

# Guardian

SAFETY PENDANTS

## Professional Monitoring ProTec Quick Start User Guide



**TURNING ON** - Hold down the side button for 1 second. The blue and green light on each side of the button should come on.

**TURNING OFF** - Hold down the side button **AND** the SOS button together for 2-3 seconds. You will feel the unit vibrate and the lights should go out when the device shuts off.



**RECHARGING** - Connect the small end of the cord to the cradle and the larger end to the power adapter. Plug it into the power point. Place the pendant into the cradle. When in properly, a little red light will appear on the front of the cradle and it will vibrate. This light will dim or go out when the pendant is charged. While the battery can last a couple days, it is recommended you recharge the unit daily when going to bed. Keep the charger next to your bed so it will be available if you need to get up at night.

### COLOURED LIGHTS

The **GREEN** light shows if you have a cell signal. A quick blink means the signal exists. A slow flash means it's looking for the signal. A solid green means no signal.

The **BLUE** light is on solid when charging. A quick blink after 3 sec = GPS signal. Slow blink = No GPS signal. A quick blinking blue light means low battery.

### CALLS AND TEXTS

**SOS BUTTON**: When the SOS button is pressed, the Monitoring Company will receive a link to Google Maps identifying your location. The device will then call them and the User can speak with them through the ProTec to discuss the emergency.

**FALL DETECTION**: If you've chosen Fall Detection, a loud high pitch tune will sound for 20 seconds before sending a text message (stating that you've fallen) to the Monitoring Company. Your location will also be sent in the same text message. If you activate the fall down by accident, you can stop the message being sent by pressing the SOS button. If you do not abort, once the tune stops playing your emergency contacts will be notified that you have fallen.

**INCOMING CALLS**: All incoming calls are automatically answered, you do not need to press any button. You may hang up the call by pressing the SOS button briefly.

### EMERGENCY PROTOCOL

Custom programming is included with your initial purchase (e.g. it calls the Monitoring Company, it may have fall detection, low battery notifications, etc.). If you would like to make any changes, you must **contact us - not** the Monitoring Company.

For programming changes, call us on (08) 6336 9448.

**Lifetime Phone Support and Reprogramming** is a part of the service you are provided.

### LOCATING THE DEVICE

Text **LOC** from any smartphone. The return text will include a link to Google Maps and show the location of the device. There are two potential responses:

1. **NOW** means you are getting the user's current location.
2. **LAST KNOWN** means the GPS satellites are not "seeing" the user, so the last known location is shown.

### Product Limitations

This **Guardian Safety Pendant** (Guardian SP) is reliant on the cell phone service provider's network coverage to make phone calls, to send SMS text messages and to transmit information regarding GPS positioning. These services may vary between providers and locations throughout the world. GPS location is often not available when the **ProTec** is inside a building. Generally, the accuracy of GPS positioning is determined by the availability of unobstructed line of sight to the available satellites.

It is not a life saving device and cannot provide a guaranteed level of performance beyond what can be expected from technology of this kind. It can only perform as it should when correctly operated. If it does not call or text when it's supposed to, get help with an alternate method.

It is highly recommended that the User periodically test their unit every 1-3 months by pressing the SOS button.

It is NOT RECOMMENDED to wear with the lanyard while sleeping.

### Safety Information

- The Guardian ProTec is not built to wear while showering but is water resistant. If you want the ProTec available while showering, we recommend you place it on a hook just outside the shower where you can easily get to it. **Be aware that water infiltration, particularly soapy water, may permanently disable this product and void the warranty.**
- Switch off your **ProTec** when instructed to turn off all mobile phones on commercial aircraft.
- Avoid using a damaged power cable. This may cause overheating or a potential fire hazard.
- Never use any chemical or detergent to clean the Guardian SP. This may erode its surface.
- In order to eliminate the risk of electric shock, do not touch the ends of the power cable or charging plug with wet or damp hands.
- Avoid direct prolonged exposure to sunlight and high temperatures to negate the potential of overheating the battery, which may cause damage.

### Legal Disclaimer

The **ProTec** is designed for communication and GPS tracking. Guardian SP and/or its distributors assumes no responsibility for the accuracy, reliability, or completeness of the information of its products or services, whether express or implied. To the maximum extent permissible by applicable law, Guardian SP and/or its distributors shall in no event be liable for any direct, indirect, punitive, personal injury or death, incidental, special, consequential damages or any damages whatsoever including, without limitation, damages for loss of use arising out of or in any way connected with the use or performance of the Guardian SP and/or the phone service providers used in conjunction with the Guardian SP. If you are dissatisfied with the Guardian SP and/or any related services, or with any of these terms of use, your sole and exclusive remedy is to discontinue using the Guardian SP.

### Warranty

The ProTec is warranted for 1 year from the date of purchase when used under normal conditions and appropriately cared for and maintained. At the discretion of Guardian SP, repair or replacement may include new and/or refurbished parts to at least the value of the replaced unit.

The warranty does not apply if there is:

- Evidence of water infiltration;
- Damage to the recharge insertion point due to the charging cord being forcibly and/or incorrectly inserted and/or recklessly removed;
- Damage caused by accident, abuse, misuse, flood, fire, earthquake

Use of the ProTec indicates that you have read, understood and you agree to the conditions as stated in the Disclaimer & Warranty Policy.

### Return / Refund Policy - 14 Day Guarantee

If for any reason you are not happy with your purchase you can return it to us and receive a full refund minus the cost of SIM card credit, postage and programming (\$60) or if you prefer you can exchange it for another model of the same value. Exceptions apply under extreme circumstances. Call your local support office for additional information.