



Careline365

Welcome to the UK's
favourite alarm service



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 own 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 the user 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

“Now I can relax knowing that Dad has access to the help he needs - all at the touch of a button”





How our system works

The alarm works using your existing landline telephone connection. When the alarm is activated it dials out to our 24/7 UK-based monitoring centre who answer the call almost immediately. In most cases one of your nominated emergency contacts will be asked to attend. These are usually friends, relatives, neighbours or carers who you have asked us to contact in this scenario.

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 your pendant for help

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

If you have a fall detector, it will normally detect if you have fallen and raise the alarm automatically.

2



Our Care Team will respond

You will be immediately connected to our Care Team who will speak to you over the loudspeaker on the main alarm unit.

If for some reason you don't respond our Care Team will make sure help is sent to you.

3



Assistance will be sent to you

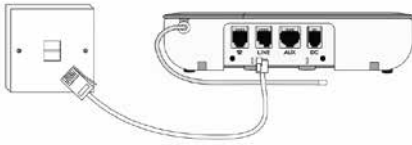
Our Care Team will call your nominated contacts to come and assist you, or the emergency services if you require urgent medical attention.

Our Care Team will remain in contact with you and reassure you when help is on the way.

Easy to install

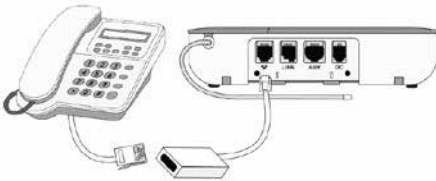
Our alarms are the latest in Plug & Play alarm technology and have been designed to be installed by the user at home. There is no need to wait for an engineer to call - it takes just 2 minutes to install!

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.



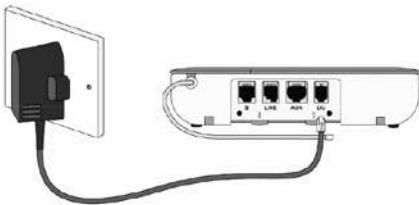
Step 1

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



Step 2

Plug your 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 your first test call. Our Care Team will answer and ensure everything is set up correctly.

Pricing

Our Careline alarm system is a rented service, with no contract so you can cancel at any time.

New customers pay a one-off fee of £40, to join the Careline service.

You then pay an ongoing fee, choosing from one of our plans below:



Best
value

Yearly Plan

£125 with 3 months FREE!*

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 avoid paying upfront. Payments are charged quarterly in advance.

Fall Detector Yearly Plan

£195.00 per year*

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

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

For more information or to order your alarm
call us free on **0800 101 3333**

Keysafes

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

KeySafes are a small secure box, that fits to an external wall of your property, which can be accessed by entering a unique code. We offer 3 KeySafe options which can be ordered with your chosen alarm service plan.

£24



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 5 keys

£42



Yale Y500

- Secure die-cast body
- Weather resistant
- Protective plastic sliding lock cover
- Holds up to 3 Yale type keys

£88



Supra C500

- **The ONLY** Police approved KeySafe in the UK
- Sturdy zinc alloy outer shell
- Rust and water resistant
- Includes weather cover to protect and shield from view
- 12 digit keypad gives over 4000 possible unique code combinations

For more information or to
order your alarm call us free
on **0800 101 3333** or visit
our website **careline.co.uk**

Telephone **0800 101 3333**

*Lines are open
9am to 6.30pm Monday to Friday,
10am to 4pm on Saturday*

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

Website **careline.co.uk**

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