

Customer Needs

To ensure the most desirable product for our sponsor, it is best to first start with a detailed list of the consumers' needs. In doing so, we are compiling a list of questions and objective answers to best understand how our product can be used in the real world. This part of the product timeline is important because it lays down the base of which we can continue to build upon. To gather this information, we thought of some general questions about our project and brought them to our sponsor meeting to be answered on September 21 and October 9, 2020. As the sponsor answered our questions, we wrote down the what they said and interpreted them later. The questions, answers and translated customer needs are below.

Questions	Customer Statement	Interpreted Need
Would using the most outside air be efficient enough to clean air?	The best method to clean the air, would be 100% outside air utilization. This would be too expensive	Clean and recycle existing indoor air.
How do healthy buildings affect energy consumption?	Using systems to work more efficiently, increases consumption. Portable and battery powered units with data loggers.	A device that is portable and battery powered would be more appropriate.
Are there any structural or sizing limitations? e.g. volume, height, length, weight, etc.	The device cannot be added to the existing structure of mechanical equipment. Small, and lightweight to be moved on a cart.	A portable device that can be moved easily.
In what environment will the project be used? e.g. home, office, stadium, retail, etc.	The idea is to create a product that can be used at FAMU-FSU COE	The product is designed to work in classrooms, labs, and study spaces.
Should it be geared towards reducing contamination or increasing ventilation?	The device should be geared towards reducing contaminants.	The product reduces contamination and increases ventilation.

Do you have any existing products or previous research that could be used to help this project?	Similar projects are being done at other universities.	The product will resemble other products that have been installed in other universities.
Will our project be used in conjunction with an existing product or will an entirely new system need to be designed?	Since we have products already made, I do not figure that you all will create an entirely new system.	The product will work in conjunction with an existing product.
If it will be used in conjunction with another system, what type of system? Do you have any specific details?	We will donate products for you to work with.	The project will make use of existing Honeywell products.
Does the current COE mechanical system include sensors?	Some rooms have humidity sensors, but there are no Volatile Organic Compounds (VOC) or particulate sensors.	Device will measure the VOC, CO2, humidity, temperature, and particulate levels
Is there a problem with the current purifiers?	Current purifiers would only clean 10% of the air in the room, because of placement.	The device will clean and monitor more of the air in the spaces.
What is the nature of the contamination we are aiming to reduce? e.g. viruses, bacteria, fungi, odor, etc.	Reducing the replication of airborne pathogens	The product reduces viruses that are in the hotspot area.
Does the project need to be an automatic or a manual system?	It would be great for it to be automatic but if it ends up having to be manual that will work.	The product is activated automatically.