



TAG Solution Q&A

Q: How do I start, read and stop the TAG temperature logger?

A: When you have a small volume, you use your smartphone to start the temperature TAGs. When your volume increases, you can use TAG Print to print and start the TAGs in one action. You can also use TAG Read RFID reader or the fixed TAG Gate Reader to start (and read) the temperature TAGs.

Q: What is the memory capacity?

A: The maximum number of temperature log points is 4864. meaning if you log every minute, you have 3 days 9 hours and 4 minutes of logging before the memory is full. If you log with a frequency of every 15 min, you have 1 months 2 weeks 6 days and 16 hours of logging. The TAG will stop logging temperatures and not overwrite when the memory is full.

Q: What is the temperature accuracy?

A: The measured temperatures have an accuracy of $\pm 0.5^{\circ}\text{C}$. Since the product consist of non-mechanical parts, the accuracy is the same within the complete range from -30°C to $+ 50^{\circ}\text{C}$.

Q: What is the estimated battery lifetime?

A: The battery has 18 months shelf life in recommended temperature environment ($+4^{\circ}\text{C}$.) or until the memory is full.

Q: Is the battery safe to be used in airfreight?

A: Yes, our printed battery is a Zinc-Manganese dioxide battery without any lithium-ion and are airfreight approved by IATA.

Q: Do I have to stick the TAG on the outside of my package?

A: No, you decide where to stick the TAG. It will log the ambient temperatures of where it is placed. It can be read through Styrofoam fish box and through two layers of cardboard.

Q: What is the temperature logging interval?

A: The logging interval can be set from every minute up to every 18 hours. The most frequently used logging interval is every 5 minutes.

Q: How do I get my logo and information printed on the TAG?

A: You can order pre-printed temperature TAGs or customize the surface print yourself with TAG Print.

Q: What happens if the temperature limits are exceeded?

A: When the TAG is read using a smart phone, RFID Reader or Gate Reader, a report will be generated automatically from TAG Portal, and the temperature report will be sent by email to notify you that the limits are exceeded.

Q: Can everyone read my TAG?

A: During configuration we set the security level you prefer. You can decide that everyone should be able to read your TAG with the TAG Tap application, or whether they have to login before reading. We also set which information is displayed on the screen when a user reads your TAG, such as 1: Temperature graph and all information, 2: "Thank you for reading – limits are exceeded/or not", or 3: "Thank you for reading".

Q: How is the temperature data uploaded to TAG Portal?

A: The temperature data is uploaded automatically to TAG Portal when you read a TAG using your smartphone, an RFID reader or a Gate Reader. The data is always uploaded before the temperature graph is displayed on the device screen, hence it's not possible to manipulate the results.

Q: What is the minimum quantity I can order?

A: The minimum order quantity is 100 Temperature TAGs.

Q: Can you link the TAG to a specific package?

A: Yes, you can assign custom fields like pallet ID, order number, AWB-number, or even scan existing



barcodes, to the TAG, it can be printed on the surface and linked to the TAG history. In the event of damaged goods, you can take a picture and it will be uploaded to TAG Portal and linked to the TAG.

Q: Where is the TAG manufactured?

A: The TAG is manufactured in the TAG Sensors facilities in Norway, which has a production capacity of 33 million units per year.

Q: Can I read the TAG temperature logger without a network?

A: Launches soon, the TAG Tap application collects the temperature data and geo-location, and the data will be uploaded to TAG Portal when the network reconnects and it will then be displayed on your readers device.

Q: Can the TAG be reused?

A: The TAG is for is for single use only, and it's recycled as, waste electrical and electronic equipment (WEEE)

Q: How can I start using the TAG Solution?

A: Please contact our sales team by sales@tag-sensors.com to receive a quotation based on your requirements.