

Careline 24

YOUR PERSONAL ALARM



Information Guide

Simple & Affordable

One price, zero fuss



£99

Plus a £40 initial fee

T&Cs apply

- 12 months for the price of 9
- All equipment included
- 24/7 monitoring by our care team
- 12 month agreement

Installation

Although the installation of our equipment is simple, we understand that not everyone will be in a position to do this for themselves. Book one of our friendly engineers to install your alarm.

Price: £69 (exc. VAT)

Free Next Working Day Delivery

If we receive your completed service agreement (personal information) before 1:30pm, we will dispatch your careline alarm for next working day delivery. Therefore, you could be up and running within a couple of days.

Alarm Response Centre

Efficient & Friendly

Our dedicated team of operators are experienced and highly trained.



The Team

Our highly trained team answer thousands of calls every day. Each experienced call handler offers professional but above all a caring approach to each customer. Our focus is to provide peace of mind to you and your loved ones. We are on hand 24 hours a day, 365 days a year. The Alarm response centre is fully accredited and offers the highest possible level of Service. The **TSA** is the Industry body that oversees Alarm Response Centres and all organisations involved in telecare provision.



Data Protection

Careline24 is registered with the Information Commissioner's Office as a Data Controller, ensuring the highest levels of data protection for those vulnerable people who rely on us for assistance. All inbound and outbound calls to our emergency call centre are recorded and performance levels are constantly monitored, to ensure that the very best levels of customer care are provided.

Our Response

Getting the right help to you as quickly as possible is our aim. Our team will ensure that the appropriate person is contacted. Whether a keyholder, emergency services or even your doctor.

Our average response time is **10 seconds**.

Press your pendant



Speak to a member of the care team



Help will be arranged with your nominated key holders or emergency services if necessary



Simple & Safe Equipment

Our main priority is to keep you safe and ensure you receive the highest quality service, which is why we supply the most advanced careline alarms available. The system consists of a base unit and a pendant.

Pendant

The pendant is connected wirelessly to the base unit, and has a button which can be pressed in the event of an emergency. Once pushed, the user will be connected to an operator in the monitoring centre via the base unit. The button offers up to 100 meter range (656ft) therefore it can be used in the garden and other areas of the house, which helps to encourage independence. You'll also receive a wearing kit, which enables flexibility and can be worn on the wrist, neck or attached to a belt clip. This can be interchanged when the user feels necessary.

Key Features

- Lightweight
- Up to 100m range
- Discreet and stylish
- Waterproof
- Wearing kit included
- Wireless signal



Base Unit

The base unit is simple and quick to install and requires just a landline phone socket and power point to have you up and running in just a few minutes. The unit boasts a powerful loudspeaker with a volume of over 90 decibels, and a very sensitive microphone which can pick up sound from all over the house. This enables the user to have a two way conversation with an operator when the alarm is triggered.

Key Features

- Easy to install
- Clear Communication
- 120 hour battery backup
- Optional table stand included
- Power and telephone failure alerts
- Dimensions: 13cm x 17.5cm x 6.5cm



Key Safe

Secure Access

Master Lock

Select Access Light Up Dial Key Safe

There may be an occasion whereby your key holders are unavailable and we'll need to call the emergency services. A key safe is a valuable investment as it will ensure they can gain quick and safe entry into your property without the need to force entry.

Product Details

The Master Lock Select Access Light Up Dial Combination Key Safe is the world's first key safe to feature dials that illuminate, for easy user visibility in low light conditions.

A modern, attractive design that doesn't compromise on internal space makes it perfect for residential or commercial use.

Features

- Stores your keys for emergency access
- Light up dials for easy visibility
- Resettable 4 digit combination dial
- Over 10,000 possible code combinations
- Weatherproof cover
- Sleek, modern design



Key Safe:

£39 (inc VAT)

Installation:

£69 (inc VAT)



Frequently Asked Questions

How long does it take to arrive?

We aim to deliver to you on the next working day when a completed order and service agreement (personal information) is received before 1.30pm. It is delivered by a courier and requires a signature.

What is included in my plan?

Alarm unit and pendant with a range of up to 100m and 24/7 monitoring by our care team.

Can I purchase the careline without VAT?

If you have a long term medical condition, **HMRC** allows you to purchase our careline alarm VAT free. Examples of qualifying conditions include Arthritis, COPD, Diabetes, Parkinson's, Deafness / Hard of Hearing, Partial Sight or Stroke.

To order your careline alarm VAT free, select your plan and complete the VAT exemption section at our checkout (*section 4*). Under **HMRC** rules, please note that a key safe and key safe installation options will always have VAT applied, regardless of your VAT exemption status.

How easy is it to set up?

We provide everything you need and full colour instructions. You simply need a telephone socket and a power socket. If you run in to difficulties, contact us and our team can assist you through the process. If you feel you need assistance with your alarm or keysafe installation, we can arrange to have both installed for you by one of our friendly engineers.

What happens when I press the button?

Our monitoring team will try to talk to you over the system. They will know who you are and all of your details when they answer. They will determine the nature of the emergency and either call the designated contacts you've supplied or contact emergency services if required.

How many key holders do I need to have?

We do not require you to have any contacts. Ideally, we would like to have one or more individuals, who are within a reasonable distance. However, we will provide the service without key holders, provided a key safe is installed at the property.

What if my key holders don't answer?

If your key holders are unavailable, then emergency services will be called. We will never close a call made to us without the appropriate action having been taken to keep you safe.

Is the pendant waterproof?

Yes, the pendant is water resistant – this means they are suitable to be worn in the shower, but not to be fully submerged.

Can I wear it in Bed?

Yes. Both the neck and wrist worn version are suitable for use overnight.

Do I need to test my Pendant is working?

Yes. We suggest you test your alarm via your pendant once every 4-6 weeks.

What happens if it develops a fault?

As your equipment is rented, we will aim to repair (remotely) or replace any faulty equipment within 48 hours. If a piece needs replacement due to age, we do so with an advance replacement.