Frequently Asked Questions (FAQs)

What is the measuring range of the scanner?

A: The scanner measures from 95.90 °F to 107.6 °F (35.5 °C to 42 °C). Temperature measurement lower than 95.90 °F will result in a 'Temperature Too Low' warning.

What is the alarming temperature?

A: By default, the scanner reports a high-temperature alarm at 99.68 °F. Any temperature reading at or above 99.68 °F will trigger the high-temperature audio alarm. Any temperature reading at or below 99.67 °F will be reported as normal.

What is the accuracy of the measuring result?

A: At its working temperature zone, the error range of the measuring result is ± 0.5 °F.

How to clean the equipment?

A: Please use gentle lens cleaning solutions (such as alcohol) on a soft cloth to wipe around the lenses and sensor area. It is recommended to perform cleaning whenever the lens and sensor area is dusty.

How to perform calibration on the equipment?

A: There are two methods of calibration:

- Blackbody Calibration by Turing Video: All Turing Temperature Scanners are calibrated using a Blackbody radiation source before shipping. Turing suggests that all the temperature scanners be calibrated using a Blackbody source once a year. This can be done by sending the unit back to the Turing Video office.

- Manual calibration by the customer: Users can perform a quick manual calibration from the Turing software interface, using an accurate FDA approved hand-held thermometer as reference.

Suggested working temperature range?

A: As human body surface temperature is always changing with the environment, in order to provide an accurate External Skin Temperature measurement, we suggest using the scanner in the ambient temperature range of 60 °F to 104 °F (16 °C to 40 °C).

If temperature conditioning equipment (cooler, heater) is used to maintain ambient temperature, please make sure that the scanner is not being directly affected by the AC equipment. Please keep at least 3 feet of clearance around the scanner from any external temperature variant source.

Cold weather usage tips?

A: If the scanner will be in an outdoor environment where the daily temperature difference is larger than 5 °F, the scanner needs to be set as in the outdoor mode.

The human forehead surface temperature adapts to the environmental temperature. So in a cold environment, it is normal that the forehead temperature could be lower than the low limit of the temperature scanner (95.9 °F). The scanner will report 'Temperature too low' in this scenario. Please have the person being measured stay in a warm sheltered location for 5 minutes until the body surface temperature is normal, and have them measured again.

Hot weather usage tips?

A: Avoid direct sunlight on the scanner. Also avoid direct sunlight on the measuring target, as the infrared in the sunlight will interfere with the temperature measurement.

Place the scanner in a shaded area, and have the person(s) being measured under a shaded area as well. If the person being measured was in an abnormally warm environment, their surface body temperature may be high enough to trigger a hightemperature alarm. In this scenario, have the person(s) being measured stay in a shaded area for about 5 minutes until the body temperature cools down, then perform the measurement again.

How to pick a good location to set up the scanner?

A: Please avoid direct sunlight on the scanner lenses and sensors.

Please avoid strong light sources in the background of the viewing field as it may interfere with the camera function.

Please avoid water on the thermal sensor lens (located in the housing at the top of the scanner).

Place the scanner in a sheltered location with little environmental interference (wind, sun, rain).

What kind of information is the scanner storing?

A: No information is stored on the scanner locally.

Can the Thermal Scanner settings be changed?

A: With the Data Access Package (sold separately) from Turing:

- Audible volume can be lowered or muted
- Temperature reporting thresholds can be adjusted
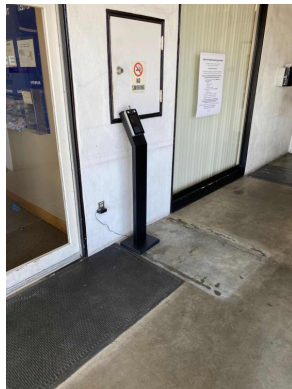- Temperature can be in Fahrenheit or Celsius

Body Thermal Scanner Pricing

Indoor/Outdoor Scanner - $2500

Adjustable/stationary Stands - $250

Adjustable/stationary Stands - $250

Turn Style or Desktop Stand - $150

Wall Mount (Vesa) - $80

Advanced replacement
years 2 & 3
$159/respectively