Rollex Medical NZ

MATOS Monitoring Alert / TroubleShooting Guide

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MATOS Monitoring Alert Guide

MATOS Monitoring will generate a SMS and/or email alert for the below scenarios:

Temperature Alerts	
Critical High	Instant alert is sent if a temperature is recorded above or equal to this value [Default: +12.0C] (Level 3 Temperature Alert)
Caution High:	Two Consecutive readings at or above this value will cause an alert to be sent [Default: +10.0C] *(Level 2 Temperature Alert)*
High:	Four readings within fifteen minutes will cause an alert to be sent [Default: +8.0C] (Level 1 Temperature alert)
Caution Low:	Two Consecutive readings at or below this value will cause an alert to be sent [Default: +2.0C] *(Level 2 Temperature Alert)*
Critical Low:	Instant alert is sent if a temperature is recorded below or equal to this value [Default: +0.0C] *(Level 3 Temperature Alert)*
Note on temperature alert levels: When alerts of different temperature alert levels are generated, higher level alerts will take priority and the highest active alert generated will be the repeated alert (assuming conditions are still met.)	
Other Alerts	
Door Open Alert:	Alert is sent if the fridge door is open for longer than a set period (default 3 min.)
Power Failure Alert:	Instant alert is sent if the MATOS monitoring unit detects a loss of power to the unit.
Network Failure Alert:	Alert is sent after 15 mins of inactivity or no communication. Note this is stated as 'Data Not Received' and is abbreviated to 'DNR'. DNR devices are indicated on the website by a yellow background.
Battery Failure Alert:	For units fitted with a battery backup system, an alert is sent upon indication of a battery fault.

SMS Suspensions

In the case of excessive alerts, rules are in place to ensure the number and by extension the cost to transmit these alerts does not grow if an issue is left unattended. Note that if a SMS suspension occurs, emails alerts will still always continue to be sent. SMS suspensions are generated automatically under the following conditions:

- When the total number of alerts generated for a single asset is greater than 50 within a 24 hour period.
- When the total number of sms alerts for a customer exceeds 200 within a 24 hour period.

SMS suspensions will be automatically reinstated within 24 hrs once the conditions are no longer met. In the event a SMS suspension is generated, a final SMS message will be sent notifying of the suspension and reminding that alerts continue to be sent via email. If after 24 hours of a SMS suspension, the conditions are still being met, the sms suspension will be extended for a consecutive day and another SMS message will be sent advising of this.

Repeat Alerts

If repeat alerts has been enabled, the alert will be repeated every 5mins for 3 occurrences unless the alert has been cleared.

Alert contacts can be set to 3 different alert tier levels. In the case of a repeated alert, the alert will be sent to tier 1 contacts first and if the alert has not been cleared, the repeated alert will be escalated to tier 2 alert contacts and so forth.

Alert contacts can be set as 'normal work hours', 'after hours' or 'all hours'. The alert will go to the appropriate contact as per the hours of work set in the alert contacts settings.

Matos Fridge Alarm Troubleshooting Guide

If the fridge alarms you will see the red diode lit, hear an audible beeping and "ALARM" will show on the display. Press the Enter button ⏎ to acknowledge and silence the alarm and the display will show the type of Alarm that occurred.

Example Temperature Alarm Display, high of 14.0°C reached

1. ALARM TEMP. HI

Reason: The temperature has gone over 8°C for more than 10 minutes.

Process: Check that the door is closed.

Check the stock levels aren't too high.

Check if someone has recently accessed the fridge and had the door open too long.

If everything now appears ok, press the enter button ⏎ again to clear the alarm and then download the datalogger or check Matos Monitoring to verify the time the fridge was out of range. You will need to contact your Cold Chain Co-Ordinator with this information.

2. ALARM TEMP. LO

Reason: The temperature has gone under 2°C for more than 10 minutes.

Process: Check if there is any ice build-up in the fridge.

Check the stock levels aren't too high.

If everything now appears ok, press the enter button ⏎ again to clear the alarm and then download the datalogger or check Matos Monitoring to verify the time the fridge was out of range. You will need to contact your Cold Chain Co-Ordinator with this information.

3. DOOR OPEN

Reason: The door has been left open too long.

Process: Check that the door is now closed.

If the problem re-occurs, tilt the fridge back slightly by raiding the front feet or placing furniture cups under the front feet/castors. This will help the door to 'self-close' when pushed.

4. POWER ALARM

Reason: Power had been lost and now restored.

Process: Check the length of time the outage occurred, press the enter button ⏎ again to clear the alarm and then download the datalogger or check Matos Monitoring to verify the temperatures whilst the power was off. You may need to contact your Cold Chain Co-Ordinator with this information.

Fault Troubleshooting Table

Applicable to all MATOS Eco or Cloud Models

Identified Issue	Action	Additional Steps
Unit has no power	Check mains plug is secure and socket is powered. Check power switch on rear of unit is in 'on' position.	Follow Cold-Chain instructions regarding loss of power.
Unit is not cooling	Ensure unit has power. Ensure 'Program 1' is active.	Start program 1. Refer to user manual.
Temperature displays an out of range value	Check program 1 is active. Check program 1 setpoint. Check fan is running. Check stock placement to ensure adequate airflow.	Refer to Fridge User Manual.
Unit is beeping/alarming	Check alarm type. Check internal temperature. Check door is closed. Clear alarm. Check datalogger to determine length of excursion.	To clear alarm, press the enter key whilst viewing the active alarm. Press enter once to view alarm type, and again to clear. Refer to MATOS Alarm Troubleshooting Guide.
Controller is not responding	Check unit has power. Check unit program indicator light is illuminated.	Call your service representative.
Display shows EEPROM Error	Firmware/Memory error has occurred.	Call your service representative.
Excessive Ice Formation	Check door closes and seals correctly. Check ventilation is adequate. Check stock distribution to allow adequate airflow. Check program 1 temperature set point.	Defrost the fridge as per user manual instructions. If problem persists, contact your service representative.
Long recovery after door opening	Check door closes and seals correctly. Very carefully check the temperature of the condenser plate on back of fridge	If excessively hot, check ventilation. If problem persists, contact your service representative.

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	(warning could be very hot if ventilation is not adequate.	
Fan not running	Check door switch engaged. Check unit has power. Check program 1 is running.	If fan is still not running, contact your service representative.
Door not closing	Check for obstructions. Check hinges are secure. Check door seals are intact. Check door is straight. Elevate front of unit slightly using wind out feet.	If problem is still present, contact your service representative.
Loud noise present	Identify noise type: - Uniform loud repetitive 'clicking' - Intermittent soft 'clicking' - Repetitive metallic "bell" noise	- Check fan(s) for obstructions. - Relay control issue, contact service representative. - Compressor possibly damaged, contact service representative.

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