



## **SureSafe 24/7 Connect - Frequently Asked Questions:**

### **1. Can I wear my pendant in the shower or bath?**

Yes, in fact we recommend it as accidents are more likely to happen there. The pendant is fully waterproof.

### **2. What happens if I press the pendant by mistake?**

Don't worry, this is no problem. Simply tell the SureSafe advisor that it was a false alarm. We recommend you test your pendant every month.

### **3. If the battery in my pendant is running low, how will I know?**

The base unit checks this on a daily basis and reports it to the response station. We will let you know, and a replacement to be sent free of charge.

### **4. What happens if I lose emergency pendant?**

We will be able to provide you with a replacement at a small cost. You will also still be able to activate the alarm using the button on the base unit.

### **5. How many pendants can I use with each base unit?**

Up to 2 pendants on 1 base unit. This means 2 people in the same home can be covered for a small additional cost.

### **6. Is my pendant pacemaker safe?**

Yes. 100% pacemaker safe.

### **7. What about other equipment in my home, will that affect the alarm and pendant?**

No. You should not have any interference from other electrical equipment. Please feel free to call us on 0800 112 3201 if you have any specific concerns here.

### **8. What happens if there is a power cut?**

The base unit has a battery back-up built in to keep the machine working until you get power to your home again.

### **9. If there is an emergency, will you have my medical records to hand?**

No, but we do hold your doctors details and some limited medical information to assist the Emergency Services.

**10. What should I do if I move house?**

Please advise us of your new address, telephone numbers and any change to key-holders. Please call us on 0800 112 3201 to let us know. In your new home you should plug the alarm into the power and telephone socket and then do a test call by pressing the pendant.

**11. How do I change my key holder details?**

Please call us on 0800 112 3201 to make the necessary changes.

**12. How safe is the KeySafe on your website?**

The C500 by KeySafe is the only key safe to have police approval and be insurance approved. Its security rating is the same as a domestic front door.

**13. Will the pendant work in a large house or in the garden?**

The pendants typical range is 50 metres from the base unit, this covers most homes and gardens.

**14. How does broadband internet affect my alarm?**

If you use a high quality ADSL filter it should not affect your alarm but we recommend that you test your alarm every time you change the phone or internet to see if it is still working properly. If it is not then please call us on 0800 112 3201.