

# Blue Cube Security Ltd

## OPAL MEDICAL ALARMS

**1. Does it detect falls or heart rate? No.**

**2. Can I call the Unit from a landline? Yes**

You can call the Unit from any mobile or landline phone !. The Unit is set to "Auto Answer".

**3. Can you see where the person has been?**

No, for privacy reasons the service provides immediate current position only, since activation. We do not store any GPS history.

**4. Is the Unit on 3G?**

Yes, the unit is 3G and uses the Vodafone / Spark / 2 Degrees networks. We recommend that you check for good coverage where the wearer will usually be.

**5. Is it waterproof?**

No, the unit is not waterproof to use when showering. We recommend that the wearer leaves it on the floor or bathmat if they are concerned about a fall while in the shower.

**6. Where is Opal Medical One available?**

Blue Cube Security Ltd Medical One product and services are available for use anywhere in NZ where there is good mobile 3G coverage.

Units are despatched Nationwide from our Wellington store.

**7. Will Opal Medical One work outside of New Zealand. Yes.**

For use outside New Zealand, the Opal Medical One Unit will work with Roaming service in operation, or if it has a local 3G cellular network SIM installed to connect the country provider.

Contact Support 4 weeks before you leave so the records and support operations can be setup for the Countries you wish to visit. The unit will be able to deliver the following features: GPS, Receiving calls, Originating Emergency Calls back to New Zealand, NOT to the Local Emergency Services.

**8. What if my family member can no longer use it after 6 months?**

Simply return the Unit and send us an email saying you'd like to cancel your family member's subscription. As this subscription is for a rental contract 12/24/36 months we will stop the Direct debits commencing 30 days from your request, adjust the final deduction, subject to the Unit being returned in working condition.

**9. How long does the battery charge last?**

With standard use the Unit will last approximately 7-14 Days with a full charge depending on number of calls made or received. We recommend that the wearer gets into the habit of charging it at the same time every week.

**10. How long does it take to charge? 2-4 Hours**

If the Unit has gone flat and powered off, it will charge from 0% to 100% in approximately two - four hours. If the Unit is on, the charge time will be longer and varies depending on the power source.

# Blue Cube Security Ltd

## OPAL MEDICAL ALARMS

### 11. How long till I receive it?

As soon as we receive your order including all details to set up the Unit and service centre data, we will courier the Unit to you within seven days.

### 12. Does the Unit require a big setup?

No, but we will take care of all that! When you receive your unit it can be as easy for the wearer as turning it on and wearing it! then making a test call the family member on small button #2

### 13. How do I call for help?

By pressing and holding for 2 seconds, the large round on the topside of the Unit. This will connect User to the NZ based Call Centre.

### 14. How does I charge the Unit?

By placing the power lead into the side of the unit. The charger that comes with the unit should be placed somewhere easy with convenient access

### 15. Can the emergency activation go straight to the carer?

No. We want to ensure the best possible response to your needs when you call for help therefore our emergency activations will be monitored by our NZ based call centre 24/7.

Your carer will always be notified of the alarm even if they are unable to take our call.

### 16. Does it cost me to activate for help?

No, this is covered by your monthly fee. We cover the St John Ambulance callout fees. You are automatically joined as a member of the ambulance supporter scheme.

### 17. Is there a warranty and what does it cover or not cover?

We provide an ongoing warranty to cover hardware faults for the term of the Contract. The warranty will not cover general wear and tear for example. Any chips, a broken straps or any physical damage to the unit.

### 18. Any funding or subsidy available? **No, at this point in time.**

Funding may be available in some accidental injury cases through ACC. If your GP considers that you should qualify for the WINZ medical alarm subsidy, we recommend that you talk to them about subsidising the cost of Opal Medical One.

### 19. What if I break my Alarm Unit?

You can purchase a new Alarm Unit, or if refurbished stock is available, a less expensive refurbished Alarm unit.

### 20. Is the battery covered for replacement for the first Year ?

Yes. The battery comes with a 12 month warranty otherwise is replaceable for \$25.95+.