



User Manual

The LiveLife Mobile Alarm with GPS.



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www.livelifealarms.com.au

Overview & introduction

Included in package

- 1 x Mobile alarm pendant & lanyard
- 1 x Charging station
- 1 x 240 Volt Power adaptor
- 1 x Power cable (USB)
- 1 x Micro Sim card activated
- Setup and pre-programming
- Quick start guide and User manual
- Pre-paid credit

The LiveLife 3G Mobile Alarm with GPS is a clever medical and personal alert system.

This alarm pendant relies on a connection to the 3G Mobile network to operate. It uses a Micro SIM card that connects to either the Telstra network or the Optus network in Australia. It also uses GPS to perform its location functions.

Your device uses text and voice across the 3G network to send out the text help messages and perform the calls to your emergency contacts.

Being a mobile device, like a mobile phone it needs to be recharged regularly using the included recharging station.

It is important that the wearer of the pendant retains a copy of the 'Quick Start Guide' and this User manual as it is likely they will be needed as a reference in the future.

A copy of instructions can be downloaded at our website: www.livelifealarms.com.au

Performing a test

You should perform a test of the Mobile alarm and become familiar with it before relying on it. A pre-delivery test has been performed by us using our test numbers only.

Firstly, refer to your packing slip for the emergency contact numbers that have been programmed into your device and check them.

Contact those people to let them know you are doing a test at a designated time. Don't be afraid to test '000' if you have it programmed in as an emergency contact number.

You should test the device periodically and check your pre-paid credit account to ensure it has not run out of credit.

BEFORE YOU START

Normally your Mobile alarm will have been programmed by us before you receive it. This means it is ready to use straight out of the box. Even though we have set it up for you it is very important to read the 'Quick Start Guide' and other accompanying information.

You should also have an advance emergency plan organised with your family and friends before you rely on this device.

** Please read the legal disclaimer on our website.*

Choosing emergency contacts

Preprogramming

As part of our pre-delivery setup we program your Mobile Alarm with your emergency contacts you provided during the order process.

If you have instructed us that you wished to program in the emergency contacts yourself or if you wish to review these at some stage, here are some tips to consider when choosing those emergency contact numbers.

How to choose

How many emergency contacts to use

The device can call and send help messages to a maximum of 5 people. The law of averages means the more contacts you utilise the more chance someone will be able to help you quickly when you need help. Remember some contacts may have their phones turned off, be out of range or have flat batteries. Or it could be the middle of the night & they don't hear the phone.

Consider people with mobile phones in order to use the GPS location feature fully.

Only mobile phone contacts will receive the help text messages with your location on Google Maps. You can include landline numbers, but these people will not see your location on a map.

Where in the order to include 'OOO'

You can include 'OOO' as one of the contact numbers. The 'OOO' service will not receive the help text message. Many people place 'OOO' last in the call sequence as a fallback for when the other contacts do not answer.

Outgoing call to contact 1

Side talk button feature

The device has a 'Side talk button'. When pressed till it vibrates it makes an outgoing call to a single emergency contact only (contact 1 by default). You will then be able to have a 'hands-free' conversation with that nominated contact person. Often the 'sidetalk contact' is someone well known to the wearer, who lives close by and is available to offer assistance at most times of the day.

You may wish to consider this feature when choosing your emergency contacts and the order you place them in the call sequence. You can also have 000 as the number the Side talk button calls.

CHANGING YOUR EMERGENCY CONTACTS

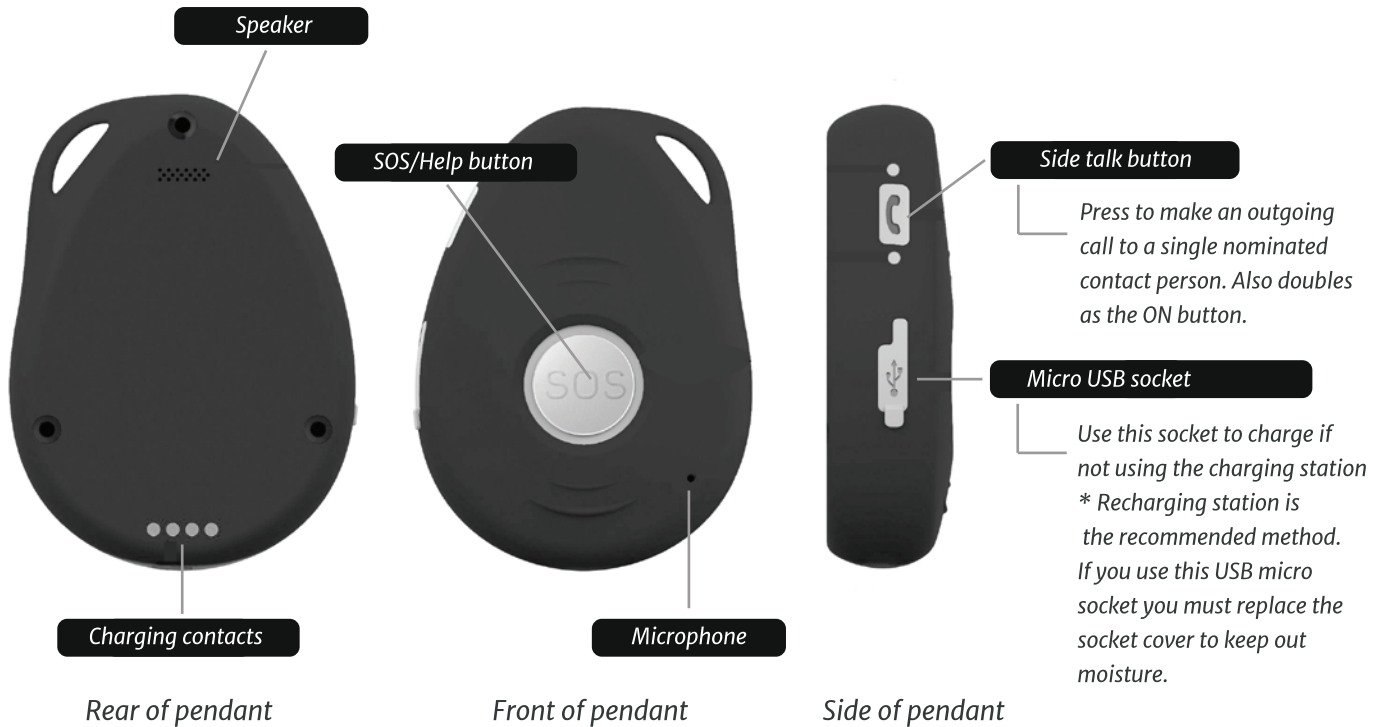
You can change your contact numbers at any time by sending simple text commands from a mobile phone to your device. You can change the numbers, remove numbers and change the order of the contact numbers.

For more information see the '*Changing your settings*' section on page 12.

**LiveLife Alarms does not take responsibility for the contact numbers you have chosen. The choice of numbers is completely up to the user of the Mobile Alarm.*

Basic operation

Overview of device



Overview of charging station



Placing the device in the charging station

Please make sure you place the device in the correct position. It is in the correct position when the red LED glows brightly and it vibrates. When you place the device in the station correctly it will turn on automatically if it was turned off.

- ☀ When charging the Red LED will be bright.
- ☀ When fully charged the Red LED will be dull. It is seated behind the plastic base.

Basic operation

Turning on and off

Turning the device on

When you take the device out of the box it will be turned off. To turn it on, hold down the upper, grey 'Side talk button' (which doubles as the power ON button) till it vibrates. The blue and green LEDs will flash and the device will begin to start up.

If you are in a mobile network area it will usually take between 20 to 40 seconds to connect to the available mobile phone network. A slow green flash every 3 seconds signifies the device is trying to connect to the network. Once connected the green LED will show a fast flash every 3 seconds.

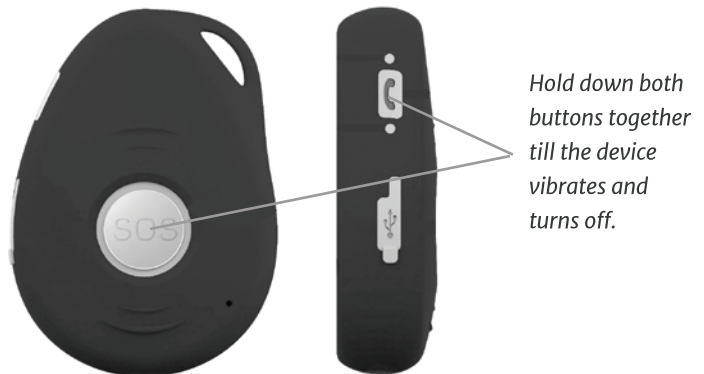
Automatically turning on in charger

If the device is off, when you place it in the charging station it will automatically turn on.

When to turn the device off

There is no need to turn the device off unless you will not be using it for a prolonged period of weeks or months.

To turn it off, hold down the SOS button and the grey, upper 'Side talk button' together till the device vibrates and the green and blue LEDs go out. Be careful to not activate the SOS alarm when turning it off. False alerts can occur if you are not careful turning the device off.



Charging your device

- Your device is usually close to being fully charged when you open your box.
- When placing the device in the charging station ensure it is positioned correctly. In the correct position it will thunk into place & vibrate momentarily.
- We recommend you recharge every day for 45mins if it is being worn.
- When the battery level in the pendant falls to around 15% **it will vibrate for 10 seconds** as a warning. When it drops to around 12% it will send a low battery warning text to the first contact (if enabled). This can be turned off by sending the text command LOWO

TIP

It is an idea to keep the charging station next to your bed at night. That way you can have it close by and you can pop it in there each night to recharge.

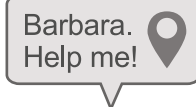
Basic operation

Activating your alarm



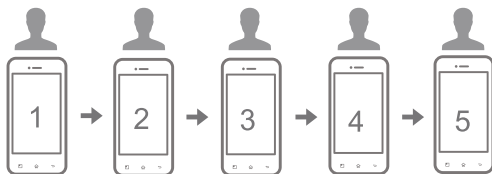
When you need help

Press the SOS/Help button down for 3 seconds till you feel a vibration. Device will beep for 20 secs before it starts the sequence of help text messages followed by the outgoing help calls. You can cancel during this 20 secs by clicking the same SOS button.



Help text messages sent

The device will send a help text message to all of your emergency contacts. Mobile numbers will receive the messages with an exact location of the wearer on Google Maps or the last known position.



Help call sequence begins

The device will then begin to call your emergency contacts in your chosen order. You will hear each outgoing ring tone. The first person to answer is the person who can talk to you. The wearer listens & speaks through the pendant. To end the call and the sequence: the wearer clicks the SOS button or the contact can press the **number 1 key** on their phone during the call. There is a 10 second delay between calls. Each call is limited to 3 minutes.

The call sequence

Hands-free listen and speak

The device starts calling the first contact and the wearer will hear the outgoing ring tone. When the contact answers, 'the wearer' talks hands-free through their device to that person. If 'the contact' hangs up it does not end the call sequence. It will then call the next number.

Will try to call all your contacts

The device will try to call all contacts unless 'the wearer' stops the call sequence. 'The wearer' has ten seconds between each call to stop it calling the next number.

Extending the length of an outgoing call

Each call lasts for a maximum of 3 minutes. To extend a call by 10 minutes the contact can press the **number 0 key (zero)** on their phone during a call from the device.

Stopping the call sequence

You can stop the sequence of calls at any time by simply pressing the SOS button again with a single click. Do not hold it down for more than a second as it may activate the alarm all over again. Alternatively the contact can press the **number 1 key** on their phone to stop it.

Emergency contacts with voicemail enabled

If the device reaches a contact's voicemail or message bank it will wait till the voicemail service ends that call or the 3 minute call expires. You should consider having contacts with short voicemail or voice to text at the top of your call sequence. *See page 12 to change contacts.*

Basic operation

Getting a GPS fix

Taking the device outside at first

When you first take the Mobile Alarm out of the box you will need to turn it on and take it outside for up to ten minutes. This is so it can get its first fix on the satellites and learn its new location.

Calling the device

Anyone knowing the mobile number of the pendant can call it and it will ring a few times and then answer automatically in speakerphone mode (hands-free).

Finding the location of the device using GPS

To find out the location of the person wearing the device send a simple text command to the device from a mobile phone.



The device will send a text reply with its location on Google Maps. If it has an updated GPS fix at the time it will send the present location of the device. Otherwise it will send its last known position. This is where it was when it last had a fix on the satellites.

TIP

SMS commands are not case sensitive. If you receive a reply from the device 'format error' this means you may have entered the command incorrectly into the message you sent to the device. Just try again.

Outgoing call to contact 1

Side talk button feature

The device has a 'Side talk button'. When pressed till it vibrates it makes an outgoing call to the first emergency contact only (default). The wearer will then be able to have a 'hands-free' conversation with the first contact person.

See page 12 for how to change who this button calls.



Press the 'Side talk button' till it vibrates. It will then make an outgoing call to the first contact number (default).

To end the call click the SOS button once.

Turning fall detection off

During setup we normally turn the fall detection feature on. It can be easily turned on or off at any time by sending a simple text command to the device from a mobile phone.

To turn fall detection **on** send text command:



To turn fall detection **off** send text command:



The device should reply with a confirmation text that the fall setting has been changed.

What do the lights mean?

The green LED

Connection to the mobile network

The **green LED** is the more important light to become familiar with. The main thing to become familiar with is that when you have a connection to the 3G mobile network the green LED will show a 'fast' flash every 3 seconds.

When it is not connected to the 3G network and trying to connect it will show a 'slow' (1 second) flash every 3 seconds.

The blue LED

Connection to the satellites (GPS)

The **blue LED** will change depending on whether it has got a GPS fix. When it is connected to the satellites it will show a fast flash every 3 seconds.

When it does not have a GPS fix and is trying to connect to the satellites it will show a slow flash every 3 seconds.

When the blue LED is off this means the GPS has gone to sleep to conserve power and that it is not connected to the satellites.

When it is on solid this means it is charging, but is asleep and is not connected to the satellites.

GPS goes to sleep

When the device remains completely still for around 10 seconds or so the GPS will go to sleep to conserve power. The GPS is woken up by the device being moved (two shakes or movements). When it wakes up it tries to get a GPS fix.

Green LED	What this means
Slow flash every 3 secs	Trying to connect to the mobile network
Fast flash every 3 secs	Is connected to the mobile network
Rapid flashes	SOS text messages and calls are happening

Blue LED	What this means
Slow flash every 3 secs	Trying to connect to the satellites to get a GPS fix
Fast flash every 3 secs	Is connected to the satellites and is obtaining a GPS fix
Is off	GPS has detected no movement and is sleeping
Is on solid	GPS is asleep and the device is charging

The LEDs in daylight or under bright lights

The Green and Blue LEDs can be difficult to see in daylight or under bright lights. You may think they are not on or not working. You may have to cup your hands around the device to see them clearly.

Battery & recharging

Charging your device

Type of battery

The Mobile Alarm uses a lithium ion battery like the type in a mobile phone.

Using your device for the first time

When you receive your Mobile Alarm it will probably have a fair amount of charge. You may wish to charge it up though in the recharging station for 45 minutes before using it.

How long it takes to recharge

The battery should only take around 45 minutes to fully charge if it is low. A full charge can last from 2 to 3 days depending on use. It is wise to recharge it for 45 minutes each day if you are wearing the device all day long.

Low battery warning

The device has the ability to send out a low battery warning via text to the first emergency contact. Usually this feature is turned on unless you asked us to turn it off during the setup. When the battery level in the device falls to around 15% it will vibrate for 10 seconds and then send the low battery text message at 12%.

To turn low battery warning **off** send text:



To turn low battery warning **on** send text:



The device should reply with a confirmation text that the low warning has been changed.

When is the battery fully charged?

When the battery is fully charged the red light on the charging station will fade to a dull glow. You can also check with the command **status**.

Charging via the USB cable

You can recharge the device by plugging the USB cable directly into the micro USB socket on the side of the device (open the lower, grey cover) and the other end into the power adapter. After charging make sure you put the cover back to ensure the device is sealed.

Automatically comes on when charging

If the device is off, placing it in the charging station will turn it on.

Turning it off to save power

We do not advise the wearer to turn the device off to save power. The device does not need to be turned off. If you are not wearing it, place it in the charging station. It can be left in there indefinitely.

Power saving mode

We have set your device to 'Power Saving Mode' in order to prolong battery life. This means that the GPS function goes to sleep when the device has not detected any movement for around 10 seconds. Without this mode the GPS would be constantly trying to get a GPS fix and the battery would run down quicker.

Using other chargers

To be safe only use the power adapter supplied with your Mobile alarm. Other adapters may damage the device and void your warranty.



How the GPS works

Your Mobile Alarm has an in-built Swiss GPS function that monitors the location of the wearer of the device.

It uses this GPS function to send out the location of the wearer as part of the SOS help, text messages. The location of the wearer is shown on Google Maps as part of those messages. This means the people who received the message on their mobile phones know where to send help to.

Accuracy of the GPS location

The GPS location is accurate to 2.5 metres. If the device does not have a GPS fix at the time the SOS button is activated it will show the last known position on Google Maps instead of the current one.

To save power the GPS goes to sleep

The GPS function goes to sleep to conserve power if it does not detect any movement for around 10 seconds. That is why it may sometimes only show it's last known position in response to an SOS activation or after receiving a 'loc' location command.

What wakes up the GPS?

The GPS wakes up and attempts to connect to the satellites when it detects some movement (two shakes or movements) or is turned on.

Why it can take a while to get a GPS fix

The GPS can be slow to get a fix if it has been turned off for a number of hours or has been inside a building where it has been unable to see the satellites for a while. This can also happen if

the device has been taken to a new location kilometres away since it last had a GPS fix.

If the device gives it's location on Google Maps as somewhere it is no longer located at, this simply means it did not have a chance to get a new GPS fix before the SOS button was pressed or the 'loc' command was sent to it.

Barriers to getting a GPS fix

The GPS needs to see the sky in order for the device to work out where it is. Inside some homes and buildings it will not be able to connect to the satellites till it is near a window. Some structures like basements, lifts, tunnels and building interiors with no close by windows will mean a GPS fix cannot be obtained.

In general remember that GPS was designed for outside use and that when indoors a GPS fix is not as easy to obtain at times. We cannot guarantee it will always know it's current location on Google Maps.

Monitoring the blue light

If you wish you can watch the **blue** LED on the side of the device. A slow flash every 3 seconds means the GPS is trying to see the satellites. A fast flash every 3 seconds means it is connected to the satellites and has obtained a GPS fix. When the blue LED is off it has no GPS fix. Moving the device (with two shakes or two movements) will wake it up.

Using the fall detection feature

Designed for serious falls

The Mobile Alarm has an in-built fall detection feature that is designed to detect serious falls, likely to result in unconsciousness.

It has been designed this way so as to be a secondary level of assistance to compliment the SOS help texts and calls. If after a fall a person is not able to press the SOS/help button due to being unable to move or reach the SOS button then the fall detection function can send out the text alerts and follow with voice calls.

How it works

The device uses a complex algorithm to make a judgment as to whether a serious fall has occurred. During a fall it assesses the impact of the fall by measuring the speed and angle at which the device hit the ground.

If all criteria are met, it will beep for 15 seconds to tell you it thinks a fall has occurred. During this time it can be cancelled by clicking the SOS button. If it is not cancelled then it ends out 'Fall down alert!' as text messages with the wearer's location on Google Maps and then follows up with the voice call sequence to your contacts.

Emerging technology

Fall detection is still a developing technology which means sometimes false alerts can occur. Additionally we cannot guarantee every serious fall will be detected as many variables come into play. The device must be at least 1 metre above the ground before the fall. The fall angle must be more than 45 degrees. The impact surface can also play a role and bracing can influence it.

Testing the fall detection feature

We do not advise you to attempt to test the fall detection yourself. Every fall is different due to the variables involved. Testing the feature may result in injury or damage to the device. Do not deliberately drop or throw the device at a surface to test it.

What can stop fall detection from working?

Because the device is a pendant on a lanyard or chain it can be worn in such a way that it swings during a fall. How it is worn inside or against clothing can influence whether it believes a serious fall has occurred.

Because it measures the speed of impact using a 3D accelerometer it is likely a fall from a height of less than a metre such as from a sitting position will not trigger the fall detector.

Turning fall detection on or off

You can turn this feature on or off using a simple text command from a mobile phone to the device. Usually fall detection is turned on by us during the setup process.

To turn fall detection **on** send text command:



To turn fall detection **off** send text command:



The fall detection sensitivity can be changed. Contact us to discuss changing it.

Telstra & Optus networks

There are two variants of the Mobile Alarm. These are identical except each variant operates on a different mobile network.

Telstra Network device

If you have the Telstra variant your device will only work in Australia with a SIM card that operates on the Telstra Network using the 850Mhz frequency band.

Optus Network device

If you have the Optus variant your device will only work in Australia with a SIM card that operates on the Optus or Vodaphone Network using the 900Mhz frequency band and the 2100Mhz band. Amaysim Mobile uses the Optus Network.

Identifying which network variant you have

The lid of the box your device came in identifies which network your device operates on. If you are unsure please contact us.

Voice and text over the 3G network

Your Mobile Alarm uses voice and text over 3G to perform all its functions via WCDMA. It does not utilise the newer 4G Network which is designed for high speed data like video. The 3G Network has the widest coverage in Australia and therefore it is the best Network for a personal alarm.

Closure of the 2G Network

Your device is not affected by the past closure of the Telstra and Optus 2G Networks.

NBN installation

The NBN has no effect on your Mobile Alarm.

Sim card installation

Ready to go out of the box.

As part of the setup and pre-programming we have activated and installed a Micro-sized SIM card in your device.

To remove the SIM card requires 3 screws to be removed. The screws and the grey screw plugs are integral to protecting the sensitive parts of the device from water damage.

Changing or replacing a SIM card

The screws and SIM card should only be removed under supervision of the staff of LiveLife Alarms. If you wish to put in a new SIM card in your device you need to contact us for advice.

Please be aware that if you choose to remove the screws and screw plugs from your device we cannot cover it under warranty for water ingress.

Your device is not locked to any network provider. But due to the device being 'dual band' and not 'quad band' you can only change to a SIM card that operates on the frequency band/s your device was designed for.

LiveLife Alarms will charge a new setup fee if you ask us to change SIM cards and complete the programming required for the device to operate on a new network provider.

If you ask to change to a new device variant such as from Telstra Network to Optus Network there will be a standard setup and programming fee charged.

Changing your settings

Using text commands

You can change the settings programmed into the device by sending simple text commands to it's mobile number from a mobile phone. In this manual we have included the most commonly used text commands. A complete list of all text commands is available upon application.

Text commands format and reply

The device must be on and have a connection to the mobile network to receive a text command. The text commands are not case sensitive. Do not include any spaces in the command.

Changing the name in the help text

To change the wearer's name that appears in the help text use this text command. e.g. :

 *Send* ↗

Using the status command

To see a list of the settings programmed into the device you can send the **status** command to it.

 *Send* ↗

The device will reply with a summary of those settings including the programmed contacts.

Sidetalk button: who it calls

You can assign this button to call any contact besides the default of the first contact. An **example:** To assign the side talk button to call the second contact instead:

 *Send* ↗

How to change emergency contacts

You can make changes to emergency contacts by using the text commands below. You can only change one number with each text command.

To remove an emergency contact

Send a text command with no number after the 'A and number'. An **example:**

 *Person 5*
 *Send* ↗




The device will reply confirming the change.

To change the calling order

To change the order of a contact or contacts just send an text command for each one as if you are setting them up for the first time. Programming in a new contact number writes over the old number that was programmed in.

To program in numbers or change numbers

Only change one number at a time as shown.

 1  *Send* ↗
 2  *Send* ↗
 3  *Send* ↗
 4  *Send* ↗
 5  *Send* ↗

The device will reply confirming each change. You can check changes using **status** command.

Showerproof

The Mobile Alarm can be worn in the shower or in the rain.

The device is rated as water resistant to IP67. Which means that it should not be immersed in water for a prolonged period. We do not advise you to wear it in the bath, a swimming pool, spa or the ocean. Like all wireless devices it will not work when it is totally underwater.

Maintaining your device

The device is also dustproof.

The device can be used in some dusty environments and is rated to IP67. Care should be taken that dust, grime, soap or shampoo does not build up on the speaker holes in the back, the microphone hole on the front and around the SOS button rim. You can consider hanging the device on a low hook in the shower area.

Give it a wipe with a dry or slightly damp, soft cloth regularly you are using it in dusty conditions. Don't use chemicals, cleaners or detergents.

Operating temperature

The device **operating** temperature is:

-20°C to +80°C

The device **storage** temperature is:

-40°C to +85°C

The device **humidity** rating is:

5%-95% non-condensing

The device **Ingress Protection** rating is:

IP67 (showerproof and splashproof)

Warranty

12 months warranty

The LiveLife Mobile Alarm comes with a standard 12 months warranty from date of purchase. If the device has a manufacturing defect causing it to fail within the first 12 months of purchase, we will replace it free of charge or refund the purchase price.

Circumstances that can void your warranty.

Please be aware that your warranty on the Mobile Alarm can become void if any of the following have occurred:

- The device has been opened or tampered with.
- The device has been modified or not used in accordance with our instructions.
- The device has been submerged in water such a bath, pool, ocean, basin or spa.
- The device has been dropped or suffered damage from physical impact.
- The device has been damaged by fire or been exposed to excessive heat or a flame.
- The device has been used with an incorrect power adapter.
- The device has been subject to to a chemical, liquid spillage causing a failure.

Guarantee under Australian consumer law.

Our goods come with guarantees that cannot be excluded under the Australian consumer law.

See our website for more info: livelifealarms.com.au

Basic Troubleshooting

Problem	Probable cause	Remedy
False SOS alert or unwanted activation occurred	Wearer inadvertently pressed on SOS button when leaning against something, holding an object up to the chest or was trying to turn device off and did so incorrectly. The device cannot be activated without 3 secs of pressure on the button.	Be more aware of the device and it's SOS button. Perhaps adjust how the device is being worn or handled. The device does not normally need to be turned off.
False Fall alert was sent	False Fall alerts can happen. Fall detection is an emerging technology and uses a set of complex criteria to judge whether a serious fall occurred.	Please read the info on <i>page 10</i> about the fall criteria the device uses. The fall detection feature can be turned off.
Wearer suffered fall, but Fall Alert did not work	Sometimes what a wearer considers a serious fall involving injury may not trigger the fall detection. It is designed for serious falls and the fall must meet certain criteria. The device may not have fallen from the required height, fallen fast enough, or on an angle of 45 degrees or more.	Please read the info on <i>page 10</i> about the fall criteria the device uses. Understand that the fall detection is designed for when the fall has probably caused unconsciousness.
Contact did not receive help text and/or call after SOS activation	<ul style="list-style-type: none"> -Device was not connected to network at time. -Contact's phone was off or out-of-range. -Network was suffering from an outage. -Device has run out of credit. -Contact number programmed is incorrect. 	<ul style="list-style-type: none"> -Check mobile connection of device. -Try a test to the contact's number. -Try using the device later. -Check the pre-paid credit amount. -Do a status check. See <i>page 12</i>.
GPS location is incorrect on Google map	<ul style="list-style-type: none"> -GPS was asleep at time of activation or 'loc' text. -GPS could not see the satellites at the time. -GPS had no fix and used the last known position. -The device has not been outside for the first time. 	<ul style="list-style-type: none"> -Wake up GPS up by moving device. -Take device outside or to a window. -Take device outside for ten minutes.
The device does not seem to be charging or the charge is not lasting very long	<ul style="list-style-type: none"> -Device not being placed in charging station in correct position. Red LED should be bright when in correct position and it should vibrate. -If device is worn all day and moved often battery may last only 18-20 hours. 	<ul style="list-style-type: none"> -Ensure wearer is placing it correctly in charging station and station is plugged in to power. -Ensure wearer recharges device for at least 1 hour every day. -Do a status check to assess battery.
Device seems to be using prepaid credit too quickly	<ul style="list-style-type: none"> -Wearer is using the Side talk button often and/or making long calls to a contact. -Contacts are sending 'loc' commands often to the device and it is using up credit with text replies. 	<ul style="list-style-type: none"> -Educate wearer to the cost of calls when using Side talk button. Contact to consider lesser use of 'loc' SMS's. -Add more prepaid credit.
Distortion or poor sound quality when speaking to the wearer	<ul style="list-style-type: none"> -Device is not being worn causing some feedback. -The mobile signal is too weak for a voice call. -Wearer is holding down the Sidetalk button. -Device is being worn in a windy/noisy location. -The battery charge is very low. 	<ul style="list-style-type: none"> -Wearer needs to wear around neck. -Move to location with stonger signal. -Do not press button while on a call. -Move to a quieter location -Recharge the device.

Disclaimer

Downloadable instructions

This User manual is available as a downloadable PDF on our website. Go to:

www.livelifearms.com.au/order-mobile-alarm/downloads

List of downloadable guides

- ◆ Read this first sheet
- ◆ Quick start guide
- ◆ Emergency contact instruction sheet
- ◆ User manual/troubleshooting
- ◆ Warranty document
- ◆ Mobile Alarm brochure



Medical & legal disclaimer

General information about medical matters

The LiveLife Mobile Alarm 'User Manual' contains general information about medical and health matters. The information is not advice, and should not be treated as such.

Limitation of warranties

The medical and health information within this 'manual' is provided "as is" without any representations or warranties, express or implied. LiveLife Alarms and its employees and/or agents make no representations or warranties in relation to the medical and health information within this 'manual.'

Without prejudice to the generality of the foregoing paragraph, LiveLife Alarms does not warrant that:

- The medical and health information on its website or in this 'manual' will be constantly available, or available at all; or
- Any medical and health information on its website and within this 'manual' is complete, true, accurate, up-to-date, or non-misleading.

Liability

You must not rely on the information within this 'manual' as an alternative to medical advice from your doctor or other health services provider.

If you have any specific questions about any emergency plan, medical or health matters you should consult your doctor or other professional health services provider or personal carer.

You should never delay seeking medical advice, disregard medical advice, or commence or discontinue any medical treatment because of information within this 'manual'.

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