



TALOSYS Commercial Refrigeration Monitoring Solution Frequently Asked Questions (FAQs)

What can TALOSYS do for me?

TALOSYS delivers substantial ROI to end customers by automatically monitoring temperatures around the clock and eliminating the need for manual, onsite refrigeration temperature monitoring. Most users see significant reduction in operational costs, increased productivity, and improved regulatory compliance.

What's included?

- Temperature and humidity sensor – additional sensors available for purchase.
- Cellular or Ethernet Gateway
- TALOSYS web and mobile application for Android and Apple iPhones.

How much does it cost?

Cellular gateways are \$50/month and a temperature/humidity sensor for each refrigerator is \$19/month. TALOSYS is a cost-effective alternative to manual monitoring, but the total solution cost will vary based on the total number of sensors and gateways required.

How does it work?

- Sensors are zip tied into refrigeration units for 24/7 temperature monitoring.
- Temperature threshold is set via the TALOSYS application on phone or web.
- When temperatures fall out of the pre-set range, an alert notification is instantly sent to designated contacts via SMS text message.

How many refrigerators can be monitored?

Unlimited.

How far can sensors reach?

In most circumstances, one gateway can cover a large floor of a building hospital.

Do the sensors have to be plugged in?

No. Our sensors are wireless, and battery operated. They can be placed directly into refrigeration units.

How long do the sensors' batteries last?

Batteries are low power and can last for 3+ years.

How is the solution maintained?

There is no maintenance required. Devices are designed to last for years and include a limited lifetime replacement guarantee.

What types of alerts are available?

There are both email and SMS text messages that can be delivered to recipients based on configured temperature thresholds.

How many alert recipients are supported?

Alerts can be sent to an unlimited number of recipients.

How long does it take to install the solution?

Solutions are designed with QR code provisioning for plug-and-play installation. Simply scan the QR codes, place the devices, and start monitoring. Total installation time will vary based on the total number of devices deployed but one user can usually set up a 50-refrigerator facility in a few hours

Are the sensors NIST certified?

NIST certification is optional and available upon request for a nominal fee. Contact your dedicated sales rep for more information or email: sales@talosys.io .

Do you offer vials for your temperature probe?

Yes, we have shatterproof plastic vials filled with glass beads to help avoid sudden spikes in temperature when a door is opened or the refrigerator is re-stocked. For a refrigerator or freezer, doors may be opened frequently, causing temperature fluctuations. These fluctuations are often false alarms. In order to prevent false alarms, the CDC recommends inserting refrigerator temperature probes into a buffered solution like our shatterproof plastic vial with glass beads. Vials can be ordered in the shopping cart when purchasing a commercial refrigeration solution with temperature probe.

How is data protected?

TALOSYS ensures the highest standards of data protection with end-to-end, embedded AES 128-bit encryption.

Who do I call for support?

You can email help@talosys.io .

What happens if a sensor needs to be replaced?

The remote monitoring service covers lifetime service and support for sensors. If a sensor needs to be replaced, it will be at no additional cost to you.