



Frequently Asked Questions

SMART Digital Rodent Monitoring

Here are some frequently asked questions about our residential non-toxic SMART Digital Rodent Monitoring system.

What does SMART Digital Rodent Monitoring mean?

We will install devices in specific rodent focused areas of your home that remotely monitors and will alert us if there is any activity. We will then contact you to discuss this activity and if required, organise a technician visit to investigate and possibly discuss a treatment plan which is included in your package.

How many SMART Digital Rodent Monitoring devices are installed?

We will install a modem and monitoring devices in rodent focused areas. If any further devices and or treatment are required, the technician will discuss this with you on the day. These are all included in your packages.

What happens if rodent treatment is needed on the day of service?

If our technician believes that rodent treatment is required, they will discuss and agree on a treatment plan with you.

What types of rodent treatment are used?

There are multiple options available. After the inspection, our technicians will discuss and agree on the best-suited treatment for your home on the day.

Does SMART Digital Rodent Monitoring use my home network & Wi-Fi?

No, the product runs off it's own independent network and will not interfere with your Wi-Fi/home network system.

Do I need to turn the SMART Digital Rodent Monitoring system off and on?

No, the system is always running and unplugging the system may affect our abilities to collect pest activity data.

How much power will the SMART Digital Rodent Monitoring device use?

Less than your current Wi-Fi modem router OR less than a 20 Watt light bulb.



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What happens to my SMART Digital Rodent Monitoring system in the event of a power outage?

The system can support itself with backup batteries. At that point, we will contact you to verify a power outage and if necessary, schedule a visit to ensure the system is working properly.

Is there any audio/visual recording in my SMART Digital Rodent Monitoring device?

No, all monitoring and control devices use Passive Infrared Sensor (PIR) sensing technology (similar to home alarm sensors) that does not record any type of audio or visual.

What happens if I think I set one of the sensors off in my SMART Digital Rodent Monitoring device?

That is okay, our job is to decipher what is rodent activity and what may be human activity. We may call and verify this, however, our technicians are trained to place devices out of the way of possible human activity while still providing monitoring for rodents.

Does the SMART Digital Rodent Monitoring sensor detect human movement?

We do install the monitoring devices in rodent focused areas of your home which is generally not where humans are active. If however, you do walk past or clean around the sensor we will be alerted to this activity. It is our job to decipher what is rodent activity and what may be human activity. We may call and verify this, however, our technicians are trained to place devices out of the way of possible human activity while still providing monitoring for rodents.

Is there a portal that I can log into so I can monitor at home?

No. It is our job to monitor for rodent activity to protect your home. We will call you if and when we suspect rodent activity.