



Dear Valued Client,

Greetings from the FreshAir Client Experience team.

FreshAir devices and sensors require careful handling for optimized performance as well as device and sensor longevity. Chemicals from cleaning products, previous smoking, construction materials, and/or maintenance activities can reduce sensor cartridge life.

We recommend that you review and include these handling instructions in your ongoing maintenance or housekeeping training to maintain optimal device and sensor function. Care with handling enables effective smoking detection, lowering your cleaning and maintenance costs. Many clients also benefit from printing and posting the below document and the [Construction, Painting, or Renovation on Property](#) article for appropriate staff.

## PLEASE POST — HANDLING INSTRUCTIONS



The only technology available to monitor for, immediately detect, and prove tobacco and marijuana smoking

Important information for housekeeping and/or any staff that uses cleaning products in rooms monitored by the FreshAir Smoking Detection System.

FreshAir devices and sensors require careful handling for optimized performance, sensor life, and device longevity. Damage from certain cleaning chemicals will shorten sensor life.

»»»» **Note the location of FreshAir devices in the room.** ««««

**Do not dispense any liquids, aerosol cleaning products, and/or air fresheners on or near FreshAir devices.** Liquids and sprays can damage the internal electronics of the device.



When cleaning near FreshAir devices, spray liquids into a towel away from the device and then wipe down the surrounding area.



**Avoid cleaning products that contain bleach, ammonia, and sodium hydroxide** in rooms with FreshAir devices or in adjacent bathrooms and hallways.

**Remove the FreshAir device from the room prior to using an ionizer or ozone generator.** Wait 6 hours after the machine has completed running prior to returning the FreshAir device to the room.

Dust the exterior of a device or gently wipe down the exterior with a damp rag or towel, avoiding the use of cleaning chemicals. **The sensor cartridges or interior of the device should never be cleaned or wiped down.**



Download a list in the FreshAir Portal Help Center of **recommended cleaning products and products to avoid.** Please contact FreshAir Support with any questions.

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For more information on FreshAir devices and sensors, please visit our [Help Center](#). You may reach out directly to our support team as well via email or phone with any questions.

Thank you,

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