

Harris Farms Nurture Right 360 Incubator Frequently Asked Questions

Incubator Type

1. Is this a still air or a forced air incubator?
 - a. The Nurture Right 360 is a forced air incubator with a fan.
2. Can this incubator be used for reptile eggs?
 - a. No, this incubator does not have the appropriate temperature settings for reptile eggs.
3. What is the lowest temperature setting?
 - a. 90°F

Automatic Egg Turner

1. How often does the automatic egg turner operate?
 - a. When the egg turner is on, it will operate every 60 minutes for five seconds
2. How do I check if the egg turner is working?
 - a. Is the egg turner indicator light on?

The egg turner can be tested by pressing the "+" and "-" buttons at the same time.
3. Is the automatic egg turner programmable? Can the egg turner frequency or turning time be decreased or increased?
 - a. No, the egg turner is non-programmable and settings cannot be adjusted.
4. My egg turner is not working
 - a. Confirm that the egg turner motor cord has been plugged in properly

Is the egg turner indicator light on or off?

Confirm that the unit is reset. Did the unit beep? Did the days-to-hatch timer reset?

Confirm that the egg turner is working with an egg turner test (hold + and - at the same time). After resetting the unit, the egg turner will be re-enabled.

5. My egg turner worked the first time I used the incubator, however, for my second incubation the egg turner is not working
 - a. Please make sure the unit has been properly reset and the days-to-hatch countdown has started. For the safety of the chicks, the egg turner stops turning with 3 days remaining on the days-to-hatch countdown.

Egg Turner Tray

1. Which sizes of eggs fit in the automatic egg turner tray?
 - a. The egg turner tray can typically accommodate 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) or 22-24 pheasant-sized eggs.

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 12-18 duck eggs or 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. 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 for an odd number of times per day. This ensures that the egg alternates sides for the longer overnight rest period between turns.

2. Is the egg turner tray adjustable?
 - a. No, the egg turner tray is not adjustable. Eggs that do not fit in the egg turner tray can be hand turned.
3. Does the egg turner tray come in multiple sizes?
 - a. No, the egg turner tray only comes in one size. Manna Pro does 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. Eggs that do not fit in the egg turner tray can be hand turned.

Assembly

1. 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?
 - a. 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."

Set Up

1. Can I incubate fewer than the egg turner tray maximum of 22 eggs?
 - a. 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.
2. Can I incubate more than 22 eggs?
 - a. 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.

3. Can I set multiple eggs on different days?
 - a. It is best to set all of the eggs at the same. The incubator cannot be programmed for multiple simultaneous humidity settings or turning settings to accommodate eggs before and after the final 3 days. The incubator can only maintain one humidity level and turning setting (on or off) at a time.
4. How do I incubate eggs that do not fit in the egg turner tray?
 - a. The white egg turner tray can be removed prior to operation. While the egg turner indicator light may be on, without the egg turner tray the eggs will not be automatically turned, and hand turning can be used.
5. How do I reset the unit to restart or change the hatch days countdown?
 - a. 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.
6. How do I program the temperature?
 - a. 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.
7. How do I program the hatch days?
 - a. 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.
 - b. After completing the hatch days adjustment, press the "MENU" button once to exit setting mode.
8. Can I program the incubator for eggs that require more than 30 days to hatch?
 - a. 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. 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.
9. I can't adjust the hatch days or temperature
 - a. If holding the menu button for 3 seconds does not allow access to the temperature and hatch days adjustment options, the unit may not have been reset yet. The unit can be reset by holding menu/ok and – for 5 seconds. The unit will then beep loudly to confirm the process is complete.
10. 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?
 - a. The incubator has a built-in memory chip to remember all of the settings data

1. My heat indicator light keeps blinking
 - a. As the unit is continually working to maintain the 99.5°F temperature, the heat indicator light will regularly blink. This is to inform the user that the heater is properly working.
2. An alarm keeps beeping
 - a. This unit features a low temperature alarm. This alarm commonly beeps as the unit is warming up. The alarm can temporarily be turned off by pressing the “Menu” button once.

Location

1. My incubator is in an unheated room over the winter. Can I cover the incubator with a towel, blanket, or box?
 - a. We do not recommend covering the unit. 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 decrease the hatch rate.

If the incubator is not able to maintain the proper temperature, the incubator should be moved to a warmer room.

2. What if my room temperature is below 70°F?
 - a. 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

If the incubator is not able to maintain the proper temperature, the incubator should be moved to a warmer room.

Humidity

1. How much water should I add to water pot “A”?
 - 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.
 - b. When making small adjustments to the humidity, add water 1 tablespoon at a time.
2. How often do I need to add water?
 - a. The humidity and water level of the incubator should be checked at least once a day. As the ambient conditions of each user varies, there is no set schedule or amount for adding water to the incubator.
3. It is 3 days until hatch, so I have removed the red cover from water pot “B”, added water to water pot “B”, and opened the vent to at least halfway. The humidity has not yet increased to 60%+.
 - a. After adding water to water pot “B”, please wait 6 hours for the humidity to completely adjust.

Please also ensure that the lid is properly closed and flush with the base and that no cords or items are caught in the lid

4. I am currently using water pot "A" and trying to incubate my peacock eggs at 60% humidity (or another species that prefer 60% humidity). How do I achieve 60% humidity?
 - a. When incubating a species that prefers 60% humidity for the first phase of incubation, water pot "B" can be used earlier if additional humidity is needed. Take care when adding additional water to water pot "B" and add small amounts of water at a time, waiting between each addition to allow the humidity to stabilize.
5. My humidity is too low
 - a. Try checking the following:
 - i. Are water pot "A" water channels sufficiently filled with water? They may be difficult to view from the outside of the unit.

Is the ambient room humidity on the drier side? (Note: A humidity sensor can be purchased from stores that sell weather thermometers) This is more common in the winter when the humidity is naturally lower, especially in rooms that are heated. In rooms with very low humidity, water pot "B" can be used earlier if additional humidity is needed. Take care when adding additional water to water pot "B" and add small amounts of water at a time, waiting between each addition to allow the humidity to stabilize.

Has the humidity been checked with a secondary humidity sensor to confirm? (Note: A humidity sensor can be purchased from stores that sell weather thermometers)

6. My humidity is too high
 - a. Try checking the following:
 - i. Has the ambient humidity in the room been checked? During the spring and summer, areas that are more humid (e.g. tropical locations), 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 and significantly less water may need to be used. If using less water does not help, the incubator may need to be moved to a more suitable location with a more moderate ambient humidity. (Note: A humidity sensor can be purchased from stores that sell weather thermometers)

Has the humidity of the incubator been checked with a secondary humidity sensor? Does it confirm the unit's humidity reading? While uncommon, the humidity sensor installed in the incubator may not reflect the current humidity and may need recalibration. (Note: A humidity sensor can be purchased from stores that sell weather thermometers)

If the humidity in the incubator needs to be decreased, first try opening the ventilation to the max settings to see if that helps to decrease the humidity. If

after several hours the humidity does not decrease, some water may need to be removed 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.

7. My viewing window is blocked by condensation
 - a. Sometimes condensation can form when adding additional water during lockdown, especially if the water added into water pot "B" is warm, which causes it to condense faster. Otherwise, condensation is possible when the humidity level starts to increase above 70% and is more common as the chicks start to hatch and the humidity is around 90%+.

This may be undesirable for the viewing window but is not generally considered harmful. However, we do not recommend attempting to open the incubator to clean the condensation. We apologize for the inconvenience regarding the viewing experience.