

The Refrigerator/Freezer Guard Meets and Exceeds CDC VFC Program Requirements

VFC Requirement	Does the Refrigerator/Freezer Guard (RFG) meet this requirement?
Accuracy of +/-1.0°F (+/-0.5°C)	Yes, the RFG is factory calibrated to better than +/-1.0°F (+/-0.5°C).
Visual or audible alarm for out-of-range temperatures	Yes, the RFG has an alarm buzzer as well as an output that can be connected to an alarm system.
•Low battery indicator	Yes. The RFG is powered from a wall plug, it contains a battery to allow it to operate up to 24 hours and can email if the battery is low or missing.
•Memory storage of at least 4,000 readings	Our free software allow for an infinite number of readings to be stored to a PC. In addition it can store 1424 records in its internal memory which is available thru a web browser.
•Current, minimum, and maximum temperature display	Yes, the RFG displays the current, min and max readings. The min and max readings are reset daily.
•User-programmable logging interval (or reading rate)	Yes, the reading rate is programmable from 1 to 60 minutes.
•Certificate of Calibration	Yes, the RFG can be purchased with a NIST cert valid for two years or a calibration certificated performed by an A2LA lab valid for 1 year.
Buffered temperature probe immersed in one of the following: a vial filled with liquid (e.g. glycol, ethanol, glycerin); a vial filled with loose media (e.g. sand, glass beads)	Yes, temperature sensors are available in a vial filled with either glass beads or glycol and both are available with the NIST certificate.

Why is the Refrigerator/Freezer Guard superior to a data logger?

The U.S. Department of Health and Human Services Vaccine Storage & Handling Toolkit states, “Take immediate corrective action when a storage unit temperature is outside the recommended range.”

How is a data logger going to alert you when the temperature of a storage unit goes out of limit?

Data loggers do one thing, store temperature readings, that's it! Say you have a data logger monitoring your VFC vaccines. During the weekend the temperature of the refrigerator goes out of limits long enough to ruin the vaccines. You will not know the vaccines are ruined unless you take time out of your extremely busy Monday to remove the data logger from the refrigerator, take it over to your computer, connect it, download and examine the data. Wow, what a hassle.

Now instead of a data logger you were smart a purchased a Refrigerator/Freezer Guard. In the scenario above, the Refrigerator/Freezer Guard would have called you on the phone and let you know that the temperature is out of limits. This timely information allows you to take action and save the vaccines before they are ruined.

In addition, using our **free** software you will receive a text or email alert message.

Best of all, there is no monthly fee!

Other questions you may have about our Refrigerator/Freezer Guard

Questions about training

Do you have training for your customers on how to set up and use the data logger?	Yes.
What type of training and/or technical support do you offer?	Telephone or remote meeting technical support
Is there a cost for that training and/or technical support?	The first year is free, after that it is \$200/year
How can clinic staff access the training resources/materials, etc.?	Manuals are available on line.

Questions about calibration services

Does the data logger come with a NIST-traceable certificate of calibration?	Yes, a NIST cert or a cert provided by an A2LA accredited lab
Can the logger be re-calibrated?	Yes, our RFG can easily be calibrated in the field
What is the cost of a NIST-traceable certificate of calibration?	\$100 (\$30 for new units) for the NIST certificate or \$150 for the A2LA certificate (\$100 for new units)
As a vendor, do you provide recalibration services?	Yes, if you like you can return the RFG for recalibration
What will be the cost of recalibration for the data logger?	\$100 for the NIST certificate or \$150 for the A2LA certificate
Is the certificate of calibration from a lab that follows ISO/IEC 17025 standards?	Yes, the A2LA lab is ISO/IEC 17025 certified
What is the manufacturer's recommended calibration cycle? 1 year? 2 years?	2 years for the NIST, 1 year for the A2LA cert

Questions about logger use

Will my device be ready to use out of the box or will it need accessories?	You will need to purchase a temperature sensor for each refrigerator/freezer to be monitored
Does the device require software to set the temperature alarm settings and/or read temperature recordings?	No, you can program the RFG over the phone but it is much easier with our software (free)
Does the device require software to set the recording interval?	Yes
What kind of alerts does the device have when alarms are triggered?	Phone call, email, text message, alarm buzzer, alarm relay output
Is the device designed for use in a refrigerator or freezer?	Both. The RFG calibrated range is -148°F to 69°F
What accessories are included with the device?	Power supply, line splitter, Ethernet cable, manual, phone cable
What accessories will I need to start using the data logger out of the box?	You will need to purchase a temperature sensor for each refrigerator/freezer to be monitored
How much does each accessory cost?	Approximately \$70
Is a buffered probe an accessory or is it included with the device?	An accessory
Does the device require batteries or an AC adapter?	AC adapter
What cloud-based service plans do you offer for email/text/voice mail temperature alerts with this device/temperature alert system?	Our system is not cloud-based. Our software sends the email/text messages and the unit . Our software can save to Dropbox® and other cloud services so your data is available everywhere.

Questions about product performance warranty

What warranty is there for performance of the device?	1 year parts and labor
Are there any maintenance contracts?	No
What is your product return policy?	Temperature Guard monitors can be returned within 30 days of purchase and are subject to a 15% restocking fee

Questions about support services

What technical support services do you provide to customers?	Telephone technical support is supplied free for the first year
What hours are these available?	9:00 to 4:00 EST
Do you provide device installation assistance?	We provide telephone support
What service plans do you offer?	We offer an extended 2 year warranty/technical support contract
What do those service plans cost?	\$200.00
Is it a monthly service fee? Annual?	There is no monthly or annual service fee

Other questions

May we have sample certificates of calibration or temperature data reports to see what information they include?	Yes
May we have the names of other clinics that use your product so I may contact them about their experience?	Yes



Refrigerator/Freezer Guard is the Right Choice