1-800-DIGIENV
info@digienv.com
https://digienv.com/industries/homeins

Frequently Asked Questions

How does the sensor work?

The sensor measures the concentration of two sizes important for health, PM10 and PM2.5. These two particles are capable of entering your lungs and cause a variety of cardiovascular problems. The sensor also measures volatile organic carbon (VOC). This is a large class of compounds that contain many harmful substances, such as benzene.

How long does the sensor take to charge?

The device will be fully charged in around 1.5 to 2 hours. Keeping the sensor plugged in will not harm the battery. For extended use, an external battery pack can be plugged into sensor using the micro-USB port.

How long will the battery last on a full charge?

The battery will last for approximately 2 hours of continuous use on a full charge. Frequently turning the sensor on and off will decrease the battery life due to repeatedly warming up the sensor. There is a battery indicator on the SmartENV Mobile App that displays the current charge of the sensor when it is connected to your device.

How do I set up for a survey?

Take a reading in an open outside to get a baseline for an area. It's ideal to setup a separate Room for this initial reading. This reading will typically be lower than the indoor readings, but could be higher if in a highly congested area. Next, take readings in each Room or area of the home. Note if there are any spikes in the reading as these are areas of concern. Please refer to the Particle Plus User's Manual for detailed instructions.

How do I connect to the sensor?

You can connect to the sensor from the Recording Screen. Simply start the sensor, wait for the LED to turn green, press the Bluetooth icon (with your phone's Bluetooth enabled) and select the sensor. The name will be "PM25 BLEXX:XX:XX" where the "XX:XX:XX" is a unique identifier for your sensor. Note: to reach the recording screen you MUST have set up a Property and a Room.

How long should I take recordings in each room?

We recommend taking 3-4 minutes per Room to do a proper survey. Slowly move through the room holding the sensor and be sure to survey all corners of the room.

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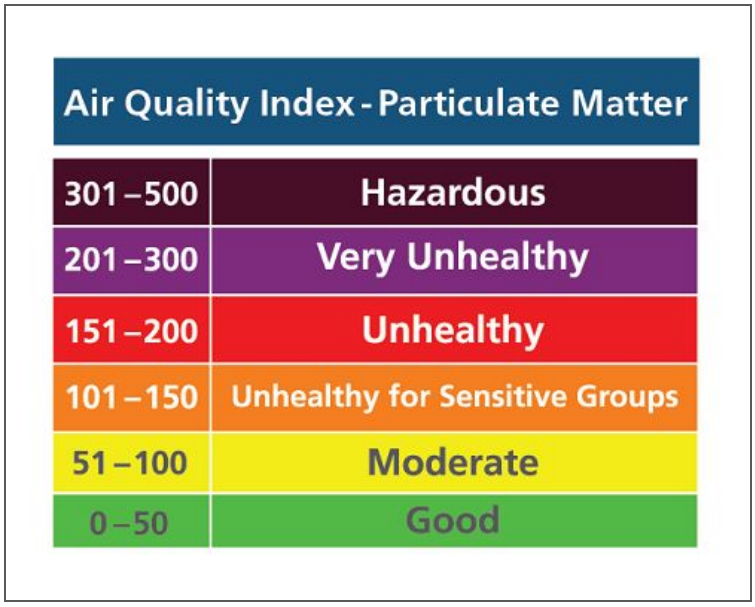
Do I need to clean the sensor?

The sensor should not need any type of maintenance during normal use. If you plan on using the sensor in highly contaminated conditions please contact us at info@digienv.com to discuss your specific use case before beginning a survey.

What does the LED color mean?

The LED is Blue while the sensor is warming up. When the LED turns green the sensor is ready to pair. The LED will also change according to the Air Quality Index based on the PM2.5 and PM10 readings. The colors in the chart roughly reflect the color of the LED.



At what point is there a problem in the home?

This is more difficult to determine as there is no concrete number denoting a problem. Pocket Particle is meant to supplement your expertise and will provide you with more information when discussing further sampling with your client. The most important thing is to watch for when the sensor spikes, you see consistently high readings in an area and comparing the indoor readings to the outdoor reading.

How does this compare with Mold Sampling?

Particle Plus is a general air quality survey technology. While Particle Plus will detect mold spores, it will not give you an exact count of the spores or the species of the spores. Our white paper here provides a conversion factor for estimating mold spore count based on particulate concentrations (from the AQI sensor). If a problem is identified, Particle Plus can guide the decision of where detailed sampling should be performed on a room by room basis and even within a room.

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How do I reset my password?

If you forget your password or just need it reset, you can do so from the SmartENV Mobile app login screen or the Solutions Web page. An email will be sent to you with a randomly generated password.