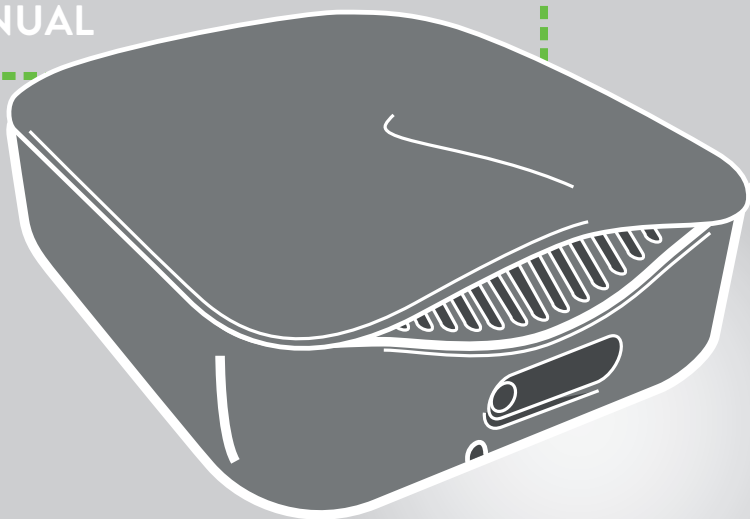
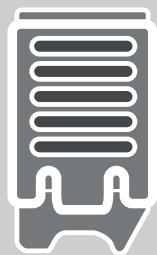


# FRESHAIR SENSOR 2.0

USER MANUAL



The Only Technology Which Can  
Monitor Specifically for Smoking

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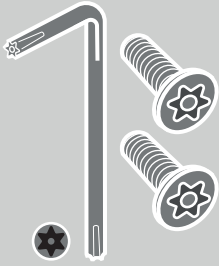
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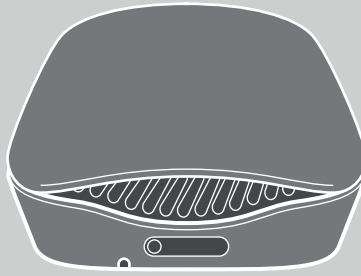
# WHAT'S IN THE BOX



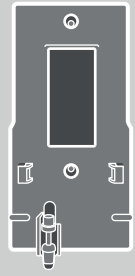
Screwdriver +  
Tamperproof  
Screws (2)



Sensor Cartridge  
in Package



FreshAir Sensor 2.0  
Detection Device  
(FA 2.0)



FreshAir  
Mounting Plate

# HANDLING & PREPARATION

FreshAir devices and sensors require careful handling for optimized performance, sensor life, and device longevity.

- Chemicals from cleaning products, construction materials, and/or maintenance activities will damage the sensors. Please follow the instructions carefully to ensure optimal sensor performance and lifetime.
- FreshAir devices use a replaceable sensor cartridge to detect smoking. Leave sensors in their environmentally resistant bags until you are ready to insert them into a device. The bags protect the sensors from potentially harmful chemicals while in storage.
- Use clean gloves when handling sensors to limit direct touch and transfer of chemicals and/or contaminants from hands.
- Insert sensor cartridge into a device only once the device is in its actual intended location for monitoring.

# ENVIRONMENTAL PRECAUTIONS

## CLEANING PRODUCTS

Some cleaning products will shorten the lifetime of the sensors in FreshAir devices. Bleach and ammonia based cleaning products will damage the sensors and **should not** be used in a room where the device is located. Spraying any cleaning products in or immediately around the device will damage various electrical components inside.

The following cleaning products are recommended for use in the rooms monitored by FreshAir devices. New products are routinely added to this list. The most current list is available on the FreshAir Sensor website.

### ALL PURPOSE CLEANERS

- Simple Green All-Purpose Cleaner
- Scrubbing Bubbles Fantastik Heavy Duty
- Seventh Generation Natural Cleaner
- Pledge Multisurface Cleaner
- Simple Green Pro HD Heavy Duty
- Fabuloso Multi-Purpose Cleaner
- Odoban Disinfectant: Fabric & Air
- Mr. Clean Antibacterial Multipurpose

### WOOD SURFACE CLEANERS

- Murphy Clean & Shine: Multi-Use
- Murphy Commercial Strength
- Pledge Lemon Enhancing Polish
- Bona Hardwood Floor Cleaner

### AIR FRESHENERS

- Fabreeze Extra Strength (Fabric)
- Glade Pure Vanilla Joy
- Odoban Disinfectant Fabric & Air
- Air Scense Orange
- Ecolab ZephAir Clean White Cotton
- Lysol Neutra Air
- Febreze Air (Linen & Sky)

### GLASS CLEANERS

- Odoban Glass & Surface Cleaner
- Simple Green Glass Cleaner
- Sustainable Earth Glass Cleaner
- Clorox GreenWorks Glass & Surface

### BATHROOM CLEANERS

- Kaboom Heavy Duty with OxiClean
- Simple Green Shower Tub & Tile

### CARPET CLEANERS

- Zep High Traffic Carpet Cleaner
- Resolve Stain Remover Carpet Cleaner

### METAL SURFACE CLEANERS

- Simple Green Stainless Steel Cleaner:  
One-Step Clean & Polish

### OTHER

- Simple Green Anti-Spatter
- Simple Green Stone Cleaner
- Simple Green Stone Cleaner & Polish

# ENVIRONMENTAL PRECAUTIONS

## CONSTRUCTION, PAINTING, & RENOVATIONS

Chemicals released from construction materials, including glue and paint, in or near a space monitored by FreshAir devices will shorten sensor life.

- Minor room maintenance, repairs, refresh - If there have been recent renovations in the room (painting, new carpet, new furniture), ionize the room and wait 1 week prior to placing the device in the room.
- Construction or renovation in common areas or outside - Consider the placement of devices in relation to open windows or hallways where construction or renovation has occurred. Chemicals from construction outside of the room, door, or window will shorten sensor life.
- Major construction and renovation - If a property has gone through major construction or renovation, wait 3 months prior to installing devices to allow time for chemicals from construction materials to dissipate.

Prior to full installation, test devices should be installed in the affected rooms to confirm that the chemicals are no longer present.

## MOISTURE & CONDENSATION

Avoid placing devices near bathrooms. Exposure to moisture and condensation will negatively affect sensor life and performance.

# PREVIOUSLY SMOKED-IN SPACES

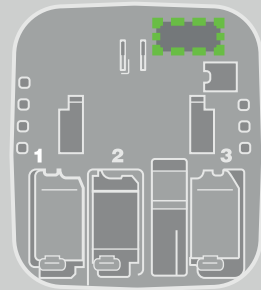
Chemicals from previous smoking events in the monitored space will damage the sensors and shorten sensor life and performance.

Before placing a device in a room where heavy smoking has occurred, ionize the room and replace all linens. Wait 6 hours after ionization to place the device in the room.

# DEVICE PLACEMENT

If the FreshAir device comes labeled with the name of the space (room), it is programmed to monitor, the device must be installed in the room matching the label on the back of the device. If a device is relocated to another room, it must be renamed using the FreshAir Mobile App.

If not labeled with a specific room number, follow the installation instructions and name the device using the FreshAir Mobile App.



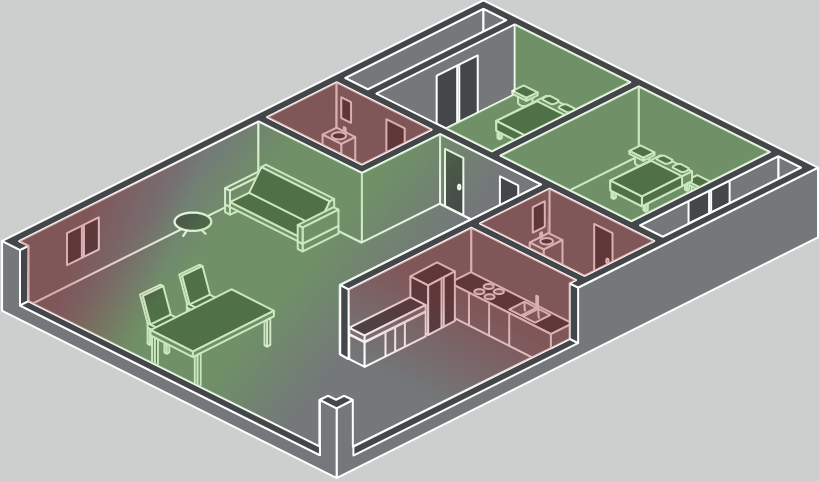
If pre-configured, the room label is located in the top right of the back of the device.

Proper placement of FreshAir devices in rooms is important to ensure optimal performance. The device draws air from the monitored space and requires unobstructed airflow to operate. Consider the following best practices when deciding where to install FreshAir devices.

- ✓ Strong and consistent Wi-Fi signal.
- ✓ Centrally located in the room.
- ✓ Near the ventilation system intake or return.
- ✓ Where smoking is likely to occur.
- ✗ Not behind or underneath furniture or curtains.
- ✗ Not in and/or near bathrooms.
- ✗ Not near windows or doors that open to the outside.

Refer to the diagrams on the following pages, showing examples of good locations and bad locations.

# DEVICE PLACEMENT

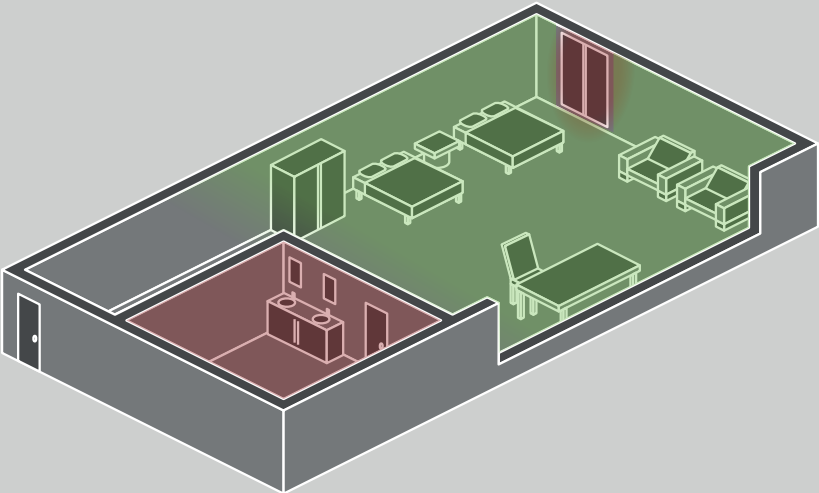


## GOOD LOCATIONS:

- Centrally located
- Near ventilation intake (return)
- Where smoking is likely

## BAD LOCATIONS:

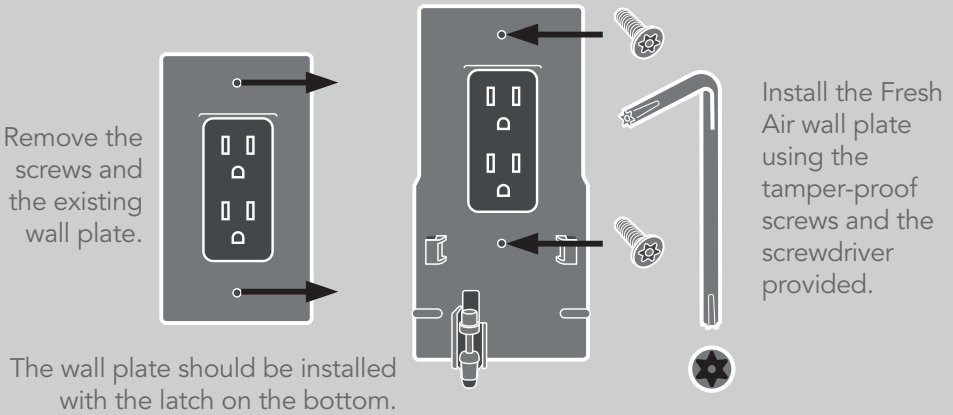
- Blocked, behind furniture or curtains
- In and/or near bathrooms
- Near outside windows or doors



# PREPARING THE OUTLET

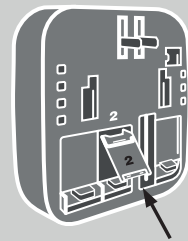
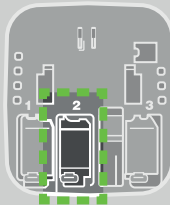
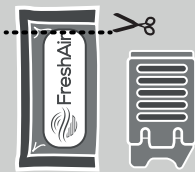
FreshAir devices use a special mounting plate to prevent tampering. A wall plate is provided with each device and will replace the existing wallplate on the outlet where the device is installed.

**ENSURE THE OUTLET IS POWERED OFF BEFORE YOU BEGIN**



# INSERTING SENSOR CARTRIDGES

The FreshAir sensor cartridge must be inserted in the device before you can install and begin monitoring.



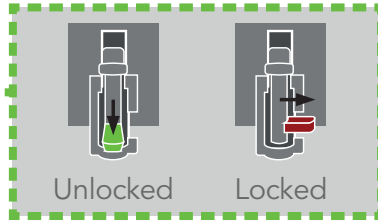
# INSTALLING THE DEVICE

Before you begin, ensure the device has a sensor cartridge inserted in the number 2 slot.

If the device is not pre-configured for your Wi-Fi by FreshAir, download and start the FreshAir Mobile App and follow the onscreen instructions for Wi-Fi configuration and device installation.

If the device is pre-configured for your Wi-Fi by FreshAir, the FreshAir Mobile App is not required for installation. Ensure that the room number on the back of the device matches the room for installation.

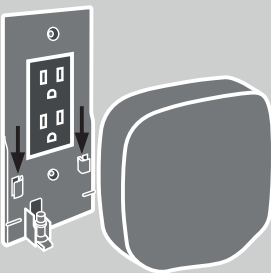
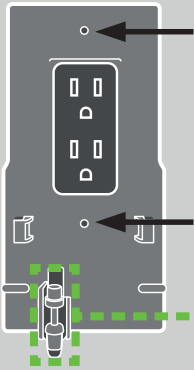
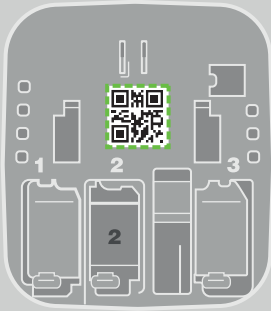
Confirm that the security latch (pictured below) on the FreshAir wall plate is in the **unlocked** position.



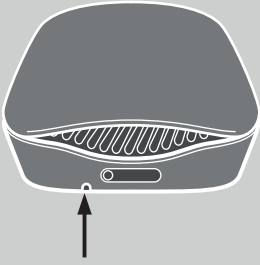
**Note:** The security latch must be unlocked before installing the device.

Plug the device into the lower outlet, fitting the clips on the wall plate into the corresponding slots on the back of the device.

Slide the device gently down into the slots to lock it into place.



# INSTALLING THE DEVICE



Insert the screwdriver provided into the hole on the bottom of the device. Turn the locking screw inside the device one quarter-turn clockwise to lock the device.

Ensure the device is secure.

Your FreshAir device is installed and initializing with the FreshAir monitoring platform.

## DEVICE LEDS

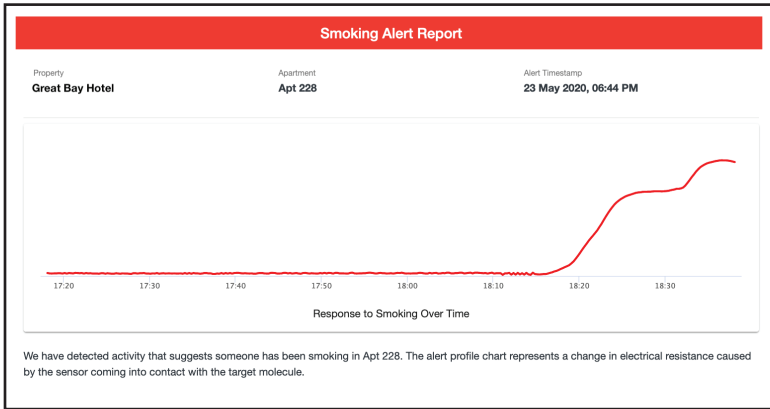
FreshAir devices have a multi-colored LED which provides information about device status.

| COLOR | MEANING                                     | ACTION                             |
|-------|---------------------------------------------|------------------------------------|
| Blue  | Bluetooth on;<br>Ready to Connect<br>to App | Start the App                      |
| White | Installation in Progress                    | None                               |
| Green | Installation Successful                     | None                               |
| Red   | Installation Failed                         | Retry; Contact<br>FreshAir Support |

Note: The LED will turn off after a successful installation.

# SMOKING ALERTS

A Smoking Alert indicates that smoking has occurred in the location of the FreshAir device.



## WHAT WILL TRIGGER A SMOKING ALERT?

- Combusted Tobacco
- Combusted Marijuana

## WHAT WILL NOT TRIGGER A SMOKING ALERT?

- Body/Hair Spray and Perfume
- Candles and Incense
- Coffee makers and Cooking
- E-Cigarettes & Marijuana Vapes
- Fireplaces
- Showers

FreshAir Smoking Alerts are scientific proof of smoking. They include a timestamp of the time smoking took place in the monitored space.

Alerts are sent shortly after smoking takes place.

FreshAir sensors detect both tobacco smoke and marijuana smoke, but the system is designed not to differentiate between the two substances.

Each Smoking Alert will include a link to **Log Observations and Actions** to follow up on the report and keep records about Smoking Alerts in your spaces.

# LOGGING OBSERVATIONS & ACTIONS

After receiving a Smoking Alert and inspecting the alert area, many clients immediately Log Observations & Actions to the Smoking Alert in order to have a record of how each event was handled.

A link to Log Observations and Actions can be found in the body of every FreshAir Smoking Alert. From this page you can add observations and actions taken to the Smoking Alert and make notes about the event for your records.

### Smoking Alert Report

Property: **Great Bay Hotel**      Apartment: **Apt 228**      Alert Timestamp: **23 May 2020, 06:44 PM**

Response to Smoking Over Time

We have detected activity that suggests someone has been smoking in Apt 228. The alert profile chart represents a change in electrical resistance caused by the sensor coming into contact with the target molecule.

**Observations**

|                                                             |                                                              |
|-------------------------------------------------------------|--------------------------------------------------------------|
| <input type="checkbox"/> Smelled tobacco or marijuana smoke | <input type="checkbox"/> Observed smoking materials in space |
| <input type="checkbox"/> Accepted admission of smoking      | <input type="checkbox"/> Observed attempts to mask smoking   |
| <input type="checkbox"/> Other                              |                                                              |

**Actions Taken**

|                                        |                                          |
|----------------------------------------|------------------------------------------|
| <input type="checkbox"/> Fee charged   | <input type="checkbox"/> Warning issued  |
| <input type="checkbox"/> Guest evicted | <input type="checkbox"/> No action taken |
| <input type="checkbox"/> Other         |                                          |

Additional Notes

---

[DOWNLOAD REPORT](#)      [CLOSE](#)      [SAVE](#)

## OBSERVATIONS

Smell of Tobacco or Marijuana Smoke  
Smoking Materials in Monitored Space  
Attempts to Mask Smoking  
Accepted Admission of Smoking

## ACTIONS

Fee Charged  
Guest Evicted  
Warning Issued  
No Action Taken

## AN EXAMPLE OBSERVATION — ADDITIONAL NOTES

“Hotel Officer Smith responded to Room 317 and spoke with Registered Guest Jones, who denied smoking in the room. Hotel Officer inspected the room and smelled cigarette smoke that was masked with air freshener. He also observed a rolled up towel on the floor up against the entrance door. Mr. Jones was charged the smoking fee.”

# SUSPICIOUS EVENT ALERTS

Suspicious Events indicate that smoking may have taken place, but the data did not meet our high level of certainty for a Smoking Alert. These events require further investigation.

We recommend that you promptly go to the hallway outside of the room/unit of the Suspicious Event and determine if there is evidence of smoking by sight and/or smell, while being careful not to disturb your guests/tenants. Like the Smoking Alerts, each Suspicious Event Report will include a link to Log Observations and Actions to help you keep records about the Alerts in your spaces.

Do not take any action based on Suspicious Event Reports unless you have independently verified that smoking has occurred.

# DELAYED ALERT

A Delayed Alert indicates that the information delivered to the FreshAir monitoring platform has been delayed by more than two hours.

A delay of this type is most commonly caused by a weak or inconsistent Wi-Fi connection that prevents the FreshAir device from sending immediate reports.

If Delayed Alerts occur frequently, many clients evaluate the device's Wi-Fi signal strength and consider relocating the device or taking other corrective action as necessary.

# DO YOU SUSPECT SMOKING?

If you suspect smoking has occurred in a space monitored by FreshAir and have not received a Smoking Alert, you should contact us. Using the FreshAir Sensor Mobile App and/or the FreshAir web portal, click the **'Do You Suspect Smoking?'** button in your FreshAir account. This page contains basic troubleshooting information which may help resolve your issue.

At the bottom of the page, there is a link to Provide Feedback. From here you can complete and submit a form noting the device in question and your observations. A FreshAir representative will contact you.

# WEEKLY MONITORING REPORTS

FreshAir compiles a weekly report of your installed devices, Smoking Alerts, Suspicious Events, Delayed Alerts and other device issues that may require your attention. These alerts are sent each Monday at 6AM EST and will be sent to all users who have opted in on their Notification Preferences. Click the **View Detailed Report** button in the weekly report to see the complete report.

## USER NOTIFICATIONS

This is a list of your active users and their notification preferences.

## ACCOUNT SUMMARY

A count of your installed devices, their alerts for the previous week, and devices that require your attention.

## SMOKING ALERTS

A list of alerts from the previous week, organized by room number and timestamp.

## REQUIRE ATTENTION

A list of your devices that require troubleshooting or maintenance.

## OFFLINE

A list of your devices not connected to the FreshAir monitoring platform.

In the Weekly Monitoring Report is a list of the status of each device, a description of the status causes, and suggestions for troubleshooting, if required.

**Weekly Report**  
Grand Falls Suites  
Period: 16 Nov 2020, 12:00 AM - 20 Nov 2020, 11:59 PM

**Property Summary**

|                  |                     |                |                                      |                             |                        |
|------------------|---------------------|----------------|--------------------------------------|-----------------------------|------------------------|
| 7 Smoking Alerts | 2 Suspicious Events | 10 Total Rooms | 1 Rooms Requiring Sensor Replacement | 0 Rooms with Device Offline | 0 Rooms with No Device |
|------------------|---------------------|----------------|--------------------------------------|-----------------------------|------------------------|

**Smoking Alerts**

| Room     | Alert Date            |
|----------|-----------------------|
| Room 105 | 21 Nov 2020, 11:20 PM |
| Room 106 | 20 Nov 2020, 11:20 PM |
| Room 107 | 18 Nov 2020, 11:20 PM |
| Room 108 | 18 Nov 2020, 11:20 PM |
| Room 109 | 17 Nov 2020, 11:20 PM |
| Room 101 | 16 Nov 2020, 11:20 PM |
| Room 100 | 15 Nov 2020, 11:20 PM |

**Suspicious Events**

| Room     | Suspicious Event Date |
|----------|-----------------------|
| Room 107 | 18 Nov 2020, 11:20 PM |
| Room 101 | 15 Nov 2020, 11:20 PM |

**Devices Requiring Sensor Replacement**  
No devices requiring attention recorded this reporting period.

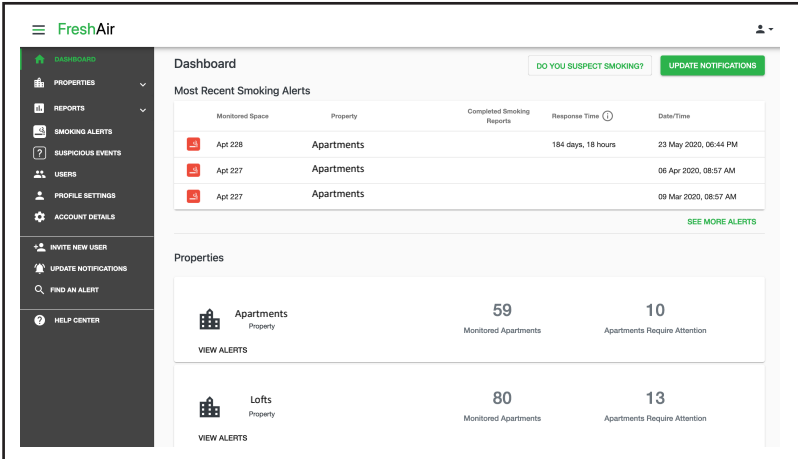
**Offline**  
No offline devices recorded this reporting period.

**User Notifications**

| Name       | Email                  | Receives Smoking Alerts | Receives Device Alerts |
|------------|------------------------|-------------------------|------------------------|
| Frank Doh  | frankdoh@freshair.com  | Y                       | Y                      |
| John Smith | johnsmith@freshair.com | Y                       | Y                      |

# DEVICE STATUS

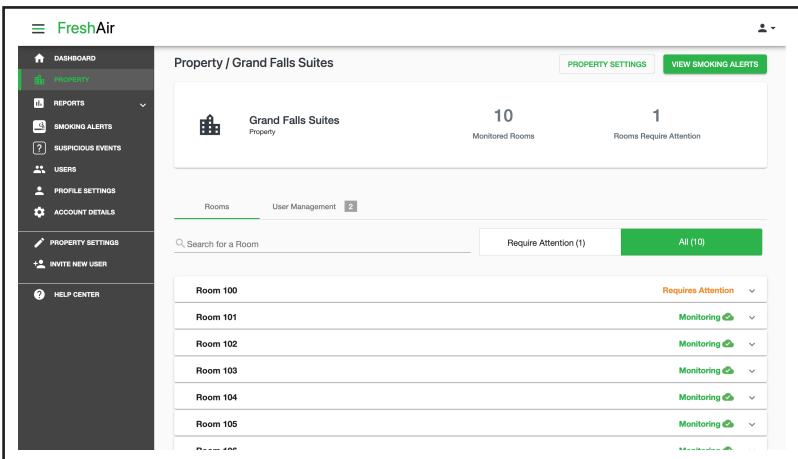
The Home Page of the Dashboard displays the status of installed devices on your FreshAir account.



From this page, you can monitor the devices at your separate properties, generate reports, examine smoking alerts and suspicious events, and manage users.

## MONITORING

If the Properties tab indicates that a device is in the Monitoring state, then the device is connected, and sensors are operating as expected.



# DEVICE STATUS

## INITIALIZING

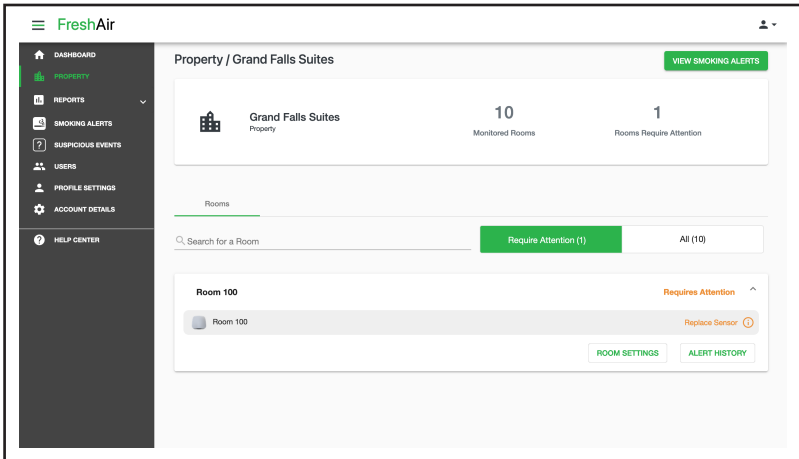
When first installed, a FreshAir device will automatically begin the initialization stage to calibrate baseline readings from the sensors and download the latest software from the FreshAir monitoring platform. This initialization stage could take as long as 24 hours, depending on the consistency and strength of the Wi-Fi network. Alerts will not be sent from the device until the initialization is complete.

## RECONNECTING

Devices sometimes lose connection due to heavy Wi-Fi traffic and/or inadequate Wi-Fi coverage. If a device is noted as Reconnecting, then the connection was temporarily interrupted, and the device is attempting to reconnect. If the device continues to experience connection issues, check the Wi-Fi network coverage.

## REPLACE SENSORS

When the sensor(s) in a device have diminished sensitivity, this notification will appear. Replace the sensor cartridges (found on the back of the device). If you need additional sensors, contact FreshAir Support at [support@freshairsensor.com](mailto:support@freshairsensor.com).



# DEVICE STATUS

## OFFLINE

The FreshAir device lost its connection to the monitoring platform.

Next steps:

1. Confirm that the device has not been unplugged from the outlet.
2. Confirm that the electrical outlet is receiving power.
3. Confirm that the Wi-Fi network used by the device is operational.
4. Confirm that no changes have been made to the settings, including password, on the Wi-Fi router.
5. Try moving the device closer to a Wi-Fi router to determine if the connection problem is due to an inconsistent, weak Wi-Fi signal.
6. Try power cycling the device by unplugging it, waiting 30 seconds, and plugging it back in.
7. If the connection error continues, contact FreshAir Support at [support@freshairsensor.com](mailto:support@freshairsensor.com).

# DEVICE MAINTENANCE

Occasional maintenance is needed to keep the FreshAir Smoking Detection System operating optimally. Many clients assign maintenance duties to one or two room operations and/or housekeeping staff who then interact directly with FreshAir Support.

## SENSOR CARTRIDGES

- Occasionally, the sensor cartridges will lose sensitivity or become damaged. FreshAir will send a notification to the assigned person via an alert to the app, desktop, phone, or tablet.
- FreshAir Support will automatically send replacement sensors with a list of affected devices.
- Replace the sensor cartridges in the back of the devices immediately upon receipt. Follow the procedure detailed on page 6.

## DEVICES

- In rare circumstances, your FreshAir device may need to be replaced.

If a device is damaged, offline for an extended period, or malfunctioning, please contact FreshAir Support.

We are available by email at [support@freshairsensor.com](mailto:support@freshairsensor.com) or by phone at **+1-603-643-7181 ext. 1**.

# COMMUNICATING INTERNALLY

In order to ensure effective monitoring of smoking in your spaces, your team should have an effective strategy for communicating internally about the FreshAir Smoking Detection System and responding to Smoking Alerts.

- Inform all appropriate parties about the FreshAir devices.
- Make sure at least one trained and knowledgeable employee is onsite at all times.
- Have a plan in place to communicate Smoking Alerts to the responding staff.
- Develop a consistent procedure for responding to Smoking Alerts and communicate this procedure to your staff.

# RESPONDING TO ALERTS

Having a clear and consistent procedure for responding to Smoking Alerts is an effective way to address smoking, prevent smoke damage, and minimize negative effects on other guests/tenants.

After receiving a Smoking Alert, most clients immediately inspect the area to interact with guests/tenants and to collect additional evidence by sight and/or smell. A Smoking Alert from FreshAir is absolute evidence of smoking, and going to the room has the following benefits:

- Stops the smoking before further damage is done;
- Provides more evidence for the Smoking Alert;
- Leads to acknowledgment of smoking from guests/tenant and less resistance to the smoking charge;
- Eliminates confrontations with hotel guests in the lobby upon check-out; and
- Relieves pressure on hotel front desk and hospitality staff.

Most clients recommend a procedure that includes immediate inspection of the area and direct interaction with guests/tenants.

# QUESTIONS?

If you have questions, please contact FreshAir Support.

We are available by email at [support@freshairsensor.com](mailto:support@freshairsensor.com) or by phone at **+1-603-643-7181 ext. 1.**