



# Safety Information

Please read this important safety information before you use your device. It contains general safety information for devices supplied by The INS Group and may include content that does not apply to your particular device. Follow all cautions and warnings in this document to prevent injury to yourself or others and to prevent damage to the device.



*The term 'device' refers to the product and its battery, the items supplied with the product, and any INS-approved accessories used with the product.*



## Warning

**Failure to comply with safety warnings and regulations can result in serious injury or death.**

**Do not use damaged power cords or plugs, or loose electrical sockets.**

Unsecured connections can cause electric shock or fire.

**Do not touch the device, power cords, plugs, or the electric socket with wet hands or other wet body parts.** Doing so may cause electric shock.

**Do not bend or damage the power cord, or unplug it by pulling on the cord rather than pulling the plug itself.** Doing so may cause electric shock or fire.

**Do not directly connect together the charger's positive and negative terminals.**

Doing so may cause fire or serious injury.

**Do not use your device outdoors during a thunderstorm.**

Doing so may result in electric shock or device malfunction.

**Only use cords and accessories that came with the device and/or those INS has approved for use with the device.** INS cannot be responsible for the user's safety when using accessories or supplies that are not approved by INS.

**Do not carry your device either in your back pocket or on your waist.**

The device may be damaged, explode, or result in a fire if too much pressure is applied to it, and you may be injured if you are bumped or fall.

**Do not drop, crush, puncture or cause excessive impact to the device.**

This may damage your device, cause it to malfunction, or shorten its lifespan, and may also cause overheating, combustion, fire or other hazards.

**Do not store the device near high external pressure, high heat sources or strong electromagnetic radiation sources such as adjacent to microwaves, heaters, radiators, cookers or positioned in direct sunlight.**

- The battery may leak
- Your device may overheat and cause a fire
- Your device may malfunction and result in fire or electric shock

**Do not store your device in areas with high concentrations of dust or airborne materials.**

Dust or foreign materials can cause your device to malfunction and may result in fire or electric shock.

**Protect the device from damage.**

- Avoid exposing your device and battery to very cold or very hot temperatures. The device must be kept not lower than 5°C and not higher than 40°C.
- Extreme temperatures can damage the device and reduce the charging capacity and life of your device.
- Do not use any cable whose covering is peeled off or damaged, and do not use any charger or other accessory that is damaged or malfunctioning.
- Never place heavy objects on the power cord or on top of the device.
- Do not cover the device or obstruct air ventilation around the device.
- Do not store the device in a closed or confined space.
- Do not store the device in humid environments or near any liquids than can be spilled onto the unit.

**In the event of any liquid spill, contamination, or accidental damage (such as dropping the device or accidental exposure to any condition outside of normal operating conditions) do not continue to use the device.**

- Do not continue using a device that has been damaged or compromised.
- Immediately unplug the power cord from the back of the device.
- Power down the device by pressing and holding the small orange button on the back of the unit.

- Contact INS LifeGuard on 1800 636 226 to report the incident so we can ensure the device safety and operation has not been compromised before using the device again.

**Prevent the small end of the charger from contact with conductive materials, such as liquids, dust, metal powders, and pencil leads.**

Conductive materials may cause a short circuit or corrosion of the terminals, which may result in an explosion or fire.

**When using a wireless charger, do not place foreign materials, such as metal objects, magnets and magnetic stripe cards between the device and the wireless charger.**

The device may not charge properly or may overheat.

**Keep away from small metallic objects.**

Do not store any small metallic objects near your device as the speaker and microphone in the handset generate a magnetic field, and such objects could be attracted to the mouth cup or ear cup portion of the handset, thus posing a danger to the user when the handset is held to the ear or mouth.

**Do not bite or suck the device or any of its components.**

Doing so may damage the device or result in an explosion or fire. Children or animals can choke on small parts. If children use the device, make sure that they use the device properly.

**Do not attempt to disassemble, modify or repair the device.**

- You **must not** make any attempt to open, repair or modify the device for any reason. Any changes or modifications to the device can void manufacturer's warranty and may damage the device or cause fire or explosion. INS LifeGuard will not be held responsible for any damages incurred because of any unauthorised attempt to disassemble, modify or repair the device, including any attempt to replace the battery.
- Your device will alert us if the batteries are low, and we will contact you to troubleshoot and rectify the issue. In most cases, the issue is simply that the device is no longer plugged in or the power point has been turned off, so the battery is not charging.
- If your device requires servicing or repairs, call us on 1800 636 226 and we will advise how to return the device to an authorised INS LifeGuard Service centre.

***This unit contains a Lithium-ion battery.***

Special caution must always be used when working with lithium-ion batteries. There is a risk of explosion if lithium batteries are replaced with the wrong battery or incorrectly installed.

- Only authorised INS Technicians can service the device or replace the batteries.
- The battery in the device must be replaced every three years by an authorised INS Technician or it may result in failure.
- Do not use any charge adapter other than the one that was provided with your unit.
- Do not handle a damaged or leaking Lithium-Ion battery.
- **NEVER** dispose of the unit in a fire or incinerator as it may explode.



## Caution

**Failure to comply with safety cautions and regulations can cause injury or property damage.**

**Do not use your device near other electronic devices.**

- Most electronic devices use radio frequency signals. Your device may interfere with other electronic devices.
- Using an LTE data connection may cause interference with other devices, such as audio equipment and telephones.

**If you use a hearing aid, contact the manufacturer for information about radio interference.**

The radio frequency emitted by your device may interfere with some hearing aids. Before using your device, contact the manufacturer to determine whether or not your hearing aid will be affected by radio frequencies emitted by the device.

**For Those with Pacemakers:**

Radiofrequency energy from mobile devices and other technologies, including SmartMobile, SmartWatch and SmartTracker, may cause interference with pacemakers and should not be used in close proximity to pacemakers. In particular, note the following precautions:

- **PROPER STORAGE** – avoid placing or wearing them next to the pacemaker. For instance, don't carry your mobile device in your shirt or jacket pocket if it rests near the pacemaker.
- **PROPER DISTANCE** – hold your mobile device to the ear opposite the side of the body where the pacemaker is implanted. Ensure your mobile device remains at least 15 centimetres away from your pacemaker.

**Do not use your device near equipment that emits radio frequencies or interference, such as radio broadcast equipment, other wireless equipment, microwaves, welding equipment and electric motors.** Radio frequencies or interference may cause your device to malfunction.

**Do not expose the device to heavy smoke or fumes.**

Doing so may damage the outside of the device or cause it to malfunction.

**Surge Protection Recommended.**

Any mains powered telecommunications equipment can be damaged or malfunction due to surges which significantly increase the voltage being supplied to the device above the rated voltage. In extreme cases, surges may cause a fire in the premises. Telecommunication equipment is particularly sensitive to damage from surges of an electrical nature due to the complexity of the technology.

INS LifeGuard strongly recommends the use of a surge protector with all our devices. A surge protector (or surge suppressor) is an appliance designed to protect electrical devices from voltage spikes. A surge protector attempts to limit the voltage supplied to an electric device by either blocking or by shorting to ground any unwanted voltages above a safe threshold. Bear in mind that not all power strips have surge protection. Those that have basic surge protection built in are typically clearly labelled as such.

**Turn off the device in potentially explosive environments.**

- Always comply with regulations, instructions and signs in potentially explosive environments.
- Do not use your device at refuelling points (petrol stations), near fuels or chemicals, or in blasting areas.
- Do not store or carry flammable liquids, gases, or explosive materials in the same compartment as the device, its parts, or accessories.

**If any part of the device is broken, smokes, or emits a burning odour, stop using the device immediately, disconnect the power supply and turn off the device. Do not use the device again until it has been repaired by an authorised INS LifeGuard Technician**

- Broken glass or acrylic could cause injury to your hands and face.
- When the device smokes or emits a burning odour, it may result in battery explosion or fire.
- A damaged or faulty device may not operate as intended.

**Comply with all safety warnings and regulations regarding mobile device usage while operating a vehicle.**

While driving, safely operating the vehicle is your first responsibility. For your safety and the safety of others, never use your mobile device while driving.



## Device Care

**Keep your device dry.**

Humidity and liquids may damage the parts or electronic circuits in your device. Do not turn the device on if it is wet. If your device is already on, turn it off and unplug from the power point. Then contact INS LifeGuard on 1800 636 226 to report the incident so we can ensure the device safety and operation has not been compromised. Water damage to your device may void the manufacturer's warranty.

**Device location:**

- Ensure the device is not kept in a wet or humid environment, such as adjacent to the sink.
- Ensure the device is not kept in a confined space. The air vents on the sides of the device must not be blocked and must remain free from any obstruction.

**Device testing:**

- Test the device once per month to ensure the device is operating as intended. Testing should include a full activation of the device.
- Peripheral devices should also be tested once per month.
- Check all cables are secure and fully inserted.
- Check power supply is available and connected.

**General cleaning recommendations for in-home units**

- You may use any soft, dry and lint-free cloth (such as microfiber) to remove any dust build-up from the screen and surface of the device.
- Ensure the air vents on the sides of the device are clean and free from any obstructions.
- For more thorough cleaning, the cloth can be dampened slightly with a little bit of mild soap and water or a 50/50 mixture of water and isopropyl alcohol.
- Alternatively, a pre-moistened disinfectant wipe can be used. See the list below for recommended disinfectant products.
- Clean the unit every 3 to 6 months, or whenever needed.



**IMPORTANT:** Do not apply any liquids, aerosols or cleaning products directly to the device. In the event of any liquid spill onto the device, immediately unplug the DC

*power cord from the back of the device and then power down the device. Contact INS LifeGuard on 1800 636 226 to report the incident and to arrange inspection by an INS Technician to ensure the device safety and operation has not been compromised.*

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#### **Recommended cleaning products:**

- Isopropyl alcohol (IPA) solution (using a mixture of 50% IPA or less)
- PDI Sani-Cloth® Plus
- Covidien™ Alcohol Prep pads
- CaviWipes™
- Clorox Healthcare® Bleach Germicidal Wipes
- Total Solutions® Disinfectant Wipes

INS LifeGuard cannot make a determination of the effectiveness of a given disinfectant product in fighting pathogens, such as COVID-19. Please refer to your local public health authority's guidance on how to stay safe from potential infection.

#### **Handle SIM cards, memory cards or cables with care.**

- When inserting a card or connecting a cable to your device, make sure that the card is inserted or the cable is connected to the proper side.
- Do not remove a card while the device is transferring or accessing information, as this could result in loss of data and/or damage to the card or device.
- Protect cards from strong shocks, static electricity, and electrical noise from other devices.
- Do not touch gold-coloured contacts or terminals with your fingers or metal objects. If dirty, wipe the card with a soft cloth.
- Inserting a card or connecting a cable by force or improperly may result in damage to the multipurpose jack or other parts of the device.

#### **Malware and viruses:**

- Failure to protect your device from malware and viruses may result in damages or loss of data that may not be covered by the warranty.
- Do not download unknown applications or visit untrusted websites.
- Delete suspicious messages or email from unknown senders.
- Deactivate wireless features, such as Bluetooth, when not in use.

#### **Servicing and Maintenance:**

The ongoing operation, functionality and safety of the device is subject to and dependent on the end user ensuring that the products are used, maintained and serviced in accordance with the manufacturer's recommendations. In addition, most of our equipment use internal batteries which, along with transmitters, must be replaced at recommended intervals. We recommend the following service timelines:

- **Diallers** (including SmartHome, SmartCaller, SmartLink and Chiptech Units) – serviced 3 yearly
- **Standard Pendants** – must be replaced every 3 to 5 years
- **Mia BT4 Transmitters** – battery can last up to 3.8 years but we recommend replacing every 2 years
- **Fall Sensors** – battery replaced every year
- **Call Points** – battery replaced every 2 to 5 years
- **Smoke Detectors** (those with 9V batteries) – battery replaced every year

Timeframes above are dependent on the number of activations. INS can offer either an on-site service or back-to-base service program. Please contact us **prior** to returning any equipment for servicing.


#### **Storing device when not in use:**

When your device is not in use it should be stored with the power pack disconnected.

#### **Correct disposal of the device:**

*Unless you have purchased the device from INS, it remains the property of INS and must be returned to us when the service is no longer required.*

If you do own the device you may dispose of it following these guidelines:

-  This marking on the product, accessories or literature indicates the product and its electronic accessories (e.g. charger, headset, or cable) should not be disposed of with other household waste.
- To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources.
- Contact either INS or your local government office for details of where and how you can take these items for environmentally safe recycling.
- This product is RoHS compliant.