



Frequently Asked Questions:

If you have questions on medical alarms, we have answers!

1. Can I program the medical alarm to dial any numbers that I want, including mobile phones?

Yes, it can be programmed to dial any numbers – including mobile phones.

2. Is the Suresafe personal alarm UK Compliant?

Yes – the unit is CE compliant. We strive for the highest level of quality and compliance.

3. How many medical alarm pendants does it come with?

The system comes with 1 medical alarm pendants with a large button, and 1 medical alarm watch.

4. How many phone numbers can I program in?

The personal alarm can be programmed with up to 3 phone numbers.

5. Is the medical alert pendant water-resistant?

Both the panic button pendant and the watch supplied are water-resistant, suitable for the bath or shower.

6. What happens if the first phone number called by the system does not answer?

If the first number does not answer, the SureSafe medical alarm system will automatically dial the second number programmed. The third will be called if the second does not answer, and then back to the first number if the third number does not answer or goes to a recorded message...and so on until one of the three numbers is answered by a person.

7. What if the number called goes to a recorded message?

The SureSafe system must be acknowledged by the person answering who must push any button on their phone to show they are a real person who can act on the emergency situation. Otherwise the system will continue to cycle through the phone numbers which are programmed into the system.

8. What is the range of the medical alarm pendant?

Up to 50 metres in open air, although this may vary according to the structure and layout of your home. We recommend that you test the range upon purchasing the SureSafe personal alarm system.

9. Does it have two-way communication capability?

Yes. The base alarm unit has a built-in speaker and microphone for hands-free communication within a 3 metre radius.

10. If I can't speak, how will the person who answers the call know it is me?

When you install your SureSafe medical alarm you record a 6 second message that plays as soon as one of your emergency call numbers answers. This message should tell them who you are, where you are and that you need immediate help.

11. Is there a warranty with this product?

Yes. The SureSafe personal alarm system comes with a 12 month warranty.

12. Are there any ongoing costs?

No there are no ongoing monthly or annual fees. You purchase the personal alarm wall unit, 1 pendant and 1 watch that is it – nothing else to pay.

13. Does the elderly care alarm alert via call or SMS?

The SureSafe Alarm is a telephone, voice only, system. It does not send an SMS alert.

14. Is it easy to use?

Very easy. Follow the simple instructions to plug it in to your existing telephone line, program in your emergency contact numbers and you are ready to go.

15. What do I need to have at home to use it?

All you need is a standard telephone line and access to a power socket close by. All other connections are provided.

16. Is the medical alarm pendant easy to activate?

Yes. It has been specifically designed to be touch sensitive.

17. Will the system work if I have a power cut at home?

Yes. The base alarm unit takes 4 x AAA batteries as back-up should this occur.