Qingping Air Monitor FAQ

Q: Is tVOC equal to formaldehyde?
A: No. tVOC, or total volatile organic compounds, contains thousands of compounds, such as formaldehyde and benzene, but it is NOT equal to formaldehyde. tVOC reading may increase significantly when there are more people in the room, or during activities such as cooking, eating, cleaning, or make up, and usually falls back after the activity has finished or if the area has been ventilated.

tVOC readings increases significantly when unsealed substances containing alcohol are present near the monitor (perfume, scents, wine etc). Indoor tVOC can also come from combustion products such as coal or natural gas, smoking, and the off-gassing of materials used in construction and decoration, furniture, furnishings, and household appliances.

Some VOCs are harmful to humans. Opening windows or turning on ventilation systems can eliminate or effectively reduce tVOC concentrations.

Q: What's the point of measuring CO2 level?
A: Indoor CO2 mainly comes from human respiration and more recently, has been used as a proxy for the risk of indoor viruses. When indoor CO2 levels are above 1,000 ppm, you may feel drowsy. Levels above 2,000 ppm may cause nausea and headaches. Do not stay in the environment with a CO2 level above 5000 ppm for more than 8 hours. To reduce indoor CO2 levels, open windows and doors or turn on mechanical ventilation systems. An air purifier, although good at removing particles, will not lower CO2.

Q: How long is the standby time of the monitor?
A: When not connected to USB power, Qingping Air Monitor will automatically shut down when the remaining power is 5%. The monitor can stand by for about 4 hours from fully charged to automatically shut down but we recommend keeping the monitor connected to the power supply. Qingping Air Monitor has a built-in power management function similar to that of a laptop, which does not damage the battery.

Q: Is remote viewing supported?
A: Yes. You can install Qingping+ or the Mijia app on your phone and connect to your Qingping Air Monitor to view it remotely.

Q: What is the effective detection area of a monitor?
A: The detection area depends on how uniform the air is in the room. In general, a living room and bedroom environment can be relatively uniform, but don't place your air monitor next to an air purifier, heating or a humidifier (where the air will differ significantly from other areas of the room). For example, if a humidifier is on one side of the room, humidity is increased but if you have an electric heater on the other of the room, humidity will be is reduced. In this example, the Qingping Air Monitor cannot accurately reflect the temperature and humidity of the room. An example where PM2.5/tVOC isn't uniform is

where someone smokes on one side of the room and there is a powerful purifier the other side.

Q: Why can't I connect to the Wi-Fi in some offices or public areas?
A: Qingping Air Monitor does not support Wi-Fi that requires authentication to be completed on a web page or information to be entered in a special login client. Please check the network signal as it currently only supports 2.4GHz, not 5GHz network.

Q: Do I have to be connected to the Internet to use the monitor?
A: No. The air monitoring function works well without internet connection, but the time/ weather feature will be unavailable.

Q: Is the time on the screen automatically calibrated?
A: If the Qingping Air Monitor is networked, the time is automatically calibrated however, you can set the time to manual adjustment in the device's settings, which turns off the automatic calibration.

Q: How long does it support to view the history data? Does it support historical record export?
A: Hourly data in the past 24 hours and 30 days daily data is available for viewing on the screen or via the app. Exporting the data will give you access to 3 months of data in 15-minute increments.

Q: What is the measuring accuracy?
A: Due to the wide variation in user environments and testing methods, Smart Air can make no guaranty of accuracy range. During our internal tests, we found the following:

- Temperature: ±0.8℃ (the device needs to be turned on and placed in a windless environment for 30 min during the test.
- Humidity: ±8% (the device needs to be turned on and placed in a windless environment for 30 min during the test)
- PM2.5: ±10μg/m³ when the reading is less than 100μg/m³; ±10% when the reading is greater than 100μg/m³ (the laser type PM2.5 sensor is susceptible to the ultrasonic type humidifier so it is recommended to turn this off during the test.)
- tVOC: ±20% (the tVOC sensor requires complete initialisation)
- CO2: ±15% (CO2 in the air is not uniformly distributed so a more regulated environment is required to correctly test the accuracy)

Q: How long is the service lifespan of the monitor?
A: We offer a 1-year mechanical warranty

Q: Can we guarantee the accuracy of detection all the time after using it for a long time?
A: Under standard living conditions, we estimate this product can last for more than 3 years

Q: Will the dust accumulated inside affect the measurement accuracy after long use?
A: Using the monitor in a dusty environment will impact the warranty and the sensors. Other, more robust, models are designed for construction areas

Q: Why does tVOC need to initialize after power on? Why does the time needed vary in length?

A: Due to the limitations of the sensor characteristics, the tVOC sensors are initialised each time the monitor is powered on. The following is an estimation of initialisation times based on how long the monitor was shut down:

- <1 hour: 30 seconds
- 1 hour to 12 hours: 90 seconds
- 12 hours to 48 hours: 6 minutes
- 48 hours to 7 days: 12 minutes
- More than 7 days (or the first time the power is turned on): 4 hours

If the monitor is turned off or restarted during the initialisation process, then the process will restart from the beginning once the power is back on.

Q: Why does the PM2.5 reading shoot up after turning on the humidifier?

A: The volume of some water droplets ejected by ultrasonic-type humidifiers often leads to a sharp increase in PM2.5 sensor readings (the ultrasonic type humidifier usually emits white water mist when working).

Q: Does a high tVOC concentration mean it is uninhabitable?

A: When the concentration exceeds 3mg/m³, please identify and remove the source and avoid staying in that environment for more than 1 month.

Q: Does the equipment's own heat affect the accuracy of temperature and humidity measurement?

A: Yes, it does but Qingping Air Monitor has a built-in compensation algorithm to eliminate this impact, so the actual temperature and humidity readings displayed by the device are accurate.

Q: Why is there no power adapter?

A: Due to the high quality of the sensor, screen, CPU, and structural material used in the air monitor, the price is already relatively high. We have managed to keep costs down by just supplying the ubiquitous USB-C cable.

Q: Can I use a power adapter other than 5V 1A? Does it have any effect on the monitor?

A: It is recommended to use a power adapter with an output voltage of 5V and an output current ≥1A. When the output voltage does not match, the device will not work and may even damage the device.

Q: What's the maximum number of devices that a Qingping+ account supports?

A: One account can manage multiple (unlimited number) devices at the same time

Q: Under what circumstances would I need to reset the sensors?

A: The reset most likely refers to the tVOC detection element and is recommended in the 2 situations:

(1) The detection environment changes, such as from home to the car, you need to reset the components, so that the data will be more accurate.
(2) The detected value seems inaccurate after long use.

It takes about 4 hours to complete an active reset. Put the monitor in a place with good ventilation during the reset, such as windows, outdoor. Keep the power supply connected to ensure sufficient power during the reset.

Q: When will I know about the Qingping Monitor software updates?
A: The device will automatically detect software updates when connected to the network and will prompt you for the need to upgrade. Upgrading usually takes a couple of minutes.

Q: Will it be automatically updated if adding an intelligent platform like Alexa?
A: Yes, and the automatic update is in the cloud with no local prompt.