

# SL50 SCENTINAL

MODEL: TRAFFIC AND AIR QUALITY MONITORING

PRODUCT BROCHURE



## Letter from Scentroid's CEO

Scentroid's mission is to empower our clients with vast in-depth knowledge, state-of-the-art instruments, and the most extensive customer support. To this end, we strive in every aspect of our operation to put our client first and to use our research expertise to develop the most innovative and effective products and services in the sensory industry. We envision a future where environmental impacts will be easily and accurately measured and mitigated.



**Dr. Ardevan Bakhtari**  
CEO, Scentroid



# WHY CHOOSE SCENTINAL?



Scentinal offers a completely customizable solution with many unique features including self-cleaning, multiple sampling ports, self-configuration capabilities for plug and play installation, time synchronized readings, alarm/notifications, powerful air conditioner and heating systems, solar powered modules, and more.

With each purchase, you also receive the highest after sales support in the industry,

and one of the most comprehensive warranties. Our 2 year complete warranty even includes sensor replacement - showing how confident we are about our product.

At Scentroid, we pride ourselves on our customer care and after sales support. We offer on-site training, online training, as well as videos, brochures, operation manuals, and more.

With its unparalleled reliability and accuracy,

these are just some of the advantages of our Scentinal SL50 unit over other air quality monitoring stations.

Please contact us for any questions or clarifications at [info@scentroid.com](mailto:info@scentroid.com) OR call us at +1.416.479.0078

# SL50 SCENTINAL OVERVIEW





## Intelligent Odour & Air Quality Monitoring Station

Scential is a continuous ambient pollutant and odour emission monitoring system which operates through high accuracy (ppb level) sensing technology. Scential can provide simultaneous monitoring of odorous and non-odorous gases such as Hydrogen Sulfide (H<sub>2</sub>S), Sulfur Dioxide (SO<sub>2</sub>), Ammonia (NH<sub>3</sub>), Methane (CH<sub>4</sub>), Carbon Dioxide (CO<sub>2</sub>), and many other

Volatile Organic Compounds (VOCs).

Scential uses up to 20 sensing modules ranging from Photo-Ionization Detectors, Non-Dispersive Infrared Detectors, Electro-Chemical Cells, Laser Scattered counters and Metal Oxide sensors. The data collected from sampling is stored locally and is also transmitted to the cloud server, providing easy accessibility. The Sensor

Information Management System (SIMS) is used to store and display the results from monitoring and sampling campaigns while also providing capabilities for remote configuration, calibration, and diagnosis of multiple Scential units.



## Easy to Use!

Scential is easy to setup and use. Each Scential comes pre-loaded with a SIM card – all that’s left to do is mount the unit to a wall/pole and plug in the power cable. Scential will detect its location using its built-in GPS and start transmitting to the central server. All configuration and maintenance can be done on the on-unit 7” touch screen monitor or remotely through the SIMS software (See page 19 for additional information about SIMS software).

## The Affordable Solution

At a fraction of the cost of a traditional air quality station, Scential can provide pollutant and odour emission data that is critical in meeting your environmental objectives. In addition to an affordable purchase price, Scential has minimal operating cost. Add that to Scentroid’s unparalleled 2-year comprehensive warranty; which covers all aspects of the instrument (including the sensors), and Scential becomes the most affordable solution for continuous airborne pollutant and odour monitoring in the world!



## Specifications

<b>Product name</b>	Scentinal SL50
<b>Maximum # of sensors</b>	10
<b>Type of sensors</b>	PID, NDIR, EC, Laser Particulate counter, and MOS
<b>Sampling rate</b>	Adjustable from 1/sec to 1/min
<b># of sampling ports</b>	1 to 2
<b>Weight</b>	81 lbs
<b>Size</b>	24" x 20" x 8"
<b>Power requirements</b>	100-240V 50/60Hz 2A
<b>Power consumption</b>	30W without AC - 150W with AC
<b>Communication</b>	3G/4G (default), LAN (default), WIFI (optional)
<b>On-board data storage</b>	64GB - SD Card
<b>Cloud server</b>	Included by Default
<b>Local server</b>	Optional
<b>On-Board server</b>	Included by Default
<b>User interface</b>	7" touch screen on Panel door and Remote access Sensor Information Management System
<b>Ambient temperature range</b>	0 to 35 °C without AC system -50 to +50 °C with Heating and AC system
<b>Sample conditions</b>	-50 to +50°C and 10 - 90% RH without pre-dilution system -50 to 120°C and 0 - 100% RH with pre-dilution system
<b>Calibration</b>	Manual, using calibration gas and on-board screen Optional, automatic calibration using built-in calibration gas
<b>Warranty</b>	24 months full warranty on all parts including sensors
<b>Sensor replacement frequency</b>	Sensor dependent - first 2 years covered by warranty
<b>Software</b>	Sensor Information management System - free access for life of product
<b>Cabinet</b>	NEMA 4X
<b>Mounting hardware</b>	Wall mounting hardware included

# Sensor Specifications

Sensor	Type	Max Detection	Lowest Detection
Particulate (PM 0.1, PM0.3, PM 1, PM 2.5, and PM 10)	Laser Scattered	1000 µg/m <sup>3</sup>	0.0 µg/m <sup>3</sup>
Total Suspended Particulate (TSP)	Laser Scattered	20,000 µg/m <sup>3</sup>	1 µg/m <sup>3</sup>
Sulfur Dioxide (SO <sub>2</sub> ) Low Concentration	Electrochemical	10 ppm	0 ppm
Nitrogen Dioxide (NO <sub>2</sub> ) Low Concentration	Electrochemical	1 ppm	0 ppm
Carbon Monoxide (CO)Low Concentration	Electrochemical	100 ppm	0 ppm
Ozone (O <sub>3</sub> ) Low Concentration	Electrochemical	1 ppm	0 ppm
Hydrogen Sulfide (H <sub>2</sub> S) Low Concentration	Electrochemical	5 ppm	0 ppm
Total VOCs (PID) - ppb - Low Concentration	Photo-Ionization Detector Sensor	50 ppm ( isobutylene )	0 ppb
Nitric Oxide (NO) Low Concentration	Electrochemical	1 ppm	0 ppm
Ammonia (NH <sub>3</sub> ) Low Concentration	Electrochemical	10 ppm	0 ppm
Methane - LEL (CH <sub>4</sub> )	Non-dispersive Infrared	20,000 ppm	100 ppm

# Weather Station Sensor Specifications

Sensor	Range	Accuracy
Temperature	40°C to 60°C(-40°C to 140°C)	±1°C (± 1.8°F)
Humidity	1%RH to 99%RH	±5%RH
Barometric Pressure	300 to 1100 hPa	±5hPa
Rainfall	0mm to 6553.5mm	N/A
Light	0Klux to 200Klux	N/A
UV	1 to 15	N/A
Solar Radiation	0 to 14000 W/m <sup>2</sup>	N/A

# YOUR SCENTINAL FEATURES



# Automated Calibration System

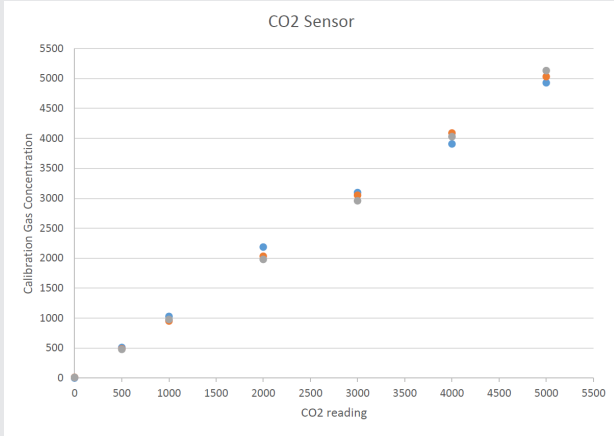
Features a variable gas concentration output through use of high-precision mass flow controllers. A built-in zero air generator is used for a reliable and clean sweep of air, using a 3 stage scrubber. Our automatic calibration system offers the user full monitoring and control of clean air flow, at a rate from 0 to 10 liters per minute. A full automation and integration with Scintinal SL50 can be used for daily calibration with zero operator interference.

Our system also features PTFE and Teflon coated wet surfaces to prevent all forms of contamination an absorption. Using our calibration system not only ensures an increase in sensor accuracy and reliability, but an over the air monitoring through our diagnostics service.

## Calibration Examples:

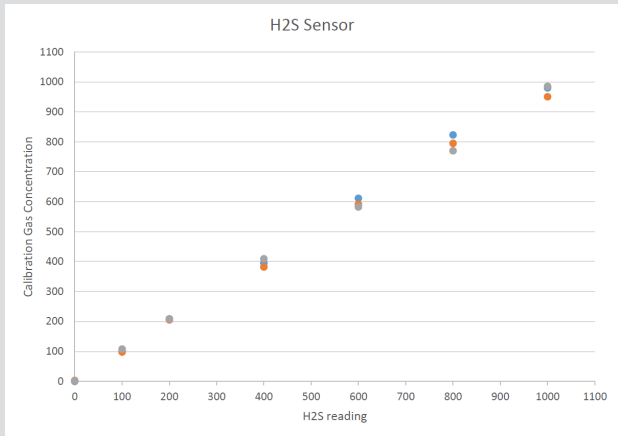
### CO<sub>2</sub> Sensor

Cal Gas	Reading 1	Reading 2	Reading 3	Average
0	0	15	11	8.67
500	510	488	479	492.33
1000	1030	952	980	987.33
2000	2187	2035	1980	2067.33
3000	3096	3051	2960	3035.67
4000	3910	4091	4030	4010.33
5000	4930	5032	5133	5031.67



### H<sub>2</sub>S Sensor

Cal Gas	Reading 1	Reading 2	Reading 3	Average
0	0	3	2	1.67
100	102	98	108	102.67
200	209	205	208	207.33
400	395	382	409	395.33
600	611	591	582	594.67
800	823	795	770	796.00
1000	980	950	985	971.67





## Reliability

Scental provides 3 levels of data storage:

1. Storage of data on pre-installed SD card
2. Transmission and storage of data on the on-board server
3. Transmission and storage of data on the cloud/localized server

## Scental is also a Server!

Standard on each Scental is a separate dedicated micro-computer acting as an on-unit server to run Scentroid's Sensor Information Management System (SIMS). Through the 7" touchscreen, users are able to view historical data, alter system configurations, perform calibrations, assess real-time readings and set alarms and notifications. The Scental's on-unit server is capable of storing data for up to 5 years. This data can be polled by the central station at any time; facilitating safe storage even if the system communication becomes lost. In fact, the Scental has the capability to operate without an external server. The system is password protected to ensure only authorized users have access to critical system parameters.

# Scentinal for Process Control

In addition to email and SMS alarms, every Scentinal is equipped with multiple industrial relays of up to 20 Amps that can be used to control a variety of equipment. For example, Scentinal can be used to:

1. Provide visual and audible alarms
2. Engage odour control technologies (e.g. misting systems) when fence-line pollutants exceed designated thresholds
3. Secondary polishing filter only when needed; reduce operating costs
4. Activate external sampling pump for collecting an air sample using a PTFE or nalophan bag

The limits and conditions for engagement of each relay can be set based on pollutant concentrations or odour units. All limits and activation conditions are set through the SIMS software via remote server or on-device touch screen.

## Self-Purging

Scentinal uses a new method of decontamination to ensure accurate reading, even at ppb levels. Periodically (interval is pre-set remotely through SIMS software or on-device server), the system injects carbon filtered air into the sample line to measure contamination. If contamination is detected, Scentinal will start its ozone generator and flush the lines, pumps, and sensors with ozone and hydroxyl. These reactive molecules will destroy all bacteria, mold, and pollutants. Scentinal will then flow-push carbon filtered air again and ensure the system is completely purged and decontaminated.

**This means that after the initial installation, Scentinal is virtually maintenance free.**





## Flexible Sensing & Modular Design

The Scentinal product can be equipped with up to 10 sensors from Scentroid's sensor list (see pages 7 and 8 for Scentroid's sensor list).

There are 5 categories of sensors:

- Photo-Ionization Detector
- Non-Dispersive Infrared
- Electro-Chemical
- Laser Scattered Counter (for PM1-10)
- Metal Oxide Sensor

Each Scentinal can be customized with the specific sensors that are best suited for your industry. Our flexible pricing means you pay for exactly what you need. Based on pollutant concentrations or odour units - All limits and activation conditions are set through the SIMS software via remote server or on-device touch screen.

## Installation & Connectivity

Each Scentinal has a micro controller; allowing the unit to record it's GPS positioning. This position is sent to the central server during each data transfer. At the time of the installation, the technician simply needs to mount the Scentinal and power it on. The central computer will automatically identify the unit and know of its exact location. To reconfigure the network, the physical sensor can be moved, and the system will automatically adapt to this change. Multiple Scentinal units can be configured within one monitoring area. The connectivity is flexible and secure using one of the following options:

- Encrypted transfer over GPRS
- WIFI
- LAN
- Analog/SCADA

The system can either connect to a local server or Scentroid's cloud-based SIMS server. It is even possible to operate Scentinal with no centralized servers thanks to its on-board server.



## Alarms & Notifications

“Scential Information Management System” (SIMS) provides the capability for the Scential platform to set up alarms and notifications. Alarm levels can be set up based on individual pollutants or on the odour concentration. Breaching the designated alarm thresholds will trigger SMS and/or emails alerts to be sent out to the authorized operators. Additionally, Scential can be setup to provide localized visual and audible alarms. An authorized user can remotely configure each Scential; providing it with the desired sampling rate, transmission rate, purging frequency and more. Scential can also transmit data over WIFI or LAN networks to a local server running a client SIMS database - providing additional security.

## Noise Monitoring

In addition to gas and particulate monitoring, the Scential can be equipped with an outdoor Class 1 noise sensor. No additional equipment is required to measure and record ambient noise. Integrated automatic calibration make Scential convenient and accurate. Noise measurement range is from 30 to 100 dB (A).



# DATA SERVER & COMMUNICATION PROTOCOL

# Cloud Based Hosting

The central monitoring station is hosted on a secure cloud-based server; allowing remote access with any smart device that is connected to the internet. The access is restricted, and the data is encrypted for maximum security. Users are given an identification and password combination which will define their permission level. For example, a standard user who accesses the platform is only able view and download the results, while a user with administrator access can reconfigure the system and redefine parameters.

The monitoring station is designed to collect all data from the sensors and present the sensor data in an easy to understand graphical interface.

# Local Server (Optional)

Scential can be configured so that the SIMS (Scential Information Management System) software is hosted on a local server, specified by the user. This server must have adequate connection to a secure Wi-Fi or LAN network. Scentroid will provide all necessarily hardware and software to setup a local server. This option includes: Computer hardware (including monitor, keyboard...), SIMS software, Ethernet hub.



# Communication Protocols

## GPRS

Scential, by default, comes with a GPRS module, allowing for wireless communication through existing cell towers. The communication is encrypted and sent to Scentroid's secured SIMS cloud server. A local SIMcard should be obtained by the user to facilitate this data transmission.

## WIFI/LAN

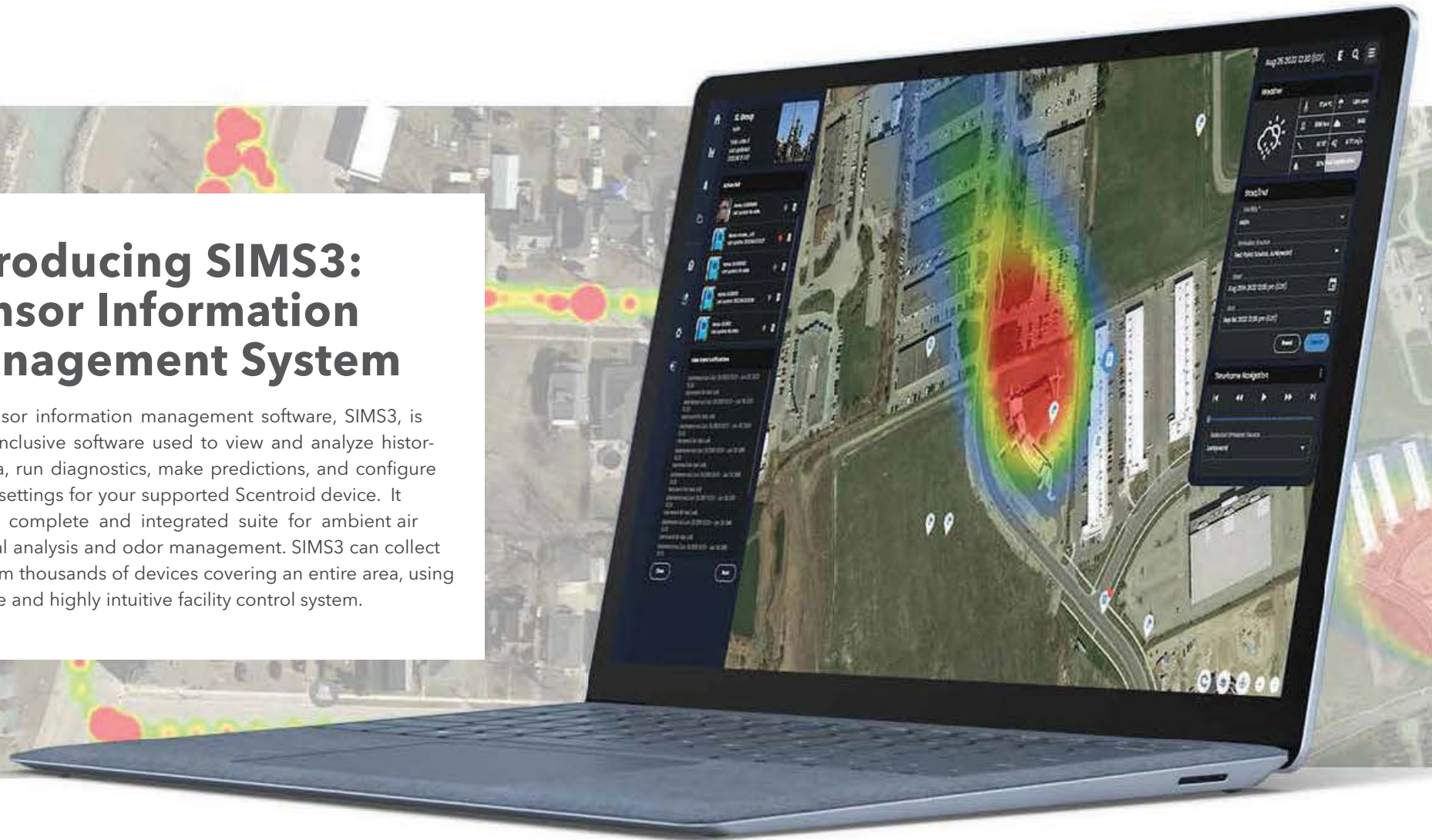
Scential can also transmit data over WIFI or LAN networks to Scentroid's cloud server or a secured local server. LAN connection is included by default and WIFI is included as an option when ordering.

## Analog/SCADA

Scential is an open platform allowing interface to many other instruments and systems such as the plant SCADA. Scential can be setup to transmit any one of the sensor outputs as 0-5V or 4-20mA to be connected to plant monitoring systems such as SCADA.

# Introducing SIMS3: Sensor Information Management System

The sensor information management software, SIMS3, is our all-inclusive software used to view and analyze historical data, run diagnostics, make predictions, and configure various settings for your supported Scentroid device. It offers a complete and integrated suite for ambient air chemical analysis and odor management. SIMS3 can collect data from thousands of devices covering an entire area, using a unique and highly intuitive facility control system.





### **Facility Organization**

All facilities are separately organized so that the users of each will only see data from their own units. Regulators will have an overall view of all facilities within their monitoring scope.

### **SIMS3 AI**

SIMS3 AI utilizes both continuous pollution monitoring and live weather data to calculate a real-time odor plume model, displaying an exact location and spread of odor emissions.

### **Complaint Designation**

Nearby complaints are automatically assigned to facilities, and even sources within facilities, so that the system provides a perfect blend of real-time odor impact estimation, with the registration and further management of odor complaints from neighboring residents.

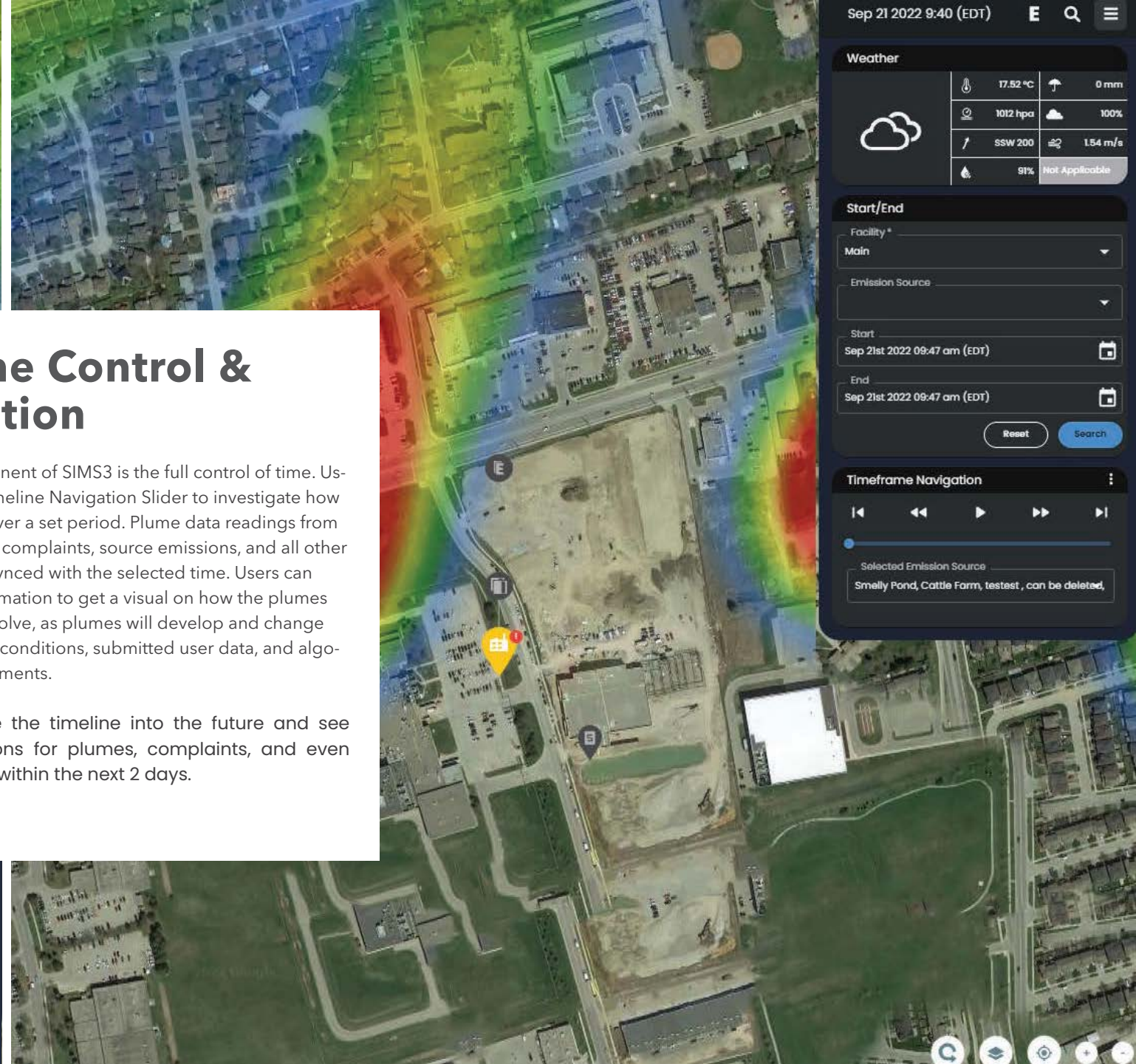
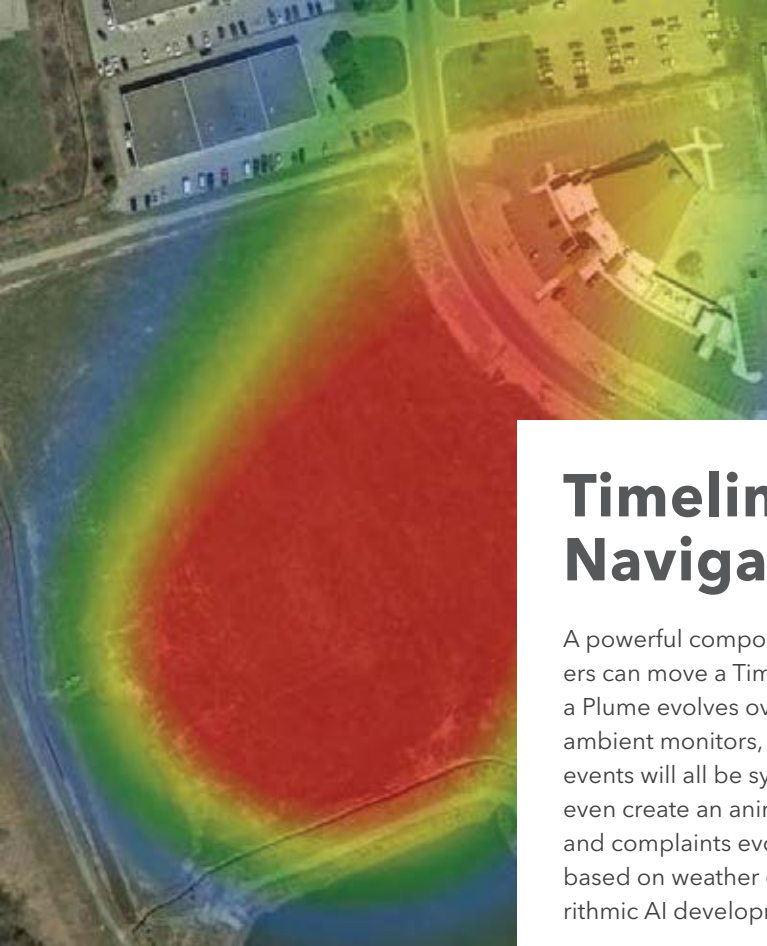
### **Modules**

The map module itself displays a wealth of information including locations of your air quality monitoring devices, their live sensor readings, the location of sensitive receptors, odor complaint locations, and their justification status. The map module is complemented by a diverse series of user analytics to assist you with determining a wealth of parameters with the click of a button!

### **User Settings**

The system is further supported by a robust settings component, allowing the quick change of user permissions, access privileges, notifications settings and more, all in one convenient window!





## Timeline Control & Navigation

A powerful component of SIMS3 is the full control of time. Users can move a Timeline Navigation Slider to investigate how a Plume evolves over a set period. Plume data readings from ambient monitors, complaints, source emissions, and all other events will all be synced with the selected time. Users can even create an animation to get a visual on how the plumes and complaints evolve, as plumes will develop and change based on weather conditions, submitted user data, and algorithmic AI developments.

Users can move the timeline into the future and see SIMS3's predictions for plumes, complaints, and even sensor readings within the next 2 days.

Sep 21 2022 9:40 (EDT) E Q ☰

**Weather**

🌡️	17.52 °C	☔	0 mm
🌬️	1012 hpa	☁️	100%
🌪️	SSW 200	🌊	1.54 m/s
💧	91%	🚫	Not Applicable

**Start/End**

Facility \*  
Main

Emission Source

Start  
Sep 21st 2022 09:47 am (EDT)

End  
Sep 21st 2022 09:47 am (EDT)

Reset Search

**Timeframe Navigation**

⏪ ⏴ ⏵ ⏩

Selected Emission Source  
Smelly Pond, Cattle Farm, testest, can be deleted,

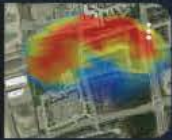
**Timeframe Navigation**

⏪ ⏴ ⏵ ⏩

Selected Emission Source  
Cattle Farm

### Dust Event Group

Facility: FacilityName  
Events: 224  
Justified: 24  
Not Justified: 100  
Not Yet Justified: 100



### Event Notifications

- SO2 | 12.24.2021 23:00 - 12.24.2021 23:45  
Bad smell, almost musty. Like Matches
- NO2 | 12.24.2021 22:45 - 12.24.2021 23:34  
Noticed reddish-brown stain on tank
- NO2 | 12.24.2021 22:35 - 12.24.2021 22:45  
Bad coughing fit, air felt heavy
- SO2 | 12.24.2021 21:45 - 12.24.2021 23:34  
Trouble Breathing, odour was very heavy
- System | 12.24.2021 21:24 - 12.24.2021 21:24  
NO2 levels moderate
- SO2 | 12.24.2021 18:40 - 12.24.2021 18:50  
Recieved complaint
- NO2 | 12.24.2021 17:45 - 12.24.2021 19:20  
Recieved complaint
- SO2 | 12.24.2021 15:30 - 12.24.2021 15:30  
Smelled bad on roadway this morning
- NO2 | 12.24.2021 15:28 - 12.24.2021 17:30  
Itchy eyes
- System | 12.24.2021 15:20 - 12.24.2021 16:34  
NO2 Levels High
- SO2 | 12.24.2021 15:20 - 12.24.2021 15:55  
Recieved complaint of poor smells from 6th...
- NO2 | 12.24.2021 15:15 - 12.24.2021 15:30  
Received complaint from Edrick
- NO2 | 12.24.2021 13:45 - 12.24.2021 16:34  
Acrid, ammonia-like odor near tank 5
- System | 12.24.2021 13:45 - 12.24.2021 16:20  
SO2 levels high
- System | 12.24.2021 12:45 - 12.24.2021 12:50  
NO2 Levels moderate
- NO2 | 12.24.2021 11:30 - 12.24.2021 12:50  
Smelled a bit like cleaning products?
- SO2 | 12.24.2021 11:20 - 12.24.2021 12:25  
Hard to breathe due to smell
- NO2 | 12.24.2021 10:20 - 12.24.2021 14:34  
Smell lingering in wind
- NO2 | 12.24.2021 09:45 - 12.24.2021 9:45  
Windy day today, ammonia smell in air
- SO2 | 12.24.2021 8:50 - 12.24.2021 12:00



## Environmental Monitoring

The Scentroid SL50 serves as an exceptional environmental monitor, providing valuable insights into air quality wherever they are placed. This monitoring capability enables organizations to gain comprehensive and real-time information on pollutants, particulate matter, and other critical air quality indicators, creating a detailed map of the surrounding environment's conditions.



- Odor: 35
- OCU Maint.: 19
- Sludge Delivery: 15
- Settling Tank Mnt.: 17
- Mister 1: 8
- Mister 2: 4

46

New Events

23

Hidden Events

29

Read Events

Event Notification List

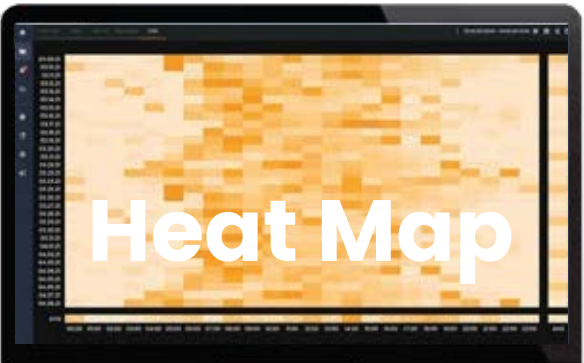
Status	Type	Registrant	Event Time	Justification	Correlation	Description
New	Odour	SR: Stanley Homes	2022.06.14 7:30 - 14:25	Manual Not Justified	<a href="#">View Correlation</a>	Stanley Homes re sensitive recepta
New	Alarm: H2S	System	2022.06.16 14:05 - 15:30	Manual justified	None	Exceedance alarm consecutively wi
New	OCU Maint.	Benjamin	2022.06.16 15:00 - 17:00	Auto Justified	<a href="#">View Correlation</a>	Scheduled maint
New	OCU Maint.	Benjamin	2022.06.17 5:00 - 7:30	Auto Justified	<a href="#">View Correlation</a>	Emergency main
New	Sludge Del...	Benjamin	2022.06.18 18:30 - 20:30	Auto Justified	<a href="#">View Correlation</a>	Scheduled proce
New	Settling Ta...	Benjamin	2022.06.21 8:45 - 11:00	Auto Justified	<a href="#">View Correlation</a>	Scheduled week
New	Odour	SR: Stanley Homes	2022.06.21 9:30 - 14:25	Manual not yet justified	<a href="#">View Correlation</a>	Stanley homes fi recorded Immed
Read	Odour	EXT: Leslie	2022.06.21 9:40 - 17:00	Auto Justified	<a href="#">View Correlation</a>	HI It smell bad ou hot day pls remo
Read	Odour	EXT: Paolo	2022.06.21 10:20 - 13:20	Auto Justified	<a href="#">View Correlation</a>	Automatically pr Neighborhood O

## Event & Notification Log

The SIMS3 Event Log contains event data, time frame, justification, occurrences, intensity, and a brief description. At a glance, users can determine the most logged event types, determine the weekly frequency of logged events, and track the most active day, most active time, and total events registered. A series of filters allows users to quickly find a specific event, notification, event type, new or read status, event time, justification status, occurrences, intensity, and more.

Our notification center allows you to quickly view your instrument's alarms through a clean and organized interface. Here, you can access your device, look up a specific sensor, display all of your established alarms, and obtain a detailed breakdown of your alarm status.

Intensity	mark
5	<input checked="" type="checkbox"/>
N/A	<input checked="" type="checkbox"/>
N/A	<input checked="" type="checkbox"/>
N/A	<input checked="" type="checkbox"/>
N/A	<input checked="" type="checkbox"/>
N/A	<input checked="" type="checkbox"/>
3	<input checked="" type="checkbox"/>
7	<input checked="" type="checkbox"/>
3	<input checked="" type="checkbox"/>



For more details on our SIMS3 platform, please see our SIMS3 Brochure available at [www.Scentroid.com](http://www.Scentroid.com)

## Robust User Analytics

The SIMS3 analytics module provides you with the tools you need to make informed decisions regarding your monitoring projects. This module allows you to view data in several formats including temporal view, statistical view, AQI Analysis view, and heat map. Take your analytic capabilities even further by analyzing your recorded events, event types, and overall event activity.



# SCENTINAL ACCESSORIES

## Air Conditioning & Heating System

Scential can be equipped with a powerful air conditioner - capable of ensuring an optimal internal temperature even during extreme or pro-longed weather events. In cold climates, the built-in heater will activate to keep the sensors above 15°C. Internal temperature can be monitored remotely through the SIMS software. The enclosure is also fully insulated to reduce power consumption and ensures that Scential can operate in any ambient temperature ranging from -50°C to + 50°C.

## Scential Solar Power Unit

For locations where getting power to Scential might be challenging, a solar panel and rechargeable battery can provide all the necessary power for your Scential. Scential's optional solar power unit will provide all the necessary charge controllers, power management system, and connections to install your solar panels and batteries.





# INSTALLATION, MAINTENANCE, OPERATIONAL COSTS

## Installation

The small form factor and small mass of the Scentinal makes it easy to transport and install. To install the Scentinal, all that is required is to mount the unit to a wall or a pole and plug in the AC power. Solar panels and rechargeable battery options enable the unit to work in remote locations. Once powered, the instrument will determine its location using a built in GPS receiver and start transmitting data to the closest SIMS server. That's it!

## Maintenance

Scentinal uses a new method of decontamination to ensure accurate reading even at ppb levels. Periodically the system assesses contamination using a built-in carbon filter and if required decontaminates all lines, pumps, and valves using oxidizers. Remote diagnostic tools and built-in calibration gas (option) means that once installed, Scentinal is virtually maintenance free.

Operational cost of Scentinal is minimal with electricity and data being the only utilities. The system will require less than 0.5 amps at 220 VAC. If you incorporate AC, an additional 75 watt of consumption will be included. With the optional solar panel, there will be no requirement for external electricity. Data cost is paid for one year. After the first year, the data cost is dependent on the country of installation, for example:

Australia, Canada, UAE, UK and USA cost roughly \$100 per year (\$0.25 per MB rate and 2-minute update time is assumed).

## Sensor Replacement

Sensors are under a comprehensive warranty for 24 months from the date of shipment. Additional warranty can be purchased to cover sensor replacement. Typical sensor life cycle depends on the type of sensor - generally this is between 1 to 5 years.



## Calibration

### On-site Calibration

Scentinal can be calibrated through the on-device 7" touch screen using calibration gases. Calibration should be performed, at minimum, on an annual basis to ensure optimal performance. The entire calibration does not take more than 10 minutes per sensor and requires minimal technical skills.

### Automatic Calibration

Optional automated calibration module will allow Scentinal to conduct periodic self-calibration. Scentinal will automatically inject calibration gas, which is permanently connected to the unit, into the sample line and verify/update calibration parameters.

A man wearing a yellow hard hat and a blue safety vest with reflective stripes is looking down at a document he is holding. He is in an industrial setting with large yellow pipes and machinery in the background. The text "AFTER-SALES SUPPORT" is overlaid in white, bold, sans-serif font across the center of the image.

# AFTER-SALES SUPPORT

## Training

Training is the key of using any instrument, and Scentroid provides worldwide training programs for our clients and distributors. Training can be conducted by Scentroid or your local distributor. Scentroid training tools include: online training, videos, brochure, operation manual and on-site workshops. We also offer a hands-on training program using our high-tech simulation room. Scentroid's state of the art simulation room is located at our headquarters in Toronto, Canada. You are more than welcome to visit us and meet with the people behind these products

## Warranty

We are so confident of the reliability of our products, that we are glad to offer our clients a comprehensive 24 month warranty for every Scentinal SL50. Additionally, warranties can be extended for the 3rd, 4th and 5th year. For more information about our extended warranties, pick any of the options in section 9.2 and speak to us today!

## Technical Support

We are responsible for any products that exit from our manufacturing warehouse! Our support team offers different ways to help you. Choose the one most convenient for you below!



### Local Support

We have developed a vast growing network of distributors and repair facilities. To find your local support please check our distributors map.



### Phone Support

Our highly professional customer services are here to serve you, for any technical issue reach them easily via phone: 416.479.0078 - Ext 210



### SME Support

Connecting you to the Subject Matter Experts! Our customer support is unique in that you can talk directly to the designer or programmer of each product.



### Live Chat

If you feel more convenient to solve your technical issue via chat, No problem! Reach our highly professional customer services through our website-hosted Live Chat.



### Email Support

For any technical issue you our engineers are happy to assist via email. For fast and efficient support, simply email our team at [support@scentroid.com](mailto:support@scentroid.com)

An aerial photograph of a vast, rugged valley during sunrise. The landscape is characterized by deep, winding canyons and rocky terrain. Several hot air balloons are scattered across the sky, some in the foreground and others in the distance. The sky is a soft, hazy orange, and the overall scene is bathed in the warm light of the early morning.

# AIR QUALITY STANDARDS

Pollutant	Scential Calibration Range	Detection Limit	US EPA Standard	EU Standard
Ozone	0 - 0.05 ppm (1000 µg / m3)	0.01 ppm (2 µg / m3)	0.075 ppm / 8h (157 µg / m3 / 8h)	(0.102 ppm / 1h) (1000 µg / m3) (1000 µg / m3) (1000 µg / m3)
PM2.5	0 - 2000 µg / m3	1 µg / m3	35 µg / m3 / 24h	25 µg / m3 / 24h
PM10	0 - 2000 µg / m3	1 µg / m3	150 µg / m3 / 24h	50 µg / m3 / 24h 40 µg / m3 / 1Y
Odour	1+OU	1 OU	0 OU	NA
Sulfur Dioxide	0 - 10 ppm (0 - 29 µg / m3)	0.009 ppm (25 µg / m3)	0.14 ppm / 24h (365 µg / m3)	(0.133 ppm / 1h) (0.047 ppm / 24h) 350 µg / m3 / 1h 125 µg / m3 / 24h
Carbon Monoxide	0 - 25 ppm (0 - 29 µg / m3)	< 0.04 ppm (< 0.05 µg / m3)	9 ppm / 88h (10.3 µg / m3)	8.74 ppm / 8h 10 µg / m3 / 8h
Nitrogen Dioxide	0 - 0.2 ppm (380 µg / m3)	0.01 ppm (1.9 µg / m3)	0.053 ppm / 1Y (1.9 µg / m3)	(0.115 ppm / 1h) (0.023 ppm / 1Y) 200 µg / m3 / 1h 40 µg / m3 / 1Y

Scential adheres to the US EPA Standard, EU Standard, and most international standards.

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