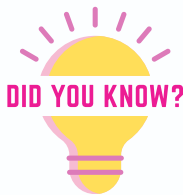


# Product Guide

Home Personal alarm, Fall Detector,  
Home + GO, Pan Pan



NO LANDLINE OR INTERNET IS  
REQUIRED FOR ANY OF OUR  
PRODUCTS

Your call for help,  
always answered.



Excellent



028 9039 7103 (NI)  
01 670 4114 (ROI)



RADIUSCONNECT24.COM





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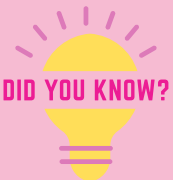
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**YOUR CALL FOR HELP,  
ALWAYS ANSWERED.**



**NO LANDLINE OR INTERNET IS  
REQUIRED FOR ANY OF OUR  
PRODUCTS**

ONLY £15 PER  
MONTH\*

MOST POPULAR

## HOME PERSONAL ALARM SERVICE

### HOW DOES IT WORK?



Need help fast? Our personal alarm is there for you in a press of a button.

Working alongside our Multi-SIM based Home unit, a simple button press connects you to one of our specially trained call advisors. From here, our call advisors can communicate with you directly in your home. Whether you need assistance, have a safety concern, or simply want to test, we're there for you, 24/7.



### QUICK OVERVIEW:

- Local 24/7 response centre
- Arrives ready to use from box
- No set up or equipment costs
- Free delivery
- Straightforward to use
- **No landline or internet required**

### WEARING OPTIONS:

Wrist or neck worn.

### WHO IS IT FOR?

Suitable for anyone who would like extra peace of mind that if they need some assistance in their home or garden, that help is just a button press away.

*This is a life saver.  
Great peace of mind and no fear as I  
have my personal alarm around my  
neck when I'm at home.*

*Leslie, TrustPilot*

NO ADDITIONAL COST  
FOR 2ND USER \*

\*You may qualify for VAT exemption, 95% of our customers qualify for VAT exemption.

\*Must be in same household, when ordered at the same time.

# HOME PERSONAL ALARM

## FEATURES:

- LED light for visual reassurance that the alarm has been pressed
- A range of easy to wear options, including: wrist strap, neck cord and belt clip (upon request).
- Waterproof
- Works 300m from Home Unit.
- Indented alarm button helps eliminates risk of accidental presses.
- Lightweight, small and discreet

## Technical Dimensions:

40 x 32 x 10mm

## Weight:

11.8g

## Radio frequency:

European 869 MHz social alarm frequency

## Waterproof:

IP68 (Hot waterproof)

## BENEFITS:

- Provides increased peace of mind and reassurance for those living independently, their families and carers.
- Small, compact and comfortable design is easy to wear and improves safety levels
- No landline required
- Best for: anyone and everyone. The personal alarm button is our most popular product

## Radio range:

300 metres

## Battery:

Low batteries monitored by call centre

## Battery life:

5 years

**Note:** The personal alarm button does not have fall detection built in

**Pacemaker:** The personal alarm meets all mandatory European standards and should not interfere with a pacemaker that also meets European Standards. Please consult your doctor if you are concerned



**ONLY £15 PER  
MONTH\***

## FALLS DETECTOR

### HOW DOES IT WORK?



Using advanced technology, the falls detector automatically detects serious falls in the home and garden. It will automatically raise an alarm via your Home Intercom Unit to our 24/7 call response centre. The falls detector also has an alarm button built into device, allowing users to manually request help also.

In case of a false alarm, the alert can be easily cancelled by covering the sensor or standing up within 20 seconds.



### QUICK OVERVIEW:

- Automatic falls detection
- Alarm button built in
- Arrives ready to use from box
- No set up or equipment costs
- Free delivery

### WHO IS IT FOR?

Suitable for anyone who may be at high risk of falling. It can be beneficial for those living with learning difficulties or memory impairment, or individuals experiencing long term health conditions prone to sudden collapse, such as epilepsy, diabetes or Parkinson's disease.

### WEARING OPTIONS:

Neck worn.

“

Customer service very helpful...  
Easily set up. Mum in law a lot more content to be in the garden, should she have a fall it will automatically detect and call for assistance.

”  
Linda, TrustPilot

\*You may qualify for VAT exemption, making the price even cheaper! 95% of our customers qualify for VAT exemption.

\*Must be in same household, when ordered at the same time.

# FALLS DETECTOR

## FEATURES:

- Automatic fall detection alert
- Additional manual trigger to raise fall alert
- Vibration and LED light confirmation
- Easily cancelled alerts to minimise false alarms
- Waterproof and shock resistant
- Hypoallergenic plastic
- Replaceable battery
- Low battery reporting to call centre
- 50m range from Home Intercom Unit

## Technical Dimensions:

40 x 32 x 14mm (L x W x D)

## Weight:

16.6g

## Radio frequency:

European 869 MHz social alarm frequency

## Waterproof:

IP67 (Up to 1m for 30mins)

## BENEFITS:

- Peace of mind for individuals, family members and carers.
- Added confidence for people living independently
- Quicker response times to attend to serious falls
- False alarms reduced with automatic cancellation
- Works with an innovative algorithm, which measures loss of altitude and speed and can detect if a person falls from an upright position.
- No Landline required

## Radio range:

300 metres

## Battery:

Low batteries monitored by call centre

## Battery life:

Up to 2 years

**Note:** The fall detection technology does not allow analysis and interpretation of all fall situations. soft falls, slumping falls, descent controlled falls against wall or a chair are not detected.

In spite of its algorithm capabilities considering the technologies used and the target to minimise false alarms, all falls even dangerous-heavy falls cannot be detected, this is the reason why the presence of the manual trigger remains vital for the user.

Users should regularly (monthly) test their device by pressing the manual trigger.

**Pacemaker:** The Falls Detector meets all mandatory European standards and should not interfere with a pacemaker that also meets European Standards. Please consult your doctor if you are concerned.

**ONLY £22.50  
PER MONTH\***

## HOME AND GO

**\*OUT AND ABOUT  
DEVICE\***

### HOW DOES IT WORK?

In an emergency, the Home + GO is your lifeline at the press of a button. Utilizing cutting-edge mobile technology, a single button press connects you instantly to our dedicated team of call advisors. They can speak to you directly through the device, ensuring you get the help you need whether you are at home or out and about. We are available 24/7 to assist with any situation, providing peace of mind wherever you are.

### QUICK OVERVIEW:

- Works at home and out and about
- Automatic falls detection built in
- Arrives ready to use from box

### WEARING OPTIONS:

Neck worn.



### WHO IS IT FOR?

It is a perfect solution for persons wishing to live an independent life both out and about and inside your home



**Pacemaker:** Emits electromagnetic fields that may affect medical devices, such as pacemakers. Consult with the relevant physician(s) and medical device manufacturer(s) for guidance on maintaining a safe distance before using GPS devices.

\*You may qualify for VAT exemption, making the price even cheaper! 95% of our customers qualify for VAT exemption.

\*Must be in same household, when ordered at the same time.



## HOME AND GO

### FEATURES:

- Works at home and out and about
- Additional manual trigger to raise fall alert
- Automatic fall detection alert
- Vibration and LED light confirmation
- Easily cancelled alerts to minimise false alarms
- Waterproof and shock resistant
- Hypoallergenic plastic
- Low battery reporting to call centre

### BENEFITS:

- Peace of mind for individuals, family members and carers.
- Added confidence for people living independently
- Quicker response times to attend to serious falls
- False alarms reduced with automatic cancellation
- Works with an innovative algorithm, which measures loss of altitude and speed and can detect if a person falls from an upright position.
- No Landline required

### Technical Dimensions:

67 x 47 x 13.5mm (L x W x D)

### Weight:

35g

### Waterproof:

IP67 + Hot waterproof (Up to 1m for 30mins)

### Range:

At home + Out and about

### Battery:

Rechargeable lithium-ion battery

### Battery life:

1-2 months

**Pacemaker:** GO emits electromagnetic fields that may affect medical devices, such as pacemakers. Consult with the relevant physician(s) and medical device manufacturer(s) for guidance on maintaining a safe distance before using GPS devices.



**ONLY £22.50  
PER MONTH\***

# PAN PAN - GO

**\*OUT AND ABOUT  
DEVICE\***

## HOW DOES IT WORK?

The Pan Pan Watch is designed to keep you safe wherever you are.

With just one button press, you're instantly connected to our professional call advisors through cutting-edge mobile technology. The watch features built-in GPS tracking, enabling our team to pinpoint your location and provide tailored assistance. Additionally, you can stay informed and manage your well-being through the companion user app, which allows for health monitoring and activity tracking. Our 24/7 service ensures you're supported at home or on the go, giving both you and your loved ones peace of mind, day or night.

## QUICK OVERVIEW:

- Works at home and out and about
- Automatic falls detection
- A user-friendly smartphone app for user + family
- Health tracking with weekly reports generated
- Arrives ready to use from box



## WEARING OPTIONS:

Wrist worn with black watch

## WHO IS IT FOR?

It is a perfect solution for persons wishing to live an independent life both out and about and inside your home

**Pacemaker:** Emits electromagnetic fields that may affect medical devices, such as pacemakers. Consult with the relevant physician(s) and medical device manufacturer(s) for guidance on maintaining a safe distance before using GPS devices.



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PANDU

# PAN PAN - GO

## FEATURES:

- Works at home and out and about
- Single button press in an emergency
- Automatic fall detection alert
- Vibration and voice confirmation of emergency calls
- Easily cancelled alerts to minimise false alarms
- Hypoallergenic plastic
- Smartphone app for user and their carers to monitor the device

## BENEFITS:

- Peace of mind for users and their carers.
- Added confidence for people living independently
- False alarms reduced with automatic cancellation
- Works with an innovative algorithm, which measures loss of altitude and speed and can detect if a person falls from an upright position.
- No Landline required

## Technical Dimensions:

55 x 31 x 14mm (L x W x D)

## Weight:

30g

## Waterproof:

IP67

## Range:

At home + Out and about

## Battery:

Rechargeable lithium-ion battery

## Battery life:

2-5 days

**Pacemaker: GO** emits electromagnetic fields that may affect medical devices, such as pacemakers. Consult with the relevant physician(s) and medical device manufacturer(s) for guidance on maintaining a safe distance before using GPS devices.



## Frequently Asked Questions

**Q: Where are we located?**

A: Radius Connect 24 Response Centre is located in Hollywood, Co. Down.

**Q: What happens if I press the button by accident?**

A: First of all, don't worry. Simply inform the Call Advisor that you've accidentally pressed the button. In fact, we encourage you to press your alarm once a month to keep yourself familiar with the Radius Connect 24 Service.

**Q: What happens if there is a power failure?**

A: The Home Unit is equipped with a back-up battery, allowing the hub unit to continue working during a power failure.

**Q: Will any of the other equipment in my house affect the button working properly?**

A: No, household equipment should not affect the alarm system. If you have concerns, please speak to us.

**Q: What if I lose my alarm button?**

A: You can still call for help by pressing the alarm button on your alarm unit. We can provide a replacement pendant.

**Q: How do I change the details of my keyholders?**

A: You can change these details at any time by contacting our Call Advisors at 028 9039 7103 (NI) or 01 670 4114 (ROI).

**IT BOOSTED MY CONFIDENCE  
KNOWING THAT I ONLY HAD TO  
PRESS MY ALARM BUTTON IF I WAS  
ILL OR FELL AND HELP WAS THERE  
24/7.**

MRS FINLAY, TRUSTPILOT



## Contact Us

Visit our website – [www.radiusconnect24.com](http://www.radiusconnect24.com)

To speak with a member of our team, call:

NI: 028 9039 7103

ROI: 01 670 4114

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