

Nurture Right 360™

INCUBATOR - WITH - BUILT-IN LED CANDLER

FAQ₂

FREQUENTLY ASKED QUESTIONS

INDEX

1. MY AUTOMATIC EGG TURNER STOPPED WORKING!
WHAT DO I DO? (PG. 1)
2. HOW OFTEN SHOULD THE AUTOMATIC
EGG TURNER TURN? (PG. 1)
3. DO YOU OFFER A REFUND OR WARRANTY
FOR THE PRODUCT? (PG. 2)
4. THE HUMIDITY IS TOO LOW.
WHAT SHOULD I DO? (PG. 3)
5. THE HUMIDITY IS TOO HIGH.
WHAT SHOULD I DO? (PG. 4)
6. I CANNOT GET MY HUMIDITY TO STABILIZE.
WHAT SHOULD I DO? (PG. 4)
7. HOW MUCH WATER SHOULD I ADD TO
WATER POT "A"? (PG. 5)
8. MY TEMPERATURE IS HIGH/LOW.
WHAT DO I DO? (PG. 5)
9. MY POWER WENT OUT!
WHAT DO I DO? (PG. 6)
10. HOW MANY WATTS IS THE INCUBATOR? (PG. 6)
11. THE HEAT INDICATOR LIGHT KEEPS BLINKING.
IS THAT NORMAL? (PG. 7)
12. A PART ON MY INCUBATOR IS BROKEN.
WHERE CAN I GET A REPLACEMENT? (PG. 7)
13. MY FAN STOPPED WORKING.
DO YOU HAVE REPLACEMENT PARTS FOR IT? (PG. 8)
14. I JUST RECEIVED MY CHICKEN INCUBATOR AND
_____ PART IS MISSING.
WHERE CAN I FIND IT? (PG. 8)
15. WHAT TYPE OF EGG TURNER DOES THIS UNIT HAVE:
HORIZONTAL ROLLING OR VERTICAL ROCKING? (PG. 9)
16. HOW DO I CHECK IF THE EGG TURNER
IS WORKING? (PG. 10)
17. IS THE EGG TURNER PROGRAMMABLE? CAN
THE EGG TURNER FREQUENCY BE DECREASED
OR INCREASED? (PG. 10)
18. IS THIS A STILL AIR OR A FORCED
AIR INCUBATOR? (PG. 11)
19. CAN THIS INCUBATOR BE USED FOR
REPTILE EGGS? (PG. 11)
20. WHICH SIZES OF EGGS FIT IN THE AUTOMATIC
EGG TURNER TRAY? (PG. 12)
21. IS THE EGG TURNER TRAY ADJUSTABLE? (PG. 14)
22. DOES THE EGG TURNER TRAY COME IN
MULTIPLE SIZES? (PG. 14)
23. CAN I INCUBATE OTHER EGGS IN
THIS INCUBATOR? (PG. 14)
24. WHAT ARE THE SPECIFICATIONS OF THE
INCUBATOR POWER CORD? (PG. 16)
25. DOES THE UNIT COME WITH ONE OR TWO POWER
CORDS? WHICH CORD IS FOR THE CONTROL PANEL
AND WHICH CORD IS FOR THE EGG TURNER? (PG. 16)
26. CAN I INCUBATE FEWER THAN THE EGG TURNER
TRAY MAXIMUM OF 22 EGGS? (PG. 17)
27. CAN I INCUBATE MORE THAN 22 EGGS? (PG. 17)
28. HOW DO I RESET THE UNIT TO RESTART THE
HATCH DAYS COUNTDOWN? (PG. 18)
29. HOW DO I PROGRAM THE TEMPERATURE? (PG. 18)
30. HOW DO I PROGRAM THE DAYS TO HATCH? (PG. 19)
31. MY DAYS TO HATCH OR TEMPERATURE
ADJUSTMENT SETTINGS WILL NOT OPEN, WHY
IS IT NOT OPENING? (PG. 19)
32. CAN I PROGRAM THE INCUBATOR FOR EGGS THAT
REQUIRE MORE THAN 30 DAYS TO HATCH? (PG. 20)
33. I HAD TO UNPLUG MY INCUBATOR TO MOVE IT
AFTER I ALREADY STARTED MY INCUBATION. DO
I NEED TO RESET THE TIMER TO THE CORRECT DAY
OR DOES IT REMEMBER THE CURRENT HATCH DAY
TIMER FROM BEFORE IT WAS UNPLUGGED? (PG. 20)
34. MY INCUBATOR IS IN AN UNHEATED ROOM OVER
THE WINTER. CAN I COVER THE INCUBATOR
WITH A TOWEL? (PG. 21)
35. WHAT IF MY ROOM TEMPERATURE IS
BELOW 70°F? (PG. 21)
36. MY INCUBATOR IS SHOWING EE,
WHAT DOES THAT MEAN? (PG. 22)

1

My automatic egg turner stopped working! What do I do?

TO RESET, PRESS AND HOLD "MENU/OK" AND "-" AT THE SAME TIME FOR 5 SECONDS UNTIL THE UNIT BEEPS.

HEAT INDICATOR

BLINKS WHILE WORKING



MENU / OK BUTTON

PRESS TO DISPLAY DAYS TO HATCH

EGG TURNING INDICATOR

ON - AUTOMATIC TURNING ON

OFF - AUTO STOP AT 3 DAYS TO HATCH

EGG CANDLING BUTTON

AUTO OFF AFTER 5 MINUTES

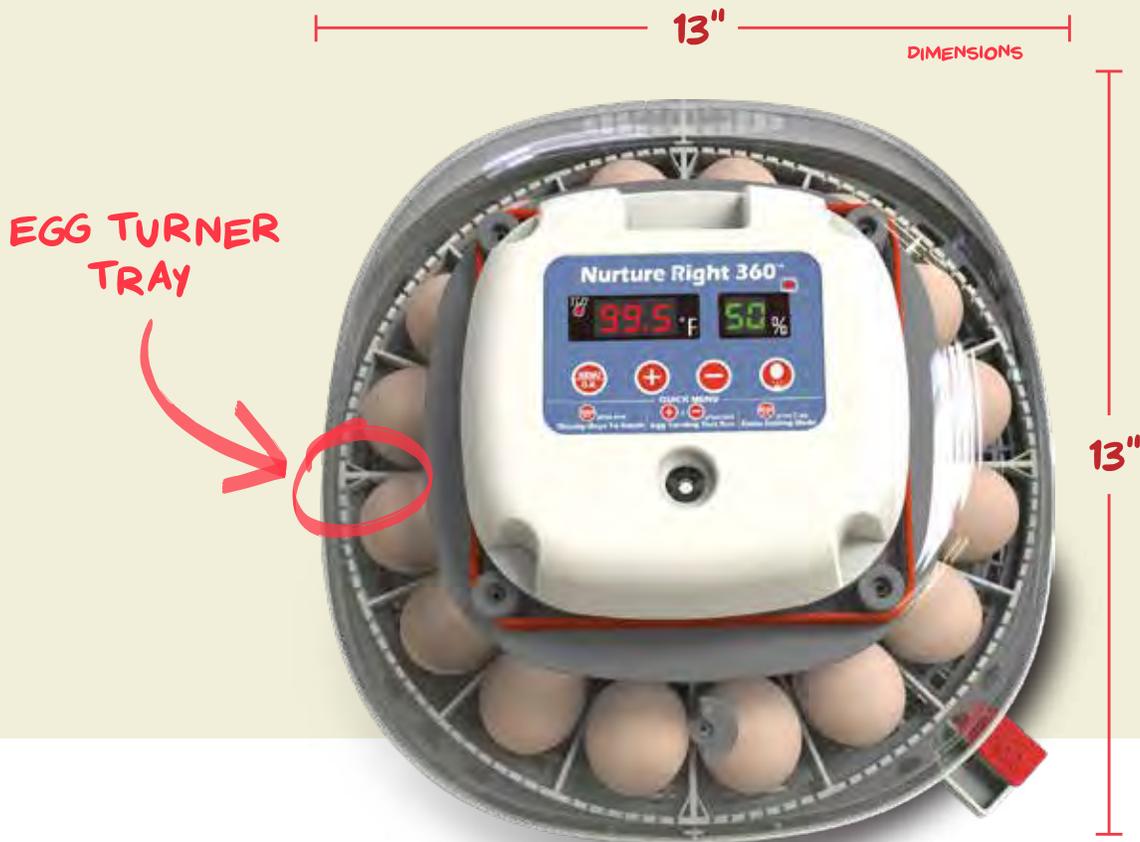
IF THE EGG TURNER IS STILL NOT OPERATING AS DESIRED, THE EGGS CAN BE HAND TURNED FOR THE REMAINDER OF THE EGG HATCHING. PLEASE CONTACT US IF THE EGG TURNER IS NOT WORKING AFTER THE RESET.

IF YOU NEED ADDITIONAL INFORMATION OR SUPPORT, PLEASE DON'T HESITATE TO CONTACT OUR CONSUMER SERVICES TEAM AT QUESTIONS@COMPANAPETBRANDS.COM

2

How often should the automatic egg turner turn?

THE EGG TURNER TURNS EVERY 60 MINUTES FOR 5 SECONDS. TO OBSERVE IF THE AUTOMATIC EGG TURNER IS TURNING, YOU CAN ADD AN X SYMBOL TO AN EGG TO SEE IF IT HAS MOVED.



3

Do you offer a refund or warranty for the product?

COMPANA CURRENTLY OFFERS A 1-YEAR LIMITED WARRANTY FOR OUR NURTURE RIGHT 360 EGG INCUBATORS WHICH COVERS MANUFACTURER DEFECTS OF THE PRODUCT. THERE ARE TWO WAYS CONSUMERS CAN CHOOSE TO RETURN OR EXCHANGE THE PRODUCT UNDER WARRANTY:

1. BRING THE INCUBATOR BACK TO YOUR PLACE OF PURCHASE WITH THE RECEIPT WITHIN 1 YEAR OF PURCHASE DATE FOR AN EXCHANGE OR REFUND.
2. CONTACT OUR TEAM WITHIN 1 YEAR OF PURCHASE DATE TO REQUEST A REFUND OF THE PRODUCT COST AT QUESTIONS@COMPANAPETBRANDS.COM. IN YOUR EMAIL REQUEST, PLEASE INCLUDE THE FOLLOWING INFORMATION:



- ✓ -REASON FOR REFUND REQUEST
- ✓ -FULL FIRST NAME AND LAST NAME
- ✓ -MAILING ADDRESS
- ✓ -LOT/BATCH NUMBER (LOCATED ON STICKER NEAR POWER CORD PLUG IN ON TOP OF UNIT)
- ✓ -COPY OF RECEIPT DATED WITHIN 1 YEAR (SHOWING STORE NAME, PRODUCT QUANTITY, PRICE, AND DATE)

ATTN: CONSUMER SERVICES
COMPANA PET BRANDS
 707 SPIRIT 40 PARK DRIVE STE 150
 ST LOUIS, MO 63005

4

The humidity is too low. What should I do?

ENSURE WATER POT "A" WATER CHANNELS SUFFICIENTLY FILLED WITH WATER. THEY MAY BE DIFFICULT TO VIEW FROM THE OUTSIDE OF THE UNIT.

CHECK THE HUMIDITY WITH A SECONDARY HUMIDITY SENSOR TO CONFIRM.

A SECONDARY HUMIDITY SENSOR CAN BE PURCHASE FROM PLACES LIKE WALMART, AMAZON, HARDWARE STORE, ETC



IF YOU WOULD LIKE TO TRY TO INCREASE YOUR HUMIDITY BEYOND WHAT WATER POT "A" WILL ALLOW, YOU MAY TRY ADDING WATER TO WATER POT "B" EARLY. WE RECOMMEND ONLY ADDING A SMALL AMOUNT OF WATER AT TIME SUCH AS 1 TBSP, THEN WAITING 30-60 MINUTES FOR IT TO ADJUST BECAUSE IT CAN BE DIFFICULT TO REMOVE WATER IF YOU ADD TOO MUCH.

5

The humidity is too high. What should I do?

IN AREAS THAT ARE **MORE HUMID** OR AREAS THAT HAVE RECENTLY EXPERIENCED RAIN, THE AMBIENT HUMIDITY IN THE ROOM MAY BE **HIGHER**. IT CAN BE DIFFICULT FOR THE INCUBATOR TO BE A **LOWER HUMIDITY** THAN THE AMBIENT HUMIDITY OF THE ROOM.

(NOTE: A HUMIDITY SENSOR CAN BE PURCHASED FROM THE WEATHER THERMOMETER SECTION OF STORES SUCH AS WALMART OR HARDWARE STORES.)

CHECK THE HUMIDITY OF THE INCUBATOR WITH A **SECONDARY HUMIDITY SENSOR**. WHILE **UNCOMMON**, THE HUMIDITY SENSOR INSTALLED IN THE INCUBATOR **MAY NOT** REFLECT THE CURRENT HUMIDITY AND **MAY NEED RECALIBRATION** (PLEASE CONTACT US IF NEEDED).

IF THE AMBIENT ROOM IS A **LOWER HUMIDITY** THAN THE INCUBATOR AND YOU WOULD STILL LIKE TO **DECREASE** THE HUMIDITY IN THE INCUBATOR, **FIRST** TRY OPENING THE VENTILATION TO THE MAX SETTINGS AND SEEING IF THAT HELPS TO DECREASE THE HUMIDITY. IF AFTER SEVERAL HOURS THE HUMIDITY **DOES NOT DECREASE**, YOU MAY NEED TO **REMOVE SOME** WATER FROM THE INCUBATOR. THIS CAN BE PERFORMED BY **OPENING THE INCUBATOR, GENTLY REMOVING THE EGGS, LIFTING THE EGG TRAY, AND MOPPING UP THE EXCESS WATER** WITH A TURKEY BASTER OR PAPER TOWEL.

PLEASE NOTE THAT AS THE UNIT **DOES NOT** HAVE ELECTRONICALLY CONTROLLED HUMIDITY, THE HUMIDITY LEVEL IS MAINTAINED BY THE STRUCTURE OF THE INCUBATOR AND ADDING WATER MANUALLY, THEREFORE THE HUMIDITY READING IS FOR INFORMATIONAL PURPOSES ONLY. A **SECONDARY HUMIDITY** SENSOR CAN BE USED TO **MONITOR** THE HUMIDITY DURING A HATCH.

IF YOU NEED ADDITIONAL INFORMATION OR SUPPORT, PLEASE DON'T HESITATE TO CONTACT OUR CONSUMER SERVICES TEAM AT **QUESTIONS@COMPANAPETBRANDS.COM**

6

I cannot get my humidity to stabilize. What should I do?

PLEASE **CONTACT US** FOR A RECALIBRATION SHEET AT **QUESTIONS@COMPANAPETBRANDS.COM**

7

How much water should I add to water pot "A"?

ADD ABOUT 4 FLUID OUNCES OF WATER TO WATER POT "A". WHEN REFILLING WATER POT "A", ADD WATER SLOWLY, TAKING CARE NOT TO OVERFILL THE WATER TRAY.

WHEN MAKING SMALL ADJUSTMENTS TO THE HUMIDITY, ADD WATER 1 TABLESPOON AT A TIME.

IF YOU NEED ADDITIONAL INFORMATION OR SUPPORT, PLEASE DON'T HESITATE TO CONTACT OUR CONSUMER SERVICES TEAM AT QUESTIONS@COMPANAPETBRANDS.COM

8

My temperature is high/low. What do I do?



IT IS NORMAL FOR THE TEMPERATURE TO FLUCTUATE SLIGHTLY AROUND 99.5°F AS THE UNIT WORKS TO MAINTAIN THE TEMPERATURE, ESPECIALLY IN THE SPRING AND SUMMER WHEN HOMES ARE AIR CONDITIONED.

PLEASE NOTE THAT THE AIR TEMPERATURE, WHICH CAN CHANGE MORE QUICKLY, DOES NOT NECESSARILY REFLECT THE TEMPERATURE STABILITY OF THE SOLID EGG MASS, WHICH IS MORE STABLE AND CHANGES MORE SLOWLY.

WE DO NOT RECOMMEND USING LESS THAN THE RECOMMENDED AMOUNT OF VENTILATION OR RUNNING THE UNIT IN ENCLOSED OR COVERED SPACES AS THE EGGS NEED FRESH OXYGEN AND TO RELEASE CARBON DIOXIDE.

IF YOU NEED ADDITIONAL INFORMATION OR SUPPORT, PLEASE DON'T HESITATE TO CONTACT OUR CONSUMER SERVICES TEAM AT QUESTIONS@COMPANAPETBRANDS.COM



My power went out! What do I do?

THE INCUBATOR HAS A **BUILT-IN MEMORY CHIP** TO REMEMBER ALL OF THE SETTINGS DATA, HOWEVER, IF THE INCUBATOR IS UNPLUGGED FOR A LONG AMOUNT OF TIME, THE DAYS-TO-HATCH TIMER CAN BE RESET TO REFLECT THE ACTUAL TIME REMAINING.

IF THE POWER WAS OUT FOR AN **EXTENDED** PERIOD OF TIME, THE EGGS MAY HAVE EXPERIENCED A DROP IN **TEMPERATURE**, WHICH MAY DECREASE THE HATCH RATE. POWER OUTAGES OF LESS THAN 10 MINUTES TYPICALLY **DO NOT** LEAD TO A DECREASE IN HATCH RATE.

IF YOU NEED **ADDITIONAL** INFORMATION OR **SUPPORT**, PLEASE DON'T HESITATE TO CONTACT OUR **CONSUMER SERVICES TEAM** AT **QUESTIONS@COMPANAPETBRANDS.COM**

10. HOW MANY WATTS IS
THE INCUBATOR?

60 WATTS



11

The heat indicator light keeps blinking. Is that normal?

AS THE UNIT IS CONTINUALLY WORKING TO MAINTAIN THE 99.5°F TEMPERATURE, THE HEAT INDICATOR LIGHT WILL REGULARLY BLINK. THIS IS TO INFORM YOU THAT THE HEATER IS PROPERLY WORKING.

HEAT INDICATOR

BLINKS WHILE WORKING



EGG TURNING INDICATOR

ON - AUTOMATIC TURNING ON

OFF - AUTO STOP AT 3 DAYS TO HATCH

MENU / OK BUTTON

PRESS TO DISPLAY DAYS TO HATCH

EGG CANDLING BUTTON

AUTO OFF AFTER 5 MINUTES

12

A part on my incubator is broken. Where can I get a replacement?

WE MAY HAVE REPLACEMENT PARTS IN STOCK, CONTACT US AT QUESTIONS@COMPANAPETBRANDS.COM FOR MORE INFORMATION.

13

My fan stopped working. Do you have replacement parts for it?



SCAN HERE

WE ~~DO NOT~~ HAVE FAN REPLACEMENT PARTS; WE APOLOGIZE FOR THE INCONVENIENCE.

TROUBLESHOOTING TIPS:

- IF THE FAN IS MAKING NOISES, WE RECOMMEND YOU **UNPLUG** THE UNIT AND TRY TO **CLEAN THE FAN** FIRST TO ENSURE IT IS FREE OF DEBRIS.
- IF THE HEATING ELEMENT APPEARS TO BE WORKING CORRECTLY, IT IS STILL **POSSIBLE** TO HAVE A SUCCESSFUL HATCH **WITHOUT** A WORKING FAN, SUCH AS FOR **"STILL AIR"** INCUBATOR MODELS. **HERE IS A RESOURCE ON OPERATING A STILL AIR INCUBATOR:** (PLEASE NOTE THAT AS MODELS OF INCUBATOR VARY, ONLY SOME INFORMATION WILL BE APPLICABLE).
- IF YOU WOULD LIKE TO OPERATE YOUR INCUBATOR IN **STILL AIR MODE**, PLEASE MAKE THE APPROPRIATE TEMPERATURE ADJUSTMENTS AND USE A **SECONDARY** THERMOMETER TO CHECK THE TEMPERATURE AT THE LEVEL OF THE EGGS AS THE THERMOMETER IN THE UNIT WILL ONLY DISPLAY THE TEMPERATURE OF THE AIR AT THE TOP OF THE INCUBATOR, WHICH WILL BE THE **WARMEST**.
- IF YOU ARE UNCOMFORTABLE USING THE UNIT, YOU **MAY WANT** TO CONSIDER REPLACING THE INCUBATOR (SEE WARRANTY SECTION FOR REFUND OPTION).

14

I just received my chicken incubator
and _____ part is missing.

Where can I find it?



MISSING PARTS

Power Cord

IT IS RARE FOR THE POWER CORD TO BE MISSING FROM THE BOX. PLEASE DOUBLE CHECK THE BOTTOM OF THE BOX AND INCUBATOR AS IT MAY BE IN THE BOX BELOW THE INCUBATOR.



Water Pot B Cover

THE NURTURE RIGHT 360 INCUBATOR COMES WITH 1 WATER POT "B" COVER. WATER POT "A" DOES NOT COME WITH A COVER AS IT IS IN USE FOR BOTH PHASES OF THE INCUBATION.



BEFORE CONTACTING US WITH ANY MISSING PARTS, PLEASE CHECK BELOW THE INCUBATOR IN THE BOX TO ENSURE THE PART IS NOT UNDER THERE.

TO INQUIRE FURTHER ABOUT MISSING PARTS, PLEASE CONTACT OUR CONSUMER SERVICES TEAM AT QUESTIONS@COMPANAPETBRANDS.COM

15

What type of egg turner does this unit have:
Horizontal Rolling or Vertical Rocking?

THE NURTURE RIGHT 360 INCUBATOR HAS A

HORIZONTAL ROLLING EGG TURNER

16

How do I check if the egg turner is working?



THE EGG TURNER CAN BE TESTED BY PRESSING THE "+" AND "-" BUTTONS AT THE SAME TIME!

17

Is the egg turner programmable?
Can the egg turner frequency be decreased or increased?

NO, THE EGG TURNER IS NON-PROGRAMMABLE, AND SETTINGS CANNOT BE ADJUSTED.

18

Is this a still air or a forced air incubator?

THE NURTURE RIGHT 360 IS A **FORCED AIR INCUBATOR** WITH A FAN.



↑ COLD AIR FLOW WARM AIR FLOW ↓

19

Can this incubator be used for reptile eggs?

NO, THIS INCUBATOR **DOES NOT** HAVE THE APPROPRIATE TEMPERATURE SETTINGS FOR HATCHING EGGS OF REPTILES.

20

Which sizes of eggs fit in the automatic egg turner tray?

• THE EGG TURNER TRAY CAN TYPICALLY ACCOMMODATE FERTILE EGGS FROM BANTAM CHICKEN EGG TO LARGE DUCK EGG SIZE. THIS INCLUDES GUINEA FOWL EGGS AND OTHER SIMILARLY SIZED GAME BIRD EGGS.

• SMALLER EGGS SUCH AS QUAIL EGGS OR OTHER SMALL GAME BIRD EGGS MAY BE TOO SMALL FOR USE WITH THE AUTOMATIC EGG TURNER. THESE EGGS MAY NEED TO BE HAND TURNED. WHEN NOT USING THE EGG TURNER TRAY, THE INCUBATOR CAN HOLD ABOUT 90 QUAIL EGGS (MAY VARY DEPENDING ON QUAIL SPECIES).

• LARGER EGGS SUCH AS JUMBO DUCK EGGS, GOOSE EGGS, TURKEY EGGS, AND PEACOCK EGGS MAY BE TOO LARGE FOR USE WITH THE AUTOMATIC EGG TURNER. THESE EGGS MAY NEED TO BE HAND TURNED. WHEN NOT USING THE EGG TURNER TRAY, THE INCUBATOR CAN HOLD ABOUT 10-12 GOOSE, TURKEY, OR PEACOCK EGGS.

• RATITE BIRD EGGS SUCH AS EMU AND OSTRICH EGGS ARE TOO LARGE TO FIT INTO THE INCUBATOR.

• WHILE THE EGG TURNER TRAY CAN ACCOMMODATE EGGS UP TO 1.75 INCHES IN DIAMETER WITH A LENGTH UP TO 2.5 INCHES, THERE SHOULD BE SPACE BETWEEN THE EGGS SO THAT THEY CAN PROPERLY TURN. ALSO, WE RECOMMEND CONDUCTING AN EGG TURNER TEST TO ENSURE THAT ALL EGGS CAN SMOOTHLY TURN.

• WHEN HAND TURNING EGGS, EGGS SHOULD BE TURNED AT LEAST 3 TIMES A DAY OR MORE ODD NUMBER OF TIMES PER DAY. THIS ENSURES THAT THE EGG ALTERNATES SIDES FOR THE LONGER OVERNIGHT REST PERIOD BETWEEN TURNS.

Egg Capacity



CHICKS

22



DUCKLINGS

~~12~~
18



PHEASANTS

~~22~~
24

21

Is the egg turner tray adjustable?

NO, THE EGG TURNER TRAY IS NOT ADJUSTABLE.

22

Does the egg turner tray come in multiple sizes?

NO, THE EGG TURNER TRAY ONLY COMES IN ONE SIZE. WE DO NOT CURRENTLY OFFER A SMALLER TRAY FOR SMALLER EGGS SUCH AS QUAIL OR A LARGER TRAY FOR LARGER EGGS SUCH AS TURKEY OR GOOSE EGGS. WHILE THERE ARE AFTERMARKET EGG TURNER TRAYS AVAILABLE, PLEASE NOTE THAT USE OF THESE TRAYS WITHIN THE NURTURE RIGHT 360 INCUBATOR IS NOT COVERED BY THE PRODUCT'S 1-YEAR LIMITED WARRANTY.

23

Can I incubate other eggs in this incubator?

DUCK - COMMONLY USED SETTINGS FOR INCUBATING DUCK EGGS ARE A TEMPERATURE OF 99.5°F AND A HUMIDITY OF 50-60%. FOR SOME USERS, ACHIEVING 60% HUMIDITY MAY REQUIRE USING WATER POT "B" IN ADDITION TO WATER POT "A". PLEASE NOTE THAT **JUMBO DUCK EGGS** MAY NEED TO BE **HAND TURNED** IN THE NURTURE RIGHT 360 AS THEY MAY BE **TOO LARGE** TO FIT INTO THE EGG TURNER TRAY. MANNA PRO **DOES NOT** CURRENTLY OFFER ALTERNATIVE EGG TURNER TRAY SIZES **AT THIS TIME**.

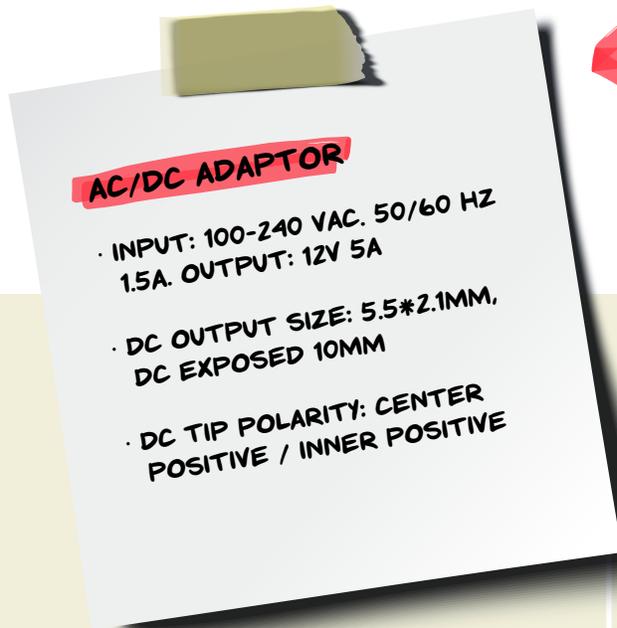
TURKEY - COMMONLY USED SETTINGS FOR INCUBATING TURKEY EGGS ARE A TEMPERATURE OF 99.5°F AND A HUMIDITY OF 55-60%. FOR SOME USERS, ACHIEVING 60% HUMIDITY MAY REQUIRE USING WATER POT "B" IN ADDITION TO WATER POT "A". PLEASE NOTE THAT TURKEY EGGS WILL NEED TO BE **HAND TURNED** IN THE NURTURE RIGHT 360 AS THEY ARE **TOO LARGE** TO FIT INTO THE EGG TURNER TRAY. MANNA PRO **DOES NOT** CURRENTLY OFFER ALTERNATIVE EGG TURNER TRAY SIZES **AT THIS TIME**.

PEACOCK - COMMONLY USED SETTINGS FOR INCUBATING PEACOCK EGGS ARE A TEMPERATURE OF 99.5°F AND A HUMIDITY OF 60%. FOR SOME USERS, ACHIEVING 60% HUMIDITY MAY REQUIRE USING WATER POT "B" IN ADDITION TO WATER POT "A". PLEASE NOTE THAT PEACOCK EGGS WILL NEED TO BE **HAND TURNED** IN THE NURTURE RIGHT 360 AS THEY ARE **TOO LARGE** TO FIT INTO THE EGG TURNER TRAY. MANNA PRO **DOES NOT** CURRENTLY OFFER ALTERNATIVE EGG TURNER TRAY SIZES **AT THIS TIME**.



24

What are the specifications of the incubator power cord?



WHILE AFTERMARKET POWER CORDS CAN BE FOUND FOR PURCHASE, PLEASE NOTE THAT USE OF THESE POWER CORDS WITH THE NURTURE RIGHT 360 INCUBATOR IS NOT COVERED BY THE PRODUCT'S 1 YEAR LIMITED WARRANTY.

25

Does the unit come with one or two power cords? Which cord is for the control panel and which cord is for the egg turner?



THE UNIT INCLUDES **ONE** POWER CORD. **FIRST**, PLEASE UNFURL AND PLUG IN THE AUTO TURNER CORD FROM THE BOTTOM OF THE UNIT INTO THE PORT ON THE LID LABELED "**EGG TURNER**." **SECOND**, PLEASE UNFURL AND PLUG IN THE CORD FROM THE WALL ADAPTER INTO THE PORT ON THE LID LABELED "**POWER SUPPLY**."

26 Can I incubate fewer than the egg turner tray maximum of 22 eggs?

YES, THE INCUBATOR CAN BE RUN WITH FEWER THAN 22 EGGS. HOWEVER, IT IS IMPORTANT THAT THE EGGS ARE EVENLY PLACED AROUND THE EGG TURNER FOR **BALANCED** LOADING TO ACHIEVE **SMOOTH** TURNING. THE SAME TEMPERATURE AND HUMIDITY SETTINGS WOULD BE USED.



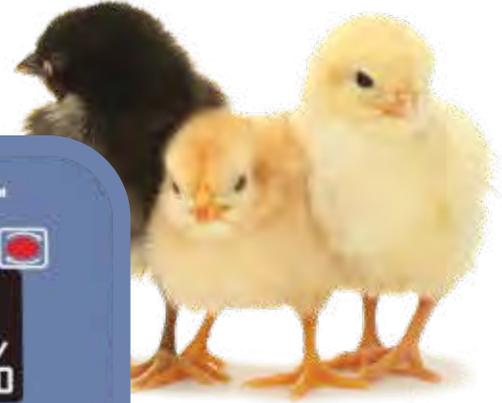
27 Can I incubate more than 22 eggs?

DEPENDING ON THE SIZE OF THE EGGS, THE INCUBATOR MAY BE ABLE TO FIT ADDITIONAL EGGS ON THE FLOOR OF THE **GRAY TRAY** AFTER REMOVING THE **WHITE EGG TURNER TRAY**. IN THIS CASE THE EGGS WILL NEED TO BE **HAND TURNED**.

DO NOT PLACE ADDITIONAL EGGS ON THE **SPOKES** OF THE EGG TURNER TRAY AS THE EGGS **WILL NOT** BE ABLE TO **TURN** PROPERLY AND MAY NOT HAVE ADEQUATE SPACE TO HATCH. THE EGGS NEED TO BE PLACED ON **TOP** OF **THE GRAY EGG TRAY**. **ADDITIONALLY**, THE EXTRA WEIGHT WILL PLACE ADDITIONAL STRESS ON THE EGG TURNER TRAY AND EGG TURNER MOTOR.

28

How do I reset the unit to restart the hatch days countdown?



PRESS AND HOLD THE "MENU" AND "-" BUTTONS SIMULTANEOUSLY FOR AROUND 5 SECONDS. THE INCUBATOR WILL BEEP, AND THE DISPLAY WILL BLINK ONE TIME, INDICATING THAT THE INCUBATOR HAS SUCCESSFULLY BEEN RESET.

29

How do I program the temperature?





TO CHANGE THE TEMPERATURE, PRESS AND HOLD THE "MENU" BUTTON FOR 3 SECONDS, AND THE PRE-SET "99.5" °F WILL BLINK ON THE SCREEN. THEN USE THE "+" OR "-" BUTTONS TO ADJUST THE TEMPERATURE. AFTER COMPLETING THE TEMPERATURE ADJUSTMENT, PRESS THE "MENU" BUTTON ONCE TO ENTER HATCH DAYS SETTING MODE OR PRESS THE "MENU" BUTTON TWICE TO EXIT SETTING MODE.

IF YOU NEED ADDITIONAL INFORMATION OR SUPPORT, PLEASE DON'T HESITATE TO CONTACT OUR CONSUMER SERVICES TEAM AT QUESTIONS@COMPANAPETBRANDS.COM

30

How do I program the days to hatch?

FOLLOWING THE STEPS FOR SETTING THE TEMPERATURE, ENTER HATCH DAYS SETTING MODE. THE PRE-SET "D - 21" WILL BLINK ON THE SCREEN. THEN USE "+" OR "-" BUTTONS TO ADJUST THE HATCH DAYS.

AFTER COMPLETING THE HATCH DAYS ADJUSTMENT, PRESS THE "MENU" BUTTON ONCE TO EXIT SETTING MODE.

31

My days to hatch or temperature adjustment settings will not open, why is it not opening?

IF HOLDING THE MENU BUTTON FOR 3 SECONDS DOES NOT OPEN THE TEMPERATURE AND HATCH DAYS ADJUSTMENT OPTIONS, THE UNIT MAY NOT HAVE BEEN RESET YET. PLEASE RESET THE UNIT.

32 Can I program the incubator for eggs that require more than 30 days to hatch?

SOME POULTRY EGGS REQUIRE MORE THAN 30 DAYS TO HATCH. FOR EXAMPLE, MUSCOVY DUCK EGGS NEED 35 DAYS TO HATCH. THE MAXIMUM HATCH DAYS SETTING FOR THE INCUBATOR IS 30 DAYS AND THE FACTORY PRE-SET HATCH DAYS FOR THIS INCUBATOR IS 21 DAYS.

IN ORDER TO INCUBATE MUSCOVY DUCK EGGS, THE DAYS TO HATCH TIMER CAN BE DIVIDED INTO TWO PARTS. AFTER SETTING THE EGGS, THE INCUBATOR CAN BE RUN FOR 5 DAYS, AND THEN ON DAY 6, THE INCUBATOR CAN BE PROGRAMMED FOR 30 HATCH DAYS, ADDING UP TO A TOTAL OF 35 DAYS.

33 I had to unplug my incubator to move it after I already started my incubation. Do I need to reset the timer to the correct day or does it remember the current hatch day timer from before it was unplugged?

THE INCUBATOR HAS A BUILT-IN MEMORY CHIP TO REMEMBER ALL OF THE SETTINGS DATA SO IT SHOULD NOT NEED TO BE RESET.

34

My incubator is in an unheated room over the winter.

Can I cover the incubator with a towel?

WE **DO NOT** RECOMMEND COVERING THE UNIT WITH A TOWEL. THE UNIT SHOULD BE PROTECTED FROM DRAFTS BUT STILL **REQUIRES ADEQUATE CIRCULATION** TO REMOVE **CARBON DIOXIDE**.

IF THE ROOM TEMPERATURE STRAYS **TOO FAR FROM ROOM TEMPERATURE**, THEN IT IS RECOMMENDED TO **RELOCATE** THE INCUBATOR TO A MORE SUITABLE LOCATION. IF THE INCUBATOR TEMPERATURE IS **LOWER** THAN RECOMMENDED IT MAY **INCREASE** THE INCUBATION TIME AND **MAY INCREASE DEFECTS** IN THE EGGS.

IF THE INCUBATOR IS **NOT ABLE** TO **MAINTAIN** THE **PROPER** TEMPERATURE, THE INCUBATOR **SHOULD BE MOVED** TO A **WARMER** ROOM.

35

What if my room temperature is below 70° F?

FOR **BEST RESULTS** WE RECOMMEND USING THE INCUBATOR IN A ROOM THAT IS **74°F-80°F**. HOWEVER, **GOOD RESULTS** CAN STILL BE ACHIEVED BY KEEPING THE INCUBATOR AT **ROOM TEMPERATURE** PROTECTED FROM DRAFTS. IF THE CHOSEN LOCATION IS SIGNIFICANTLY **BELOW** ROOM TEMPERATURE IT **MAY BE NECESSARY** TO SELECT A **DIFFERENT LOCATION**.

30

My incubator is showing EE, what does that mean?

RED TEMPERATURE EE - THIS MEANS THE SYSTEM IS **UNABLE** TO RECEIVE THE SIGNAL FROM THE **TEMPERATURE SENSOR** WITHIN THE UNIT. WHILE **VERY RARE**, THIS IS UNFORTUNATELY A **TERMINAL ERROR** AND WILL REQUIRE A **NEW UNIT**. PLEASE REFER TO **WARRANTY FAQ** SECTION ABOVE.

GREEN HUMIDITY EE - THIS MEANS THE SYSTEM IS **UNABLE** TO RECEIVE THE SIGNAL FROM THE **HUMIDITY SENSOR** WITHIN THE UNIT. MOST COMMONLY, THIS IS CAUSED BY THE **HUMIDITY SENSOR NOT CORRECTLY CONNECTED** WITHIN THE **SOCKET**. TO CHECK IF THIS IS THE ISSUE AND CORRECT IT, PLEASE FOLLOW THE **BELOW STEPS**:

1. **UNPLUG THE INCUBATOR** AND GENTLY FLIP OVER THE INCUBATOR **TOP**. THE HUMIDITY SENSOR IS NEXT TO THE **FAN**.

2. ENSURE THE SENSOR IS **TIGHTLY CONNECTED** WITHIN THE SOCKET, WITH THE SENSOR FLUSH WITH THE SOCKET AND THE **PINS PLUGGED INTO THE CONNECTOR**. IF IT IS **NOT**, **PRESS** THE SENSOR BOX BACK INTO PLACE SO IT FITS **SNUGLY** WITHIN THE **CONNECTOR SOCKET**.

3. **REPLUG** THE INCUBATOR POWER CORD AND CHECK IF THE DISPLAY IS NOW SHOWING THE **CORRECT HUMIDITY READINGS**.

IF YOU NEED ADDITIONAL INFORMATION
OR SUPPORT, PLEASE DON'T HESITATE
TO CONTACT OUR CONSUMER
SERVICES TEAM AT:

QUESTIONS@COMPANAPETBRANDS.COM

