



TERMS, CONDITIONS and Disclaimer

Condition of Sale between Life Minder and the User.

User Is the person who uses the Life Minder

Nominated Mobiles are the mobiles that have been nominated by the User or family to be alerted in the case of an emergency call

Life Minder is a division of Epi-Assist Australia Pty Ltd ABN 72075018601

Agreement between Life Minder and the end User. The Life Minder pendant is used as the first point of contact to the nominated mobiles in the case of an emergency. Once the call has been received by the nominated mobiles the responsibility of either attending the location of the User or arranging medical assistance lies with the family or friends of the nominated mobiles.

WARRANTY

The Life Minder is guaranteed to be free of defects in material and workmanship for a period of 12 calendar months from date of purchase when used under normal conditions and cared for and maintained by the end user.

The Life Minder is water resistant IP67, therefore can be used in a shower. The warranty does not apply to water damaged goods. Original purchase receipt with date of purchase is required for warranty validation. Warranty does not cover any damage caused by improper use, customer or user neglect, physical damage or repairs carried out by an unauthorized service technician. Life Minder will not be held responsible for maintaining any programming that the unit may contain when returned for repair.

When returning faulty goods correct customer contact details are required along with original receipt with date of purchase and are to be returned to Life Minder postage paid with a detailed description of the fault and the invoice number stated.

PRODUCT PERFORMANCE DISCLAIMER

The Life Minder Pendant (tracker) is reliant on the cellular phone service provider's GSM network coverage to make and receive phone calls, and to send SMS messages to the nominated mobiles and to provide GPS positioning. These services may vary between service providers and locations within Australia. The User or family shall also be responsible for the reoccurring credit cost of the SIM Card.

The Life Minder has fall detection; however, the activation depends on the angle and velocity the tracker hits the ground. Therefore, if the user slides down a wall or falls not allowing the Life Minder from a distance of at least 1 metre to have contact with the ground, the Life Minder may not activate. In this case, if the user does not hear a beep after ten (10) seconds, they have the option to press the SOS button for assistance.

Life Minder does not accept responsibility for any perceived failure due to (but not limited to) incorrect programming, battery maintenance, GSM and GPRS coverage or any such perceived failure by the selected network carrier in providing and maintaining suitable connectivity to the GSM/GPRS network. The product supplier accepts no responsibility for any failure that is due to (but not limited to) incorrect tracker programming, dismantling the tracker or misuse or water ingress or other forms of damage.

It is advisable that the user places the Life Minder in the charging docking station each evening beside the bed in case it is needed in an emergency.

Limitations Disclaimer

3G Coverage The Life Minder depends on the coverage of the 3G GSM (WCDMA). Life Minder will not be held responsible if the User is not in a mobile coverage area which prevents the 3G GSM call from proceeding to the nominated mobiles. Verification that the Life Minder is in a 3G coverage can be verified by the Green LED light flashing rapidly in 3 second intervals. It is the responsibility of the User or family to ensure the Life Minder is in wireless coverage. Coverage of all areas within Australia can be checked in the Telstra or Optus websites. It must be understood that the 3G coverage may be interfered with in the case of being in a lift, underground car park, between high rise buildings, tunnels or road cuttings.

Limitations of GPS location. The Life Minder is dependent and limited to the common constraints of all GPS system satellites. The Life Minder uses the GPS technology using Google Maps to fix its location which is accurate within 2-3 meters. The Life Minder requires the line of sight to the satellites. A fix to these satellites must be done on first receiving the Life Minder and tested for its accuracy. The Blue LED light on the side of the Life Minder will verify its fix to the satellites by flashing in 3 second intervals. In the event that the Life Minder cannot get a fixed co-ordinates it will provide its last known position in a “Help” SMS. The Life Minder will check for an updated GPS location when it detects movement. The GPS location can be verified by sending a “loc” SMS to the Life Minder.

Prepaid or post-paid Sim Card. The Life Minder is similar to a standard mobile which operates on a common carriers sim card (Telstra or Optus). It is the responsibility of the User or family to ensure that the sim card is in credit at all times and regularly check that there is enough credit to support any SMS’s or voice calls. The User is provided with the carrier’s details and login password to enable a check of the available credit.

MONTHLY TEST

It is advisable to perform a monthly test to ensure the Life Minder is operating to expectations. Prior to use charge via the docking station for 4-5 hours. The blue light will flash every 3 seconds with the green light rapidly following, it is then ready for use.

LIMITATION OF DAMAGES

The User must have an understanding that the Life Minder has not been designed or guaranteed to prevent any loss or injury.

Life Minder does not accept the responsibility for the accuracy of position information provided by the Service Providers. To the maximum extent permitted by applicable law, in no event shall Life Minder be liable to the User or any 3rd party for any indirect, special, consequential, incidental or punitive damages of any kind, in contract or tort, including, but not limited to, death, injury, loss of revenue, loss of goodwill, loss of business opportunity, loss of data, and/or loss of profits, arising out of, or related to, in any manner, or the delivery, performance or non-performance of obligations, or use of the information, data or documentation hereunder regardless of the foreseeability thereof.

Life Minder shall not be held responsible or liable for any injury, loss or damage caused by the nominated persons failing to respond to an emergency call. If not withstanding the terms of this agreement there should arise any liability on the part of Life Minder as a result of any cause whatsoever, regardless of whether or not such loss, damage or personal injury was caused by or contributed to by Life Minder's negligence to any degree or failure to perform any obligation or strict products liability will be limited to the sum of \$397 for the supply of the device.

000 Emergency Calls.

The Life Minder can be programmed to call 000 emergency with **limited features**. The Life Minder is normally programmed to family or friends mobiles. When an emergency call is activated the Life Minder will send a SMS message detailing the reason of the incident followed by a telephone call which enables a two-way speech conversation with a GPRS location within 2-3 metres using Google map.

000 emergency call centre is unable to receive SMS calls and therefore unable to read the reason for a call or use the GPRS Google map to find the location of the person. However 000 emergency will answer with their normal response of, "What is the reason for the call, Fire, Ambulance or Police" the person must be conscious to speak through the Life Minder to give the reason of the call and their address. If the person is unable to speak 000 emergency is unable to proceed.

000 is a free service however with the limitations it could place the person at risk, if the person doesn't have a network of relations or friends and decide that 000 is not for them we have an alternative as follows.

Emergency Medical Call Centre

Life Minder have combined our activity with a professional Medical emergency call centre which has the software to enable to receive the full features of the Life Minder to be used including, receiving SMS messages, Google map and telephone calls. The Medical Emergency Call centre will respond to the call from the Life Minder, talk to the person, assess the situation and from a prearranged direction from the family, call the given contacts or arrange for an ambulance.

The choice of which method of receiving calls from the Life Minder used is the decision of the User, Life Minder will not be held responsible for any third party response centres. Life Minder will program the Life Minder made from the decision of the user, family or carer.

RETURN POLICY & REFUNDS

If you are not satisfied with your Life Minder you have 14 working days to return the unit a refund of the purchase price providing the goods are returned in good condition free from any scratches or defects. The goods must be returned in the original packaging complete with the manual, USB cable, power docking station and any other accessories that were provided.

Refunds are available to direct customers only, meaning customers who purchased the tracker directly from Life Minder or on the company website. Units purchased at a retail outlet or other distributors are to follow their refund policy.

On the return of the Life Minder and found in good condition we will refund the purchase amount less 20% which consists of prepaid sim card, credit card or PayPal transaction, pre-programming and postage. Total \$79.40

These terms, conditions and disclaimer is available on our website www.lifeminder.com.au.

Understanding If the User has any disagreement within this document or feel that Life Minder is not performing to expectations the User must do so by emailing direct to sales@lifeminder.com.au.

Back Up Service. Life Minder is available through our free call line 1800684422, leave your name and contact details and your call will be answered within 24 hrs of receiving the call.

Life Minder Manual

Please carefully read the manual provided to enable you to understand the operation. If you require any assistance, please contact our office.