Frequently Asked Questions

- **Does Qanetics Temperature Monitor need to be calibrated every year**?
  No. Qanetics Temperature Monitors use a one-time calibration technology and does not ever need to be recalibrated, traceable to the standards maintained by NIST. The temperature sensing technology is NOT the traditional probe-type method which is prone to become inaccurate over time and a wide temperature range. Each sensor is tested and certified with equipment that are NIST-traceable through ISO/IEC 17025 at the time of manufacture. With this advanced technology, proper battery voltage is all that is required for a sensor to maintain its calibration. Voltage is recorded at every temperature reading that is monitored by Qanetics and available for customer review within the Qanetics' web application. Qanetics will proactively notify customers and replace a sensor for any voltage or sensor failures, drifts or concerns. Qanetics offers real-time downloadable calibration certificates noting tolerances and traceability to NIST standards.

- **Does the Qanetics Temperature Monitor use an external probe to be routed into a cooler or freezer?**
  No. The sensor, wireless radio, antenna and power source are all self-contained in one small footprint module.

- **Does the Qanetics Temperature Monitor require any special mounting, drilling or specialized installing?**
  No. The sensor can simply be placed or hung inside the equipment in any convenient location.

- **Does the Qanetics Temperature Monitor alert me by text or email?**
  Yes. Qanetics Temperature Monitor alerts you via a text message, and email. You can designate as many contacts necessary including a customizable secondary escalation process.

- **Can I download my temperature data?**
  Yes. You can view temperature data on the web application and download data in PDF format.

- **Can Qanetics Temperature Monitors operate inside walk in coolers that are surrounded by metal?**
  Yes. Qanetics Temperature Monitors use WiFi and can reach a WiFi access point so long as the access point is within 20 feet from the walk-in cooler door. If customers have intermittent connection problems, you can rent an WiFi Repeater from Qanetics or buy an off-the-shelf repeater.

- **What is thermal buffering?**
  Thermal buffering prevents noise in temperature readings resulting from normal cooling cycles of cooler or normal cooler door openings so as not to register temperatures that do not represent the true temperature of medicine or lab reagents. Qanetics' advanced technology includes internal thermal buffering within a hermetically sealed case that follows the recommendation of the CDC for temperature buffering.

- **Why do Qanetics Temperature Monitors not require Glycol / Water thermal buffering?**
Qanetics Temperature Monitors' temperature sensor and proprietary internal thermal buffering is subjected to the mass of the sensor itself. When compared to a typical probe in a Glycol bulb, the time constant numbers were thoroughly tested and statistically the same. Qanetics Temperature Monitors follow the recommendation of the CDC for temperature buffering without the old, expensive and cumbersome probe-in-bulb method saving the user time, money and headaches.

- **How far can the Qanetics Temperature Monitor sensor be from the WiFi access point?**
Qanetics Temperature Monitor can be up to 300 ft line-of-sight indoors but in practical implementations where the sensor will be inside a standard cooler or freezer, the distance is roughly 100-150 feet.

- **Why does Qanetics require a usage agreement?**
Qanetics Temperature Monitor is a collection device that provides 24/365 monitoring and alerting. It is Qanetics' job to provide the data, proof and alarming so if anything does happen to the sensor, we will replace it with a new one. If there are any questions or needed support, there will be support by phone to help. Qanetics Temperature Monitors are battery operated so when the battery voltages are low (we monitor voltage on your behalf), we will send you a new sensor so long as there are not over alerting conditions or other limiting factors are not met.

- **Can I change the alerting thresholds, and can I turn alarms on and off?**
You can have many threshold rules that your sensors can follow. You have the ability to add multiple ranges, change the high alert limit, low alert limit, high alert limit duration and low alert limit duration, report interval and temperature sample interval. Alerting is activated by your configuration (including a customizable escalation process) and can be paused at any time.

- **Can I manage alerts and corrective actions within Qanetics' web application?**
Yes. The Qanetics' web application has many features in addition to the configuration of the Qanetics Temperature Monitor. This includes, but is not limited to, dynamic dashboards, asset management, corrective action management & tracking, and interactive reporting.

- **Do Qanetics Temperature Monitors require proprietary gateways?**
No. Qanetics Temperature Monitors can operate with any 2.4GHz 802.11 b/g/n WiFi access point. Optionally, you can purchase WiFi repeaters, access points and Cellular Gateway / WiFi access points if WiFi is not available, weak or the internet is not available at your location.