



Careline365

Welcome to the UK's
favourite alarm service

Information Pack

SAVE £10 ON OUR
QUARTERLY PLAN. USE CODE:

ONLINE365

Only valid on online purchases.

Telephone **0800 101 3333**

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

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

f facebook.com/careline365

🐦 @careline365



Careline365

HELP WHEN YOU NEED IT



Welcome to Careline365

Careline365 are a national telecare provider dedicated to supporting people in the comfort of their own homes - helping families to achieve peace of mind. Our alarms are high quality and long-lasting, giving 24/7 monitoring from our expert Care Team. We can also guarantee that ours is the best value alarm service available in the UK.

How to order a Careline alarm

In this information pack you will find all you need to know about how the service works and how to order a Careline alarm.

Why Careline365?

The number of people who are choosing us as their personal alarm provider is growing and growing, and it's not by chance! For the equivalent of only 34p a day, our service includes:

- The easy-install Careline alarm unit.
- Waterproof wireless alarm pendant with a range of up to 100m.
- Wrist and neck strap for wearing the pendant on the move.
- Monitoring service 24/7, 365 days a year.
- Free next working day delivery.
- Free support from our excellent customer service team.

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 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.

Our 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 - with a range of up to 100m.



Fall Detector

The Fall Detector pendant is a more advanced version of our standard pendant. It is recommended for people who suffer from epilepsy, blackouts and other similar medical conditions.

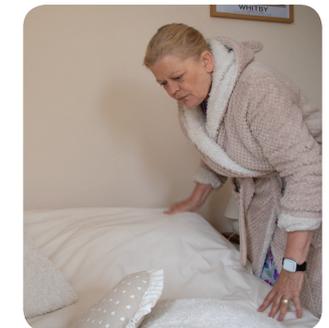
The Fall Detector offers additional protection by automatically generating a call for assistance if a fall is detected and the wearer is unable to push the help button. It can be worn either around the neck as a pendant or around the wrist as a bracelet/watch - this is especially useful if the user has a history of losing consciousness.

The Fall Detector has a typical battery life of up to 24 months, and if the battery is low, the detector will automatically notify the Care Team. If we receive a low battery alert from the Fall Detector, we will

send out a new one with a new battery, completely free of charge!

The Fall Detector is fully water-resistant and can be worn while bathing, although the alarm user should avoid submerging it for more than a minute. The Fall Detector also has an alarm button, so if the user needs to call for help they can do so at any time. The detector has an LED light that will illuminate after the help button has been pressed.

For those who may be uneasy on their feet and unable to press a button, the Fall Detector is the ideal solution.



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 called. 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 - day or night - the user should 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

The user will be connected to our Care Team who will speak to them over the loudspeaker on the alarm unit.

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



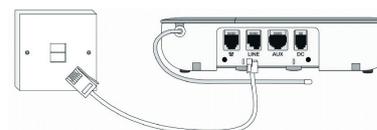
3 Assistance will be sent to you

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

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.



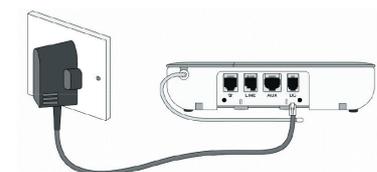
Step 1

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



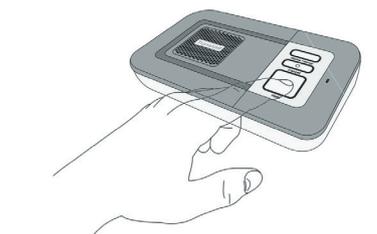
Step 2

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:

Monthly Plan

£13.89 per month*

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

Yearly Plan

£125.00 with 3 months FREE*

Best value for money

Our most cost effective plan. For the equivalent of £2.40 a week, it offers peace of at a very affordable price.

Fall Detector Yearly Plan

£184.00 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, visit www.careline.co.uk or fill in the order form enclosed with this pack.

Key Safes

Our alarm service relies on the alarm users emergency contacts or the emergency services being able to access your loved ones home. Most 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.



£25

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



£32

Yale Y500

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



£65

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

See what our customers have to say about our service.



“ I cannot recommend Careline365 highly enough, they are a very trustworthy and professional company. - **Claire**

“ Helpful, efficient and friendly. An excellent service provided from the initial ordering to the alarm arrival. - **Sam**

“ First class service, from ringing up and making my initial enquiry which was carefully explained, to the delivery of the alarm unit which was made in less than 24hrs. Very easily set-up with step-by-step instructions. The testing was very easy with friendly staff. I would recommend Careline365 and I can't praise them enough. We as a family and my Mother have peace of mind knowing she can stay safe and happy in our family home with help on hand if she ever feels she needs it. - **Mrs Ralph**

“ From the beginning of my telephone call regarding the service through to setting it up, it has been very simple. I received excellent help over the phone and all the instructions were very clear. Thank you for helping our family keep my Dad safe and happy. - **Ms Woodbridge**

“ Setting up this unit with Careline was so quick and easy. The unit arrived extremely quickly and was simple to set-up using the instructions given. The initial outlay and monthly charge is so reasonable for the level of service and peace of mind you receive. I really wish I had done this much sooner! - **Graham**

“ A caring company. Brilliant to deal with, prompt service, great product and friendly, caring staff. - **Mrs Bartholome**

“ I recently purchased the Careline Fall Detector Yearly Plan for my 94 year old Father, who is mobile but does sometimes have the tendency to fall over and have difficulty getting up again. He now wears the pendant provided around his neck, it's waterproof and can be worn in any situation. The Careline website was informative and easy to navigate to place an order. The sales staff were also very helpful with any questions about the product I intended to purchase. All in all a great service. - **Mr Edwards**

“ My Mum is dependent on her fall alert system. Whenever she has activated her alarm, the Careline call team are quick and alert in responding. Having spoken to them, I have experienced first hand their commitment to Mum's welfare and I'm assured that they will always be on hand, when needed. - **Steve**