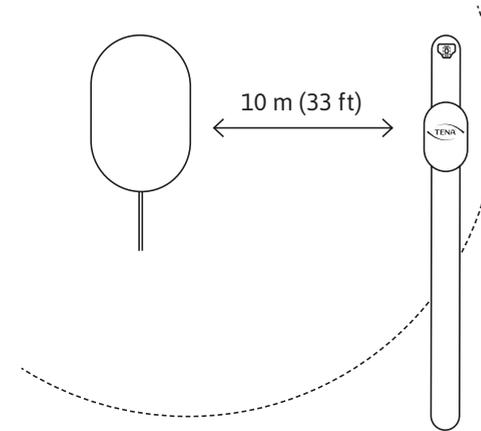
**The Home page** provides an overview of of incontinence product changes throughout the nursing home. The Residents and Statistics pages allow super users and managers to monitor performance and levels of care in specific areas of the nursing home as well as for specific residents.

**The Residents page** page allows super users and managers to quickly view the average response time per shift over a 30-day period. It also allows them to access the status of a specific resident for the last 30 days. To see more information, click on the “History” button in the “Actions” column.

**The Statistics page** offers two different ways to view response times to “change” notifications – a bar chart and a grid. Both options enable the user to select a particular day or resident (by clicking on the “History” icon) and then view notifications and response times relating to this resident.

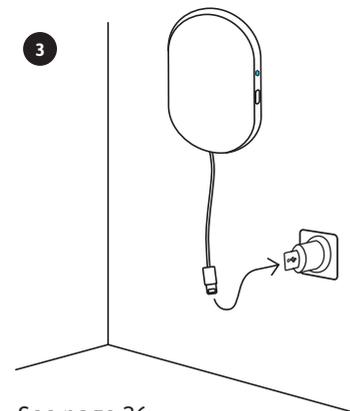
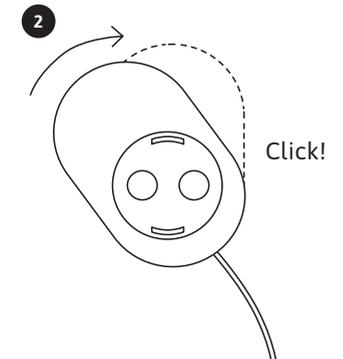
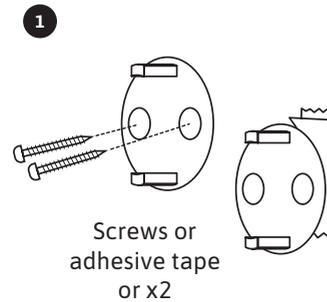
# Set up gateway

## Placement



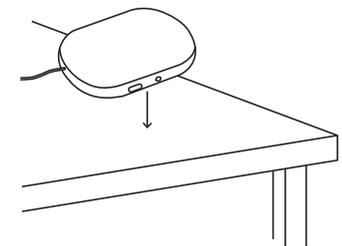
### NOTE

Users must be within 10 m (33 ft) from a gateway to be monitored by the system.

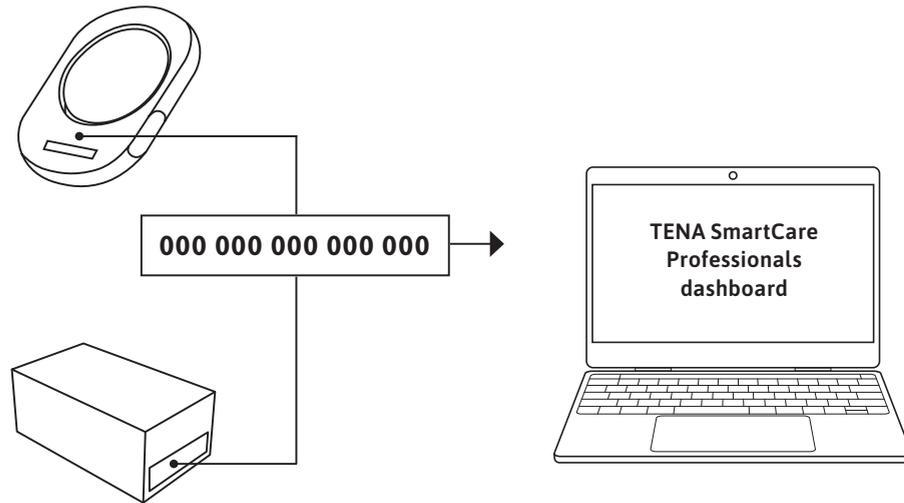


See page 26  
Gateway lights & buttons

**You can also place the gateway on a flat surface**



## Register transmitter code

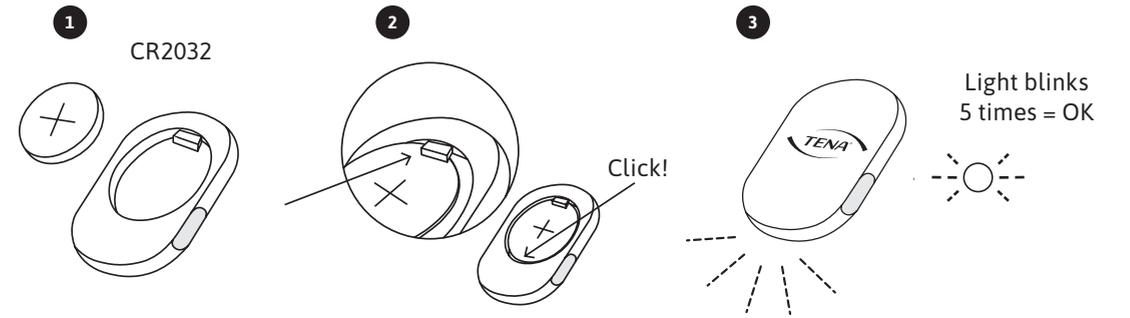


1 Find the transmitter code, which is located on the back of the transmitter or on the packaging.

2 Enter the transmitter code in the dashboard.

## Install battery & assemble Change Indicator

### Install battery



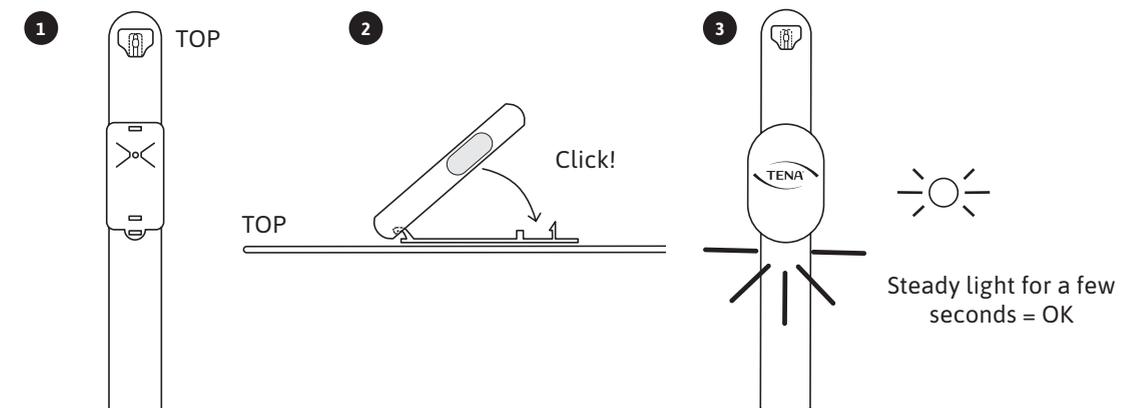
Light blinks  
5 times = OK

See page 27  
Transmitter lights  
& buttons

**WARNING** Only CR2032 batteries shall be used in the TENA SmartCare Change Indicator.



### Assemble Change Indicator (transmitter + sensor strip)



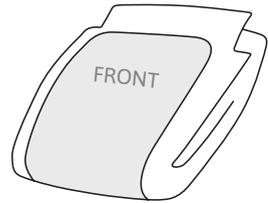
Steady light for a few  
seconds = OK

See page 27  
Transmitter lights  
& buttons

## Attach Change Indicator

See list of supported products on page 18–23 in this guide or in the app.

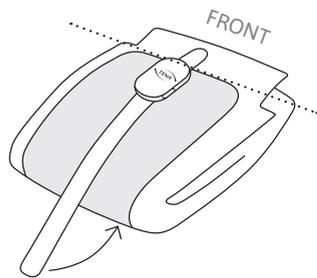
### 1 Find the front



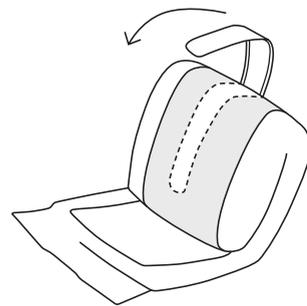
### 2 Keep folded



### 3 Align with top of thicker absorbent area



### 4 Place tightly



⚠ Please note that product size and sensor strip length do not always match

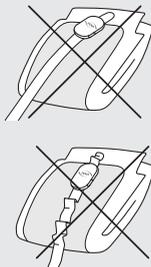


#### NOTE

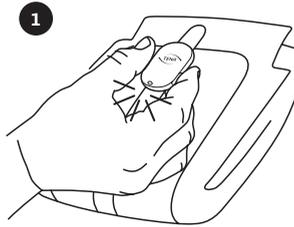
Always attach the Change Indicator before you unfold the incontinence product. Start by placing the Change Indicator at the front of the incontinence product, on the thicker absorbent area, ensuring it is straight. (1)

Press firmly to ensure the Change Indicator has full contact with the whole incontinence product.

Align transmitter with top of the thicker absorbent area of the incontinence product.



## Use Change Indicator



Press both buttons simultaneously for two seconds at every change. This records the change of incontinence product in the TENA SmartCare Professionals app and on the dashboard and resets the system.

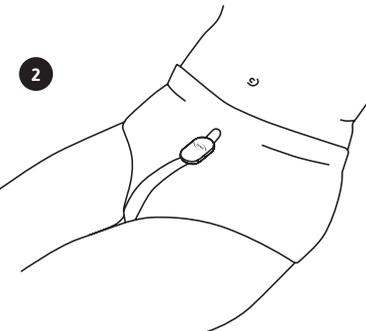
Steady light for a few seconds:  
Continue to step 6



Blinking light:  
Change battery, see page 24



You can read more in-depth explanations on page 9.



2



3



#### Saturated

– Consider change.  
The resident's absorbent product is nearing saturation.



#### Some Urine

– No action needed.  
Some urine detected, but the surface of the product is still dry.



#### Ok

– No action needed.  
Resident's absorbent product is dry.



#### Off

– Resident's absorbent product is not being monitored by TENA SmartCare Change Indicator.



#### Error

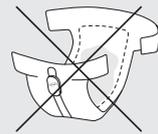
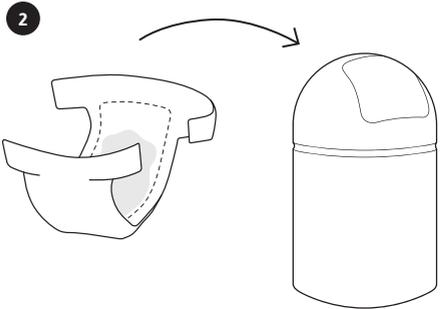
– See TROUBLESHOOTING section of this guide for more information

## Remove Change Indicator

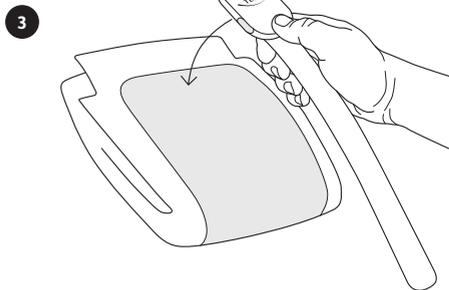


### NOTE

The Change Indicator should be removed while the user is still wearing the incontinence product. Gently pull the change indicator down from the top, then roll the user onto his/her side before completing removal. (1)



Always make sure the Change Indicator has been removed before disposing of the TENA incontinence product.



## Intended use

### Intended Use:

The TENA SmartCare Change Indicator is an accessory to absorbent incontinence products, intended for use on individual(s) suffering from urinary incontinence in a home or professional environment who are dependent on one or more caregivers to change the absorbent incontinence products. The TENA SmartCare Change Indicator estimates the degree of urine saturation in the absorbent incontinence product and notifies the care giver(s). This facilitates the care giver decision regarding when to change the absorbent incontinence product.

### Standard operation:

- The Change Indicator should not be in contact with the user's skin during normal use. It should always be attached to the outside of the incontinence product.
- The operator of this Change Indicator is the caregiver of the incontinent user. The user wears the TENA Change Indicator in combination with a TENA incontinence product.
- Attaching the Change Indicator to the incontinence product is considered a primary operating function.
- Only the caregiver is intended to interact with the Change Indicator.
- To turn the Transmitter OFF, remove the battery.
- The Change Indicator is intended for residents with healthy skin.

### Advanced operation:

- Changing the battery and Sensor Strip are operations that should be carried out infrequently.

Using the TENA SmartCare Change Indicator according to its intended use does not add any risk compared to not using it.

The medical device complies with emission and immunity standards and regulations. It has been tested and fulfils requirements for both home and professional healthcare environments. The medical equipment is also compliant for professional healthcare facility environment use.

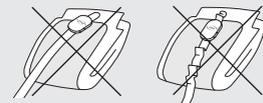
# Attachment instructions for supported TENA products

## TENA Slip

Plus, Super or Maxi

The TENA SmartCare Change Indicator should always be attached when the incontinence product is folded and before it has been applied to the user.

TENA Slip	TENA SmartCare sensor strip length
S	S
M	M
L	L



Ensure the Change Indicator is straight. Smooth any sensor strip wrinkles, then press firmly to ensure the Change Indicator has full contact with the TENA absorbent product.

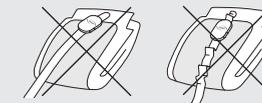
- Find the front**
- Keep folded**
- Align with top of thicker absorbent area**  
 Please note that product size and sensor strip length do not always match.
- Place tightly**
- Every time you change an incontinence product, press both buttons simultaneously for two seconds to reset the transmitter.
- 

## TENA Flex

Plus, Super or Maxi

The TENA SmartCare Change Indicator should always be attached when the incontinence product is folded and before it has been applied to the user.

TENA Flex	TENA SmartCare sensor strip length
S	S
M	M
L	M !



Ensure the Change Indicator is straight. Smooth any sensor strip wrinkles, then press firmly to ensure the Change Indicator has full contact with the TENA absorbent product.

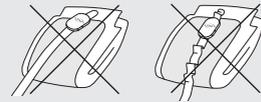
- Find the front**
- Keep folded**
- Align with top of thicker absorbent area**  
 Please note that product size and sensor strip length do not always match.
- Place tightly**
- Every time you change an incontinence product, press both buttons simultaneously for two seconds to reset the transmitter.
-

## TENA Stretch Brief

### Super or Ultra

The TENA SmartCare Change Indicator should always be attached when the incontinence product is folded and before it has been applied to the user.

TENA Stretch Brief	TENA SmartCare sensor strip length
M/R	M
L/XL	L 



Ensure the Change Indicator is straight. Smooth any sensor strip wrinkles, then press firmly to ensure the Change Indicator has full contact with the TENA absorbent product.

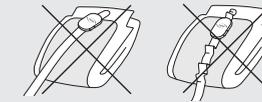
- 1 Find the front**
- 2 Keep folded**
- 3 Align with top of thicker absorbent area**  
Please note that product size and sensor strip length do not always match.
- 4 Place tightly**
- 5** Every time you change an incontinence product, press both buttons simultaneously for two seconds to reset the transmitter.
- 6**

## TENA Pants / TENA Protective Underwear

### Plus or Super

The TENA SmartCare Change Indicator should always be attached when the incontinence product is folded and before it has been applied to the user.

TENA Pants	TENA SmartCare sensor strip length
S	S
M	S 
L	S 



Ensure the Change Indicator is straight. Smooth any sensor strip wrinkles, then press firmly to ensure the Change Indicator has full contact with the TENA absorbent product.

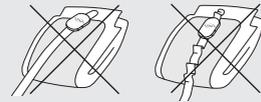
- 1 Find the front**
- 2 Keep folded**
- 3 Align with top of thicker absorbent area**  
Please note that product size and sensor strip length do not always match.
- 4 Place tightly**
- 5** Every time you change an incontinence product, press both buttons simultaneously for two seconds to reset the transmitter.
- 6**

## TENA Brief

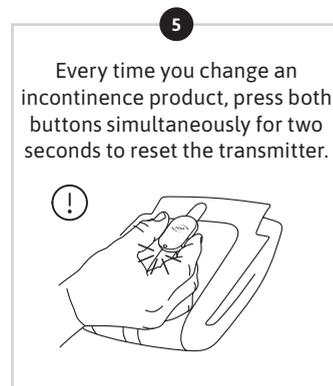
### Super or Ultra

The TENA SmartCare Change Indicator should always be attached when the incontinence product is folded and before it has been applied to the user.

TENA Brief	TENA SmartCare sensor strip length
R	M 
M	M
L	L
XL	L 



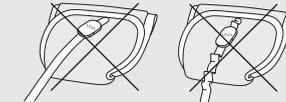
Ensure the Change Indicator is straight. Smooth any sensor strip wrinkles, then press firmly to ensure the Change Indicator has full contact with the TENA absorbent product.



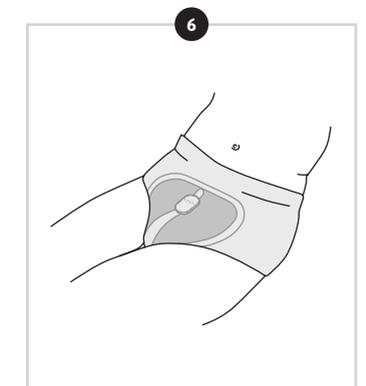
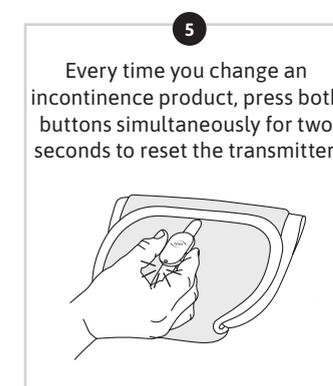
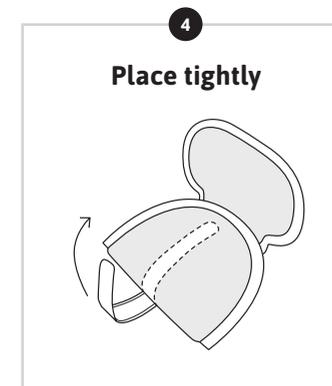
## TENA Comfort

The TENA SmartCare Change Indicator should always be attached when the incontinence product is folded and before it has been applied to the user.

TENA Comfort	TENA SmartCare sensor strip length
Plus	S
Extra	S
Super	S
Maxi	M
Ultima	M



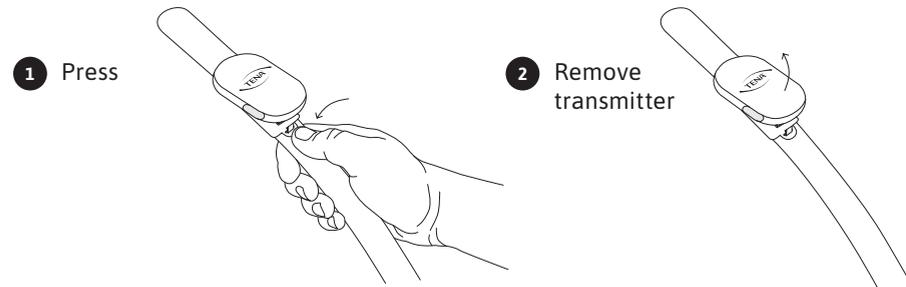
Ensure the Change Indicator is straight. Smooth any sensor strip wrinkles, then press firmly to ensure the Change Indicator has full contact with the TENA absorbent product.



## Change sensor strip & battery

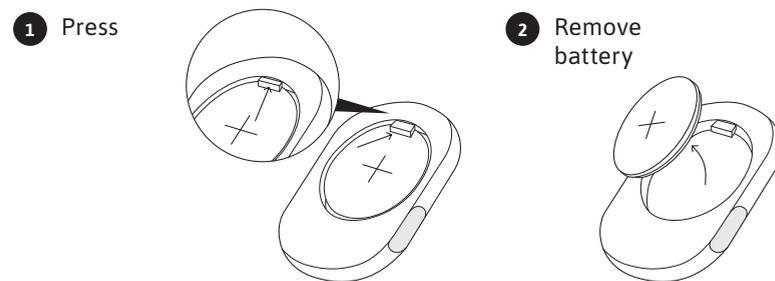
### TENA sensor strip

The sensor strip is designed to withstand approximately 4 weeks continuous use. Sometimes, however, the hooks on the back of the sensor strip can become covered with fibres or lint. This prevents the hooks from attaching to the incontinence product. If the fibres or lint cannot be removed, the sensor strip should be changed. The sensor strip should also be changed if it becomes soiled with faeces and cannot be cleaned sufficiently. For cleaning advice, see page 25 of this guide.



### Battery replacement

If the LED light starts to blink, either the battery needs to be replaced or the transmitter is not properly attached to the sensor strip. The CR2032 battery will last for up to 4 weeks. However, the battery can be changed whenever needed.



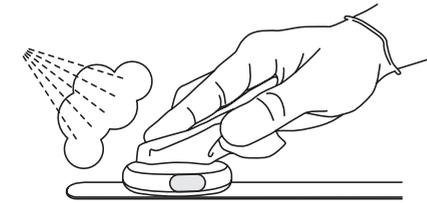
#### NOTE

If you have difficulty removing the battery, tap the transmitter in your hand until the battery falls out.

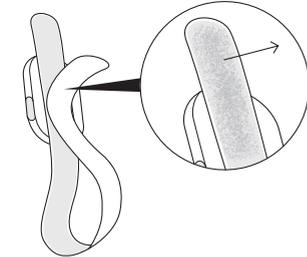
## Cleaning

### Change Indicator

Only clean the Change Indicator when it is fully assembled. The transmitter and sensor strip should never be cleaned separately. Clean the Change Indicator using a disinfectant wipe and/or disinfectant spray when required, according to your local infection control protocol. The device can be rinsed under a tap.

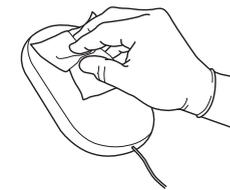


Any fibres or lint attached to the Velcro should be removed to ensure a secure fit between the Change Indicator and the absorbent incontinence product. Fibres can be removed using the end of the sensor strip or gently with a lint roller (adhesive paper).



### Gateway

Clean the gateway with a dry cloth when needed.



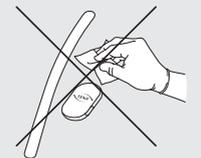
#### WARNING

Clean the Change Indicator when fully assembled to prevent water entering the device.

Ensure adequate disinfection procedures are followed for residents with infectious diseases.

Do not clean in the washing machine.

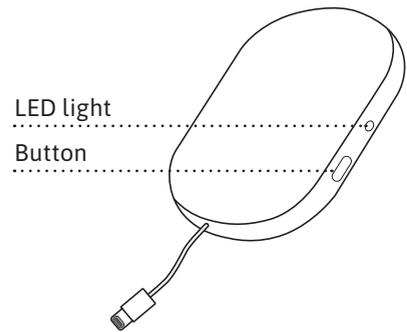
Do not submerge in water.



## Gateway lights & buttons

### Gateway installation

After attaching the Gateway to a power outlet.

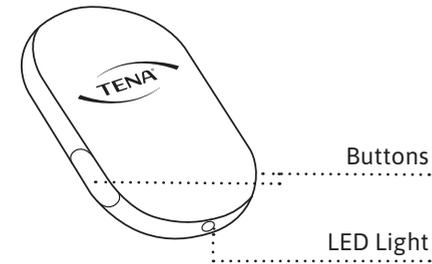


#### NOTE

The LED light can be difficult to see if exposed to strong sunlight, for example. To improve visibility, try blocking out any strong sunlight.

COLOUR LED LIGHT	WHAT IT MEANS
	Blinking blue light: Wait. The system is connecting. Allow up to 60 seconds for light to start blinking.
	Steady green light: Everything is OK.
	No light: Green light disappears after a while and the system goes into dark mode. Push the button to see if it has power and connection. If no light comes on, check the power connection.
	Steady red light: Error. See TROUBLESHOOTING section, p. 29–35 of this guide for more information.

## Transmitter lights & buttons



#### NOTE

The LED light can be difficult to see if exposed to strong sunlight, for example. To improve visibility, try blocking out any strong sunlight.

### Battery installation

Once the battery has been installed in the transmitter.

LED LIGHT	WHAT IT MEANS
	Blinks five times: Battery is in correct position. Attach transmitter to sensor strip.
	No light: OK The light disappears after a few seconds. Check for power by pressing both buttons simultaneously for two seconds.

### Change Indicator assembly

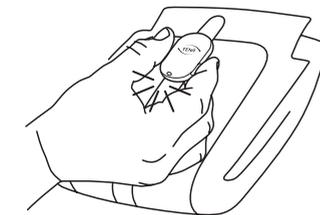
Once the transmitter has been attached to the sensor strip.

LED LIGHT	WHAT IT MEANS
	Steady light for a few seconds: Everything is OK.
	Blinks five times: Transmitter is not attached properly or battery is low. Try re-attaching transmitter.
	No light: OK The light disappears after a few seconds. Check for power by pressing both buttons simultaneously for two seconds.

### Applying the Change Indicator to the incontinence product

Press both buttons simultaneously for two seconds at every change. This records the change of incontinence product in the TENA SmartCare Professionals app and on the dashboard and resets the system.

LED LIGHT	WHAT IT MEANS
	Steady light for a few seconds: Everything is OK.
	Blinks five times: Transmitter is not attached properly. Try re-attaching. Or: battery is low. Change battery.
	No light at all: Error. See TROUBLESHOOTING section, p. 29–35 of this guide for more information.



## Water, sand and dirt

The Change Indicator (when fully assembled with transmitter and sensor strip) has a classification of IP54. IP54 indicates that it is protected against small objects and splashing water. While it is safe to clean the Change Indicator with running water, please follow your Infection Prevention and Control protocols. Use of an approved disinfectant spray product or wipe is recommended. Always clean the Change Indicator when fully assembled – never attempt to clean individual parts separately.



### WARNING

If water has entered the sensor strip or transmitter, ensure it is completely dry before use.

## Troubleshooting

PROBLEM	ITEM	ACTION
<b>Connection error</b>	Gateway	<p><b>Caregiver:</b></p> <ol style="list-style-type: none"> <li>1. Press the gateway button. If there is a steady green light everything is OK.</li> <li>2. If there is a blinking blue light, the gateway is trying to connect.</li> <li>3. If no light comes on after pressing the gateway button, check that the power cable and power adapter are both properly connected.</li> <li>4. If this does not help, contact a super user at your care facility and revert to a manual changing procedure for residents until the connection error is resolved.</li> </ol> <p><b>Super user:</b></p> <ol style="list-style-type: none"> <li>1. Repeat steps 1–4 above</li> <li>2. If this does not help, contact TENA SmartCare support.</li> </ol>
<b>Connection error</b>	Change Indicator	<p><b>Caregiver:</b></p> <ol style="list-style-type: none"> <li>1. Make sure the transmitter is properly attached to the sensor strip. (see p. 13 of this guide)</li> <li>2. Press both buttons simultaneously for two seconds. If this does not help, contact a super user at your care facility and revert to a manual changing procedure for residents' incontinence products until the connection error is resolved.</li> </ol> <p><b>Super user:</b></p> <ol style="list-style-type: none"> <li>1. Repeat steps 1–2 above</li> <li>2. If there is no light, change the battery and re-attach to a sensor strip. Press both buttons simultaneously again. If there is a steady light for a few seconds, everything is OK.</li> </ol>

PROBLEM	ITEM	ACTION
<b>Connection error</b>	Change Indicator	<ol style="list-style-type: none"> <li>If there is a blinking light, check that the transmitter is properly attached to the sensor strip. Adjust if needed. Press both buttons simultaneously again. If there is a steady light for a few seconds, everything is OK.</li> <li>If this does not help, attach to a new sensor strip. Press both buttons simultaneously again. If there is a steady light for a few seconds, everything is OK.</li> <li>If this does not help, (no light or blinking light after attaching correctly to the sensor strip) consider changing the transmitter. If changing transmitter, make sure to register the transmitter and assign it to the resident in the administrative dashboard.</li> <li>If this does not help, contact TENA SmartCare support.</li> </ol>
<b>Connection error</b>	System range	<p><b>Caregiver:</b></p> <ol style="list-style-type: none"> <li>Both the user and transmitter should be in range of the gateway – usually within 10 metres or 33 feet.</li> <li>If the user is within range of the gateway, see “Connection error” in the TROUBLESHOOTING section of this guide.</li> <li>If this does not help, contact a super user at your care facility and revert to a manual changing procedure for residents’ incontinence products until the connection error is resolved.</li> </ol>

PROBLEM	ITEM	ACTION
<b>Connection error</b>	System range	<p><b>Super user:</b></p> <ol style="list-style-type: none"> <li>Both the user and transmitter should be in range of the gateway – usually within 10 metres or 33 feet.</li> <li>If the user is within range of the gateway, see “Connection error” in the TROUBLESHOOTING section of this guide.</li> <li>If this does not help, contact TENA SmartCare support.</li> </ol>
<b>Connection error</b>	Network failure	<p>Occasionally, the network may go down. If this happens, inform a super user at your care facility and revert to a manual changing routine until the system is up and running again.</p> <p><b>Super user:</b></p> <p>Occasionally, the network may go down. If this happens, inform the person in charge of your network at your care facility.</p>
<b>Change Indicator falls off</b>	Change Indicator	<ol style="list-style-type: none"> <li>Firstly, make sure you are using one of the supported TENA absorbent incontinence products with a textile-like backsheet (see p. 18–23 of this guide). The sensor strip does not attach to absorbent products with a plastic backsheet.</li> <li>Make sure you attach the Change Indicator to a folded product, straight from its plastic packaging. Do not attach it when the user is already wearing the absorbent product.</li> <li>Check the Velcro-covered side of the sensor strip to see if it is covered with lint. Remove any lint.</li> </ol>

PROBLEM	ITEM	ACTION
<b>Change Indicator falls off</b>	Change Indicator	<p>4. If this does not help, contact a super user at your care facility and revert to a manual changing procedure for residents' incontinence products until the problem is resolved.</p> <p><b>Super user:</b></p> <ol style="list-style-type: none"> <li>1. Repeat steps 1–3 above.</li> <li>2. If this does not help, attach a new sensor strip.</li> <li>3. If this does not help, contact TENA SmartCare Support</li> </ol>
<b>I don't understand the notifications</b>	Status indication	<p><b>Caregiver &amp; super user:</b></p> <ol style="list-style-type: none"> <li>1. The notifications are there to support your decision making regarding when to change the absorbent incontinence product without having to check manually. There are five different notifications:</li> <li>2. <b>"OK"</b> The resident's absorbent product is dry – no action needed</li> <li>3. <b>"Some urine"</b> Some urine detected, but the surface of the product is still dry.</li> <li>4. <b>"Saturated"</b> The absorbent product is near saturation – consider change</li> <li>5. <b>"OFF"</b> Resident's absorbent product is not being monitored</li> <li>6. <b>"Error"</b> Check "Connection error" in the TROUBLESHOOTING section of this guide.</li> </ol>

PROBLEM	ITEM	ACTION
<b>The system notifies me too early</b>	Status indication	<p>You experience that the "consider change" notification shows when an absorbent product is still dry or has not been worn for long.</p> <p><b>Caregiver:</b></p> <ol style="list-style-type: none"> <li>1. Make sure you are using one of the supported TENA products (see p. 18–23 of this guide).</li> <li>2. Make sure you are using the right sensor strip length for your TENA product (see p. 18–23 of this guide).</li> <li>3. Make sure the Change Indicator is attached correctly (see p. 14 of this guide).</li> <li>4. If this does not help, contact a super user at your care facility</li> </ol> <p><b>Super user:</b></p> <ol style="list-style-type: none"> <li>1. Repeat steps 1–3 above.</li> <li>2. If this does not help, make sure the right TENA product with the right absorption level is assigned to this resident in the administrative dashboard.</li> <li>3. If this does not help, please contact TENA SmartCare Support.</li> </ol>
<b>The system notifies me too late</b>	Status indication	<p>You experience that the "consider change" notification shows when an absorbent product is already too wet to be comfortable or the product has already been worn for too long.</p> <p><b>Caregiver:</b></p> <ol style="list-style-type: none"> <li>1. Make sure you are using one of the supported TENA products (see p. 18–23 of this guide).</li> <li>2. Make sure you are using the right sensor strip length for your TENA product (see p. 18–23 of this guide).</li> </ol>

PROBLEM	ITEM	ACTION
<b>The system notifies me too late</b>	Status indication	<ol style="list-style-type: none"> <li>3. Make sure the Change Indicator is attached correctly (see p. 14 of this guide).</li> <li>4. If this does not help, please contact a super user at your care facility.</li> </ol> <p><b>Super user:</b></p> <ol style="list-style-type: none"> <li>1. Repeat steps 1–3 above.</li> <li>2. If this does not help, make sure the right TENA product with the right absorption level is assigned to this resident in the administrative dashboard.</li> <li>3. If this does not help, please contact TENA SmartCare Support.</li> </ol>
<b>I don't receive any notifications at all</b>	Status indication	<ol style="list-style-type: none"> <li>1. Check "Connection error" in the TROUBLESHOOTING section of this guide.</li> <li>2. If this does not help, contact a super user at your care facility.</li> </ol> <p><b>Super user:</b></p> <ol style="list-style-type: none"> <li>1. Check "Connection error" in the TROUBLESHOOTING section of this guide.</li> <li>2. If this does not help, please contact TENA SmartCare Support.</li> </ol>

PROBLEM	ITEM	ACTION
<b>How often should the Change indicator be cleaned?</b>	Change Indicator	<p><b>Caregiver &amp; super user:</b></p> <ol style="list-style-type: none"> <li>1. Clean the Change Indicator when fully assembled, to prevent water from entering the device. Do not submerge in water or clean in a washing machine. Do not put the Change Indicator in an autoclave.</li> <li>2. Ensure that adequate disinfection procedures are followed for residents with infectious diseases.</li> <li>3. Follow your care facility cleaning routines when required, e.g. if Change Indicator is soiled.</li> <li>4. Remove lint from the Velcro-covered side when required. This will ensure the Change Indicator stays securely attached to the incontinence product.</li> </ol>

## Operating characteristics

Change Indicator is classified as an internally powered device for continuous operation.

### Processing unit

Transmitter & gateway

CHARACTERISTICS	VALUE/RANGE
Wireless technology	RF communication, BLE
RF frequency	2.4 GHz
Max output level (ERP)	0 dBm
Electrical emissions	Class B, level 47 dB mV/m
Operating voltage	2.7–3.3 V
Power consumption	Avg. 135 $\mu$ W Peak 75 mW
Remote communication range	At least 10 metres (33 feet) in open environment, without obstructions

### Battery module

TYPE	CAPACITY / VOLTAGE
CR2032	220 mAh/3.0 V nominal

This value is with recommended battery: CR2032

### Product component dimensions (mm/inch)

ITEM	LENGTH	WIDTH	HEIGHT	DIAMETER
Transmitter	51.8 mm / 2.04"	34.5 mm / 13.58"	13 mm / 0.51"	N/A
Sensor strip (S, M, L)	510–690 mm / 20.08–27.16"	27.5 mm / 1.08"	7.6 mm / 0.30"	N/A
Battery	N/A	N/A	3.2 mm / 0.13"	20 mm / 0.79"

### Product weight (g/ounce)

COMPONENT	WEIGHT
Transmitter	12.6 g / 0.44 oz
Sensor strip (S, M, L)	12.6–15.9 g / 0.44–0.56 oz
Battery	3.0 g / 0.11 oz

### Environmental conditions

CONDITION	MINIMUM	MAXIMUM
Storage & transport temp.	+10 °C	+40 °C
Storage & transport humidity	65% Rh	85% Rh
Operating temp.	+15 °C	+45 °C
Operating humidity (non-condensing)	15% Rh	90% Rh
Pressure	700 hPa	1060 hPa

## Electro magnetic compability (EMC)

RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm (12") to the Change Indicator. Otherwise, degradation of the performance of this equipment could result.

Interference may occur in the vicinity of equipment marked with this symbol.



## Lifetime

- Read best before date on accompanying packaging.
- Expected lifetime of the transmitter is two years and the sensor strip is 4 weeks, after the first use.
- Expected shelf life (from the manufacturing date) for the transmitter is three years and the sensor strip three years.

## Disposable parts

- Clean the Change Indicator before disposal.
- Follow local regulations for disposal of the Change Indicator, the gateway and the batteries.
- This declaration relates exclusively to the radio equipment in the state in which it was sold and excludes components that are added and/or operations carried out subsequently by the final user.

### WEEE-marking:

- This product has been designed with recycling, reuse, and waste management as a consideration. Essity will provide the necessary information to recycling facilities and government agencies as required by WEEE Directive. For more information, please contact Essity at [www.tena.com](http://www.tena.com).
- The product will be labelled with the WEEE marking as shown on the side, in accordance with European Standard EN 50419.
- The proper disposal of WEEE products will conserve natural resources (through re-use and recycling) and protect environmental and human health through proper disposal.
- WEEE-labelled products must be kept separate and returned to a designated collection point for dismantling, recycling and/or reuse.
- The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling please contact your local government, your commercial, institutional and/or municipal waste disposal service, or the location where you purchased the product.







This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.



**essity**

Essity Hygiene and Health AB  
SE-405 03 Göteborg, Sweden  
Visiting address: Mölndals bro 2, Mölndal  
[www.essity.com](http://www.essity.com)  
Made in Mexico

