

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



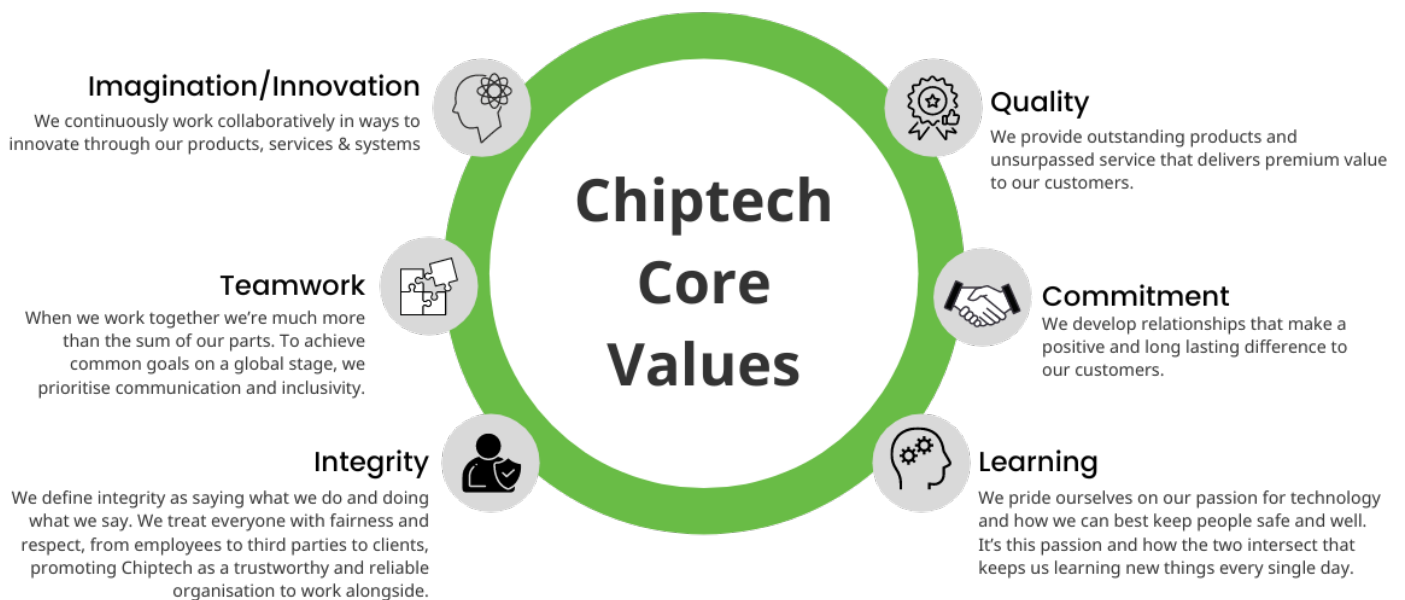
Who are we?

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



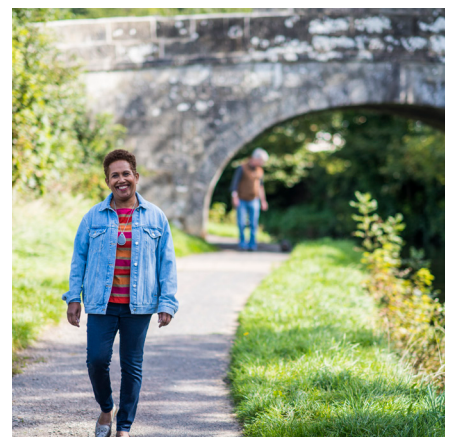
Our Solutions



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 Base Unit

SEVEN comes with voice-guided installation, dual SIM connectivity, and custom branding as standard. Supplied with a Standard Pearl Pendant, User Guide, and Plug Pack.

SEVEN DX includes an aerial slot for attaching an external aerial to improve cellular connectivity (aerial purchased separately).

SEVEN E provides Ethernet connectivity if required.

SEVEN Item Code: UK07001

SEVEN DX Item Code: UK07008

SEVEN E Item Code: UK07015

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

GPS Pendants



GO

GO is a 4G 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: UK08000

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: UK01000



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: UK01006



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: UK01001



Pearl Interchangeable

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.

Item Code: UK01002

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: UK01005

Environmental Sensors



Interlinking Smoke Detector X10i

Battery powered smoke detector with a 10-year battery and radio base for alerting the SEVEN base unit. Can be installed standalone or interlinked with a group of up to eight compatible mixed environmental detectors.

Item Code: UK02000



Interlinking CO Detector CO10Bi

Battery powered Carbon Monoxide (CO) detector with a 10-year battery and radio base for alerting the SEVEN base unit. Can be installed standalone or interlinked with a group of up to eight compatible mixed environmental detectors.

Item Code: UK02001



Interlinking Heat Detector H10i

Battery powered heat detector with a 10-year battery and radio base for alerting the SEVEN base unit. Can be installed standalone or interlinked with a group of up to eight compatible mixed environmental detectors.

Item Code: UK02002

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: UK02103

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: UK02104

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: UK02105

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: UK02107

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: UK02108

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 on top of a mattress and can detect if a person has left the bed and has not returned within a specified time. IP67 water resistant.
Large: 740x400mm | Small: 740x250mm.

Item Code for Small: UK03000

Item Code for Large: UK03001

Bed Occupancy Ribbon Pack (with transmitter)



Used to monitor occupancy, this ultra slim and discreet sensor ribbon is an alternative option to the bed or chair pressure pad. IP67 water resistant.

Item Code: UK03002

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: UK03003

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: UK03004

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: UK03005

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: UK04010



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: UK03200



Cotton Sheet (with transmitter)

The enuresis sensor is machine washable and is placed between the bedding and the mattress.

Item Code: UK03007



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: UK04017



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: UK04005



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: UK04006



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: UK03006



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. Includes wall fixing bracket.

Item Code: UK04013



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: UK04011

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.

Item Code for Help: UK04007

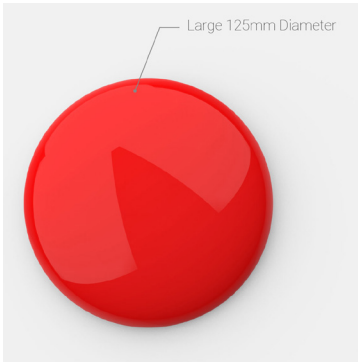
Item Code for Duress: UK04008



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: UK04015



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: UK04000



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: UK04009

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: UK02100

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: UK02102

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.

Item Code: UK01105

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 order 'ADV' version if you would like this sleeve to fit a Pearl Advanced Fall Detector.

Item Code: UK01103

Item Code for ADV: UK01104

Replacement Parts

4G Base Charging Station



Replacement Wireless Charging Station for the GO GPS Pendant.

Item Code: UK08201

4G Replacement USB Charging Wire



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

Item Code: UK08203

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: UK08202



EVA Plug Pack

EVA Digital Base Unit replacement power supply pack for mains.

Item Code: UK07402



SEVEN Plug Pack

SEVEN Digital Base Unit replacement power supply pack for mains.

Item Code: UK07401



Lanyard

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

Item Code: UK01107



Chain - Pearl

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

Item Code: UK01106



Chain - GO

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

Item Code: UK08205



Premium Watch Strap

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

Item Code: UK01100

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: UK07300

Chiptech Software

SmartCare Cloud



SmartCare Cloud is your device management platform. Devices can be configured to regularly report into SmartCare Cloud, ensuring their operational status is always up to date. The platform also provides a dashboard, offering clear visibility of device status, low-priority reports, and other operational insights. Individual devices can have their configurations updated remotely. Additionally, SmartCare Cloud includes bulk fleet update functionality.

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

Purchase Order and Delivery Enquiries

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

Remittance Advice and Finance Administrative Enquiries

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

General Enquiries

For general enquiries, product information and further support, please email info@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.

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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