

## Product Information Guide

### SureSafe Personal Emergency Call System Home Based Pendant Alarm (Supplier: Sure Safe)



Monitoring	Family monitored
Ongoing Costs <i>(correct at date below, subject to change as per suppliers' advice)</i>	Nil ongoing fees (existing landline phone connection required (Not VOIP))
Colour	White with blue button pendant, white with red button watch
Case material	Plastic
Accessories	1x pendant and 1x wristwatch alarm button and 1x hub
Range/Reception	Up to 50 metres (walls/obstacles will affect range)
Water resistance	Waterproof
Dimensions (H x W x D)	Pendant = 52 x 42 x 10mm Watch = 34 x 34 x 14mm
Weight	Pendant/Watch = 30g
Battery life	18-hour on AAA battery backup (base station), 2+ years on pendants/watches
Charging time	N/A
Fall detection	No
Live tracking/GPS	No
Two-way call	Yes, via base station
Geofence	No
No Movement Detector Alarm	No
Voice Prompts, Languages	No

Pacemaker information	The pendants do not contain any magnets and are designed and manufactured to reduce electromagnetic interference with other electronic devices. Please consult your medical specialist for further advice.
Emergency contacts	Can have up to 3 contacts for family monitoring
Set up needed?	<ol style="list-style-type: none"> <li>1. Connect hub to power and landline</li> <li>2. Set maximum 3 numbers</li> <li>3. Record voice message</li> </ol>
SOS procedure	<ol style="list-style-type: none"> <li>1. You can activate call sequence by pressing the pendant button or the Hub Help button.</li> <li>2. The hub will beep 10 times, then, after a short delay, will begin calling the preset emergency contacts.</li> <li>3. The hub will playback your prerecorded message. Each number will be dialled 5 times, with each call lasting 45 seconds if not acknowledged.</li> </ol>
How to cancel alarm	If you accidentally press the “Help” button and activate the system, you can cancel the alert by switching the hub off and then back on. After the red light goes out, the system is ready to use.

Information correct as at 30 October 2023