

CHIPTECH

Product Guide



Your Digital Telecare Partner

Chiptech is a design and manufacturing business that builds first class Telecare and Personal Safety products for the digital age



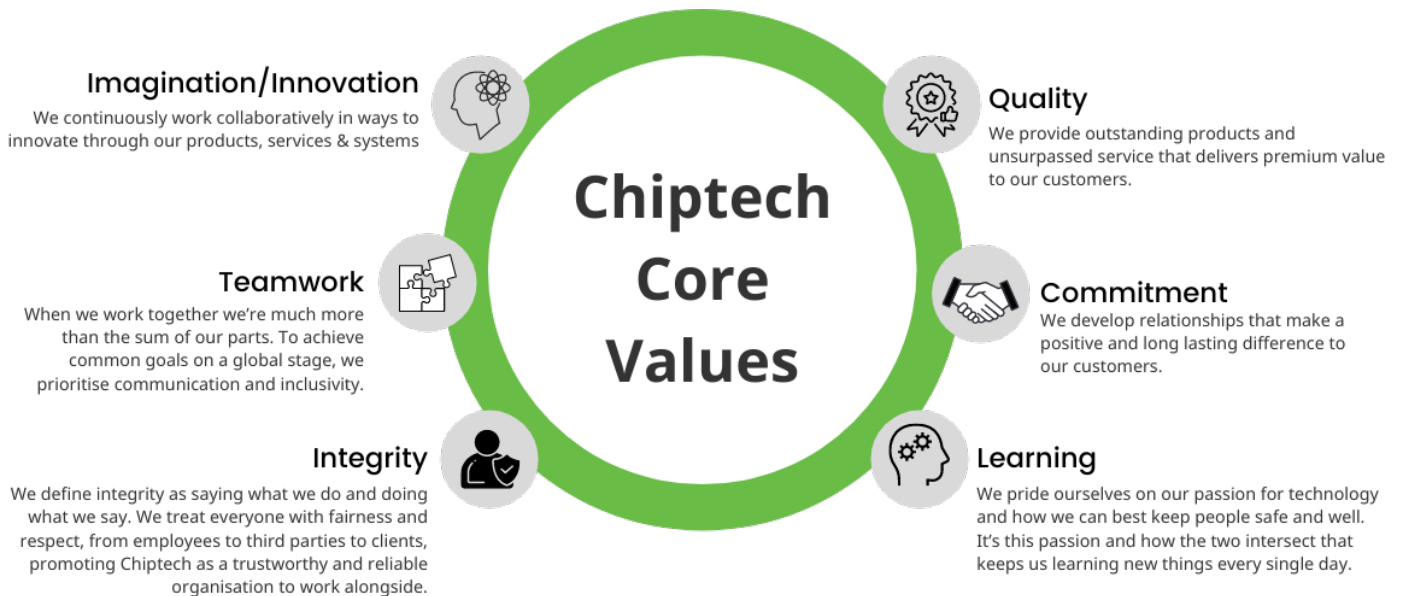
Who are we?

Chiptech is a design and manufacturing business that builds first class Telecare and Personal Safety products for the digital age.

Established in the year 2000 with offices in the UK and New Zealand, Chiptech has grown into a leading provider of digital monitored personal alarms.

Our customers are at the heart of everything we do, from Research and Design to Manufacturing and Implementation.

Our Values



Our Solutions



Assistive Technology



Personal Safety



Lone Workers

SEVEN Digital Dispersed Alarm Unit

SEVEN is a 4G digital base unit with voice-guided installation, exceptional pendant range and personal safety features focussed on keeping people safely independent within their own homes.



4G Connectivity

Roaming SIMs and advanced algorithms to give best in class connectivity



System and Push Notifications

Automated and Push Notifications for status updates and personalised messages



Voice Guided Install

Voice-guided install process and multiple language options are available



Routine Reminders

Daily reminders to assist with routine management and independent living



300m Pendant Range

Industry leading peripheral range for use around the home and garden



Setup and Branding

Initial configuration and testing completed alongside branding free of charge



Daily Check Button

Simple button press to check in and confirm well-being – "I'm OK"



SmartCare Response App

App for monitoring of alarms by friends and family. An alternative to warden call



Remote Updates

Remote connection is available through SmartCare Cloud and Chiptech Wizard



Dual SIM Connectivity

Unique Dual SIM for ultimate connectivity resilience

Chiptech GO-4 GPS Pendant

Chiptech GO is an independence companion to ensure people feel safe wherever they 'GO'. GO can be paired to SEVEN for an elegant one pendant solution for both at home and out in the community.



GPS Location

GPS is sent to SmartCare Locate to display the current alarm GPS location to the ARC.



System Notifications

Telecare heartbeats, power management, audible charging notifications and more.



Speakerphone

GO's advanced speakerphone allows the user to clearly communicate with the ARC



1 Month Battery Life

GO has an impressive 1 month battery life and 9-12 months when in flight mode.



Fall Detection

GO will detect a fall and a period of no movement and signal an alarm.



Connection to SEVEN

GO can be connected to a base unit for a unique one pendant elegant solution.



Wireless Charging

Simple wireless charging and audible notification of the need to charge



SmartCare Response App

App for monitoring of alarms by friends and family. An alternative to warden call



IP67 Water Rated

GO is IP67 water rated, keeping you safe no matter the weather, rain or shine.



Flight Mode

Suspend functions for travel with safety override in the event of alarm.

Digital Telecare Devices

Digital Base Units



SEVEN 4G Digital Dispersed Alarm

SEVEN is a 4G digital base unit with voice-guided installation and dual SIM as standard. SEVEN is supplied with Standard Pearl Pendant, User Guide and Plug Pack.

Item Code: EU-SEVEN-D



SEVEN 4G Digital DAU with Extended Aerial Slot

SEVEN is a 4G digital base unit with voice-guided installation and dual SIM as standard. SEVEN is supplied with Standard Pearl Pendant, User Guide and Plug Pack. SEVEN-X comes with an aerial slot for the attachment of a suitable aerial to improve cellular connectivity (Aerial purchased separately).

Item Code: EU-SEVEN-DX

To order your SEVEN base unit with an alternative pendant type, please contact your Account Manager for more information.

GPS Pendants



Chiptech GO

Chiptech GO is a GPS Speech Pendant with speech, fall detection and GPS technology. Chiptech GO is supplied with a hypo-allergenic stainless steel chain, split ring, USB cable and Wireless Charging Plate.

Item Code: EU-GO4-White

Monitoring Centre Compatibility and Protocols

Digital Compatibility - All monitoring systems including; Jontek, UMO, Sentinel, Monitorsoft, Appello Carenet, Chubb, Patriot Systems, SkyResponse, PNC. GO can be offered on all types of system, both analogue and digital.

All Chiptech devices are compatible with SCAIP, CENELEC TS50134-9 and CONTACT ID protocols and GO can be offered as hybrid to support those transitioning from analogue to digital with the ability to remotely upgrade when ready to do so.

Pendants

Pearl Pendants



Pearl Pendant

The standard Pearl pendant is a neck worn lanyard pendant with IP68 hot water resistance and a surgical grade hypo-allergenic stainless steel chain.

Item Code: EU-PEARL869-P



Pearl Advanced Falls Detector

Pearl Advanced is a smart, easy to wear pendant with fall detection technology. This pendant comes with a medical grade hypo-allergenic stainless steel chain as standard.

Item Code: EU-PearlADV869-FALL



Pearl Wrist Worn

A wrist worn Pearl pendant (watch style) with IP68 water resistance.

Item Code: EU-PEARL869WW



Interchangeable Pearl

As standard, this pendant comes with a grey belt clip attachment and chain. The interchangeable pendant is IP68 water resistant and can be adapted into a wrist worn or easy press pendant accessories which can be purchased separately.

EU-PearlClipon869+Chain

Pendant Accessories

The Interchangeable Pearl, Pearl Advanced and Wrist Worn Pearl are compatible with a range of accessories to allow them to be changed into alternative pendant types. Please note that the Pearl Pendant and Brooch are not compatible with these accessories. For the range of adapter options, see the accessories section.



Easy Press Pendant

A discreet and easy to press pendant suitable for those with limited dexterity as a squeeze is required to activate rather than a button press and hold. The Easy Press Pendant can be worn as a neck worn pendant only and is supplied with a medical grade stainless steel chain.

Item Code: EU-EASYPRESS869



Pearl Brooch

IP68 water resistant brooch-style pendant to be attached to clothing via the pin.

Item Code: EU-BROOCH869

Environmental Sensors



Firehawk Smoke Detector

The 10 year battery powered device comes complete with a rear enclosure containing the Chiptech radio transmitter interface. The rear enclosure also provides the mounting options for securing the smoke alarm to the ceiling.

Item Code: EU-SID869 FireX_Smoke



Firehawk CO Detector

A battery powered unit, with a fixed 7 year life, non-replaceable internal battery. The unit comes complete with a back patrix containing the Chiptech radio transmitter interface. The patrix also provides mounting options for securing the CO alarm to the wall.

Item Code: EU-SID869-CO Sensor



Firehawk Heat Detector

The 3-5 year battery powered device comes complete with a rear enclosure containing the Chiptech radio transmitter. The rear enclosure also provides the mounting options for securing the heat detector to the ceiling.

Item Code: EU-SID869-HEAT DETECTOR

Advanced Environmental Sensors



AICO Smoke Alarm Ei650IRF

The Ei650IRF Battery Optical Smoke Alarm is powered by a 9V Alkaline battery and contains a large, proven optical smoke chamber and is best for detecting slow, smouldering fires.

Item Code: EU-AICOSMOKE869



AICO CO Alarm Ei208WRF

The Ei208WRF Carbon Monoxide Alarm is powered by a Lithium cell battery with east to fit twist on base and multiple fixings and built in Radio-Link Interconnection.

Item Code: EU-AICOCO869



AICO HEAT Alarm Ei630IRF

The Ei630IRF RadioLINK Battery Heat Alarm (58 degrees) is powered by a 9V Alkaline battery and is activated by heat from a fire, not smoke and has built in RadioLINK wireless interconnection technology.

Item Code: EU-AICOHEAT869



Radio Relay Ei428

The Ei428 radio relay is a mains powered relay module with a rechargeable lithium back-up. The module interlinks with the above Advance Environmental Sensors and is required, along with Item Code: EU-SIDSmoke869-SIDonly to trigger the SEVEN Base Unit.

Item Code: On Request



AICO Fire/CO Alarm Interface Ei414

The Ei414 RadioLINK Fire/CO Alarm Interface connects AICO Advance Environmental Sensors The module will receive 'Fire', 'CO' and 'Service' signals and switch the relevant built-in relay. Item Code: EU-SIDSmoke869-SIDonly is required to trigger the SEVEN Base Unit.

Item Code: EU-Ei414

Occupancy Sensors

Bed Occupancy Pad Pack (with transmitter)



Bed exit sensor helps to reduce this risk by raising an alarm when it detects that a person has left their bed and failed to return within a set time period. Available in Large (740x400mm) or small (740x250mm)

Item Code: EU-SID869-BED+SMALLMAT

Item Code: EU-SID869-BED+MAT



Bed Occupancy Ribbon Pack (with transmitter)

The Bed ribbon sensor detects when someone is getting out of bed. It is placed vertically/diagonally under the mattress. The Ribbon is water resistant to IP67.

Item Code: EU-SID869-BED+RIBBON



Bed Weight Sensor Pack (with transmitter)

The P144B Bed weight sensor is a unique device that detects someone exiting the bed without contact with the user. Can be used on beds with low air pressure and pressure relieving mattress.

Item Code: EU-SID869+BEDWEIGHT



Chair Occupancy Pad Pack (with transmitter)

The chair sensor is installed under or on the cushion of a chair and used to monitor occupancy. The sensor will automatically raise an alert instantly or after a set period of time after weight is removed from the pressure pad, indicating a person may be at risk.

Item Code: EU-SID869-CHAIR+MAT



Chair Occupancy Ribbon Pack (with transmitter)

The chair sensor is installed under the cushion of a chair and used to monitor occupancy. The sensor will automatically raise an alert after a set period of time after weight is removed, indicating a person may be at risk.

Item Code: EU-SID869+CHAIRRIBBON

*To order a singular item from a pack, please contact Chiptech directly for a quotation, for example a replacement bed mat.

Health & Personal Safety Sensors



Companion Mini Connect

Suitable for children and adults. Designed to detect movement associated to Tonic Clonic seizures from beneath the user's mattress. Designed and built as a Class 1 medical device. With integrated SID (transmitter).

Item Code: EU-ALERTIT COMPANION CONNECT



Cotton or Absorbent Sheet Pack (with transmitter)

The enuresis sensor is machine washable and is placed between the bedding and the mattress. Available in Cotton or Absorbent Sheet.

Item Code: EU-SID869-Enuresis Cotton

Item Code: EU-SID869-Enuresis Absorbent



Pivotell Advanced Pill Dispenser

This automatic pill dispenser has 28 sections for medication, and will present only the right dose at the right time with all other medication locked in the dispenser. The Pivotell device comes fitted with a Chiptech transmitter for communication to the SEVEN.

Item Code: EU-SID869-PILL



Door Contact & Bogus Caller Button

SID with reed switch for monitoring opening and closing of doorways with the ability to set day and night delay and activation timers. Bogus caller button as standard with silent reporting.

Item Code: EU-SID869-DOOR



Pressure Floor Mat Pack (with transmitter)

The P150C, is a robust washable very low slip floor mat. Floor mat can help in the reduction of falls by sending an instant alarm as soon as a person's weight is present on the mat.

Item Code: EU-SID869+FLOORMAT



PIR Detector

A battery-powered indoor PIR that has a back box with battery and wireless transmitter. You can select between precise wide angle and long range coverage, and also multi-level or pet alley detection patterns.

Item Code: EU-SID869-PIR



Flood Detector

This flood detector comes with the accompanying Chiptech transmitter (adi) connected by a 3.5mm socket and can provide a warning of a potential flood in the home.

Item Code: EU-SID869-FLOOD

Additional Pendants & Buttons



Wall Mounted Pendant (Standard or Bogus Caller)

Small, discreet wall mounted pendant that can be configured to alarm audibly or silently when pressed.

Note: All Pendants can be bogus with a silent alarm for DV and discreet support.

Audible Item Code: EU-SID869-WMount-PEARL

Silent Alarm Item Code: EU-EasyPress869 (BOGUS)



Pull Cord

The Radio Pull Switch has an easy-grab long-length cord designed for indoor environments and comes fitted with an integrated Chiptech transmitter. Ideal for bedrooms, bathrooms or sitting rooms, the pull switch can be strategically placed around the home.

Item Code: EU-SID869-Pullcord



Request Big Button Switch

Request, the large easy to press wireless call button. Sensitive enough to detect the slightest touch, it's a simple device to call for help easily, and with radio capacity built in, there are no wires and no need for additional transmitters either.

Item Code: EU-SID869+BIG BUTTON SWITCH



Wall Mount Help Button

The Wall Mount Help Button is fitted with a black gasket to provide a waterproof seal for installation on a flat wall.

Item Code: EU-SID869-WMount-HELP

Sensory Aids for AICO Environmental Sensors

Strobe Light Ei171RF



The Ei171RF is a RadioLINK alarm accessory that is designed to give warning to the deaf and hard of hearing if their alarm system has activated. It consists of a mains powered strobe light with a rechargeable battery back up. Compatible with AICO Environmental Detectors.

Item Code: EU-AICO869-Strobe

Alarm Kit for Deaf & Hard of Hearing Ei170RF



A mains powered with rechargeable battery back up, alarm kit for the deaf and hard of hearing. The kit contains a Xenon strobe light that provide and plug in vibrating pillow pad that will activate when the interconnected alarms are triggered to alert the user to the danger.

Item Code: EU-STROBEKIT869-AICO

Pendant Accessory Items

Clip on back for Interchangeable Pendant



The clip on back allows for wrist worn pendants to be converted into a neck worn pendant via the attachment of this clip and the purchase of a separate Pearl Pendant Chain. This clip on back can also be used in the refurbishment of Interchangeable Pendants.

EU-PEARLCLIPON

Easy Press Sleeve



This sleeve can be attached to the interchangeable pendant to allow for a gentle squeeze to activate rather than a 'press' to assist those with limited dexterity. Please ensure to order the 'ADV' version if you would like this sleeve to fit a Pearl Advanced Fall Detector.

EU-EPressPearlSleeve or EU-EPressPearlADVSleeve

Replacement Parts



Base Charging Station

Replacement Wireless Charging Station for the GO GPS Pendant

Item Code: EU-GO CHARGER



Replacement USB Charging Wire

Replacement USB Charging Wire for use with the Base Charging Station (EU-GO Charger) for the GO Pendant.

Item Code: EU-GO CHARGING CABLE



Replacement Charging Plug

Replacement Mains Plug for use with the USB Charging Wire (EU-GO Charging Cable) and the Charging Station (EU-GO Charger).

Item Code: EU-GO PLUG



EVA Plug Pack

EVA Digital Base Unit replacement power supply pack for mains.

Item Code: EU-PLUGPACK



SEVEN Plug Pack

SEVEN Digital Base Unit replacement power supply pack for mains.

Item Code: EU-PLUGPACK-SEVEN



Lanyard

Soft lanyard option to be used with the GO or Pearl.

Item Code: EU-LANYARD_GREY



Chain - Pearl

Replacement medical grade, hypo-allergenic stainless steel chain for use with the Pearl pendants.

Item Code: EU-CHAIN



Chain - GO

Replacement medical grade, hypo-allergenic stainless steel chain for use with the GO GPS pendants.

Item Code: EU-CHAIN-GO



Watch Strap Attachment

Rubber material watch strap and pins for connection to a wrist worn pendant or interchangeable pendant.

Item Code: EU-Watch Strap

Other

SIM and Connectivity Fees

SIM and Connectivity Fees are applicable to both the GO GPS and SEVEN device. Fees can be charged monthly to allow for switching on/off or annually. Please note that there is no additional charge for the secondary SIM in the SEVEN device.

Item Code: EU-SIM Fees



Chiptech Software



SmartCare Cloud

SmartCare Cloud provides a fleet management platform for data reporting Chiptech products. Personal emergency response devices with data capabilities, can be set to regularly communicate to SmartCare Cloud to update their status. The fleet management platform also offers the unique ability for data communicating units to be updated in bulk whilst installed in the field.



SmartCare Locate

SmartCare Locate is a web application that plots the GPS location data from Chiptech GO on a map so a user can be located. SmartCare Locate differentiates between Help, Fall and Duress alerts, and displays location coordinates and approximate address when a user performs a Check in. It can also be used to find a lost product following a period of inactivity.



webportal

Chiptech Web Portal

The Chiptech Web Portal is a central hub for all up to date technical information and user guides on Chiptech Software and Products. It is also home to the download folder for the Chiptech Wizard and customer specific information such as latest configuration files.



SmartCare[®]
Response

SmartCare Response

SmartCare Response is a monitoring App connecting family and friends to the users of Chiptech Base Units and GPS Pendants as first line responders. SmartCare Response App can also be used within housing schemes so that wardens can monitor alarms locally on their Smartphone.



Chiptech Wizard

The Chiptech Wizard is a desktop application that enables you to connect to Chiptech base units, either via a cable or remotely, to upload and download information and amend settings such as timer settings. The Chiptech Wizard can be connected directly to a base unit with a serial modification cable (SERMOD), or via a Chiptech router.

Order Contact Information

Placing a Purchase Order

Please send your Purchase Order or Request for Quotation to orders@chiptech.com

Purchase Order and Delivery Enquiries

For any queries relating to your order, please email orders@chiptech.com

Remittance Advise and Finance Administrative Enquiries

For remittance advice and financial administrative enquiries such as payment processes, please contact payables@chiptech.com

General Enquiries

For general enquiries, product information and further support, please email support@chiptech.com. Alternatively call Chiptech on 01524 544 427 for guidance and the team will be happy to help.

Technical Enquiries

For technical enquiries or to raise a ticket, please email technicalsupport@chiptech.com or call 01524 963561 and the team will pick up your request as soon as possible.



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Due to continual product development this Product Guide may be updated without notice and may not represent the full range available.

For the latest information and for any enquiries, please contact Chiptech directly.

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