



Careline365

Welcome to the UK's
favourite alarm service



“I can relax knowing that
Mum has the help she needs
- at the touch of a button”



Help when you need it

At Careline, we are committed to using the latest technology to protect vulnerable people in the comfort of their own home.

A Careline alarm is the perfect solution for anyone who could be vulnerable at home: the elderly, disabled people and those with health problems. Careline alarms are particularly useful for people at risk of falling.

Our alarms help individuals live worry-free in the safety of their home whilst providing comfort and peace of mind for friends and loved ones.

Careline alarms save lives every day.

Our alarm service is simple yet profoundly effective; the system consists of two parts – a base unit and a Careline pendant.

When your loved one needs help, they simply press the red button on the pendant and are immediately connected to our Care Team who are available 24 hours a day, 365 days a year.

Our alarm pendants have been specifically designed to be:

- Small, lightweight, discreet and comfortable
- Worn around the wrist or neck
- Waterproof – can be worn in the shower
- Used throughout the home and garden - up to 100 metre range



How our system works

The alarm works using a landline telephone connection. When the alarm is activated it dials out to our 24/7 UK-based Care Team. In most cases one of the nominated emergency contacts will be asked to attend. These are usually friends, relatives, neighbours or carers.

If medical attention is required, the emergency services will be sent. Our Care Team will inform them of any medical conditions, allergies or medications so they have all the information they need as soon as they arrive.

1



Press the pendant for help

Should any assistance be required, at any time of day or night, simply press the red button on the pendant or on the alarm base unit.

If the user has a Fall Detector, it will normally detect a fall and raise the alarm automatically.

2



Our Care Team will respond

Your loved one will be immediately connected to our Care Team who will speak to them over the loudspeaker on the alarm unit.

If for some reason the user doesn't respond, our Care Team will make sure help is sent.

3



Assistance will be sent to you

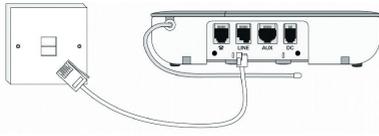
Our Care Team will call the users nominated contacts to come and assist, or the emergency services, should urgent medical attention be required.

Our Care Team will remain in contact with your loved one and reassure them help is on the way.

Easy to install

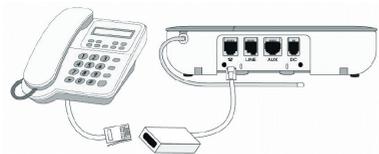
Our alarms are the latest in Plug & Play alarm technology and have been designed to be installed by the user at home. There is no need to wait for an engineer to call - it takes just two minutes to install!

Our brand new alarms arrive pre-programmed and ready to use together with all the cables and adaptors required to get the alarm up and running.



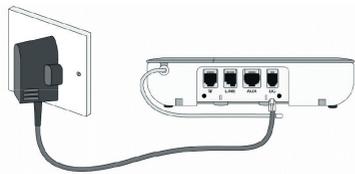
Step 1

Plug the alarm base unit into the main telephone socket using the white telephone cable provided.



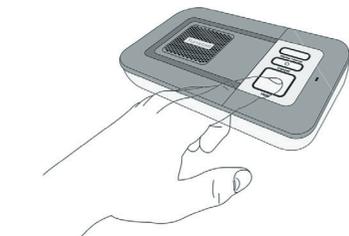
Step 2

Plug any telephone equipment into the back of the alarm using the telephone adaptor/filter.



Step 3

Plug the alarm into a mains power socket and switch it on.



Step 4

Press the red 'help' button on the alarm to make the first test call.

Our Care Team will answer and ensure everything is set up correctly.

Pricing

Our Careline alarm system is a rented service, so it can be cancelled at any time.

New customers pay a one-off fee of £40 to join the Careline service. Alarm users then pay an ongoing fee, choosing from one of our plans below:

Yearly Plan

£125.00 with 3 months FREE*

Best value for money

Our most cost effective tariff. For the equivalent of £2.40 a week, it offers peace of mind for you and your loved ones at a very affordable price.

Monthly Plan

£13.89 per month*

Our Monthly Plan is designed for those who want to spread the cost across the year.

Fall Detector Yearly Plan

£189.00 per year*

Our Fall Detector Plan offers the same benefits as our Yearly Plan but includes the Fall Detector Pendant.

*VAT Exempt Price. Alarm users qualify for VAT Relief if they have a disability or a long-term illness and are buying the product for domestic use. Please contact us for more information about VAT Relief Eligibility.

For more information or to order an alarm call us free on 0800 101 3333 or visit www.careline.co.uk

Key Safes

Our alarm service relies on the alarm users emergency contacts, or the emergency services, being able to access your loved ones home. Some customers choose to install a Key Safe to make this possible.

A Key Safe is a small secure box, that fits to an external wall of the property, which can be accessed by entering a unique code. We offer three Key Safe options which can be ordered with any alarm service plan.



£29

MasterLock Select Access

- Easy to use combination lock
- Weather resistant zinc outer shell
- Shutter door to protect combination dials from rust, dirt and grime
- Large storage compartment holds up to five keys



£42

Yale Y500

- Secure die-cast body
- Weather resistant
- Protective plastic sliding lock cover
- Holds up to three Yale type keys



£88

Supra C500

- One of the only Police approved Key Safes in the UK
 - Sturdy zinc alloy outer shell
 - Rust and water resistant
 - Includes weather cover to protect and shield from view
 - Twelve digit keypad gives over four thousand possible unique code combinations
-

Telephone **0800 101 3333**

Lines are open:

8am to 7pm Monday to Friday

10am to 4pm Saturday and Sunday

Email **info@careline.co.uk**

Website **www.careline.co.uk**

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t [@careline365](https://twitter.com/careline365)

