



MATOS[®] MWM – Q&A

How do I install the MWM Sensor?

Please refer to the MATOS External Probe Sensor Instruction Guide on how to set up your logger and connect to our Server which was supplied with your MWM Kit.

How do I place / fit the sensor in my fridge / freezer?

The ideal location for your External MWM Sensor is approximately the middle of the chamber (in most fridges this is approx. shelf 3 or 4).

We recommend the sensor is affixed to the underside of a shelf to keep it from being knocked around by product being moved in and out of the fridge chamber. Care needs to be taken to ensure the sensor tip is not physically making contact with the metallic shelf, or the walls of the chamber.

We recommend the sensors should be held in place with something simple like a bulldog clip, as this allows for moving the sensor around the fridge without too much trouble. Normally the sensor is moved between shelves once a week. A rubber band can also easily be used for this purpose. Please also refer to the “External Sensor Install Tips” document supplied in your Kit.

DO NOTE: If you have a metallic interior fridge, we highly recommend the external white tube sits on the outside of the fridge and you feed the Probe through the Port hole to ensure the signal isn't impacted.

Why is the MWM Logger showing a different temperature to my Fridge Controller? And which Temperature do I trust?

Most medical/pharmaceutical refrigerators will display their temperature based upon an algorithm that simulates a small aqueous sample, averaging out the last few readings.

The MWM sensor operates like a traditional datalogger, taking snapshot air temperature readings at a preset interval. Therefore, there can be times where there is a discrepancy due to this, for example during a door opening event: If the MWM sensor takes a reading whilst the door is held open, it will read a bit higher due to the chamber, and therefore probe, being exposed to the ambient air. The fridge display will read lower for longer due to averaging the last few readings.

Note also that in larger refrigerators, there can be a notable difference between the temperature range at the top of the chamber vs the bottom of the chamber. This is normal and providers are encouraged to move the monitoring probe between shelves on a regular basis to ensure all regions of the fridge are cold chain compliant. If the MWM sensor and fridge sensor are at the top and bottom of the chamber respectively, there will be a real time difference between the directly compared readings for this reason.

The final piece of the puzzle is if the MWM sensor takes a reading near the end of a compressor cycle, it will read lower than if it were to take a reading near the top of a compressor cycle. Again, this is normal, and as long as the readings are not exceeding cold chain thresholds, there is no issue. Over time these differences will average out.

For these reasons, a snapshot air temperature value from the datalogger/MWM sensor should not be directly compared with the fridge display temperature. Instead, the min/max values and average values should be compared for a more accurate representation of both recordings.

How often is the MWM Logger reading the temperatures?

We have the MWM Sensors set up to read on a Default setting of every 5 minutes. This can be amended if required – please contact your Rollex Medical team.

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Is the External Sensor Waterproof and safe to put inside the Fridge?

The MWM External Sensor is IP68 rated and features a DS18B20 (waterproof) sensor.

You can most definitely put the External Sensor and probe both in a Fridge however we recommend you place the White External Tube outside the fridge if you have a metallic interior fridge as the metallic interior can sometimes impact the sensor communication to the Base Station.

What is the estimated Battery Life for the MWM External Logger?

The estimated life span for the MWM External Sensors is approx. 18-24 months depending on the signal strength of the sensor and how many recordings the unit is performing.

What battery is used for the External MWM Sensor and where can I source a new one?

The MWM External Sensor uses a ½ AA (1200mAH / 3.6V) Battery.

Locations where you can source: Jaycar, MedShop (AUS), Blackwoods, BatteryWorld (NZ), Element 14.

What does the Battery Alert I have received mean?

The MATOS Monitoring system will send you a Battery Low alert when the battery of the sensor is coming to the end of its life. You will then receive a CRITICAL Low Battery Alert which is the final warning that your MWM Sensor is needing a new Battery. Once you receive a Battery Alert we highly recommend that a new battery is sourced and replaced as soon as possible to ensure no downtime with your sensor.

How do I replace the Battery inside the Logger?

Please refer to the “MWM External Sensor – Replacement of Battery Instruction Guide” which was supplied in your MWM Kit. If you have misplaced this guide please call or email your Rollex Medical office.

I have received DNR Alerts what does this mean and what do I need to check?

“DNR” stands for “Data not Received” and is a critical alert status which indicates the connection with the MWM sensor has been lost. In most cases this is due to a network disconnection, but this can also occur if the sensor is moved out of range of the base station between updates.

How can I download a Temperature Report from the MATOS Website?

Steps to download a custom range temperature report from the MATOS Monitoring platform:

1. Open a web browser and navigate to <https://matosmonitoring.com>
2. Login with your username and password.
3. On the menu bar on the left-hand side of the screen, click “Reports”
4. Select the asset in question using the provided drop down boxes.
5. Select a ‘from’ date/time by clicking the calendar button to set the start date/time.
6. Select a ‘to’ date/time for the finish date/time.
7. Click “view” to show the report on screen or “Generate PDF” to download a printable pdf file of the report.

How can I update the Contact Alerts for SMS / Email Alerts?

1. Open a web browser and navigate to <https://matosmonitoring.com>
2. Login with your username and password.
3. On the menu bar on the left-hand side of the screen, click “All Settings” then “Alert Contacts”
4. To create a new alert contact, select the “Create New” button located in the top-right of the page.
5. To update an existing alert contact, locate them in the listed contacts and click “edit”.
6. Enter the details of the customer account in question, the name of the contact and their mobile number and email address. Note that the mobile number is split into 3 sections: Country code, Area code (e.g. 021 or 027), and the number itself.
7. Select whether the contact is to receive alerts at all hours or during working or after hours.
8. Finally, to enable the contact check the box for the asset(s) in question to receive alerts for on the right hand side of the page.
9. Click “save” to commit the changes.

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Why do I have a high spike in temperature on my Temperature Graph?

This can be normal.

If the fridge door was open at the time of a logger recording or had been open shortly beforehand for an extended period, the temperature within the cabinet will have temporarily increased before the refrigerator has come back into normal range. If there are several subsequent recordings (depending on recording frequency), was the door left ajar or was there a power cut? Otherwise check for ice build-up, and the circulation fan operating correctly.

The important thing is the recovery time, on a logger recording frequency of 20 minutes one reading may be high because of the above factors. The readings beforehand were fine and the readings after the event were also ok. This means that the event was of a short duration.

If using a more frequent data recording you can expect to see more variation due to the refrigeration cycle and also spikes when the refrigerator defrosts.

I am missing data on my Temperature Report or Real time Graph on the Website – WHY?

There are several reasons that this could occur, but the most common or likely is the sensor has been offline or lost connection with the server. This will also be accompanied by a DNR alert message stating the date and time of the disconnection.

First check the current connection status of the sensor to ensure it is live and reporting a status update within the last 5 minutes.

The website will then identify that there is data missing from its records and will schedule it for automatic re-uploading. Automatic re-uploading occurs several times a day. If data is still missing after several hours of being reconnected, please contact MATOS Monitoring Support for further assistance. Note that the system will perform this function automatically if the sensor recovers the connection to the server on its own.

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