

# Using the LifeGuard SafetyWatch

Thank you for using the LifeGuard SafetyWatch. Below is a quick guide to getting started, but please feel free to call us if you require further assistance.

## Getting to Know your SafetyWatch:

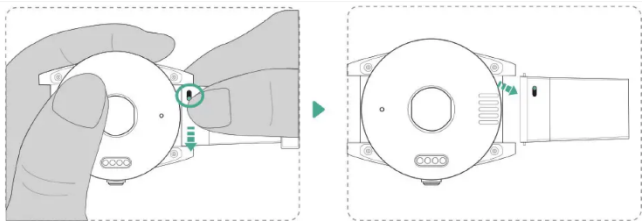


- Please note you do not need to provide or install a SIM card. Your LifeGuard SafetyWatch comes with a SIM card already installed so it's ready to use straight out of the box.

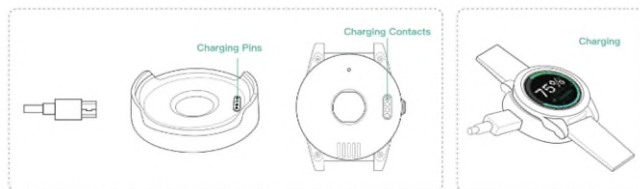
## Included Accessories:



- The watchband is easy to install and remove. Simply slide the tab to retract the pin to easily install or remove each side of the band.



## Device Charging:



- Place the SafetyWatch on the docking station.
- Connect the USB-C (smaller) end of the cable to the docking station port, and connect the other end of the cable to the designated AC power source. The SafetyWatch will begin charging.

- Please fully charge the battery for around 2 to 3 hours before first use.
- Battery life is approximately 48 hours, depending on usage.

## Powering the SafetyWatch On and Off:

### To turn the device on:

- Press and hold the button on the side of the device for two seconds.
- To get an initial location, switch the SafetyWatch on outside or near a window so the device may fix onto the satellites.

### To turn the device off:

- Slide the screen from right to left until you come to the Settings screen. Tap Settings.
- Swipe up from the bottom of the screen and tap on System.
- Scroll down until you see Power Off. Tap that, then tap the green tick.

## Activating an SOS alarm:

### There are two ways to activate the alarm:



- Press and hold the side button for 3 seconds until you feel the watch vibrate.



- When the screen is on, long-press the screen for 3 seconds until you feel the watch vibrate.
- Once activated, you will hear a voice prompt confirming the alarm has been activated. You will have 10 seconds to cancel the alarm. If it is not cancelled in time, an alert is sent to INS LifeGuard's Emergency Response Centre.
- A nurse will call back and speak to you via the SafetyWatch, and send assistance if required.

### Fall Sensor:



- The SafetyWatch can automatically detect a fall. \* When this occurs, it will give a warning message to the user.
- You'll have a short time to cancel the alarm by tapping the red X on the screen. If not cancelled, an alert is sent to INS LifeGuard.

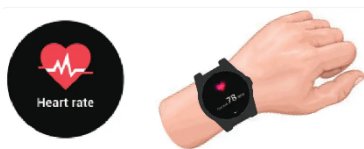
\* Fall Sensors work by detecting a period of acceleration followed by an impact or sudden stop. However, not all falls can be detected, so you should always press the button on your SafetyWatch after experiencing a fall, if you're able to.

### Step Counter:



- Press and hold the button on the side of the device for two seconds.
- To get an initial location, switch the SafetyWatch on outside or near a window so the device may fix onto the satellites.

### Heart Rate Monitor:



- Wear the SafetyWatch on your left hand.
- Slide the screen right until you see Heart Rate.
- Tap the screen and the device will check for several seconds.
- The screen will then display your heart rate BPM (beats per minute). †

† Please note, steps and heart rate are not tracked by INS LifeGuard. These readings are not intended for medical use and are designed for general fitness and wellness purposes only.

### General Specifications:

- Dimension: 47.5mm\*16.9mm
- Weight: 65g
- Battery: Rechargeable, 3.7V, 580mAh
- Charging voltage: 5V DC
- Waterproof: IPX8

### Warnings:

- INS LifeGuard has pre-programmed your SafetyWatch and it's ready to use. Do not change the settings or RESET the SafetyWatch, or use any other software applications with the SafetyWatch (including via the QR Code in the Medical ID settings) as they are incompatible with our monitoring service and may cause the alarm to not function as intended.
- Don't use or store the SafetyWatch in dusty areas, on or near other electrical devices, or in environments where there are chemicals in use or in excessive heat or cold.
- Don't drop, shake or knock the watch as rough handling may break it.
- Do not touch the Charging Base charging pins with any object that is not intended to come into contact with them.
- Clean the SafetyWatch with a dry cloth only. Do not use chemicals or detergents.
- Do not disassemble or refit the SafetyWatch as it will void your warranty.
- Do not use any batteries other than what was supplied with your SafetyWatch.
- To avoid accidents, never use the SafetyWatch while driving.
- Please turn off the SafetyWatch while on an aircraft and follow any restrictions. Wireless devices can cause interference with aircraft.

### Warning for those with pacemakers:

Radiofrequency energy from mobile devices, including our mobile alarms, 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.

Rev. 12/11/2024

# LifeGuard SafetyWatch Consumer Product Warranty

Congratulations on your purchase of the LifeGuard SafetyWatch. We hope you enjoy using it and find it valuable.

Whilst every care has been taken to ensure your LifeGuard SafetyWatch meets our high-quality standards and is fit for purpose in accordance with Australian Consumer Law ('ACL'), we cannot provide an absolute guarantee and issues beyond our control mean we cannot guarantee the hardware or SIM will function as expected at all times.

Your LifeGuard SafetyWatch is covered by this Consumer Product Warranty, which is provided to you by The INS Group, ABN 21 003 640 793, of PO Box 485, Unanderra NSW 2526 ("INS").

The rights and entitlements provided to you by this Consumer Product Warranty are in addition to and do not derogate from any rights, entitlements and guarantees provided to you at law. The LifeGuard SafetyWatch comes with guarantees that cannot be excluded under the ACL, including that the LifeGuard SafetyWatch has been supplied:

- Subject to any Title and/or security set out in the Table below. If no security or Title are nominated in that schedule, the LifeGuard SafetyWatch is provided to you with clear Title and without being subject to security.
- For the purpose disclosed in the Table below.
- With your right to possession of the LifeGuard SafetyWatch, which cannot be distributed to others without INS's consent.
- Consistent with the model/sample of the LifeGuard SafetyWatch provided to you, where applicable.

## **Major Failure**

You are entitled to request a replacement or refund for a "major failure", as defined by ACL, and/or compensation for any other reasonably foreseeable loss or damage, if that has caused a drop in the value of the LifeGuard SafetyWatch supplied to you.

## **Minor Failure**

You are also entitled to have the product repaired, refunded or replaced at our discretion; if it fails to be fit for purpose and the failure does not amount to a "major failure" under ACL.

Subject to the above, if within the applicable warranty period as set out in the Table below, your LifeGuard SafetyWatch fails to be fit for purpose and does not perform in accordance with its specifications, INS will, at its cost, repair or replace it.

To make a claim under this Consumer Product Warranty you need to locate your proof of purchase (receipt, tax invoice) and contact INS LifeGuard on 1800 636 226. If your product needs to be delivered to INS LifeGuard you will be responsible for arranging and paying for that delivery and will be liable for the product whilst it is in transit.

We strongly recommend that before you provide your product to INS LifeGuard you back-up onto an external device any data you have stored on the product. INS cannot guarantee that the repair/replacement process will not result in the loss, corruption or destruction of that data.

Replacement products or parts will be of the same or better specifications and performance than the product or parts they replace but may be refurbished and not new. The replacement products and parts have a warranty period of 90 days or until the expiry of this Consumer Product Warranty, whichever is the later.

This Consumer Product Warranty applies only in Australia to INS products purchased in Australia from The INS Group.

This Consumer Product Warranty does not apply to the extent that the damage to or failure of the product is caused by:

- Use of the product other than for its ordinary and generally accepted purposes;
- Fair wear and tear or cosmetic damage;
- Handling, storage, installation or operation of the product contrary to the instructions, specifications and environmental requirements (including power supply) advised by INS;
- Unauthorised maintenance, repair, disassembly, alteration or modification;
- Misuse, abuse, negligence or accident (e.g. breakage);
- Use of the product in conjunction with any device, accessory or software not approved by INS or any telecommunications network; and
- Spillages of food or liquid, software viruses, fire or acts of God beyond the control of INS.

This Consumer Product Warranty does not apply:

- If the product identification and/or serial numbers on the product have been defaced, altered or removed;
- To the repair or replacement of consumables, if any; or
- To any third-party hardware or software.

To the extent permitted by law, INS is not liable for loss, corruption or destruction of data stored on the product, loss of or damage to third party hardware or software, or for any special, indirect or consequential loss or damage.

If on delivery of the product to The INS Group it is found that there is no failure of the product or that the failure is not covered by the guarantees provided by the ACL or this Consumer Product Warranty, INS reserves the right to charge you the reasonable costs it has incurred.

If you have any questions or require any further information, please contact The INS Group on 1800 636 226 or visit [www.theinsgroup.com.au](http://www.theinsgroup.com.au).

**TABLE:**

<b>Details of Title:</b>	Clear of Title
<b>Details of Security:</b>	Not subject to security
<b>Disclosed Purpose:</b>	Refer to Contract for Sale of LifeGuard SafetyWatch for description of Product.
<b>Warranty Period:</b>	90 days from date of purchase or from date of back-to-base service

*Should the device be unsuitable for you, you can return it within 7 days of receipt of delivery for a refund of the cost of the device itself, minus any additional costs such as establishment fees and postage.*