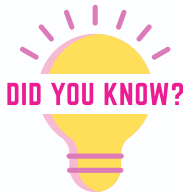


Product Guide

Home Personal alarm, Fall Detector,
Home + GO, Pan Pan



DID YOU KNOW?

NO LANDLINE OR INTERNET IS
REQUIRED FOR ANY OF OUR
PRODUCTS

Your call for help,
always answered.



028 9039 7103 (NI)
01 670 4114 (ROI)



RADIUSCONNECT24.COM



Table of Contents

Home Personal Alarm

Falls Detector

Home + GO

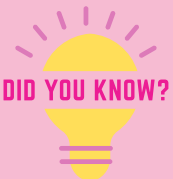
Pan Pan - GO

Frequently Asked Questions

Contact Us

**YOUR CALL FOR HELP,
ALWAYS ANSWERED.**

NO LANDLINE OR INTERNET IS
REQUIRED FOR ANY OF OUR
PRODUCTS



ONLY £15 PER
MONTH*

MOST POPULAR

HOME PERSONAL ALARM SERVICE

HOW DOES IT WORK?



Need help fast? Our personal alarm is there for you in a press of a button.

Working alongside our Multi-SIM based Home unit, a simple button press connects you to one of our specially trained call advisors. From here, our call advisors can communicate with you directly in your home. Whether you need assistance, have a safety concern, or simply want to test, we're there for you, 24/7.



QUICK OVERVIEW:

- Local 24/7 response centre
- Arrives ready to use from box
- No set up or equipment costs
- Free delivery
- Straightforward to use
- **No landline or internet required**

WEARING OPTIONS:

Wrist or neck worn.

WHO IS IT FOR?

Suitable for anyone who would like extra peace of mind that if they need some assistance in their home or garden, that help is just a button press away.

*This is a life saver.
Great peace of mind and no fear as I
have my personal alarm around my
neck when I'm at home.*

Leslie, TrustPilot

NO ADDITIONAL COST
FOR 2ND USER*

*You may qualify for VAT exemption, 95% of our customers qualify for VAT exemption.

*Must be in same household, when ordered at the same time.

HOME PERSONAL ALARM

FEATURES:

- LED light for visual reassurance that the alarm has been pressed
- A range of easy to wear options, including: wrist strap, neck cord and belt clip (upon request).
- Waterproof
- Works 300m from Home Unit.
- Indented alarm button helps eliminates risk of accidental presses.
- Lightweight, small and discreet

Technical Dimensions:

40 x 32 x 10mm

Weight:

11.8g

Radio frequency:

European 869 MHz social alarm frequency

Waterproof:

IP68 (Hot waterproof)

BENEFITS:

- Provides increased peace of mind and reassurance for those living independently, their families and carers.
- Small, compact and comfortable design is easy to wear and improves safety levels
- No landline required
- Best for: anyone and everyone. The personal alarm button is our most popular product

Radio range:

300 metres

Battery:

Low batteries monitored by call centre

Battery life:

5 years

Note: The personal alarm button does not have fall detection built in

Pacemaker: The personal alarm meets all mandatory European standards and should not interfere with a pacemaker that also meets European Standards. Please consult your doctor if you are concerned



**ONLY £15 PER
MONTH***

FALLS DETECTOR

HOW DOES IT WORK?



Using advanced technology, the falls detector automatically detects serious falls in the home and garden. It will automatically raise an alarm via your Home Intercom Unit to our 24/7 call response centre. The falls detector also has an alarm button built into device, allowing users to manually request help also.

In case of a false alarm, the alert can be easily cancelled by covering the sensor or standing up within 20 seconds.



QUICK OVERVIEW:

- Automatic falls detection
- Alarm button built in
- Arrives ready to use from box
- No set up or equipment costs
- Free delivery

WHO IS IT FOR?

Suitable for anyone who may be at high risk of falling. It can be beneficial for those living with learning difficulties or memory impairment, or individuals experiencing long term health conditions prone to sudden collapse, such as epilepsy, diabetes or Parkinson's disease.

WEARING OPTIONS:

Neck worn.

Customer service very helpful... Easily set up. Mum in law a lot more content to be in the garden, should she have a fall it will automatically detect and call for assistance.

Linda, TrustPilot

*You may qualify for VAT exemption, making the price even cheaper! 95% of our customers qualify for VAT exemption.

*Must be in same household, when ordered at the same time.

FALLS DETECTOR

FEATURES:

- Automatic fall detection alert
- Additional manual trigger to raise fall alert
- Vibration and LED light confirmation
- Easily cancelled alerts to minimise false alarms
- Waterproof and shock resistant
- Hypoallergenic plastic
- Replaceable battery
- Low battery reporting to call centre
- 50m range from Home Intercom Unit

Technical Dimensions:

40 x 32 x 14mm (L x W x D)

Weight:

16.6g

Radio frequency:

European 869 MHz social alarm frequency

Waterproof:

IP67 (Up to 1m for 30mins)

BENEFITS:

- Peace of mind for individuals, family members and carers.
- Added confidence for people living independently
- Quicker response times to attend to serious falls
- False alarms reduced with automatic cancellation
- Works with an innovative algorithm, which measures loss of altitude and speed and can detect if a person falls from an upright position.
- No Landline required

Radio range:

300 metres

Battery:

Low batteries monitored by call centre

Battery life:

Up to 2 years

Note: The fall detection technology does not allow analysis and interpretation of all fall situations. soft falls, slumping falls, descent controlled falls against wall or a chair are not detected.

In spite of its algorithm capabilities considering the technologies used and the target to minimise false alarms, all falls even dangerous-heavy falls cannot be detected, this is the reason why the presence of the manual trigger remains vital for the user.

Users should regularly (monthly) test their device by pressing the manual trigger.

Pacemaker: The Falls Detector meets all mandatory European standards and should not interfere with a pacemaker that also meets European Standards.

Please consult your doctor if you are concerned.

ONLY £22.50
PER MONTH*

HOME AND GO

*OUT AND ABOUT
DEVICE*

HOW DOES IT WORK?

In an emergency, the Home + GO is your lifeline at the press of a button. Utilizing cutting-edge mobile technology, a single button press connects you instantly to our dedicated team of call advisors. They can speak to you directly through the device, ensuring you get the help you need whether you are at home or out and about. We are available 24/7 to assist with any situation, providing peace of mind wherever you are.

QUICK OVERVIEW:

- Works at home and out and about
- Automatic falls detection built in
- Arrives ready to use from box

WEARING OPTIONS:

Neck worn.



WHO IS IT FOR?

It is a perfect solution for persons wishing to live an independent life both out and about and inside your home



Pacemaker: Emits electromagnetic fields that may affect medical devices, such as pacemakers. Consult with the relevant physician(s) and medical device manufacturer(s) for guidance on maintaining a safe distance before using GPS devices.

*You may qualify for VAT exemption, making the price even cheaper! 95% of our customers qualify for VAT exemption.

*Must be in same household, when ordered at the same time.

HOME AND GO

FEATURES:

- Works at home and out and about
- Additional manual trigger to raise fall alert
- Automatic fall detection alert
- Vibration and LED light confirmation
- Easily cancelled alerts to minimise false alarms
- Waterproof and shock resistant
- Hypoallergenic plastic
- Low battery reporting to call centre

Technical Dimensions:

67 x 47 x 13.5mm (L x W x D)

Weight:

35g

Waterproof:

IP67 + Hot waterproof (Up to 1m for 30mins)

BENEFITS:

- Peace of mind for individuals, family members and carers.
- Added confidence for people living independently
- Quicker response times to attend to serious falls
- False alarms reduced with automatic cancellation
- Works with an innovative algorithm, which measures loss of altitude and speed and can detect if a person falls from an upright position.
- No Landline required

Range:

At home + Out and about

Battery:

Rechargeable lithium-ion battery

Battery life:

1-2 months

Pacemaker: GO emits electromagnetic fields that may affect medical devices, such as pacemakers. Consult with the relevant physician(s) and medical device manufacturer(s) for guidance on maintaining a safe distance before using GPS devices.



**ONLY £22.50
PER MONTH***

PAN PAN - GO

***OUT AND ABOUT
DEVICE***

HOW DOES IT WORK?

The Pan Pan Watch is designed to keep you safe wherever you are.

With just one button press, you're instantly connected to our professional call advisors through cutting-edge mobile technology. The watch features built-in GPS tracking, enabling our team to pinpoint your location and provide tailored assistance. Additionally, you can stay informed and manage your well-being through the companion user app, which allows for health monitoring and activity tracking. Our 24/7 service ensures you're supported at home or on the go, giving both you and your loved ones peace of mind, day or night.

QUICK OVERVIEW:

- Works at home and out and about
- Automatic falls detection
- A user-friendly smartphone app for user + family
- Health tracking with weekly reports generated
- Arrives ready to use from box



WEARING OPTIONS:

Wrist worn with black watch

WHO IS IT FOR?

It is a perfect solution for persons wishing to live an independent life both out and about and inside your home

Pacemaker: Emits electromagnetic fields that may affect medical devices, such as pacemakers. Consult with the relevant physician(s) and medical device manufacturer(s) for guidance on maintaining a safe distance before using GPS devices.



*You may qualify for VAT exemption, making the price even cheaper! 95% of our customers qualify for VAT exemption.

*Must be in same household, when ordered at the same time.



PANDU

PAN PAN - GO

FEATURES:

- Works at home and out and about
- Single button press in an emergency
- Automatic fall detection alert
- Vibration and voice confirmation of emergency calls
- Easily cancelled alerts to minimise false alarms
- Hypoallergenic plastic
- Smartphone app for user and their carers to monitor the device

Technical Dimensions:

55 x 31 x 14mm (L x W x D)

Weight:

30g

Waterproof:

IP67

BENEFITS:

- Peace of mind for users and their carers.
- Added confidence for people living independently
- False alarms reduced with automatic cancellation
- Works with an innovative algorithm, which measures loss of altitude and speed and can detect if a person falls from an upright position.
- No Landline required

Range:

At home + Out and about

Battery:

Rechargeable lithium-ion battery

Battery life:

2-5 days

Pacemaker: GO emits electromagnetic fields that may affect medical devices, such as pacemakers. Consult with the relevant physician(s) and medical device manufacturer(s) for guidance on maintaining a safe distance before using GPS devices.



Frequently Asked Questions

Q: Where are we located?

A: Radius Connect 24 Response Centre is located in Holywood, Co. Down.

Q: What happens if I press the button by accident?

A: First of all, don't worry. Simply inform the Call Advisor that you've accidentally pressed the button. In fact, we encourage you to press your alarm once a month to keep yourself familiar with the Radius Connect 24 Service.

Q: What happens if there is a power failure?

A: The Home Unit is equipped with a back-up battery, allowing the hub unit to continue working during a power failure.

Q: Will any of the other equipment in my house affect the button working properly?

A: No, household equipment should not affect the alarm system. If you have concerns, please speak to us.

Q: What if I lose my alarm button?

A: You can still call for help by pressing the alarm button on your alarm unit. We can provide a replacement pendant.

Q: How do I change the details of my keyholders?

A: You can change these details at any time by contacting our Call Advisors at 028 9039 7103 (NI) or 01 670 4114 (ROI).

IT BOOSTED MY CONFIDENCE KNOWING THAT I ONLY HAD TO PRESS MY ALARM BUTTON IF I WAS ILL OR FELL AND HELP WAS THERE 24/7.

MRS FINLAY, TRUSTPILOT



Contact Us

Visit our website – www.radiusconnect24.com

To speak with a member of our team, call:

NI: 028 9039 7103

ROI: 01 670 4114

Registered Office:
Radius CONNECT24
Response Centre
Cameron House,
3 Redburn Square,
Holywood,
BT18 9JE

Registered in Northern Ireland (No IP169), VAT Reg No 791
7838 74 Registered with the Charity Commission for Northern
Ireland NIC102575 Regulated by the Department for
Communities in Northern Ireland

