

Ferroguard Assure Frequently Asked Questions

Welcome to our Ferroguard Assure Frequently Asked Questions (FAQ) document, designed to address the most commonly asked questions from our valued customers.

FERROGUARD ASSURE FUNCTIONALITY QUESTIONS

Does the Ferroguard entry door system detect all types of metals?

No, the system only detects ferrous metals, such as iron, nickel, cobalt, and steel.

Can I adjust the volume of the alarm on the Ferroguard Assure entry control system?

Volume and sensitivity are adjustable. These adjustments are customized at installation based on your specific environment. However, if you wish them to be changed, please contact Metrasens Support for adjustments.

Are both detection units in the Ferroguard Assure entry control system set to the same sensitivity?

Not necessarily, when the system is installed, the magnetic field of the facility is taken into consideration and the detectors are adjusted accordingly.

Why does the Ferroguard Assure entry control system not alert me when I open the door even though the light alerts are red?

The Ferroguard entry control system features Metrasens' Smart Alarm technology. This allows the system to distinguish between the signal from the MR door, ignoring it and therefore not producing an audible alert. However, if you are not ferrous-free, an audible alarm will be produced when you cross the threshold into Zone IV.

Does the Ferroguard entry door system emit anything potentially hazardous to me or my patients?

No, Metrasens only uses passive detection, which does not emit any signals, and therefore is safe for all, even patients with medical implants.

Is it normal for the detectors to flicker while a pulse sequence is running?

Yes, the gradient switching produces its own magnetic field, which the system can oftentimes detect.

Is it normal for the detectors to flicker or light up when sitting in my chair at the control desk?

Yes, any production of a magnetic field or electromagnetic field can be detected by the system.

FERROGUARD ASSURE USE QUESTIONS

Why does the Ferroguard entry control system alarm when I bring MR Conditional equipment into Zone IV?

Most MR Conditional equipment contains enough ferrous material that it is detected by the entry control system.

I remove the docking table in and out of Zone IV all the time. The Ferroguard alerts for every patient, how do I know if they have anything ferrous on them?

We recommend completing a full stop/final check prior to entry into Zone IV with any equipment.

Sometimes when I walk through the system with my glasses on, I get an alarm, and sometimes I do not. Is the system inconsistent?

Ferroguard entry control system is designed to detect medium to large objects. When entering Zone IV, sensitivity is greatest closer to the detectors compared to the middle of the doorway. Therefore, ferrous objects may be detected differently depending on the proximity to the detector.

My work attire is not ferrous free. How should I screen my patients?

Screening patients should be performed with a patient screener, such as Metrasens Ultra or Ferroguard Assure, and not an entry control system. However, to ensure your patient has not accidentally picked up any ferrous items from Zone II to Zone IV, enter Zone IV first, once the system has reset to green, instruct your patient to enter Zone IV. Keep in mind that the Ferroguard entry control system is not intended to screen patients and is only intended to pick up medium to large-sized hazardous objects.

Can I use my Ferroguard entry control system to screen patients if I bring them up close to a detector and have them spin?

No, the Ferroguard entry control system is not designed to detect smaller items. We recommend the Ferroguard patient screener be used for patient screening.



Does the Ferroguard entry control system do the same thing as a hand wand?

No, hand wands have a very specific use case. Their efficacy depends heavily on the user. They must also be turned on/off and are also using active detection. The Ferroguard entry control system is always on, always detecting, and never emitting any signals that may harm your patients.

What happens if my patient has something ferrous in their sock lower than the bottom of the detector?

The Ferroguard entry control system detects in all directions, including floor to ceiling. As a reminder, the entry control system is not designed for screening patients but to catch medium to large sized hazardous items.

Should I be performing any routine tests on my detectors?

Yes, Metrasens recommends using consistent test targets at the beginning of each shift to ensure the detectors are working appropriately.

FERROGUARD ASSURE SUPPORT

I accidentally damaged and/or hit one of my detectors and am now experiencing a constant audible alarm. What should I do?

Contact Metrasens Support at (630) 541-6509 or email us at support@metrasens.com

How do I get service when I need it?

Contact Metrasens Support at (630) 541-6509 or email us at support@metrasens.com.

I've had my detectors for a while now. Is there a calibration or routine maintenance I should be performing?

No, all controls are sealed, and any service or preventative maintenance would need to be performed by a Metrasens field service engineer. We recommend service over time but do not have a set schedule for maintenance. If you are ever in question that your system is not performing correctly, please contact Metrasens Support at (630) 541-6509 or email us at support@metrasens.com.

IF YOU HAVE ANY OTHER QUESTIONS, PLEASE DON'T HESITATE TO CONTACT US VIA OUR WEBSITE, WWW.METRASENS.COM/SUPPORT.