

Taking
Care

Part of AXA Health



Welcome to your Personal Alarm Service

Important information and set-up instructions
for your Taking Care GO



We're happy to help if
you have any questions

**Please call us on
0800 012 1321**

Lines open 9am–5pm
Monday to Friday

Welcome to Taking Care

What will our personal alarm service mean to you?

Support and reassurance - our services can help you to remain independent and stay safe at home

Whether you've had a fall or a medical emergency, feel unwell or are concerned about an intruder, our caring team will be here 24 hours a day, 7 days a week to deal with your emergency. Our purpose is to give you the confidence to live well in your home, and your family and friends peace of mind.

An organisation you can trust

Taking Care has been providing personal alarm services for more than 30 years and is the largest private provider of personal alarms in the UK. To date we

have supported over 1/4 million people and their families with personal alarms.

We are the only Which? Approved personal alarm service, and are fully accredited by our industry body, the TEC Services Association (TSA), underlining our commitment to provide the highest level of service to our customers.

Getting your alarm up and running

This handy guide contains all you need to know to set up your personal alarm, as well as other useful information and contact numbers you may need.

Please read this guide and keep it in a safe place.

Contacting Taking Care

For general enquiries about your alarm service

Call our Customer Services Team on: **0800 012 1321**

Lines open 9am–5pm, Monday - Friday

Or you can email us at: **enquiries@ppptakingcare.co.uk**

Keeping your details up-to-date

So that we can provide the best possible response in an emergency, we ask all our customers to regularly review their account details and let us know of any changes.

You can do this either by calling our Customer Services Team on the above number, or by submitting your change of details online.

Please visit:

<https://taking.care/pages/update-monitoring-account>

Then click on the 'Start now' button to load the form.

Once you have completed and submitted the form, we will update your account details within 3 working days. We take your data security seriously and will check this against our customer records before updating your alarm monitoring account.

MEDICAL INFORMATION

Keep in touch about any changes to your health, just so we're aware should you ever need us to get medical help for you.

YOUR BELIEFS

If you have any religious or other kind of personal beliefs that you feel are important for us to know about, please tell us – and we'll always respect them.

CHANGES TO KEYHOLDERS (if you have them)

Let us know if you change your keyholder or if they go away on holiday.

We recommend having someone of stand-by when one of your keyholders is on holiday.

FAULTS WITH YOUR DEVICE

If something isn't quite right with your alarm equipment, give us a call and we will sort things out as quickly as possible.

ON THE MOVE

We can help should you move house and want to take your alarm unit with you, or if you simply decide there's a better place in your home for it. This won't apply if you have one of our devices without an alarm unit, for example, the Personal Alarm Watch.

FURTHER INFORMATION

You can find additional information on our website **<https://taking.care>**, including answers to frequently asked questions, videos on how to set-up your alarm and other useful information.



Certified Organisation



Health

Rated 'Excellent' ★ Trustpilot

What to do if there is a problem

It's important to us that our customers feel happy and reassured by our service. If you ever have any concerns with the service you get from us, we'd like to know straightaway so we can put things right.

Please get in touch by phone, email or in writing:

CALL US:

0800 012 1321

EMAIL US:

enquiries@ppptakingcare.co.uk

WRITE TO US:

Customer Services
Taking Care
Linhay House
Linhay Business Park
Eastern Road
Ashburton
TQ13 7UP

WHAT HAPPENS NEXT?

Where possible, we will always attempt to speak to you and try to resolve any issues over the phone. If that's not possible, we will acknowledge your letter, and call or email you within five working days.

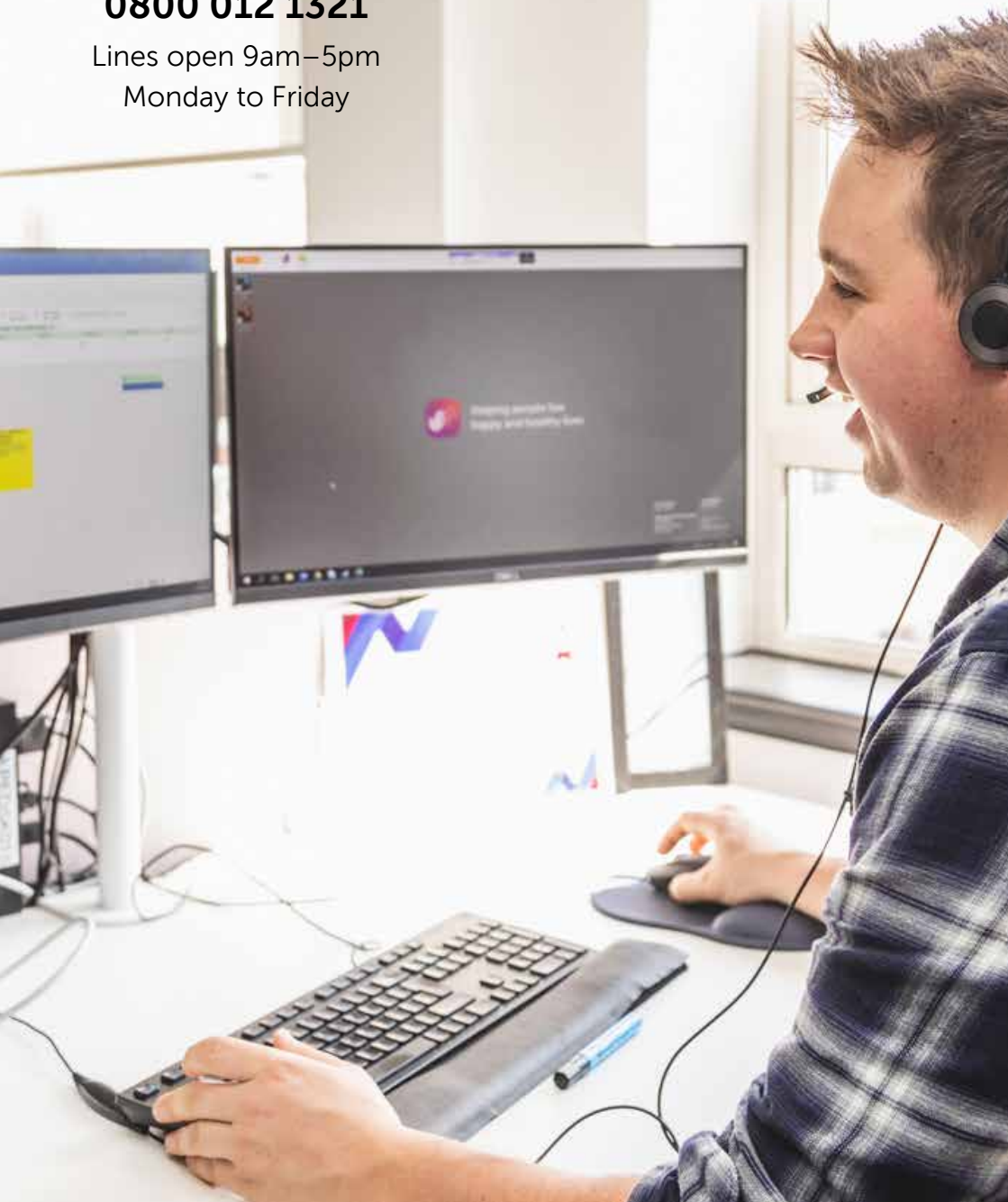
If this needs further investigation, then we'll reply within ten working days, and attempt to address the concerns you've told us about.

Whenever you're in touch with us, we will tell you the name and contact details of the person dealing with your query. We aim to resolve the issue right away. But if you're not happy with our suggestions, you can write to our Quality Department at the address shown on this page. And if that doesn't resolve the issue, you can then write to our Head of Customer Experience at the same address. The Head of Customer Experience will give you a final response.

We're happy to help if
you have any questions

**Please call us on
0800 012 1321**

Lines open 9am–5pm
Monday to Friday



Want to consider an alternative alarm?

If you find that your personal alarm isn't right for you, don't worry, give us a call and we'll be happy to discuss alternative options with you.

0800 012 1321

Lines open 9am–5pm, Monday - Friday

If, however, you would like to cancel your personal alarm service because the user has passed away or moved into a care home, then you can do so online at:

<https://taking.care/pages/cancelling-your-personal-alarm-service>

Or you can email us at:

enquiries@ppptakingcare.co.uk

YOUR 30-DAY MONEY BACK GUARANTEE

1. You can return your equipment free of charge within 30 days and we will refund the full cost of your order.
2. You will need to disconnect the unit ready to return it. Please ask us for help if you need it.
3. We provide an easy-to-use returns process.
4. Once we have received the equipment, we'll refund you the full cost of your order and cancel the Direct Debit, if you set one up with us.

How to set up your Personal Alarm

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What's in your Personal Alarm box?

Your box contains everything you need to set up and test your Taking Care GO.



GO alarm pendant

Wear this pendant when out-and-about. You will need good mobile reception for it to work in-home.



GO wireless charging base

Allows you to charge your GO alarm pendant simply by placing the pendant on the base. Make sure when you place the pendant on the base, the 'walking person' symbol is facing upwards.



GO wireless charger adapter

It is essential you only use the power adapter provided with your GO wireless charging base to avoid any faults or issues.



Stainless steel hypoallergenic chain

Wear your GO alarm pendant round your neck like a necklace.



Pacemaker - split ring

If you have a pacemaker use the split ring to attach your GO alarm pendant to your keyring or belt loop.



Your GO alarm pendant

- Your GO alarm pendant should be worn **when you are out-and-about**.
- The GO alarm pendant should always be worn around the neck and outside of clothing so it is easy to access in an emergency. Wearing under clothing may also break a fall and stop the fall detector automatically activating.
- Your GO alarm pendant uses GPS technology so our Emergency Resolution Team can locate you.
- When you **press and hold both buttons**, your GO alarm pendant will **flash red** around the edge, a pre-alarm will sound and our 24-hour Emergency Resolution Team will be alerted.
- The operator will know who you are and where you live, even if you cannot speak or hear them.
- You can talk to the operator through the speaker on the GO alarm pendant.
- Remember, even when it is raining, you can still wear your GO alarm pendant and call for help.



TECHNICAL DETAILS

- IP67 water resistant up to one metre, for up to 30 minutes
- Stainless steel hypo-allergenic chain - may contain up to 13% nickel
- Works outside the home with GPS technology so that our Emergency Resolution Team knows where you are in an emergency
- Low battery notifications

THE LIGHT ON YOUR PENDANT

- When **both buttons are pressed and held** on your GO alarm pendant it will start to **flash red** around the outer edge.
- If the battery is low (approximately 20% of capacity remaining) your GO alarm pendant will say *"Low battery, please place me on the charger today,"* and will illuminate orange.
- If your GO alarm pendant has a critically low battery the following voice message will play *"Critically low battery, please place me on the charger immediately. An alert may fail,"* and it will flash red. If no lights show, the battery of your GO alarm pendant is dead, you may need to charge it immediately.



Your GO alarm pendant will light up and use voice messages to tell you when its battery is low or critically low and needs to be charged. Our Emergency Resolution Team will also be alerted.

Charging your GO alarm pendant

Your GO alarm pendant has fall detection capabilities and has your safety covered wherever you are when out-and-about, giving you more independence in your day-to-day activities.

To begin with your GO alarm pendant will be in flight mode, until you either press one of the buttons or place it on the charger.



**IMPORTANT NOTE:**

Wearing your GO alarm pendant with a pacemaker - If you have a pacemaker, you cannot wear your GO alarm pendant around your neck. Instead, attach your GO alarm pendant to the supplied split ring, which can be attached to a belt clip or keys. Your GO alarm pendant must always be kept at a distance of at least 15cm from your pacemaker.

Fall detection - If you have a pacemaker, or wear your GO alarm pendant on your belt or keys, fall detection must be turned off. Please place your GO alarm pendant on the wireless charging base and contact Taking Care on **0800 012 1321**.



GO alarm pendant



Wireless charging base



Power adapter

CHOOSING WHERE TO PUT YOUR GO ALARM PENDANT CHARGING BASE

- Charging your GO alarm pendant from a low battery takes approximately 2 – 3 hours and it will need a charge approximately every month with regular use. You do not need to charge it every night, it will inform you when it needs to be placed on the charger. **Once your GO alarm pendant is fully charged its light ring will illuminate green meaning it can be removed from the charger.**
- It is always best to try and position the charger base on a **flat surface** where there is a good cellular network strength, for example near a window. The multi network SIM will connect to the best signal regardless of network (Vodafone, EE, 3, etc.) and all call and SIM costs are included in your subscription.
- Ensure the mains power wall socket is switched **OFF**
- Plug the charger into a power socket and switch **ON**
- The charger base will **light up blue** then go off.
- Place your GO alarm pendant on the charger base. Be sure to check that the **‘walking person’ symbol faces upwards**. The charger and GO alarm pendant will illuminate to indicate charging has started.
- If your GO alarm pendant has automatically updated whilst charging, it will **flash white** and will announce **“Update completed”**, when removed from the charger.



PLEASE NOTE: Your GO alarm pendant will also need to be charged if an alert for help has been recently sent, as this event uses more battery power.

1.1 IMPORTANT CHARGING NOTES

- If you have a pacemaker, you should be sure to keep the wireless charger and your GO alarm pendant at least 15cm away from your pacemaker during charging.
- Place the charger on a flat surface and please make sure all parts of the charger are properly connected before use.
- Only use the charging cable and power adapter supplied with your GO wireless charger to avoid any faults or issues.
- Do not place anything metal on top of the charger.
- Do not cover the charger with any material, including the chain.
- Do not place the charger in direct sunlight, recommended charging temperature between 10°C to 35°C.
- During charging your GO alarm pendant can become warm to the touch.



Testing your GO alarm pendant

You will need to go through the system check for your GO alarm pendant. The system check informs you of the battery level, cellular network strength and checks that your GO alarm pendant can obtain GPS coordinates to be able to log your location.

You should perform a full system check in different areas of your home and garden to establish if the network coverage is strong enough to send an alert for help.

Always ensure your GO alarm pendant has adequate battery before going out. A system check should also be completed at the place of the charger so that you know system updates can take place here.

- Press the single button on either **side** of your GO alarm pendant to begin the system check. **Do not press both together** as this will send a call for help.
- A chime will play, and your GO alarm pendant will show a **white status light** – this means the system check has started.



2.1 TESTING BATTERY LEVEL

Your GO alarm pendant will announce the battery level first.

Alongside a status light a voice message will tell you if the battery level is:

STATUS LIGHT	<i>"My battery ... "</i>
GREEN	<i>"... is excellent"</i>
GREEN	<i>"... is good"</i>
ORANGE	<i>"... low battery, please place me on the charger today"</i>
RED	<i>"...is critically low battery, please place me on the charger immediately. An alert may fail."</i>

2.2 TESTING NETWORK STRENGTH

Your GO alarm pendant will test the strength of your connection to a cellular network. Your pendant will then announce:

- *"Checking cellular signal."*

Your GO alarm pendant will check the cellular coverage of its location and will announce after a **few seconds**:

"The connection ..."

"... is excellent"

"... is good"

"... is poor"

"... is unavailable"



If you are struggling to find a position with a strong cellular network connection, please contact us on: 0800 012 1321 and we will be happy to help.

A "good" or "excellent" cellular connection is required for system connects and updates, which are only initiated when your GO alarm pendant is placed on the charger.

If coverage is low, your pendant will check for alternate networks and announce:

- *"Selecting mobile network, please wait."*

If the signal is "poor" or "unavailable" and you make an emergency call from that location, it may not be successful. If "unavailable" your GO alarm pendant will exit the system check and return to normal operation.

2.3 TESTING LOCATION

If a successful cellular network check has been completed your GO alarm pendant will then check if its GPS coordinates can be obtained and will send coordinates to the GPS mapping software.

Please be aware it will be flashing blue whilst doing so and this could take as little as **15 seconds** and up to **5 minutes**. Once the check has been completed, your GO alarm pendant will announce:

LOCATION STATUS	<i>Finding your location...</i>
SUCCESSFUL	<i>"... current location has been sent"</i>
UNSUCCESSFUL	<i>"... unable to find your current location"</i>

Following either of these announcements the system check will end and your GO alarm pendant will resume its standard function, no lights should be visible and the sounds will cease.



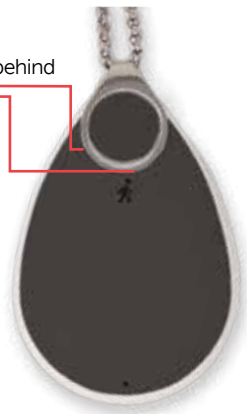
If at any time you need to cancel the system check, press and hold one of the buttons on either side of your GO alarm pendant. A voice message will play, and the light ring will flash red to let you know that this function has been, "CANCELLED."

2.4 PLACING A TEST ALARM CALL

Now perform a test call in the garden or outside to our UK-based Emergency Resolution Team to let us know you are in the process of setting up your personal alarm and to check your GO alarm pendant is working correctly.

- **Press and hold both buttons** at the same time on your GO alarm pendant until the alarm indicator flashes red around the outer edge.
- Once you are connected to our Emergency Resolution Team the operator will answer.
- You will hear the operator talk through your GO alarm pendant. **Let them know you are installing your Taking Care GO personal alarm and this is a test call.**
- The operator will welcome you to the service, check they have your correct details and then end the call with you.

+ button behind



Voice messages and sounds

- Your GO alarm pendant is designed to provide voice messages only during day time hours, so you will not be disturbed at night.
- If your GO alarm pendant battery is detected as being low during the night it will flash orange, it will not vibrate or make any sounds.
- Voice messages will then resume in the morning.
- However, if your GO alarm pendant beeps continually this indicates that it is not functioning as expected. Please contact Taking Care on **0800 012 1321** immediately.

Making an emergency call with your Taking Care GO

1. If you need help, press and hold both front and back buttons at the same time on your GO alarm pendant until the light around the outer edge of your pendant flashes red.
2. This will start the short pre-alarm sequence with a distinct tone and vibration.
3. The light ring around your GO alarm pendant will flash red to let you know an alert is being sent to our 24-hour UK-based Emergency Resolution Team.
4. A voice message will play 'Help alert in progress.' You will hear the GO alarm pendant ring while it is connecting. There may be a brief delay before you are connected to an operator.
5. When an operator speaks to you through your GO alarm pendant speaker, explain your problem. They will know who you are, your location and your medical history.

6. If required we will ask one of your emergency contacts to assist you, and if necessary, we will contact the emergency services.
7. When the Emergency Resolution Team ends the call, they will always close and reset the alarm - you do not have to do anything. Your GO alarm pendant will flash green.
8. After 20 minutes, you may hear your GO alarm pendant say "cancelled". This indicates that your GO alarm pendant has returned to its non-alarm state.

Note: Your GO alarm pendant is recommended for use when you are out-and-about as mobile blackspots may prevent it from connecting to the mobile network at home.

What happens if you fall?

Your GO alarm pendant is equipped with sophisticated fall detection technology and when a fall with significant impact is detected an alert is sent to our Emergency Resolution Team. **Your GO alarm pendant must be worn around your neck for the fall detection algorithm to work correctly. If your GO alarm pendant is attached or used in any other way it will not provide accurate fall recognition and this may result in a fall being missed.**

1. When your GO alarm pendant detects a fall a 10 second pre-alarm will sound and announce, 'Fall detected'.
2. The light ring around your GO alarm pendant will flash red to let you know an alert is being sent to our 24-hour UK-based Emergency Resolution Team.
3. If you have accidentally knocked your GO alarm pendant and a fall is falsely detected, you can cancel the alarm at any time by pressing and holding one button down. Your GO alarm pendant will announce 'Cancelled'.
4. Our operator will know who you are and your location, even if you cannot speak or hear them and will contact one of your emergency contacts or if needed, the emergency services.

5. When the operator has hung up your GO alarm pendant will flash green.

Sometimes there are circumstances where your GO alarm pendant will not automatically activate, so if you are able to you can request help by pressing both buttons on your GO alarm pendant.

If you find that the fall detection is too sensitive, please call Taking Care on **0800 012 1321** and we will turn it off for you.

PACEMAKER

If you have a pacemaker you cannot wear your GO alarm pendant around your neck. It must be attached to a belt clip or keys, meaning the fall detection algorithm will not work correctly and it must therefore be turned off. Please place your GO alarm pendant on the wireless charging base and contact Taking Care on **0800 012 1321** to turn off fall detection.

BATTERY

If your fall detection is enabled this consumes more battery so you will need to charge your GO alarm pendant more frequently.



PLEASE NOTE: Although advanced technology is used to detect a fall, there are certain types of falls that are less likely to trigger the automatic fall detection. Falls that may not be detected include slumping, falling into an object that helps break the fall, or falling from an object that is not average standing height.

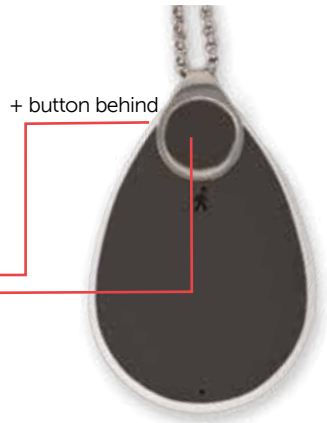
CANCELLING AN ALARM CALL

- **Press and hold one button** on your GO alarm pendant to cancel your request for help.
- Your GO alarm pendant will announce: *"Cancelled."* If the alert has proceeded to the Emergency Resolution Team, speak to the operator and let them know you do not require assistance.



QUARTERLY TESTING

- Please test your alarm **every quarter**. We recommend making a note in your diary or calendar and suggest using your birthday every third month to help you remember.
- Press **both of the GO alarm pendant buttons** and speak to one of our team via the speaker on the pendant.



GOING ON HOLIDAY



- You can use your **GO alarm pendant** whilst on holiday **in the UK only**.
- Take your GO alarm pendant and charger with you, together with our Customer Services Team number: 0800 012 1321
- It is a good idea to place a test alarm call when you arrive at your new destination to ensure it works in the area.
- If you are travelling by aeroplane within the UK and wish to take your GO alarm pendant with you, please place it in flight mode before your flight.

FLIGHT MODE

- **ENABLE FLIGHT MODE:** press and hold **one button** on either side of your GO alarm pendant for **10 seconds**, until you hear the voice message *"Flight mode enabled. All functions suspended until button press or placed on a charger"*.
- **DISABLE FLIGHT MODE:** press **one button** on either side of your GO alarm pendant (this will start a system check) or place your GO alarm pendant on a charger. If you require help, press and hold two buttons to send an emergency alert, this will override Flight Mode.
- **LOST MODE:** Lost Mode sends GPS coordinates to the Emergency Resolution Team when no movement has been detected over a period of time. This will tell us the general geographical location of the pendant. If lost, contact Taking Care to check where your GO alarm pendant is located:
0800 012 1321

Help and support

THINGS TO REMEMBER

Do

- ✓ Wear your GO alarm pendant at all times.
- ✓ Wear your GO alarm pendant on top of clothing in order for it to be fully effective.
- ✓ Ensure that the 'walking person' symbol is facing upwards when charging your GO alarm pendant.
- ✓ Ensure your emergency contacts are aware that they have been provided to us as a named responder in the event of an emergency.
- ✓ Tell your emergency contacts to store our number in their phone so they can identify us quickly when we call. The number we will call from is:
0330 678 1097
- ✓ Do not block this number.
- ✓ Ensure your emergency contacts add this number to their 'safe list'.
- ✓ If you move home, please be sure to run through the full system check (p14-18) in your new home.

We're happy to help if you have any questions

Please call us on 0800 012 1321

Lines open 9am–5pm, Monday to Friday

Don't

- ✗ Don't wear your GO alarm pendant around your neck if you have a pacemaker. Instead, attach your GO alarm pendant to the supplied split ring, which can be attached to a belt clip or keys. Call Taking Care to request fall detection be turned off.
- ✗ Don't spray perfume, insect repellents, DEET or similar chemicals directly on your GO alarm pendant. Clean with warm soapy water, use non-abrasive and non-polishing cleaners only.
- ✗ Don't stick objects in the microphone or speaker holes.
- ✗ Don't expose your GO alarm pendant to iron sand beaches or iron in workshops. Iron particles can be attracted to the speaker and cause damage.

Help and support

IMPORTANT INFORMATION

- If a service provided in conjunction with Taking Care GO, such as cellular data or Caller ID, is unavailable for any reason then reports and alerts may be delayed or unable to be delivered.
- If you have a pacemaker you cannot wear your GO alarm pendant around your neck. Please only attach to a belt clip or keyring and call Taking Care to request fall detection be turned off. Your personal alarm pendant must always be worn at a minimum distance of 15cm from your pacemaker.
- Silent hours are set between 9pm-9am for your GO alarm pendant to ensure that you won't be disturbed at night by sounds and voices emitting from the device if any issues are detected during this time. Voice messages will resume in the morning.
- Your GO alarm pendant requires access to a 3G/4G network to communicate, and the availability of the GPS satellite network to determine its location. Your GO alarm pendant will not be able to send an alert, establish voice contact or your location, if it is in an area with no coverage from the 3G/4G cellular network or if there is a network failure.
- Your GO alarm pendant will not work overseas.
- GPS and cellular technology can be affected by certain atmospheric conditions, radio interference, buildings, or other forms of interference that can block your GO alarm pendant. Your location information may not be available if the GPS satellites are unavailable, or the GPS signal is blocked.
- Location information will also not be able to be displayed to your provider if the location mapping service used by your provider is unavailable.
- Your GO alarm pendant may not work, or may stop functioning

Help and support

IMPORTANT INFORMATION

during an alert for help, if it does not have sufficient battery level. If your GO pendant is kept in a location where there is no coverage for an extended period, it will continue trying to send reports and this can drain the battery faster

WARNING: Do not try to open your GO pendant; it contains a lithium coin cell battery that can cause severe or fatal injuries in 2 hours or less if it is swallowed or placed inside any part of the body.



COMMON FAULTS & SOLUTIONS

FAULT	SOLUTION
Your GO alarm pendant doesn't respond to a button press	Place your GO alarm pendant on the charger. If no charging lights show immediately, leave it on there for at least half an hour to see if the blue light around the edge turns on. This means the battery would have run flat and it will need to be left on the charger until fully charged.

DISCLAIMER TAKING CARE GO

It is important that you read and understand this guide before using your Taking Care GO. If there is any part of it that you do not understand then please discuss it with Taking Care before you use your Taking Care GO.

Your GO alarm pendant relies on 3G/4G cellular networks to transmit the alarm. As such, there may be rare occasions when radio interference, lightning strikes, transmission failures or telecommunication events affect system performance.

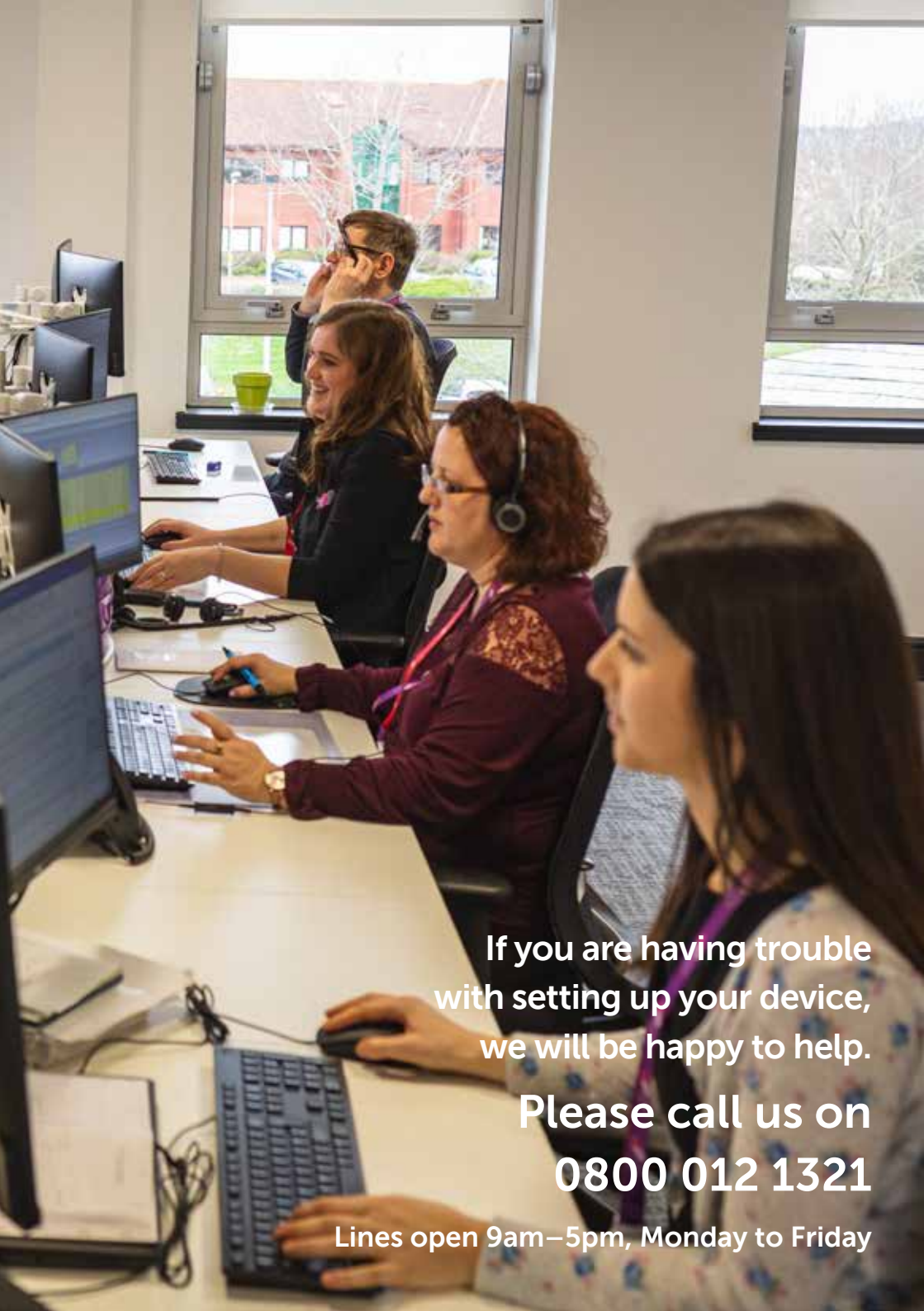
System performance may also be affected by the presence of other electronic devices in close range to your GO alarm pendant. Advanced technology is used to process and report events, however, in some very rare circumstances it is not always possible to notify events immediately.

To the maximum extent permitted by law, the manufacturer of this Taking Care GO will not be liable or responsible to you for any damage, loss or injury you may suffer or incur in connection with any failure of your Taking Care GO due to incorrect usage, and usage that is inconsistent with this guide, including a failure to follow the various warnings set out in this guide.

The supplied necklace attachment has been designed to break under pressure to prevent harm. Please contact Taking Care before attaching an alternative necklace to ensure it is safe to do so.

Use of this system confirms acceptance of these limitations. If you suspect your system is damaged or not functional, please contact Taking Care.

Due to continual product development this user guide may change without notice. Taking Care and the manufacturer do not accept responsibility for any errors or omissions contained within this document.



If you are having trouble
with setting up your device,
we will be happy to help.

Please call us on
0800 012 1321

Lines open 9am–5pm, Monday to Friday

IMPORTANT NOTE:

Fall detection

The Taking Care GO alarm pendant is equipped with sophisticated fall detection technology and will automatically raise an alert for help when it detects a fall, and significant impact has occurred. The pendant is designed to be worn as a pendant openly around the neck for the fall detection algorithm to work as intended. Using, wearing, or attaching the pendant in any other manner may not provide accurate fall detection and could result in a fall not being detected. It cannot guarantee to detect all falls. If you fall and can press the emergency button then you should do so.

Wearing your GO alarm pendant with a pacemaker

If you have a pacemaker, you cannot wear your GO alarm pendant around your neck. Instead, attach your GO alarm pendant to the supplied split ring, which can be attached to a belt clip or keys. Your GO alarm pendant must always be kept at a distance of at least 15cm from your pacemaker. Please place your GO alarm pendant on the wireless charger base and contact Taking Care on 0800 012 1321 to turn fall detection off.





**Our friendly team is
here to help 24 hours
a day, every day of
the year.**

**Taking
Care**

Part of AXA Health



SPECIFICATIONS GO ALARM PENDANT

All batteries should be disposed of in accordance with the latest legislation

TECHNICAL DETAILS

System:

GO alarm pendant, stainless steel chain, split ring, a wireless charger, plug pack, USB cable, user guide, fitted nano 3G/4G SIM card, and internal RFID tag (NFC tag type 2) which stores information including: serial number, customer name, phone number, hardware version and date of manufacture.

Dimensions:	67mm x 47mm x 13.5mm (L x W x H) weighs 33g.
Battery capacity:	300mA.
Battery maximum continuous discharge current:	600mA.
Charge current maximum:	210mA (0.7c).
Battery recharge time:	Approximately 2 to 3 hours from low battery.
Cellular module:	4G, Cat1 VoLTE using 4G cellular bands B20 (800MHz), B3 (1800MHz) and Band (2600MHz), 3G B8 (900MHz) and B1 (2100MHz).
Digital reports:	Reporting Protocols: SCAIP TS 50134-9, SCAIP SS 91100, CSV Contact ID
GPS location:	

Location provided through assisted and autonomous GPS methods. Periodic updates of GPS location are sent until the emergency event is completed. GPS co-ordinates are transmitted via cellular data to SmartCare™ Locate. GPS antenna tuning 1559 - 1606MHz.

ENVIRONMENTAL

Operating temperature of 0 °C to + 50 °C, 90% humidity (non-condensing).

STANDARDS

GO4:	EN 301 489 -1,-3,-19,-52 (EMC), EN 50130-4: 2014 (EMC), EN 55032: 2020 (EMC), IEC 62311 (EMR), EN 62311 (EMR), EN 301 908-1 (Spurious Emissions), EN 300 220 (Spurious Emissions), EN 303 413 (Spurious Emissions), IEC 62368-1 (Electrical Safety), IEC 62209-2 (SAR), IEC 62311 (SAR), IEC 60529 (IP67), IEC62133-2017 (Battery Safety)
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WIRELESS CHARGER & PLUG PACK

Wireless charger:	Qi: Compliant; EN 50130-4: 2014 (EMC), EN 55032: 2020 (EMC), IEC 62311 (EMR), EN 62311 (EMR), IEC 62368-1 (Electrical Safety)
Plug pack:	IEC 62368: UL/cUL, SAA, PSE, UKCA

TCG | UG | 0125

We're happy to help if you have any questions

Please call us on 0800 012 1321

Lines are open 9am–5pm, Monday to Friday.

PPP Taking Care, trading as Taking Care

Linhay House

Linhay Business Park

Ashburton

TQ13 7UP

GO Telecare System



RoHS



UGTCGV3JAN25