

## Testing your alarm equipment

### The importance of testing your alarm

Your alarm is there for your safety and peace of mind. To maintain this we need you to test your alarm on a monthly basis. If you do not test the pendant on a regular basis you are at risk of not being able to call us when you really need to. It is possible that you could fall anywhere in your home and not be able to reach the main alarm unit. This could delay help getting to you and the longer a person remains on the floor after a fall, the more serious the consequences can become.

Testing your alarm confirms that the equipment is working correctly and that the battery charge levels are sufficient. The battery life of your pendant is guaranteed for up to 3 years from the installation of your alarm. If the battery fails before the end of this period we will happily replace it free of charge. After this period, please be aware that you will be liable for the cost of any replacement\*.

*\*\* If you are renting the alarm from us you will not be charged for any replacement pendant throughout the length of your contract with us.*

### Making your alarm test

Making your test could not be easier. Simply place a call to our control centre by pressing the red button on your pendant. When you get through to one of our operators, inform them you are making a test call and then they will instruct you on how to complete the testing procedure.



Testing your alarm is so important that if we have not received a test call from you within the previous three months, we will call you and ask you to place a test call. But please, do not wait for us to call you – test your pendant on a monthly basis.

Included in this pack, you will find a calendar card so you can keep a record of when you have made and when you are going to make your monthly alarm tests.