

# 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



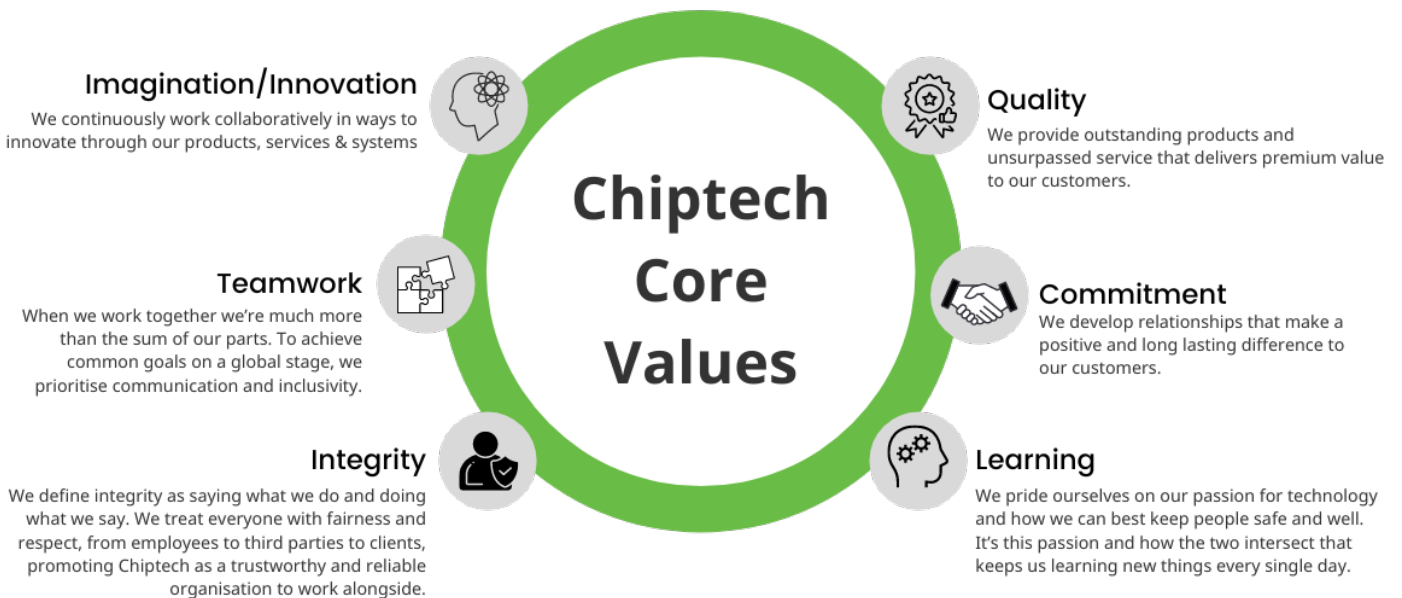
# Who are we?

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



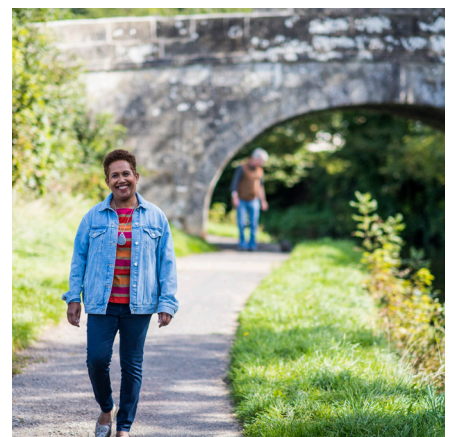
## Our Solutions



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-DX 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

SEVEN and GO are compatible with all digital monitoring systems including Jontek, UMO, Sentinel, Monitorsoft, Appello Carenet, Chubb, Patriot Systems, Skyresponse and 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.

# Pendants

## Pearl Pendants



### Pearl Pendant

Pearl is a neck worn pendant with IP68 hot water resistance and a medical 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. Supplied with the Premium Watch Strap, offering quick-release pins for easy attachment to Interchangeable Pearl, a hypoallergenic stainless steel buckle and a comfortable silicon strap.

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 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

## 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 pattress containing the Chiptech radio transmitter interface. The pattress 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 an ease-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

All Occupancy Sensors are supplied with an Adi transmitter for pairing with the SEVEN base unit. The Adi transmitter features a Help button that can be installed in an easy to reach location.



## Bed Occupancy Pad Pack (with transmitter)

The Bed Occupancy Pad is installed underneath a mattress and can detect if a person has left the bed and has not returned within a specified time. IP67 water resistant. Available in Large (740x400mm) or Small (740x250mm).

Item Code: EU-ADI869-BED+SMALLMAT

Item Code: EU-ADI869-BED+MAT



## Bed Occupancy Ribbon Pack (with transmitter)

The Bed Occupancy Ribbon is installed underneath a mattress and can detect if a person has left the bed and has not returned within a specified time. IP67 water resistant.

Item Code: EU-ADI869-BED+RIBBON



## Bed Weight Sensor Pack (with transmitter)

The Bed Weight Sensor can detect exit and entry on beds with low air pressure or pressure-relieving mattresses.

Item Code: EU-ADI869+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-ADI869-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-ADI869+CHAIRRIBBON



# Health & Personal Safety Sensors



## Temperature Extreme Sensor (with integrated transmitter)

The Temperature Extreme Sensor can monitor environmental conditions and provide an alert when the temperature becomes too high or too low, or when there is a rapid rise in temperature.

Item Code: EU-ADI869-TempExtreme



## Companion Mini Connect (with integrated transmitter)

Suitable for children and adults. Designed to detect movement associated to Tonic Clonic seizures from beneath the person's mattress. Designed and built as a Class 1 medical device.

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-ADI869-Enuresis Cotton

Item Code: EU-ADI869-Enuresis Absorbent



## Pivotell Advance Pill Dispenser (with integrated transmitter)

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. Can integrate with SEVEN's voice reminder feature to support medication adherence.

Item Code: EU-SID869-PILL

## Door Contact & Help Button



ADI with reed switch for monitoring the opening and closing of doorways with the ability to set day and night delay/activation timers. Help button as standard with audible alarm reporting.

Item Code: EU-ADI869-DOOR-HELP



## Door Contact & Bogus Caller Button

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

Item Code: EU-ADI860-DOOR-DURESS



## Pressure Floor Mat Pack (with transmitter)

The P150C is a robust, washable, very low slip floor mat. The floor mat can raise an alarm when a person's weight is sensed, supporting falls prevention, wander detection and activity monitoring.

Item Code: EU-SID869+FLOORMAT



## PIR Detector

A battery-powered indoor PIR used to detect movement or inactivity using a 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-ADI869-PIR



## Flood Detector

The Flood Detector can detect the presence of water and provide a warning of potential flooding. Supplied with Adi transmitter featuring a Help button.

Item Code: EU-SID869-FLOOD

## Additional Pendants & Buttons



### Mini Wall Button (Help or Bogus Caller)

A small and discreet wall mounted button available in audible (Help) or bogus caller (Duress) configurations.

Help Item Code: EU-ADI869-MiniWallButton-Help

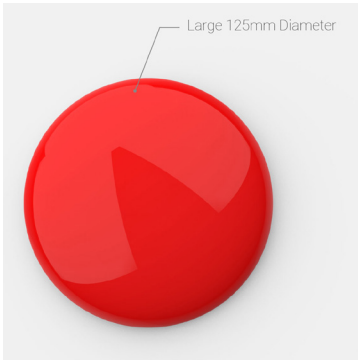
Duress Item Code: EU-ADI869-MiniWallButton-Duress



## 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 back 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 provides a plug in vibrating pillow pad, which 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



## Premium Watch Strap

Comfortable silicon watch strap with easy release pins for attachment to Interchangeable Pearl or Pearl Advanced Falls Detector.

Item Code: EU-Premium-Watch-Strap

## Other

### Connectivity Fees



Connectivity Fees are applicable to both the GO GPS and SEVEN devices. 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 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 person can be located. SmartCare Locate differentiates between Help, Fall and Duress alerts, and displays location coordinates and approximate address when a person performs a Check In. It can also be used to find a lost product following a period of inactivity.

### Chiptech Web Portal



webportal

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 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](mailto:orders@chiptech.com)

### Purchase Order and Delivery Enquiries

For any queries relating to your order, please email [orders@chiptech.com](mailto:orders@chiptech.com)

### Remittance Advice and Finance Administrative Enquiries

For remittance advice and financial administrative enquiries such as payment processes, please contact [payables@chiptech.com](mailto:payables@chiptech.com)

### General Enquiries

For general enquiries, product information and further support, please email [support@chiptech.com](mailto: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](mailto:technicalsupport@chiptech.com) or call 01524 963561 and the team will pick up your request as soon as possible.

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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Your Digital Telecare Partner

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