

How many energy-saving devices can EcoTechnologies install per room?

As many as the customer desires.

What is the risk that we turn off the light or the TV in the room next door?

Almost none, 1 chance in over 360,000. Each unit has a special identification code.

How long is the warranty?

The standard factory warranty is one year, we offer an extended warranty as well, one to five years (see option with your sales representative).

What happens in case of power outage?

All the devices will reset to the last setting.

What happens if the battery fails?

The room will operate normally, but the energy saving will not work anymore. (An alert will appear on the computer screen: Example; Change battery - room 205)

How long will the battery last in the key card reader?

Between two and three years, (according with the occupancy rate)

Can we install the TempZon product if the HVAC is a personal unit (HVAC under a window)?

Yes (in 95% of cases), if the unit is less than 10 years old

What is the technical and customer support?

The technical support covers all the software, communication and transmission issues. The customer support will provide help with hardware and functional issues. It also covers any questions regarding comprehension of the product, deficiencies, breakage, etc.

Can we adapt the lights, TV, sliding doors, etc, later on?

Yes, all the devices are controlled individually and can be added at a later time.

How fast can we install a room?

In a standard room, between 7 and 10 minutes. If the HVAC is controlled by a remote controller, it can take up to 30 minutes.

System Delay

The delay can be control by the software from a remote device. For example: If you want to turn off a TV after the guest leaves the room, you can set it to turn off after one minute, never, or right away. It is a choice from the management. (All units are preprogrammed for a one-minute delay when delivered.)

Thermostat Override

The management can override the thermostat remotely by just clicking a button. For example: If the guest doesn't want to have his room at 78°F when he leaves his room, the management can override the system and leave it at the guest's preference as long as the guest stays.

If one of the devices stops working, how long does it take to reprogram it?

About 10 seconds.

How do the devices communicate together?

Totally wireless with a mesh network.

What is the a mesh network?

Mesh networking (topology) is a type of networking where each node must not only capture and disseminate its own data, but also serve as a relay for other nodes, that is, it must collaborate to propagate the data in the network. A mesh network can be designed using a flooding technique or a routing technique. When using a routing technique, the message propagates along a path, by hopping from node to node until the destination is reached. To ensure all its paths' availability, a routing network must allow for continuous connections and reconfiguration around broken or blocked paths, using self-healing algorithms. A mesh network whose nodes are all connected to each other is a fully connected network.

Can I install the program on my personal computer or the front desk computer?

Yes, as long as the system is Windows XP or newer.

Can I access my properties from another city?

Yes, the whole system is web-based, meaning you can have access from anywhere in the world.



Questions & Answers

Can I send a message to the customer in his room through the TempZon system?

Yes, you can send any kind of message on the screen of the thermostat (about 24 pages).

Is it possible that the TempZon product may interfere with other devices?

The chance is small; TempZon EMS has proprietary software which functions on a different band than other devices, like remote control, telephone, Wi-Fi, etc.

Is it possible that we will find a thermostat product similar to yours somewhere else?

No, you can find a similar aesthetic design, but the hardware and software are totally patented and proprietary.

How do we program each room?

When we deliver TempZon to your property, the whole system is pre-programmed per room. If we need to re-program for any reason, it takes about 30 (thirty) seconds per room.

What happens if the housekeeping crew enters the rooms to clean, drops the temperature to 65°F and doesn't set it back to energy saving?

After a period of time (override time set by the management), example 20 minutes, the temperature will return to the energy-saving mode temperature.

Preprogrammed Installation

When TempZon products are delivered to your Hotel Building, all the units are preprogrammed to standard settings per room. This ensures that the system is operational right away and is not confusing for staff. However, it only takes about one minute to reprogram a whole unit on site.



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