



## **Information Pack**

GET £20 OFF YOUR ALARM WITH CODE CARE20

# Welcome to Careline365

Our personal alarms and pendants support you to maintain your independence, with the knowledge that help is on hand should you need it.

As a leading national telecare provider, we exist to support our customers to maintain their independence. Our 24/7 customer service team brings peace of mind and comfort to our users and their loved ones. Every year in the UK, one third of people over the age of 65 experience a fall.

## As we age our risk of falling increases due to:


- Vision loss
- Muscle weakness
- Medication side effects
- Long-term health conditions



# How our alarms work

Careline alarms are easy to use and provide 24/7 emergency support.

To contact our 24/7 Emergency Care Team you trigger your Careline alarm by pressing the button on your pendant or alarm base unit. Our team will answer your call and speak to you over your alarm speaker. If you are unable to hear the team, or respond, they will inform your nominated emergency contacts. Where medical attention is required, the emergency services will be alerted.



Press your pendant  
or alarm base



Our 24/7 Care Team  
will answer your call



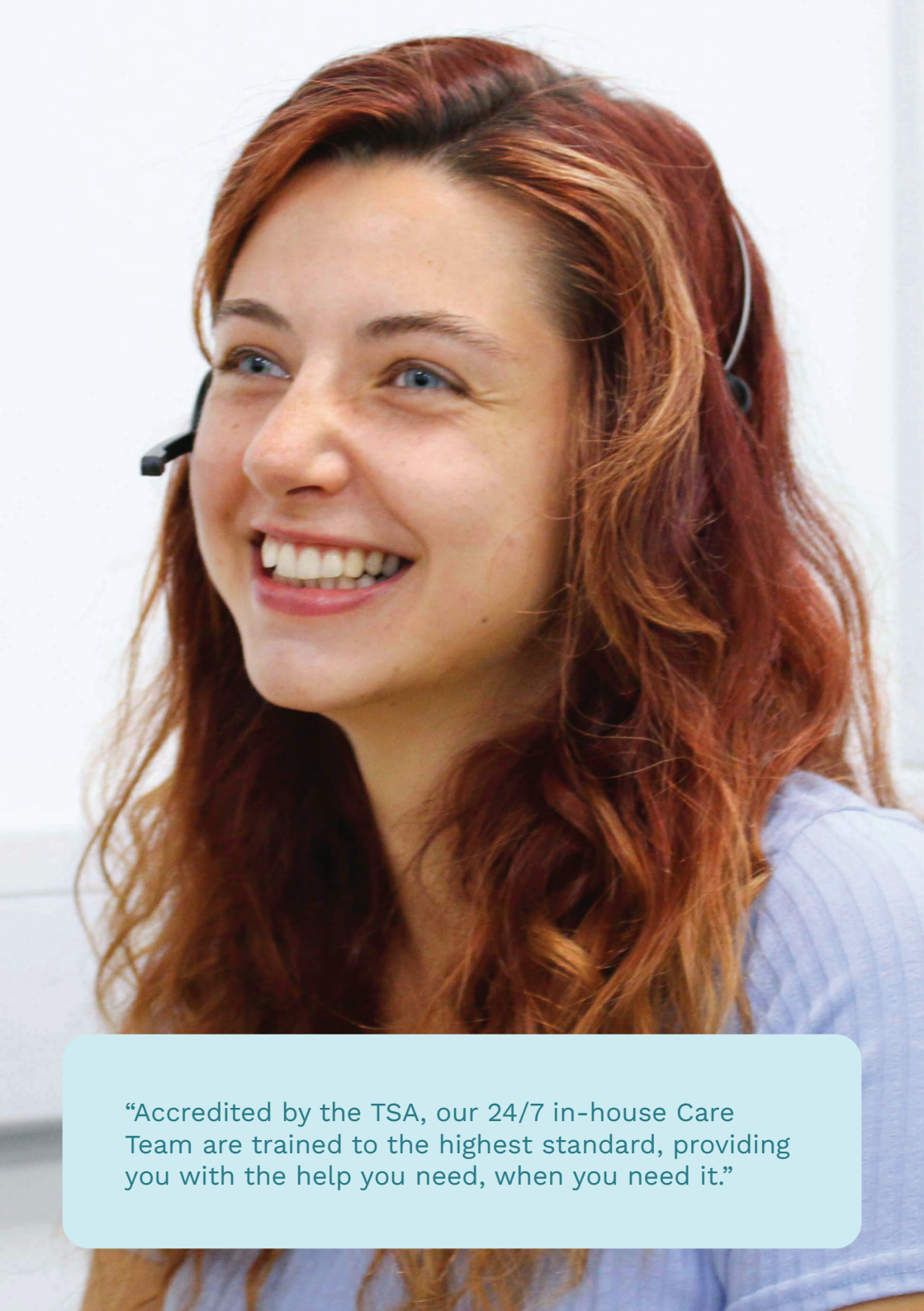
They will support you to  
receive the help you need



## For additional peace of mind

Our fall detection service detects when a fall has occurred and automatically alerts our team. With our Careline SOS GPS Alarm plan we provide state of the art location monitoring for out-of-home reassurance and response.

---



“Accredited by the TSA, our 24/7 in-house Care Team are trained to the highest standard, providing you with the help you need, when you need it.”

# Why you should choose us



Our Care Team are accredited by the Telecare Services Association



Our in-house Care and Customer Service teams are available 24/7



We offer Free Next Day Delivery on all alarm packages



We are rated excellent with over 1,500 customer reviews



We have supported over 100,000 customers in the UK

As a leading provider of personal alarm monitoring services in the UK, Careline365 provides the highest quality customer service at an affordable cost for all.

---

# Our Alarm Packages

## Essential+ Plan



£26.67 Monthly\*

£239.99 Annually\*

Save £80 if paid annually

- Rapid Alert Technology
- No phoneline required
- 600m alarm range
- Water-resistant pendant
- Neck or wrist attachment
- 24/7 monitoring
- Optional fall detection

The Careline Smartlife leads the market in home safety and response. Our digital service means you can be connected to our system in less than 10 seconds.

The SmartLife alarm is our advanced personal alarm system, developed and manufactured by us to give you the best quality service.

The lightweight and waterproof SmartLife Alarm Pendant connects to the alarm base with a range of up to 600m, providing the furthest in-home and garden connection of all our home alarm plans.

## Complete Plan



£33.33 Monthly\*

£299.99 Annually\*

Save £100 if paid annually

- Automatic Fall detection
- Rapid Alert Technology
- No phoneline required
- 100m alarm range
- Water-resistant pendant
- Neck or wrist attachment
- 24/7 monitoring

The Careline Smartlife leads the market in home safety and response. Our digital service means you can be connected to our system in less than 10 seconds.

The SmartLife alarm is our advanced personal alarm system, developed and manufactured by us to give you the best quality service.

With the lightweight and waterproof fall detector pendant, it benefits from automatic alerts after a hard fall, even in the garden.

\*Prices shown above are VAT exempt prices, £45 setup fee applies on all packages.

# All Careline365 alarms come with a lifetime warranty

## Essential Plan



£22.67 Monthly\*

£203.99 Annually\*

Save £68 if paid annually

- In-home and garden coverage
- 100m alert range
- Water-resistant pendant
- Neck and wrist attachment options
- 24/7 monitoring
- Up to 40hr back-up battery for protection in a power outage

The Careline Pendant Alarm comes with our traditional red pendant which connects to our 24/7 Care Team at the press of a button. The pendant is lightweight, waterproof, and can be worn on the wrist or around the neck to suit the user's preference.

The alarm pendant connects to the base unit with a 100m range, giving you access to 24/7 support, whether you're inside your home or out enjoying the garden.

## GPS Pendant Plan



£29.33 Monthly\*

£263.99 Annually\*

Save £88 if paid annually

- Get help anywhere
- GPS location technology
- Waterproof pendant
- In-built pendant speaker
- Neck and keychain attachment
- 24/7 monitoring
- Optional fall detection

The Careline SOS GPS Alarm is perfect for those who want to maintain their independence both at home and on the go.

Activate your SOS GPS Alarm to send an alert to our Emergency Care Team, who will use GPS tracking technology to arrange the help you need wherever you need it. The in-built microphone and speaker mean you can talk directly to the Care Team when you activate your alarm, at home and on the go.

\*Prices shown above are VAT exempt prices, £45 setup fee applies on all packages.



“I received my order of the Careline Fall Detector within 24 hrs of ordering! It was all set up on the same day. The staff were very helpful and nothing was too much trouble. I feel more reassured about my father’s safety.” ~ William



# Additions

## Additional Pendants

You can add an additional pendant to your package as a spare or to support another user at the same address.



Careline Alarm Pendant

£4.50 Monthly\*

£45 Annually\*



SmartLife Pendant

£4.50 Monthly\*

£45 Annually\*



Fall Detector Pendant

£8.25 Monthly\*

£99 Annually\*

*\*Prices from.*

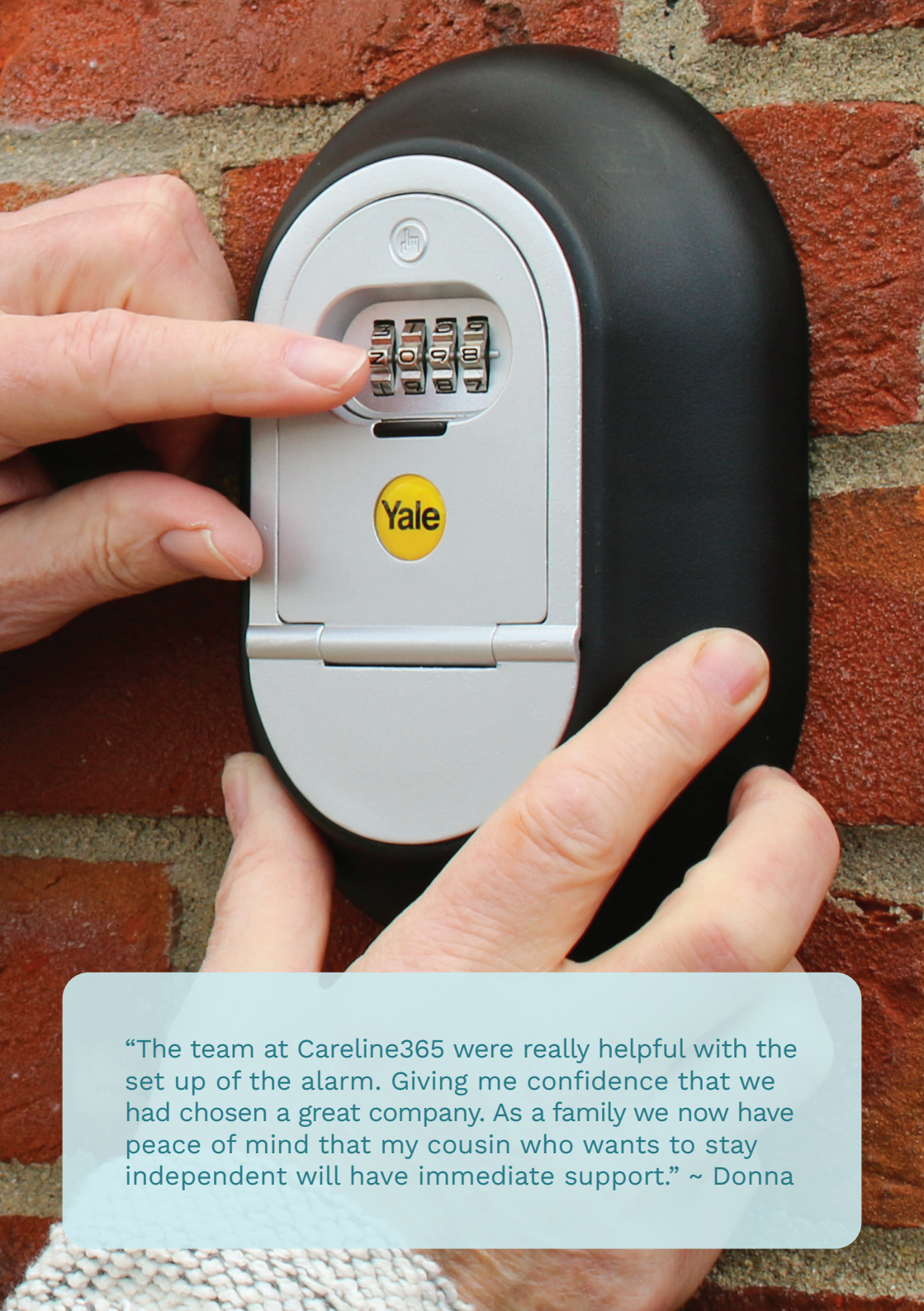
## Optical Smoke Detectors

Our alarms can be connected to our in-home optical smoke detectors. In an emergency, if smoke is detected the alarms trigger an audible warning and send an automatic alert to our Emergency Care Team.



£4.25 Monthly\*

£51 Annually\*



“The team at Careline365 were really helpful with the set up of the alarm. Giving me confidence that we had chosen a great company. As a family we now have peace of mind that my cousin who wants to stay independent will have immediate support.” ~ Donna

# Key safes

Our alarm service relies on the alarm users emergency contacts or the emergency services being able to access your loved one's 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.



## Masterlock Select Access - £25

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

MOST POPULAR



## Yale Y500 - £32

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



## Supra C500 - £65

- Police-approved key safe
- Sturdy zinc-alloy outer shell
- Rust and water-resistant
- Includes a weather cover that protects and shields from view
- Twelve-digit keypad offers four thousand different combination options



**Telephone open 24/7: 0800 101 3333**  
**Sales Line open 24/7: 0800 030 8777**

**Email [info@careline.co.uk](mailto:info@careline.co.uk)**  
**Website [www.careline.co.uk](http://www.careline.co.uk)**

 [facebook.com/careline365](https://facebook.com/careline365)

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

 [@careline365](https://www.instagram.com/careline365)

 **Careline365**