Frequently Asked Questions about AirFilterSentry

How do I get automatic alerts?

Follow these three easy steps to enjoy convenient text and/or e-mail alerts to your Smartphone (Android or iOS) or desktop computer or tablet (Mac or PC) whenever your HVAC system's filter needs servicing.

First, create an AirFilterSentry Home account at www.cleanalertwifi.com and add your monitor to the account. You will need a valid email address and the serial number and MAC address of your monitor in order to create the account. You will find it the serial number and MAC address on the back or top of your monitor and on the side of the box your monitor came inside. You will then get lifetime AirFilterSentry Notification Service FREE. No subscriptions, no bills. Up to two monitors can be signed up in a AirFilterSentry Home account.

Next, install the FILTERSCAN WiFi air filter monitor on your forced air heating and/or cooling system, link it wirelessly with your Internet router using the supplied instructions, and calibrate it. It will now start monitoring your system and storing its readings on our server. When it detects that the air filter is clogged it will alert you by phone and/or email. You will also be able to view and download reports that provide performance information such as the percentage of air filter life used, the monitor's battery status, and the elapsed time since your last air filter replacement.

The AirFilterSentry Notification Service sounds complicated to set up and expensive; is it?

No. It is actually very simple to set up. Just follow the step by step instructions in the manual.

Can I use the FILTERSCAN WiFi Air Filter Monitor without signing up for the AirFilterSentry Notification Service?

Yes. But without the AirFilterSentry Home notification service, your monitor can only issue local alerts (audible alarm and flashing light), just like our first-generation FILTERSCAN Model FS-242. Without AirFilterSentry Home, your monitor cannot send alerts to designated smartphones or desktop computers or tablets, nor can you view a real-time report to show the air filter's remaining life. AirFilterSentry Home Notification Service is completely free.

Suppose my home has multiple HVAC systems, each with their own FILTERSCAN WiFi Air Filter Monitor. Will the AirFilterSentry Notification Service allow me to view the status of each monitor using a single account?

Yes. You may register up to two monitors under a single account. Furthermore you can customize the alerts issued by each monitor so that you can distinguish them.

I have read that Internet-connected appliances can be hijacked by hackers and corrupted. Is that possible with the FILTERSCAN WiFi Air Filter Monitor?

The short answer: No.

The long answer: The FILTERSCAN WiFi Air Filter Monitor only accepts commands in response to requests it makes to CleanAlert's Cloud server. Over 99% of the time, the FILTERSCAN monitor is asleep and the WiFi antenna is off. That server is protected by advanced firewalls and encryption. Furthermore, the FILTERSCAN WiFi Air Filter Monitor has to identify itself with a

unique serial number and matching MAC address in order for the server to accept information sent to it.

If I forgot or lost my AFS password, how can I reset it?

Go to the AFS web site (cleanalertwifi.com). Click on the "Problems?" link in the menu at the top of the page. Select "Forgot Your Password" on the drop-down menu. Enter the primary email address on the AFS account and press Submit. Instructions for resetting your password will then be emailed to that account.