Frequently Asked Questions (FAQs) About Recalibration

1. ***When should I recalibrate my LogTags?***

   The LogTags are certified for a 2-year period. Check the expiration date on the Certificate of Calibration or in Florida SHOTS under "Calibration Log" to see the expiration date. The expiration date is also on the back of the LogTag. LogTags should be submitted for recalibration **no so1r than 30 to 60 days prior to the expiration date. It will take MicroDAQ at least 7 to 10 business days from the date of receipt to recalibrate your LogTags and return them to you, so please plan accordingly.**

2. ***When I send the LogTag in for recalibration, do I delete it from the "Calibration Log" in Florida SHOTS?***

   <u>*No*</u>. Simply update the expiration date in the "Calibration Log" once it is returned from being recalibrated.

3. ***If I have more than 1 LogTag that needs recalibration, can I submit more than 1 at the same time?***

   Yes, but only if you have more than 1 certified calibrated backup thermometer. If you only have 1 that has a calibration date that has not expired, you can only submit 1 LogTag at a time. If you have 2 currently certified, calibrated backup thermometers, you can submit 2 LogTags at once. Please make sure that your backup thermometer information has been added to the "Calibration Log" for the appropriate storage unit in Florida SHOTS.

4. ***What is a "certified, calibrated backup thermometer"?***

   All VFC providers are required to have <u>at least</u> 1 backup thermometer that has a current and valid certificate of calibration stating the thermometer's accuracy. The certificate will have an expiration date within 1 or 2 years of the date of issue. If that date has passed, or the thermometer does not have a certificate of accuracy, it cannot be used as a backup thermometer.

5. ***Do I need to alert VFC about my backup thermometer?***

   No. You should enter the thermometer's information into Florida SHOTS.

6. ***If I'm sending more than 1 LogTag for recalibration, do I have to complete the online form on MicroDAQ's website for each 1?***

   MicroDAQ has informed us that **only 1 form needs to be completed, regardless of how many LogTags are submitted at the same time.** When you complete the online form, be sure to check

"Yes" under the "Calibrate Additional Data Logger" option, then type in the additional LogTags' serial numbers in the "comments" box.

7. *When will I be able to manually enter temperatures?*

   When you notify the VFC Recalibration Team that you're submitting a LogTag for recalibration, manual temperature entry is made active for that storage unit. If you are unable to enter your temperatures, please notify the VFC Recalibration team (VFCRecalibration@flhealth.gov). **All correspondence to the VFC Recalibration Team MUST include your PIN number and the Unit ID for the storage unit you are inquiring about.**

8. *When I send back more than 1 LogTag, do I have to package them separately?*

   No. You should package all the LogTags that are listed on your confirmation email from MicroDAQ in the same package.

9. *How long will it take to get my LogTags back?*

   Please allow 2 to 3 weeks from date of mailing for return of your LogTags.