

Temp

by... *Cooper* **Trak**™

ATKINS®

HEALTHCARE

Wireless Temperature Monitoring System

PHARMACY



LABORATORY



NURSING



FACILITIES



DIETARY



BLOOD BANK





Your #1 Source for Healthcare Wireless Temperature Monitoring

Wireless temperature monitoring is one of the most exciting innovations in the Healthcare industry today - especially related to patient safety and industry compliance. **TempTrak™** allows staff to spend more time with patients!

TempTrak offers 24 / 7 remote temperature, humidity, door open / close and pressure differential monitoring. *From -328°F to 500°F / 200° to 260°C*, the system allows monitoring of an *unlimited number of points in an unlimited number of buildings* with just one piece of software! When looking for a proven wireless system, Healthcare Facilities turn to **TempTrak**.

The system wirelessly transmits real-time data to an on-site or remote computer and *provides instantaneous alerts* and reports for trend analysis, historical data files and documentation of corrective actions.

When Healthcare Facilities seek a *hospital-wide enterprise solution* for wireless temperature monitoring, they turn to **TempTrak** by Cooper-Atkins®. Cooper-Atkins Corporation has been at the forefront of temperature monitoring since 1885. As one of the early developers of wireless temperature monitoring systems, designed exclusively for the healthcare environments, **TempTrak is now installed in more than 1,000 healthcare locations** in the U.S.A. **TempTrak** is recognized as the leader in this industry and with more than 10 years of experience, has more installations than all other manufacturers combined.

The **TempTrak** Wireless Monitoring System eliminates the time and expense of manual temperature collecting and uses *"Alert Escalation"*, which means no alert goes unanswered. The system can provide years of history and can store data indefinitely, or purge on a rolling basis.

TempTrak is most commonly used for monitoring storage temperatures of medication, food and blood. In addition, **TempTrak** offers a comprehensive NIST solution for laboratory usage. **TempTrak** eliminates the need for manual equipment monitoring and provides highly accurate data for pharmacy, laboratory, dietary and nursing facilities.



Duke University Medical Center



University of Michigan Health Systems

TempTrak Monitoring System

TempTrak transmitters (sensors) are battery powered and require no hard-wired connectivity. Transmitters are easily mounted in any location and transmit wirelessly to the TempTrak software that collects and records data 24 / 7.

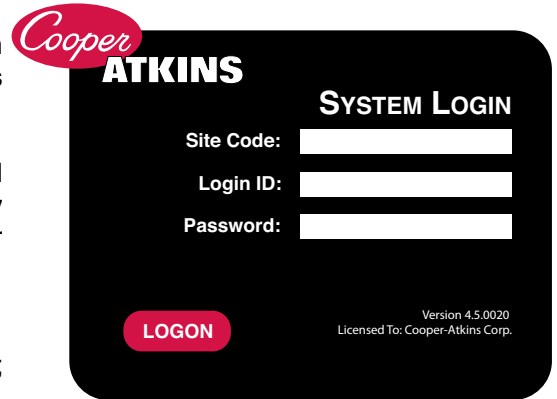
TempTrak software is installed on a remote server and is secured with all other critical data. In the event the server is unavailable, data is temporarily stored either in a buffer at the receiver (900 MHz) or on-board the transmitter itself (Wi-Fi).

Each transmitter (sensor) monitors against preset conditions that are defined by the user and can provide alerts by a variety of methods such as; pager, cell phone, e-mail and even voice mail.

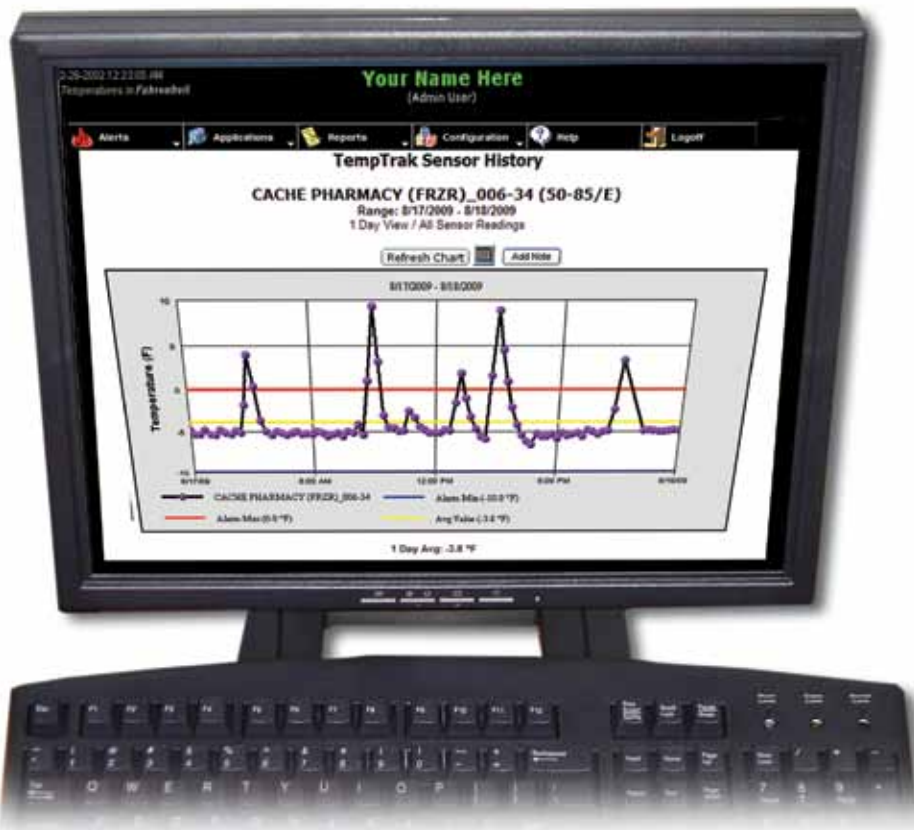
TempTrak software creates reports for any hospital department via information collected through the system, and also provides documentation of corrective actions.

TempTrak hardware can co-exist with other wireless communications operating in the same, or nearby, frequencies (900 MHz) or can utilize the facility's existing Wi-Fi network.

Transmitter (sensor) information recorded to the database is time-stamped and cannot be altered through user interface. Temperature data can be displayed in either °F or °C and gives the user the ability to add notes to the transmitter (sensor) readings.



All access to the system is controlled through the use of centrally managed User IDs, and passwords.



Ensures regulatory compliance:
JCAHO, HACCP, AABB, CAP, and 21 CFR Part 11

TempTrak Wirelessly Monitors All Types of Equipment:

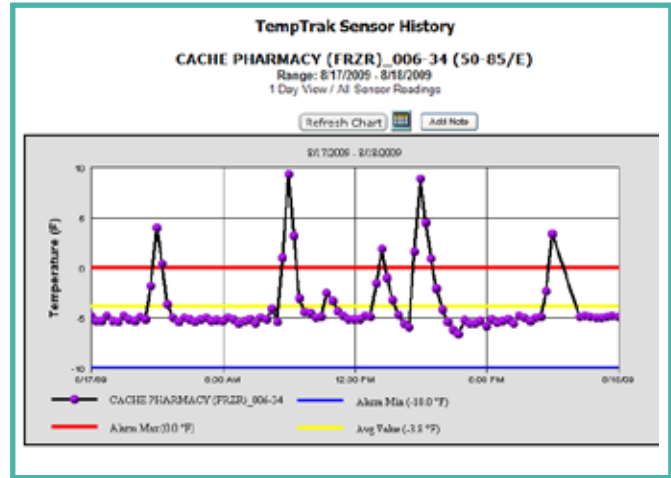
- Walk-In and Reach-In Refrigerators
- Walk-In and Reach-In Freezers
- Pharmacy and Lab Refrigerators
- Under-Counter Refrigerators
- Ultra-Low Freezers
- Blanket / Fluid Warmers
- CO2 Incubators
- Open Air Display Cases
- Salad / Deli Bars
- Hot-Holding Cabinets
- Dish Machines
- Steam and Hot Water Heater Pipes
- Steam Traps
- Meal Delivery Carts

Pharmacy



The correct storage of all medications and vaccines throughout a hospital is a critical component for regulatory compliance as well as patient safety. TempTrak is recognized nationally by pharmacists as a reliable, proven system for managing and

controlling temperatures of sensitive inventory. TempTrak is a real-time, 24 / 7 monitoring system that combines the automated collection of temperature data with real-time notification alerts that can be customized to specific pharmacy requirements. TempTrak also offers solutions for 797 compliancy that becomes integrated into the system.



Nursing



Quality patient care is your primary focus. The TempTrak system allows nurses to provide top-quality patient care. Nursing staff can save valuable time without the inconvenience of manually gathering temperatures of refrigeration units within their specific

area. Automating the temperature monitoring process of medication and nutrition refrigerators and freezers will free them from this manual task and allow nurses to devote more time and to patient care. TempTrak can monitor blanket warmers, incubators and many other types of hospital equipment. Whether in the OR, ICU, NICU or PICU, our system will meet or exceed all regulatory compliance and ensure accuracy, reporting and alerting on a real-time, 24 / 7 basis.

TempTrak Daily Summary Report
3/17/2010 12:00:00 AM thru 3/17/2010 11:59:59 PM
All Groups

Include Previously Relocated Sensors

TODAY

Location	A.M.	P.M.
	00:00 - 12:00	12:00 - 00:00
Nursing 1st Floor		
Meds Freezer 1st Floor (69-99/I) Freezers: -15.0 to 10.0°F	-10.4 °F	-9.2 °F
Nutrition Freezer 1st Floor (228-216/I) No Alarm Parameters	-9.7 °F	-7.9 °F
Nutrition Refrigerator 1st Floor (191-144/E) Refrigerators/Coolers: 33.0 to 41.0°F	32.0 °F	31.8 °F
Nursing 2nd Floor		
Breast Milk Refrigerator 2nd Floor (240-171/I) Refrigerators/Coolers: 33.0 to 41.0°F	29.7 °F	30.5 °F
Meds Refrigerator 2nd Floor East (244-14/I)		

Facilities



Maintenance of various refrigeration and other temperature-sensitive equipment can be a demanding and time-consuming task.

Departmental protocols demand immediate response, and valuable time can be consumed by unwarranted

work orders and calls. TempTrak is a proven ally of facilities personnel because the system is exception-based, sending temperature alerts via pager, text message or e-mail only when equipment has failed to meet user-defined limits. The software provides valuable diagnostic temperature data on on each piece of monitored equipment. It is used as a tool to help determine a preventative maintenance schedule before a serious problem occurs. When you must attend to ALL equipment, TempTrak can be an assistant for you working quietly in the background.

TempTrak Equipment QA / Performance Report
Sunday, January 01, 2010 - Wednesday, February 01, 2010
All Sensors

Include Previously Relocated Sensors

CURRENT MONTH

January 2010

LOCATION / SENSOR	Low Reading	High Reading	Avg Reading	# Samples Total	# Samples Out Of Range	% In Range	Chart
Main Freezer (Internal) (278-495/S) Freezers: -20.0 to 10.0°F Sensor Type: TEMP	-10.7 °F	28.6 °F	-1.4 °F	3104	115	99.6%	
Main Med Holding (Internal) (144-173/S) No Alarm Parameters Sensor Type: TEMP	121.6 °F	129.2 °F	124.4 °F	968	0	100.0%	
Main Reach-In (External) (89-97/E) No Alarm Parameters Sensor Type: TEMP	34.8 °F	38.2 °F	36.2 °F	368	0	100.0%	
Main Reach-In (Internal) (105-47/S) No Alarm Parameters Sensor Type: TEMP	34.9 °F	38.1 °F	36.7 °F	968	0	100.0%	
Main Freezer (External) (89-98/E) No Alarm Parameters Sensor Type: TEMP	-12.1 °F	34.3 °F	-1.5 °F	2343	0	100.0%	
Main Walk-In Cooler (Internal) (105-59/S) No Alarm Parameters Sensor Type: TEMP	-11.0 °F	32.4 °F	-1.3 °F	2343	0	100.0%	
Main Walk-In Cooler (Humidity) (107-218/T)	28.00 %RH	52.00 %RH	39.00 %RH	1000	0	100.0%	



Laboratory

The monitoring of storage units to ensure accurate and timely reporting and alarming is critical for all diagnostic and research laboratories within your organization.

The **TempTrak** system, offering NIST certified products, is the most trusted industry source for monitoring sensitive temperature storage environments. There are various NIST certification programs available that provide real-time documentation within the software. The diversification of **TempTrak** allows for the monitoring of virtually all the applications present in the laboratory.

TempTrak Transmitter NIST Validation Summary
Regional Medical Center

Left Click on any row to display NIST validation details for a transmitter

Transmitter ID	Sensor Name	Last Recent Validation Date	Validated By	NIST Trace ID	Max Variance
Lab					
89-3/E	Refrigerator 2 Door	4/8/2010 11:00:49 AM	Carnous Administrator	100209002	0.1
89-119/E	Blood Bank Main Refrigerator	4/8/2010 10:54:08 AM	System Administration	100209002	0.1
127-131/E	Platelet Incubator	4/8/2010 11:05:36 AM	Carnous Administrator	100209002	0.2
127-133/E	Room Temp #331	4/8/2010 11:35:14 AM	System Administration	100209002	0.1
127-156/E	Slide Warmer	4/8/2010 11:38:13 AM	System Administration	100209002	0.1
127-170/E	Blood Bank Refrigerator #2	4/8/2010 11:33:46 AM	System Administration	100209002	0.1
127-186/E	Tissue Refrigerator	4/8/2010 11:41:01 AM	System Administration	100209002	0.1
129-83/E	Ultra Low Freezer	4/8/2010 11:39:51 AM	System Administration	100209002	0.1
129-95/E	Blood Bank Main Freezer	4/8/2010 11:36:41 AM	System Administration	100209002	0.1



Blood Bank

The continuous monitoring of temperatures in Blood Bank equipment is vital in the safeguarding of blood and blood products. With a wide variety of applications beyond temperature monitoring in

refrigerators, you will find that **TempTrak** will increase overall accuracy and enhance patient safety. **TempTrak** will provide a detailed history of all recordings as well as full documentation of alarming and corrective actions conforming to regulatory compliance. NIST certified products and an ongoing NIST certification program offer a complete solution for your environment.

TempTrak Daily Summary Report
3/19/2010 12:00:00 AM thru 3/19/2010 11:59:59 PM
All Groups

Include Previously Relocated Sensors

← TODAY →

Location	A.M.	P.M.
	00:00 - 12:00	12:00 - 00:00
Blood Bank		
Plasma Thawer (221-224/I) 35/38/0: 35.0 to 38.0°F	33.0 °F	33.4 °F
Blood Bank Main Freezer (191-144/I) No Alarm Parameters	-9.4 °F	-11.0 °F
Blood Bank Main Refrigerator (240-171/I) Refrigerators/Coolers: 33.0 to 41.0°F	29.4 °F	28.8 °F



Dietary

Whether monitoring walk-in coolers and freezers in the kitchen, nutrition refrigerators at the Nurses' stations or grab-n-goes in the cafeteria, our system can provide real-time information as well

as historical data to enhance your compliance. Proper storage is integral to any comprehensive food safety HACCP plan. **TempTrak's** vast experience in foodservice, coupled with a complete understanding of HACCP compliance, allows us to offer unique solutions to everyday problems. Serving high-quality meals is essential to superior patient care. Our user-friendly software allows you to establish monitoring protocols specific to nutritional needs and offers a multitude of alert choices (pop-up, e-mail, text messaging, etc.) to help you better manage and protect your perishable and temperature-sensitive inventory.

TempTrak Equipment QA / Performance Report
Monday, March 01, 2010 - Thursday, April 01, 2010
All Groups

Include Previously Relocated Sensors

Show Percentage Charts

← CURRENT MONTH →

March, 2010

Location / Sensor	Low Reading	High Reading	Avg Reading	# Samples Total	# Samples Out Of Range	% In Range
Walk In Freezer 1st Floor (89-99E) Freezers: -15.0 to 10.0°F Sensor Type: TEMP	-15.7 °F	12.2 °F	-9.8 °F	691	379	45.2%
Walk In Cooler Produce (240-174E) Refrigerators/Coolers: 33.0 to 41.0°F Sensor Type: TEMP	23.0 °F	44.4 °F	29.1 °F	5352	620	82.8%
Nutrition Freezer 2nd Floor (89-99E) Freezers: -15.0 to 10.0°F Sensor Type: TEMP	-15.9 °F	17.2 °F	-9.8 °F	484	41	91.5%
Walk In Cooler Dairy (14-125E) Refrigerators/Coolers: 33.0 to 41.0°F Sensor Type: TEMP	34.6 °F	53.4 °F	37.9 °F	5358	0	100.0%
Walk In Cooler Meat (14-125E) Refrigerators/Coolers: 33.0 to 41.0°F Sensor Type: TEMP	35.4 °F	46.0 °F	38.0 °F	5358	0	100.0%

Wi-Fi (802.11 b/g) Hardware

Cooper-Atkins' Wi-Fi **TempTrak** transmitters are battery operated modules capable of collecting, storing and transmitting data wirelessly over a standard 802.11 b/g (Wi-Fi – RF Frequency 2.4 to 2.497 GHz) with the UDP protocol. The transmitter passes information to the Cooper-Atkins' **TempTrak** application which can be located on any Wi-Fi-enabled network. All transmitters are powered by either (2) AA lithium batteries or an external 3.3 v power supply and ship with wall-mounting hardware. In the event of a power outage each **TempTrak** Wi-Fi transmitter has an on-board memory back-up.

#10078 External Temperature Transmitter*

- Supports up to two external temperature probes
- Temperature Range: -328° to 500°F (-200° to 260°C)
- Accuracy: ±1F° (±0.5C°)

#10079 Internal Temperature / Humidity Transmitter*

- Supports one internal temperature sensor, and one internal relative humidity sensor
- Temperature Range: 0° to 140°F (-17° to 60°C)
- Accuracy: ±1F° (±0.5C°)
- Relative Humidity Range: 0 - 95%
- Relative Humidity Accuracy: ±3.0%

#10089 Analog Transmitter

- Supports two external instruments via terminal blocks
- Works in conjunction with a digital output device
- Current: 4-20 millamp
- Input: 0 - 5 volts and 0 - 10 volts

#10109 Contact Transmitter (Door Open / Close)

- Read switch activates with magnet
- Terminal block allows for remote signal activation

#9397 AC Adaptor

- 3.3 v @ 500 mA

#10119 Waterproof Enclosure

- Clear casing for protecting transmitters
- 6.25" x 3.5" x 2.375" / 159 x 89 x 60 mm

Transmitters can be configured for Wi-Fi, server networks and sample transmit intervals. Configuration can be performed either at the factory or in the field and will connect to a Wi-Fi IP network and send data to the server.

*** NIST Traceability Available**



#10078
External Temperature Transmitter



#10079
Internal Temperature / Humidity Transmitter



#10089
Analog Transmitter



#10109
Contact Transmitter



#9397
AC Adaptor (Optional)



#10119
Waterproof Enclosure

900 MHz Hardware

Cooper-Atkins' 900 MHz **TempTrak** transmitters operate in a 900 MHz frequency-hopping spread spectrum, reach up to 2500 feet (762 meters) open field range and are battery operated.

#10071 Temperature / Humidity Transmitter*

- Temperature Range: -4° to 140°F (20° to 60°C)
- Relative Humidity: 0% to 90% RH

#10080 Internal & External Transmitter*

- Internal Temperature Range: -4° to 140°F (20° to 60°C)
- External Temperature Range: -328° to 500°F (-200° to 260°C)

#10100-DT Contact Transmitter (Door Open / Close)

- Read switch activates with magnet
- Terminal block allows for remote signal activation

#10050-US TempTrak Repeater (Signal Booster):

- (1) Repeater can boost unlimited number of transmitters (sensors)
- Transmission range up to 4 miles open field range (depending on the facility and type of construction)
- In the event of a power outage each **TempTrak** Repeater has an on-board battery back-up up to 24 hours life
- Fully "supervised" - if tampered with, will automatically notify the system
- Wall-mounting (optional outdoor enclosure available)

#10000 TempTrak Receiver and Intelli-Base Buffer:

- Attached to the network either via the LAN network port or serially direct to a single-station PC
- In the event of a network outage, the buffer stores all temperature readings in memory
- Storage capacity of a Intelli-Base Buffer with 200 transmitters, communicating every 15 minutes, will have data stored for 400 hours (16 days)
- Fully "supervised" - if tampered with, will automatically notify the system

#10110 Waterproof Encloser

- Clear casing for protecting transmitters
- 6.5" x 3.5" x 1.0" / 165 mm x 89 mm x 25 mm



#10000-PDT
Intelli-Base Buffer



#10110
Waterproof Enclosure



#10071
Temperature / Humidity Transmitters



#10080
Internal & External Dual Temperature Transmitters



#10100
Contact Transmitter



#10050-US
Repeater



#10000-US
Receiver

TempTrak Probes

All **TempTrak** probes function with both our 900 MHz and Wi-Fi (802.11 b/g) wireless transmitters. There are several types of **TempTrak** probes available, each designed with unique functionality, from temperature and humidity monitoring to CO2 and pressure differential. All **TempTrak** probes come with a one year warranty and a select number are available with NIST traceability.

#2033 Standard Air Temperature Probe*

- Temperature Range: -25 to 180°F / -32 to 82°C
- Cable Length: 6' / 1.8 m



#2033
Standard Air Temperature Probe

#10098 Steam Trap Dual Transmitters / Probe Kit

- Temperature Range: -40°F to 392°F / -40°C to 200°C
- (2) 100K Thermistor probes included



#10098
Steam Trap Probe

#10101 Leak Detector Probe

- Temperature Range: -4° to 176°F / -20° to 80°C

#10105 / 10106 Pressure Differential Monitor Kits (not shown)

- Operating Environment: 32° to 131°F / 0° to 55°C, 10% to 90% RH
- Resolution: 0.1" in w.c.
- Measurement Range: ±2 in of w.c.



#10101
Leak Detector Probe



#10108-01
High Resolution Pressure
Differential Monitor

#10108-01 / 10108-04 High Resolution Pressure Differential Monitor Kits

- Operating Environment: 32° to 120°F / 0° to 50°C, 10% to 90% RH
- Resolution: 0.001 in / 0.02 mm of w.c. / or 0.1 Pa
- Measurement Range: ±0.1 in of w.c. / ±0.5 in of w.c.

#10112 Glycol Product Simulator*

- Temperature Range: -25° to 180°F / -32° to 82°C
- Cable Length: 6' / 1.8 m



#10112
Glycol Product Simulator



#10113
Solid Simulator Probe

#10113 Solid Vial Simulator*

- Temperature Range: -25° to 180°F / -32° to 82°C
- Cable Length: 6' / 1.8 m

#10114 Solid Vial Simulator*

- Temperature Range -25° to 180°F / -32° to 82°C
- Cable Length: 6' / 1.8 m



#10114
Solid Vial Simulator Probe



#10134
Lab / Cryogenic RTD Probe

#10134 Lab / Cryogenic RTD Probe*

- Temperature Range: -328° to 500°F / -200° to 260°C
- Flexible, stainless steel wire cover

#10135 Low Temperature Probe (not shown)

- Temperature Range: -76°F to 302°F (-60°C to 150°C)
- Cable length: 5' / 1.5 m

#10137 High Temperature / Hot Probe (not shown)

- Temperature Range: -75°F to 302°F (-60°C to 150°C)
- Cable length: 10' / 3 m

#10140 Dishwasher Probe

- Temperature Range: -75°F to 302°F (-60°C to 150°C)
- Cable length: 10' / 3 m



#10140
Dishwasher Probe

#10184 Lab / Cryogenic Product Simulator Sleeve

- Dimensions: 2.5" x 2.125" x 2" / 64 x 54 x 51 mm

#10205 CO2 Monitor (not shown)

- Operating Environment: -4° to 140°F / -20° to 60°C
- Humidity: 0 to 100% RH



#10184
Lab / Cryogenic
Product Simulator Sleeve

* NIST Traceability Available

TempTrak Software

Minimum Server Software Requirements:

Windows Server 2000 (SP4), Windows Server 2003 (SP2), Windows Server 2008. Standard 5 User. (32 or 64 Bit Microsoft SQL Server Express or Microsoft SQL Server 2005 / 2008 Windows Vista and Windows 7. Standard Edition, 1 Processor License. Microsoft Internet Explorer 6.0 (or higher), Internet Information Services (IIS), Java, Microsoft XML, Microsoft Active X, Microsoft Excel (Required for exporting data).

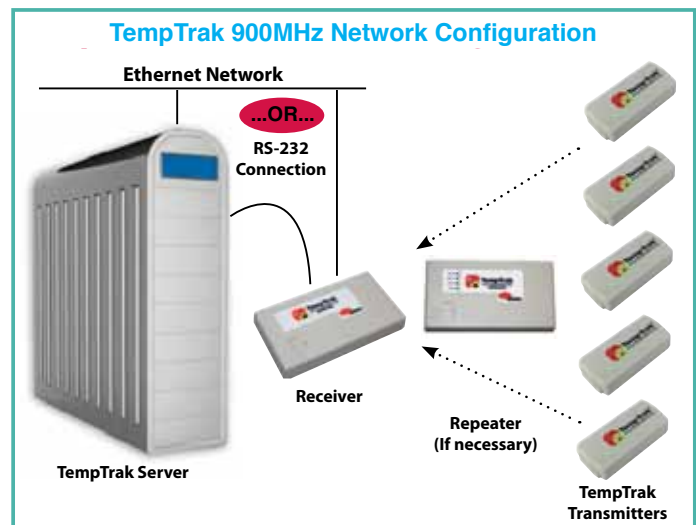
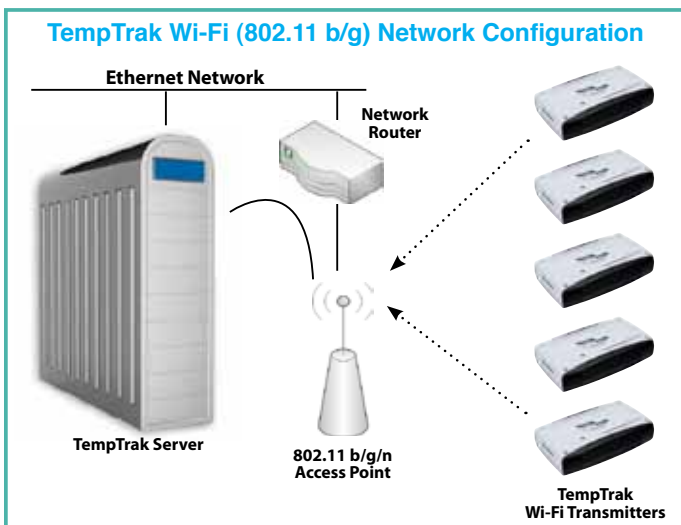
Minimum Server Hardware Requirements:

- Intel / AMD Processor 2.0+ GHz 4GB RAM (Core Duo, Quad Core, Xeon or similar, Athlon II, X2 Dual-Core Phenom or similar)
- 2 x 160 GB Hard Drives with:
 - Raid-1
 - ATA-100 / SATA 7200 RPM (SCSI 10k / 15k RPM)
- Network Card 10 / 100 / 1000 MB
- Serial Port (Or IOGear USB-Serial Adapter)
- 56k V.90 Modem (Required for digital paging)
- IVR Modem (Required for voice notification)
- DVD / RW Drive and USB Port

TempTrak is a “browser-based” application allowing any user with a valid log-on ID to access **TempTrak** from any networked PC.

- Supports “Multiple Database” per server, to accommodate multiple facilities operating on one server
- 4GB memory (recommended minimal requirement)
- Allows the user to store as much data as necessary, with automatic back-ups
- Real-time temperature readings
- Graph single or multiple temperatures or transmitters over a defined period of time.
- Hourly performance reports
- Monthly and yearly equipment performance reports
- Configure transmitters with alerting rule sets
- Define user views to specific groups of transmitters (sensors) to control user access
- Configure the timing of temperature recorders
- Perform Cooling Validations to ensure procedures and processes are in compliance
- Audit tracking log - tracking every system log-on and corrective action
- NIST traceability documentation reporting

Both Wi-Fi (802.11 b/g) and 900 MHz **TempTrak** temperature transmitters can communicate within a single **TempTrak** installation.



TempTrak System Alerts

Alerts may be configured by time of day or day of week. Complete tracking of all corrective actions by time, user and action. An operator must “acknowledge” the existing alarm and can optionally record any corrective actions taken to resolve the issue(s). The time and person acknowledging the alarm is recorded and stored with the alarm event in the database. When a **TempTrak** transmitter (sensor) identifies a monitoring point has exceeded a pre-set range, it sends an alert notification via a variety of methods including:

- Computer screen pop-ups
- E-mails
- Pagers (digital, e-mail and SNPP)
- Cell phones (via e-mail)
- Text messages
- Contact switches (turn lights or sirens on / off, and can connect to security systems to transfer an alert)
- Voice notifications (additional hardware required)
- Scrolling message boards

TempTrak Current Sensor Readings
Main Lab

Show Only Out-of-Range Sensors
 Use Dial Display

All Group Summary REFRESH

Group: Lab

Blood Bank Main Freezer TEMPERATURE -3.5°F Range: -16.0°F - 10.0°F 8/12/2010 10:53:12 AM Sensor ID: 89-119/E	Blood Bank Main Refrigerator TEMPERATURE 44.8°F Range: 33.0°F - 41.0°F 8/12/2010 10:55:27 AM Sensor ID: 71-130/I	Blood Bank Refrigerator Door CONTACT Closed 01:26:23 8/12/2010 10:55:58 AM Sensor ID: 6-164	Blood Bank Secondary Freezer TEMPERATURE 1.0°F Range: -16.0°F - 10.0°F 8/12/2010 10:53:07 AM Sensor ID: 89-3/E
Heat Block TEMPERATURE 141.8°F Range: 90.0°F - 150.0°F 8/12/2010 10:54:54 AM Sensor ID: 58-185/E	Humidity Room #101 HUMIDITY 49.0% RH Range: 16.0% - 25.0% 8/12/2010 10:53:13 AM Sensor ID: 186-142/2	Room Temp #101 TEMPERATURE 73.2°F Range: 69.0°F - 76.0°F 8/12/2010 10:53:13 AM Sensor ID: 186-142	Slide Warmer TEMPERATURE 45.5°F Range: 40.0°F - 70.0°F 8/12/2010 10:55:09 AM Sensor ID: 241-61/I

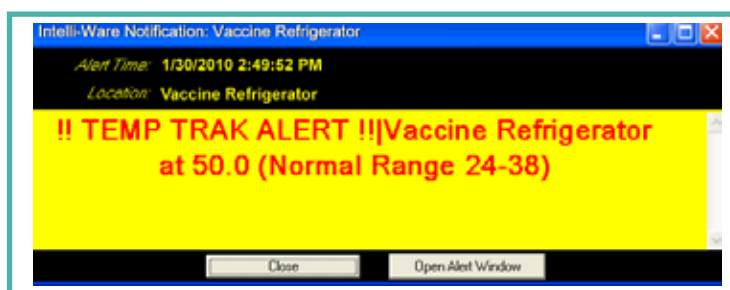
Accurate Temperatures Recorded Every 5 Minutes, 24 / 7

User - Specified Temperature Ranges

Date / Time Samples

User-Defined Naming

Color-Coded ID's
 • Green = Good
 • Red = Too Warm
 • Blue = Too Cold



Missed Communication - Notification profile alerts (should a transmitter [sensor] miss its scheduled contact time)

Low battery Alert - Triggered when a transmitter detects a battery is becoming low (approximately three weeks before the battery will fail).

Alert Escalation - To make sure no alert goes answered, the administrator can optionally configure escalation parameters for transmitters so that once a notification has been sent, if no action is taken against the alert within a specified time frame, a different notification can be delivered (i.e. notify a supervisor). This escalation can be repeated multiple times.

Corrective Actions - Alerts may be configured by time of day and day of week to provide multiple alert options. Complete tracking of all corrective actions by time, user and action.

I-Care Support Program

We know how important both after-sale and ongoing factory support is to the successful implementation of a complete temperature monitoring program. That is why we utilize only our own staff to install, train and support all of our customers and we offer a variety of support packages that cover the following:

- **24 / 7 Unlimited Help Desk Support**
- **Annual Software Enhancement License**
- **Unlimited Web-Based Training Seminars**
- **On-Site Services**
 - Performance Review
 - Training
 - NIST Recertification
 - Technical Audits
- **Remote System Review**
- **Extended Hardware Warranties**

It is the goal of Cooper-Atkins to provide superior Help Desk support, and the I-Care Support Program has been developed to provide the highest level of customer service.



Support from the I-Care Help Desk



Annual Software Enhancements



Unlimited Web Based Training



Scan Here for more information on TempTrak

For additional information on features, system requirements or on-site visits please contact your Cooper-Atkins Representative

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