



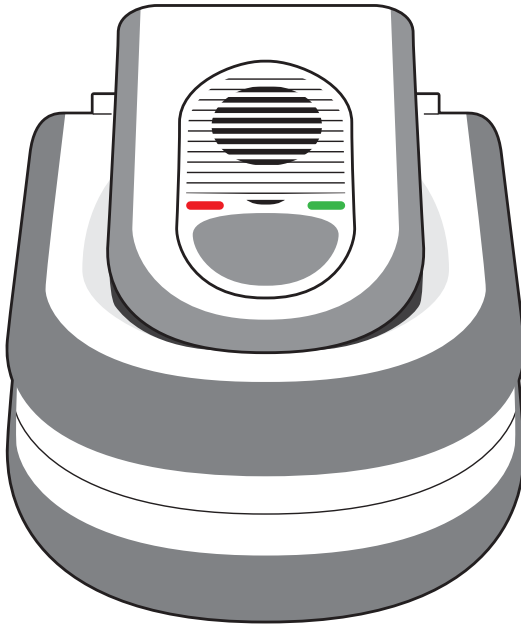
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www.MedicalAlarmConcepts.com

Rev. Man01
08/09

OWNER'S MANUAL

Model #MED01



Manufactured by



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**Please read this manual completely
and save it for future reference.**

Customer Service Phone #: _____

INTRODUCTION TO THE MediPendant™

Thank you for choosing **MediPendant™** - *the ONLY medical alert device that allows you to speak and listen directly through the pendant.*

MediPendant™ was designed to give you the mobility and freedom to move in and around your home without worry.

Each **MediPendant™** has been carefully tested and inspected to meet the highest quality standards. Simply press the button on your pendant to be connected to an Emergency Medical Technician (EMT)-certified operator – 24 hours a day/7 days a week.

The easy-to-use features include:

- One-button activation – there is no keypad on the pendant or the base station so the unit can ONLY call the emergency call center.
- Can be worn around the neck, clipped to your belt, or around your wrist.
- Battery provides up to six hours of talk time and up to one year of stand-by time.
- **MediPendant™** is water-resistant. While pendant may be worn in the bath or shower, it should not be exposed to water for prolonged periods of time.**
- Operates anywhere from 300 ft. to 600 ft. in and around your home.*†
- Easy installation – plugs easily into any standard power outlet and telephone jack.

*Line of sight.

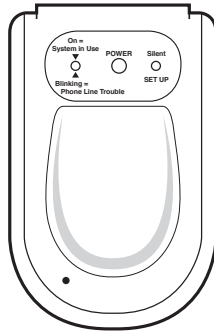
† Building structure and conditions may affect range.

**Base station should never be exposed to water.

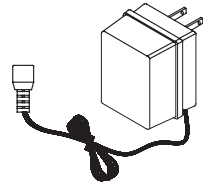
PRODUCTS INCLUDED IN YOUR MediPendant™ KIT



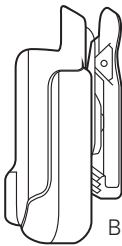
Pendant



Base Station



AC/DC Adapter
(Power Cord)



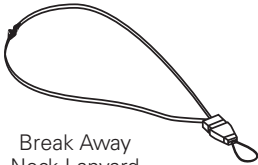
Belt Clip



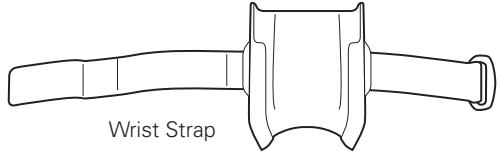
Screwdriver



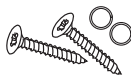
6 ft.
Telephone Cord



Break Away
Neck Lanyard



Wrist Strap

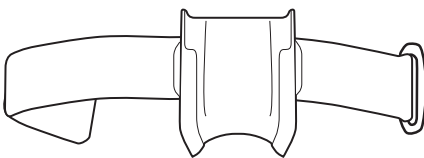


Spare Screws
and O-Rings

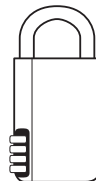


Lithium Photo Battery 123
(1 Installed, 1 Extra Included)

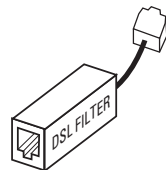
OPTIONAL ACCESSORIES



OPTIONAL
Arm Band



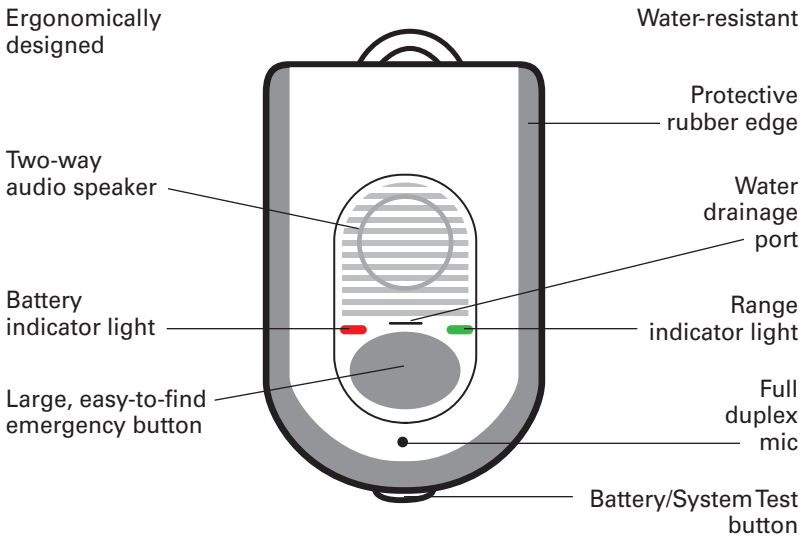
OPTIONAL
Lock Box



OPTIONAL
DSL Filter

PRODUCT FEATURES

PENDANT



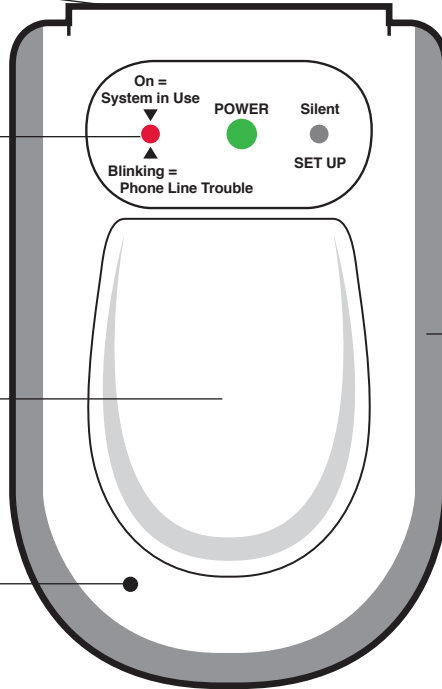
BASE STATION

Easy to see
color-coded jacks

Easy to see
indicator
lights

Cradle for
resting pendant

Speaker for
alert and
warning tones



Back up battery
located inside

Rubber base
won't scratch
furniture

Small size fits
almost anywhere

INSTALLING YOUR MediPendant™

Your **MediPendant™** will operate using your existing telephone line and service. **No special features or services are required.**

STEP 1

Place the **MediPendant™** base station on a stable surface located near a power outlet and an available phone jack. For best results, locate the base station in an area away from household appliances which could present electrical interference. See Figure 6A

If you are using more than one **MediPendant™** system in your home, we recommend that you place the base stations at least 15 ft. apart from each other.

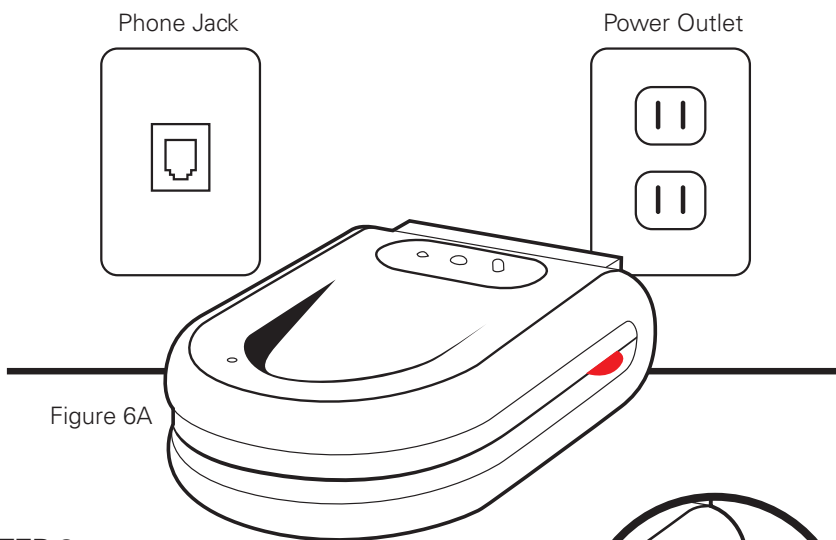


Figure 6A

STEP 2

Grab **RED TAB** located on side of base station and pull it straight out. Removing tab activates back-up battery. See Figure 6B

Unit will beep continuously and the **POWER LED** and **PHONE LINE INDICATOR LED** will both flash **RED** until AC/DC adapter is plugged in. See **STEP 3**.

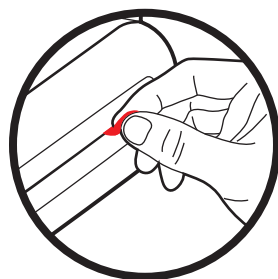


Figure 6B

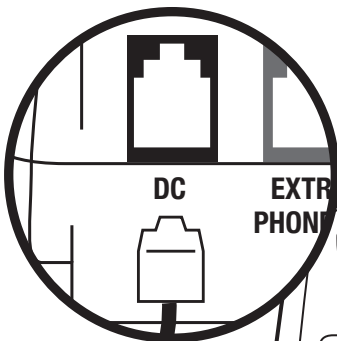
STEP 3

Connect the AC/DC Adapter into the **BLACK** plug in the back of the base station marked DC. See Figure 7A

STEP 4

Connect the other end of the AC/DC Adapter into a standard power outlet. See Figure 7B

Once plugged in, your base unit will continue to beep and the RED PHONE LINE INDICATOR LED will continue to flash. The POWER LED will change from flashing RED to solid GREEN.



STEP 3

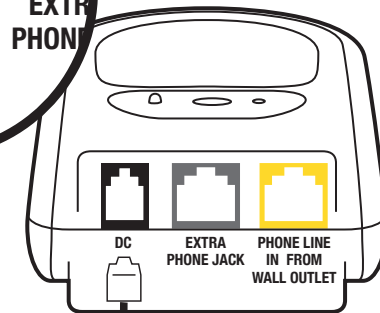
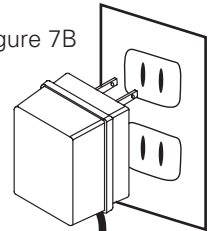


Figure 7A

Figure 7B



STEP 4

AC/DC Adapter

NOTE: DO NOT PLUG THE AC/DC ADAPTER INTO A POWER OUTLET WHICH IS CONTROLLED BY A WALL SWITCH. If the switch is accidentally turned off, the system will begin to beep indicating a loss of power.

NOTE: With loss of power, the POWER LED located in the center on the top of the base station will illuminate and flash RED and the unit will beep.

IF YOU ALREADY HAVE A TELEPHONE PLUGGED INTO THE TELEPHONE JACK AT THE WALL:

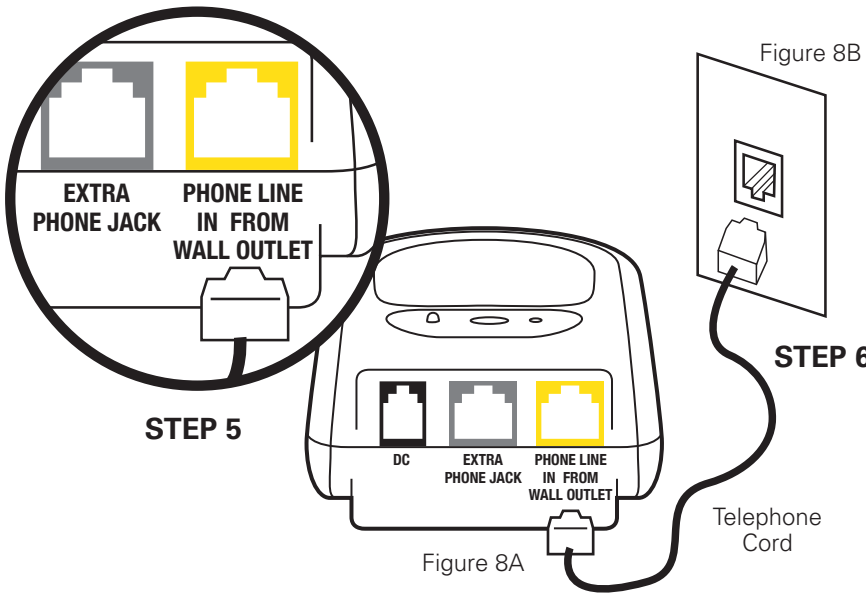
Unplug the telephone cord from the telephone jack in the wall and plug it into the **GREY** plug on the back of the base station marked EXTRA PHONE JACK. Continue with **STEP 5** and **STEP 6**.

STEP 5

Plug the telephone cord (provided) into the **YELLOW** jack on the back of the base station marked PHONE LINE IN FROM WALL OUTLET. See Figure 8A

STEP 6

Plug the other end of the telephone cord into the telephone jack in the wall. See Figure 8B

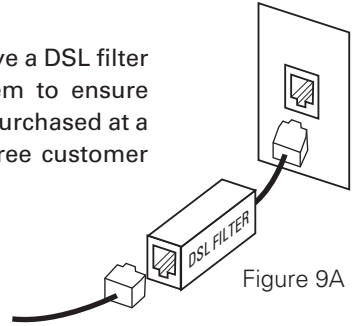


If done properly, the RED PHONE LINE INDICATOR LED on the top of the base station should not be illuminated and beeping should cease.

OPTIONAL TELEPHONE CONFIGURATIONS

IF YOUR TELEPHONE SYSTEM IS DSL:

If you use DSL service, you should already have a DSL filter in place to use with the **MediPendant™** system to ensure maximum functionality. If not, a filter can be purchased at a local hardware store, or by calling our toll free customer service number. See Figure 9A



(OPTIONAL ACCESSORY)

IF YOUR TELEPHONE SYSTEM IS VoIP:

Voice-over-Internet Protocol (VoIP) sends your calls over the Internet instead of through the regular telephone system. **MediPendant™** will work on some VoIP systems; however, unlike traditional telephone services, some VoIP service providers are not compatible with the **MediPendant™** system. (e.g. VONAGE, SKYPE) Please follow the steps on the previous pages to install your system and test it immediately to determine if it is working properly.

NOTE: Medical Alarm Concepts makes no guarantee or warranty that the **MediPendant™** will work properly at the time of an emergency when using it over a VoIP telephone service and strongly urges users to rely on a traditional land line telephone service when using the **MediPendant™**.

You are now ready to test your MediPendant™ system.

See **TESTING YOUR MediPendant™ FOR THE FIRST TIME** on page 10.

IF YOU ARE HAVING DIFFICULTY INSTALLING YOUR MediPendant™ SYSTEM, PLEASE CALL THE CUSTOMER SERVICE DEPARTMENT AT

Phone #: _____

TESTING YOUR MediPendant™ FOR THE FIRST TIME

STEP 1

Press and hold the **LARGE ROUND GREY** button for 3 seconds on the front of the pendant. See Figure 10A

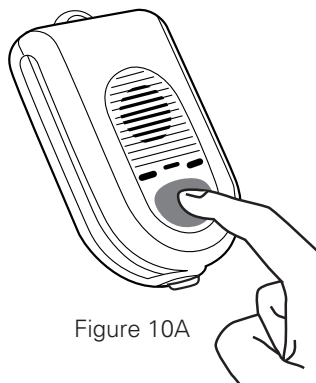


Figure 10A

STEP 2

You will hear the pendant say, **"Your emergency call is now being dialed, please stand by."** It will say this multiple times. The green light on the pendant will illuminate indicating that it has been activated and will remain illuminated during the entire conversation with the emergency operator. See Figure 10B

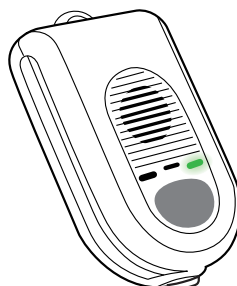


Figure 10B

STEP 3

You will then hear a dial tone, followed by a dialing sequence. This is an indication that your pendant is attempting to call the monitoring center.

STEP 4

When dialing sequence is completed, your pendant will again say, **"Your emergency call is now being dialed, please stand by."**

STEP 5

Soon after, there will be a brief period of silence. This means that your pendant is talking to the monitoring center, and establishing communication.

STEP 6

Wait a few moments to hear the operator's voice through the pendant identifying themselves and asking you if everything is OK.

STEP 7

Identify yourself with the operator and tell him/her that you are simply testing your system.

STEP 8

Follow the operator's instructions to complete the test.

NOTE: The operating range of the **MediPendant™** depends on many factors. It is designed to work in and outside of your home. When in use, the pendant will emit a beep if you are out of range when talking to an operator. Before using it is required that you perform the proper tests in order to determine the unit's operating ranges at the location(s) where it will be used in and around your residence.

THE BASE STATION WILL EMIT A BEEP IN THE FOLLOWING SITUATIONS:

- AC power is lost – In this situation, the POWER indicator on the top of the base station will flash RED
- Battery power is low – In this situation, the POWER indicator on the top of the base station will flash RED
- Telephone line is disconnected – In this situation, the PHONE LINE indicator on the top of the base station will flash RED, but the POWER indicator will stay GREEN

NOTE: TO SILENCE ANY TONE FROM THE BASE STATION, simply press the Silent button on the top right corner of the base station. See Figure 11A

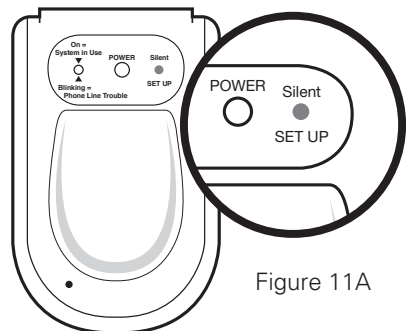


Figure 11A

OPERATING YOUR MediPendant™

PENDANT FUNCTIONS

ACTIVATING YOUR SYSTEM:

The **LARGE ROUND GREY BUTTON** on the front of the pendant activates the system and automatically dials the emergency call center. The button is recessed to avoid accidental pressing. **The emergency button must be depressed for a minimum of 3 seconds to activate the unit.** See Figure 12A

Once connected, you can speak directly with the call center operator and explain the nature of your emergency. If you press the button but are unable to speak, the operator can still listen in for sounds of distress. If no voices/sounds are detected, the operator will dispatch help.

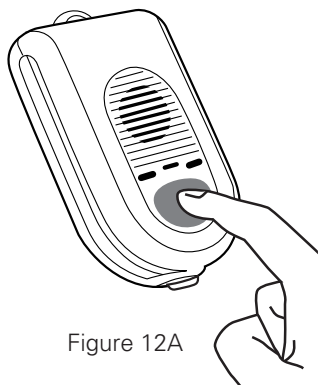


Figure 12A

NOTE: IF SOMEONE IS USING THE PHONE THAT IS CONNECTED TO YOUR BASE STATION AND THE EMERGENCY BUTTON ON THE PENDANT IS PRESSED, THE BASE STATION WILL AUTOMATICALLY END THE NORMAL CALL AND TAKE THE LINE FOR THE EMERGENCY CALL RIGHT AWAY. THIS IS CALLED LINE SEIZURE. IF SOMEONE IS USING A PHONE IN YOUR HOME NOT CONNECTED TO YOUR BASE STATION, THE PENDANT CAN NOT CALL OUT OR CONTACT THE CALL CENTER. THE PENDANT CAN ONLY INTERRUPT THE CALL ON THE PHONE CONNECTED TO THE BASE STATION.

BASE STATION FUNCTIONS

The base station has a back-up battery that can provide emergency power. **When the base station is plugged in properly, the POWER indicator on the top of the base station will remain illuminated SOLID GREEN.** See Figure 13A

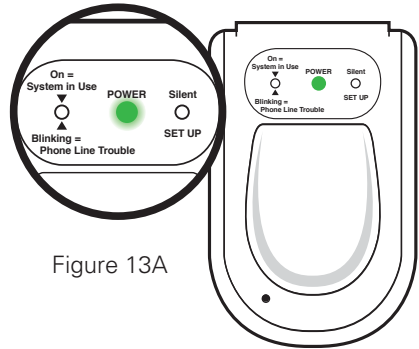


Figure 13A

In the event of a power outage, the POWER indicator on the top of the base station will FLASH RED and the unit will beep, indicating the base station has lost electrical power and is now functioning via the back-up battery. Press the SILENT/SET UP button at the top of the base station to stop beeping. See Figure 13B

When the battery in the base station reaches minimum power required for operation, the POWER indicator on the top of the base station will remain illuminated SOLID RED, indicating that the system is no longer operational until power is restored. See Figure 13B

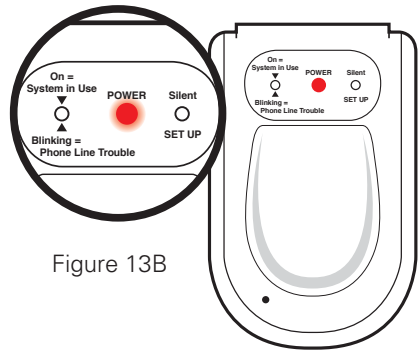


Figure 13B

Once the power is restored and the battery recharges, the RED light goes out and changes back to SOLID GREEN. See Figure 13A

ALTHOUGH THE SYSTEM IS SUPERVISED AND CHECKS IN WITH THE CALL CENTER, WE RECOMMEND THAT YOU VOLUNTARILY TEST YOUR SYSTEM AT LEAST ONCE A WEEK TO ENSURE ITS FUNCTIONALITY.

WEARING YOUR MediPendant™

Your pendant should be worn at all times. You have the option of wearing it around your neck, on a belt using the supplied clip, around your wrist, or simply carried in your pocket.

ATTACHING THE LANYARD TO YOUR MediPendant™

See Figure 14A

Our lanyard is designed with a break-away safety feature to help avoid accidents. See Figure 14B

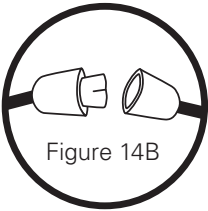


Figure 14B

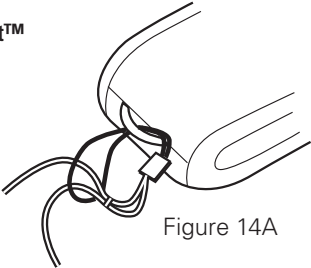


Figure 14A

ATTACHING THE MediPendant™ TO THE BELT CLIP

See Figure 14C

Pendant slides down into holder which can be clipped to belt or shirt.

When belt clip is attached, it can be rotated 90 degrees.

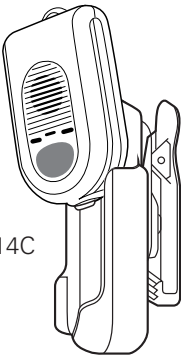


Figure 14C

ATTACHING THE WRIST STRAP See Figure 14D

Bring strap through and back over loop to secure to wrist. Slide pendant into clip attached to wrist strap.

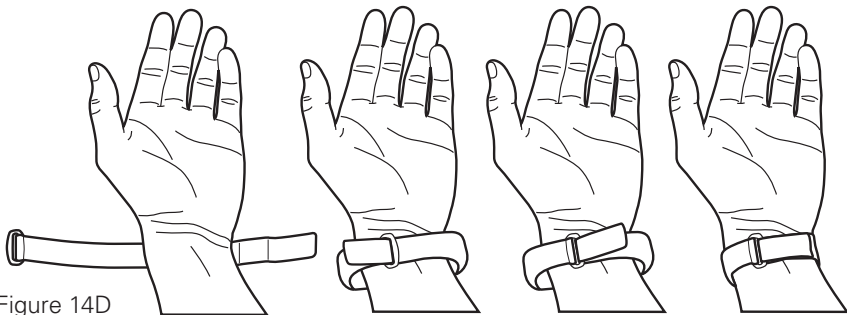


Figure 14D

IN AN EMERGENCY

In the event of an emergency, press the **LARGE ROUND GREY BUTTON** on the front of the pendant for 3 seconds. See Figure 15A. When the emergency response operator answers, speak in a normal voice and explain the nature of your emergency. There is no need to put the pendant up to your ear unless you are having trouble hearing. There is no need to hold the pendant up to your mouth. You will be clearly heard, even if the pendant is an arm's length away.

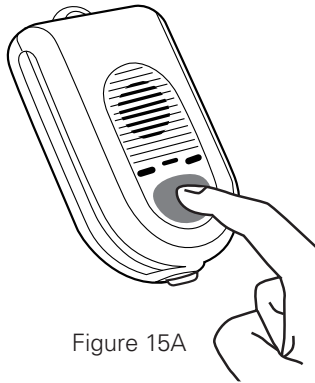


Figure 15A

NOTE: IF YOU PRESS THE BUTTON BUT ARE UNABLE TO SPEAK, THE OPERATOR CAN STILL LISTEN IN FOR SOUNDS OF DISTRESS. IF NO VOICES/SOUNDS ARE DETECTED, THE OPERATOR WILL DISPATCH HELP. AT THAT TIME, YOUR PENDANT WILL AUTOMATICALLY RESET AND GO INTO A SLEEP MODE.

NOTE: IF THERE IS AN ACCIDENTAL, UNWANTED ACTIVATION, you will still have the ability to speak directly into the pendant and inform the emergency call center operator that there is no emergency.

NOTE: If you are connected to the emergency call center and your pendant emits a beep during the call, it is an indicator that you are getting out of range of the base station and should move closer.

BATTERY TEST

The **MediPendant™** has a **BATTERY/SYSTEM TEST BUTTON** on the bottom of the pendant. It is used to check both the condition of the battery and to make sure the unit is functioning properly. *This test should only be performed when your pendant is not being used in an actual emergency.*

To test the battery status, press and release the **BATTERY/SYSTEM TEST BUTTON** located on the bottom of the pendant. You will feel it click. It will then announce the battery condition. See Figure 16A

You will hear one of the following messages:

'Battery is OK'

This indicates the battery condition is fine and there is no need to replace it. The LED on the front of the pendant will illuminate RED for one second. See Figure 16A

'Replace battery soon'

This indicates the battery should be replaced within the next two weeks. The LED on the front of the pendant will blink two times. See Figure 16A

'Replace battery now'

Battery should be replaced immediately. The LED on the front of the pendant will NOT illuminate at all. See **INSTALLING/REPLACING THE BATTERY** on page 18.

NOTE: Battery should be tested often.

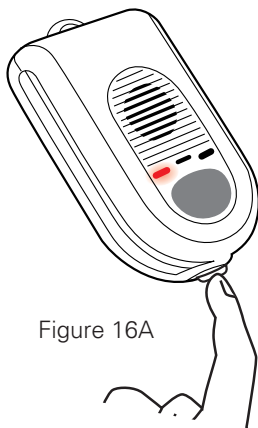


Figure 16A

SYSTEM/RANGE TEST

You can manually test your system at any time.

Simply press and hold the BATTERY/SYSTEM TEST BUTTON on the bottom of the unit for three seconds.

See Figure 17A

The unit will first announce the battery status followed by, "System check, please stand by."

The pendant will turn on and send a test signal to the base station to confirm all functions are working properly. This also confirms that the pendant is within acceptable range of the base station.

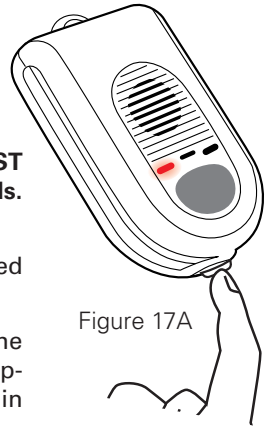


Figure 17A

When the test mode is active, the RED LED on the front of the pendant illuminates for two seconds followed by an audio announcement confirming all functions are okay.

You will hear one of the following messages:

'System check all functions are OK'

Once it's completed the pendant will return to standby mode and is ready for use.

'System test failed'

See TROUBLESHOOTING section on page 19. If problem persists, call customer service immediately to determine the nature of the problem with your system.

NOTE: DO NOT PRESS BATTERY/SYSTEM TEST BUTTON DURING AN EMERGENCY CALL OR THE PENDANT WILL HANG UP/DISCONNECT THE CALL.

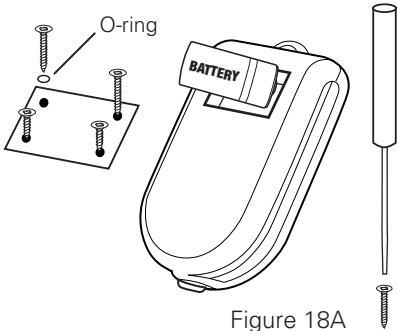
NOTE: The operating range of the **MediPendant™** depends on many factors. It is designed to work in and outside of your home. Before using it is required that you perform the proper tests in order to determine the unit's operating ranges at the location(s) where it will be used in and around your residence. If you fail to properly test for the unit's range in your residence, the system may fail or otherwise become temporarily inoperable if the User strays beyond the communication range between the pendant and base station. If this occurs, the pendant will emit a beep during use indicating it is out of range. In that case, the User may not receive the medical attention sought and risks serious personal injury or death. It is the User's sole responsibility to determine how far from the base station in any particular residence the pendant will operate.

INSTALLING/REPLACING THE BATTERY

The pendant operates on one (1) lithium photo 123 battery. While your pendant comes with one battery pre-installed, a second one is provided for your convenience and should be stored in an easily accessible place. Lithium photo 123 batteries are available at most drug and convenience stores – or can be purchased through our toll-free customer service number. The pendant allows up to 6 hours of talk time and under normal use, the battery will last 6 to 12 months (depending on talk time).

PENDANT BATTERY INSTALLATION See Figure 18A

- STEP 1:** Remove cover on back of pendant by removing screws using supplied screwdriver.
- STEP 2:** Insert battery following + / – indication inside pendant.
- STEP 3:** Slide screw through O-ring, placing O-ring at top of screw before fastening.
- STEP 4:** Replace cover on back of pendant replacing screws.

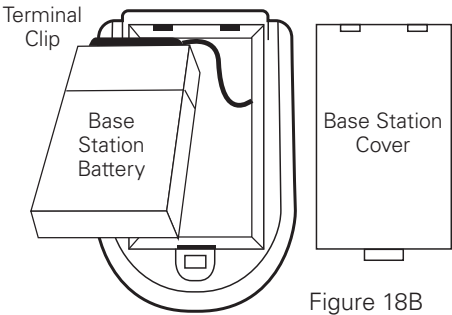


NOTE: Screws for battery door are 2 different lengths. Please make sure longer screws are at top of pendant and O-rings are properly installed.

BASE STATION BATTERY INSTALLATION See Figure 18B

Your base station battery is pre-installed and should not have to be replaced. If the battery does need to be replaced, follow the steps below.

- STEP 1:** Remove cover on back of base station.
- STEP 2:** Unplug used battery from terminal clips.
- STEP 3:** Install new battery to terminal clips. Make certain terminals line up properly to avoid accidental damage.
- STEP 4:** Replace cover on back of base station.



TROUBLESHOOTING

QUESTION:

I've followed all of the installation instructions and my pendant still doesn't work. What can I do?

ANSWER:

Check the base station connections. Ensure the AC/DC adapter is plugged into a live power outlet and also into the base station. The GREEN POWER indicator on the top of the base station should be illuminated. If power outlet is controlled by a wall switch, make sure that the switch is in the ON position. See STEPS 2-4 of **INSTALLING YOUR MediPendant™** on pages 6 and 7.

Confirm that the telephone line coming from the wall jack is plugged into the base station in the YELLOW jack marked PHONE LINE IN FROM WALL OUTLET. See STEP 5 of **INSTALLING YOUR MediPendant™** on page 8.

Press and hold the **BATTERY/SYSTEM TEST BUTTON** on the bottom of the pendant for 3 seconds. See Figure 17A on page 17. The unit should announce battery status followed by, "System check, please stand by." The pendant will turn on and send a test signal to the base station to confirm all functions are working properly. If nothing happens, the most likely cause is that the battery is dead or has been installed improperly. See **INSTALLING/REPLACING THE BATTERY** on page 18.

PENDANT/BASE STATION SYNCHRONIZATION

The pendant and the base station are connected by a wireless radio signal. They need to be synchronized to work. *All systems are synchronized prior to shipment.* However, in some cases, you may need to re-synchronize your system. Press the button on the base station marked SILENT/SET UP for three seconds. The RED PHONE LINE INDICATOR LED will illuminate. Press and hold the LARGE GREY BUTTON on the pendant simultaneously with the BATTERY/SYSTEM TEST BUTTON on the bottom of the pendant for a few moments until the green LED on the right side of the pendant blinks. Once the pendant and the base unit are synchronized, the green LED on the pendant and the red LED on the base station will go out and your pendant will now be synchronized to the base station. If done properly, you will hear the voice announcement, "System check. All systems are okay."

**IF YOU STILL HAVING DIFFICULTY WITH YOUR MediPendant™ SYSTEM,
PLEASE CALL THE CUSTOMER SERVICE DEPARTMENT AT**

Phone #: _____

GENERAL WARNINGS

- 1 The **MediPendant™** is designed ONLY for residential use with tone dialing systems. There is no guarantee or assurance of any kind express or implied that it will work on commercial telecommunication systems, VoIP (Voice Over Internet Protocol) service, or any service other than POTS (Plain Old Telephone Service). Specifically, the **MediPendant™** is not designed to work with systems such as Vonage or Skype.
- 2 The **MediPendant™** has a battery strength warning indicator light and test button that allows the User to monitor the pendant's battery life. It is the sole responsibility of the User to perform a test/check at least once a week of BOTH the pendant and also the base station to ensure that the batteries and other functions/features are working properly. See the Instructions for how to perform these tests.
- 3 Medical Alarm Concepts, LLC (hereinafter referred to as MAC) DOES NOT represent that the **MediPendant™** is waterproof. It is, however, water resistant. To reduce the chance of damage to the unit, DO NOT over expose the pendant to prolonged water, rain or moisture. The base unit IS NOT water resistant and must never get wet.
- 4 Based on its operating frequency, **MediPendant™** should not interfere with pacemakers or common household appliances.

SAFETY PRECAUTIONS

The following instructions should be used with your MediPendant™ in order to reduce the risk of ALL types of personal injury (including fire, shock, and electrical).

- 1 Carefully read and understand ALL instructions prior to using this product to ensure you understand its operation.
- 2 Other than the battery compartment (as detailed in the instructions) the pendant should NEVER be opened. Attempting to open/fix the pendant or the base unit for any reason may cause permanent damage to the unit or prevent it from functioning properly, and will completely void its warranty.
- 3 The base unit MUST NOT be located near any source of water (kitchen sinks, bathtubs, bathrooms, etc.) as electrical damage personal injury and property damage could occur.
- 4 No other power source may be used for this product other than the one specifically supplied by MAC. Use of any other power source will void all warranties, and could also damage your unit and cause serious safety issues including personal injury, property damage, and cause the unit to malfunction resulting in the failure to obtain medical attention.
- 5 THIS PRODUCT MUST BE UNPLUGGED from an electrical outlet before attempting to clean it. Please follow the instructions carefully to clean the base unit and pendant. A damp, soft cloth can be used to clean/wipe down the unit if it becomes dirty. No liquids or cleaners can be used for cleaning the pendant or base unit, or their respective warranties will be voided.
- 6 If damage does occur to your unit, DO NOT attempt to repair it. Please return the entire unit, postage paid, to your local dealer for warranty service or replacement as stipulated in the warranty section of your owner's manual.
- 7 Save these instructions for future reference.

MAC'S LIMITED WARRANTY AND DISCLAIMER

DISCLAIMER:

Installation of the unit is the sole responsibility of the User. MAC is not responsible for misuse or improper installation of the unit. MAC is not responsible for the misuse of the **MediPendant™** or any of its related products. MAC cannot be responsible for the type of phone line used or the reliability or quality of said phone service with which its products are used. In addition, MAC is not responsible for the use of other equipment that the User may from time to time connect to the same phone line as the **MediPendant™** or any other MAC product that may cause failure or interfere with the normal operation and performance of MAC products.

TELEPHONE SERVICE AND ELECTRICAL SERVICES ARE REQUIRED AND ARE USER'S RESPONSIBILITY:

User and Purchaser both understand and acknowledge that the **MediPendant™** Unit and base station require 110 Volt AC power and Phone Service.

Electrical outlets cannot be on a "hot switch" where they can be accidentally turned off. It is User's responsibility to provide electricity service in order for the **MediPendant™** to function.

The **MediPendant™** product (including base station unit) requires and plugs into a standard telephone jack and communicates over standard POTS (Plain Old Telephone Service) lines using a two-way voice communication protocol. When using a service such as DSL (Digital Subscriber Line), User must obtain and install a DSL filter with the product. DSL Users should already have this adapter in their home. If not, one can be obtained from most drug and convenience stores, or by calling our toll free customer service number. VoIP (Voice Over Internet Protocol) phone based systems are entirely different. The **MediPendant™** may work on some VoIP systems, but due to the inconsistencies and reliability in VoIP technology MAC does not recommend the use of this service with your **MediPendant™**. To determine if the equipment will work with your VoIP service provider it must be tested prior to use. MAC makes no guarantee or warranty that the **MediPendant™** will properly work at the time of an emergency when using it over a VoIP telephone service. MAC strongly urges users to rely only on a traditional landline telephone service when using the **MediPendant™**.

MediPendant™ EQUIPMENT TESTING AND SERVICING:

Once installed, the **MediPendant™** and any optional accessories provided by MAC to the User are owned by MAC. Such MAC equipment is considered to be in the User's sole possession and control. It is the User's exclusive responsibility to test all functions and ensure the equipment is in good working condition. User or purchaser is solely responsible for testing the MAC equipment as described in the instruction manual. If warranty work is requested, they must do so in a quick and timely manner.

OPERATING RANGE:

The operating range of the **MediPendant™** depends on many factors. It is designed to work in and outside of your home. Before using it is required that you perform the proper tests in order to determine the unit's operating ranges at the location(s) where it will be used in and around your residence. If you fail to properly test for the unit's range in your residence, the system may fail or otherwise become temporarily inoperable if the User strays beyond the communication range between the pendant and base station. In that case, the User may not receive the medical attention sought and risks serious personal injury or death. It is the User's sole responsibility to determine how far from the base station in any particular residence the pendant will operate. Refer to the instruction manual to perform this test.

RESPONSE AND FUNCTIONALITY LIMITATIONS:

It is understood and accepted by both User and purchaser that any signals transmitted, whether over phone lines, data lines, or any other mode of communication and related networks, is totally beyond MAC's control. Such telecommunication systems and equipment are not owned, operated, maintained, leased and are not controlled, inspected, or reviewed by MAC. MAC cannot and will not be responsible for any injury, death or property damage that results from telecommunication equipment not supplied by MAC that does not properly transmit or fails to transmit proper signals from or through the unit's base station to a call center operator, a 911 center, friends or family members as programmed by the User.

Both purchaser and User acknowledge that MAC uses an independent, third party call center to receive all emergency calls from the Unit and, moreover, MAC does not directly provide response services for its **MediPendant™** products and related equipment. The equipment is specifically designed to communicate with monitored call center operators. MAC is not responsible for the performance of and the response times of those operators, and is not responsible for the performance of and response times of any emergency services dispatched by the independent call center, including police, fire, and medical services.

MAC REPRESENTATIONS:

MAC neither warrants nor represents that the **MediPendant™** system will prevent any damage, injury, or loss to either person or property, or that the **MediPendant™** unit will always provide the full protection for which it is intended/installed. Both Purchaser and User fully understand and acknowledge that MAC is not an insurer, and that User and Purchaser assume any and all risk of loss or injury to User's property or person. **No representation or warranties express or implied are made by MAC other than those expressed herein and MAC expressly disclaims any warranty of fitness or merchantability for any particular use.**

LIMITATION OF LIABILITY:

The **MediPendant™** system and related equipment is not guaranteed to prevent any loss or injury. This Limited liability and Warranty Disclaimer constitutes the terms of sale and use of the **MediPendant™** system and related products, and notwithstanding the term of sale and or use of the product, should any liabilities arise on the part of MAC as a result of any cause whatsoever, regardless of whether or not damage, loss, or personal injury was caused by or contributed by MAC's negligence to any degree or failure to perform any obligation or strict products liability, such liability is limited to an amount paid by the Purchaser for the product, or the sum of \$200.00, whichever is greater. This is the total, exclusive liability of MAC under this agreement.

EXCLUSIVE REMEDY:

User's or Purchaser's exclusive remedy for MAC's default hereunder is to require MAC to either repair or replace, at MAC's option, any equipment or related accessories that are part of the system which is non-operational during the MAC warranty period.

ONE YEAR LIMITED WARRANTY:

MAC warrants to the original consumer/purchaser that its products shall be free of defects in both material and workmanship under normal use and conditions for a period of one (1) year from the date of original purchase. If the product is deemed to be defective, MAC will at its option repair or replace said equipment. The warranty shall constitute the sole liability of MAC concerning the **MediPendant™**. MAC expressly disclaims all other warranties INCLUDING, WITHOUT LIMITATION, THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. NO PERSON, FIRM, OR CORPORATION, IS AUTHORIZED TO ASSUME FOR MAC OTHER LIABILITIES IN CONNECTION WITH THE SALE AND USE OF THE **MediPendant™**. MAC and its employees, partners, distributors, or agents will have no liability whatsoever for incidental or consequential damages or charges of any kind. It is understood that some states do not allow the exclusion or limitation of incidental or consequential damages, so the above disclaimer may not apply to you.

The warranty is fully void if the product has been tampered with or appears to be damaged in any way. If damages occur during a shipment, a claim must be filed with the carrier and not with MAC. This warranty gives you specific legal rights; you may also have other rights, which vary from state to state.

OUT OF WARRANTY REPAIRS:

If you are not the original owner of the equipment and the warranty period has expired for the product, MAC will at its option either replace the product with a similarly functioning one (not necessarily the exact same) refurbished product or repair the original product and return it to the User/purchaser after payment of any charges have been received and processed.

FCC WARNING

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

This device must be installed to provide a separation distance of at least 2.5 cm from all persons and must not be collocated or operating in conjunction with any other antenna or transmitter.

NOTE: The manufacturer is not responsible for and radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

NOTES

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper appears to be a standard notebook page or a sheet of stationery.

IMPORTANT PHONE NUMBERS

[illegible]

