

Frequently asked questions – ERICA Pendant issues

I have received a letter regarding my pendant, what is wrong with the pendant?

VitalCall has recently detected a quality issue with the type of pearl pendant supplied with VitalCall units of the model ERICA. In some circumstances, when certain types of chemicals (for example, some perfumes, mosquito repellent (Deet), hair conditioners, Spray N Wipe, tea tree oil and fatty acids) come in contact with the pearl pendant, it may result in cracks appearing on the pendant. This has the potential to compromise the pearl pendant's functionality, particularly the waterproofing, which may result in it not functioning in an emergency.

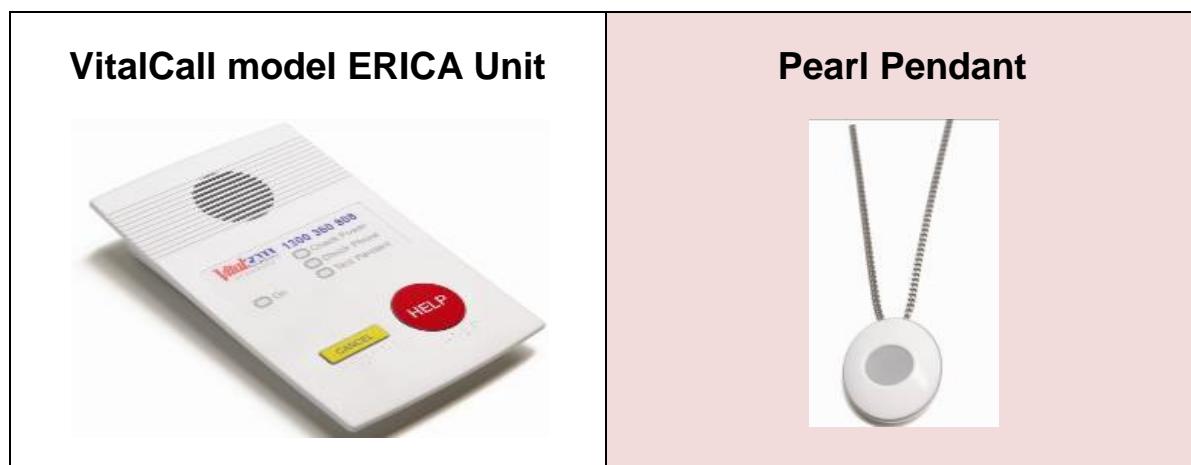
If there are cracks on your pendant, you should contact VitalCall immediately and not use your pendant in the shower.

What are the dates of installation affected by this issue?

If you signed up for VitalCall or had an agent attend your premises between 1st January 2012 and 15th May 2013 and you haven't been contacted by a VitalCall operator in relation to this product recall, you should contact VitalCall immediately. A VitalCall operator will then explain the process and arrange for the replacement of the product.

How do I know if I'm affected and what do I need to do?

If your pendant matches the one in the photo, it will need to be replaced by a new pendant (regardless of whether it has cracks or not):



1. **Check your pendant for cracks.** If you see a crack, contact VitalCall immediately, as set out below. Do not use your pendant in the shower or allow it to get wet.
2. Even if your pendant is not cracked, VitalCall will send you a replacement pendant and easy to follow instructions on how to set up your new pendant and return your old pendant.
3. If you have not received your new pendant within six weeks, please press your pendant and advise the Response operator.
4. DO NOT let the pendant come in contact with chemicals, including but not limited to: **Perfumes, Fatty acids, Mosquito repellent (Deet), Hair conditioners, Spray N Wipe (ammonia), Tea tree oil**
5. Test your pendant every day (if there are cracks) or every week (if there are no cracks) by pressing it and letting the response operator know that you are only testing.

My pendant has cracks. What should I do? Can I still use it in the shower?

No – **do not use** your pendant in the shower, or allow it to get wet, if it has cracks in it, as the waterproof seal may have been compromised.

If you see a crack in your pendant, contact VitalCall immediately, as set out below, and test your pendant every day.

How do I know if my pendant is working or not?

You can test your pendant by pressing the emergency button and waiting for the alarm to activate. Please let the response operator know that you have received this letter and are testing your pendant.

I wear perfume will this affect the pendant?

It is possible - Under no circumstances should you spray perfume onto or around the pendant.

What are some of the chemicals that may react with the pendant?

VitalCall is working with independent assessors to identify the types of chemicals that react with the plastic on the pendant. However, we believe the following chemicals may react:

- Perfumes
- Fatty acids
- Mosquito repellent (Deet)
- Hair conditioners
- Spray N Wipe (ammonia)
- Tea tree oil

Is there something wrong with the base unit as well?

No – the base unit is not affected by this, only the pendant.

What are the hazards that could occur?

If the pendant develops cracks, it may compromise the waterproofing and not function in an emergency.

Will VitalCall send me a replacement pendant?

Yes — if you have a pearl pendant supplied with VitalCall units of the Model ERICA, you will receive a replacement pendant within the next few weeks.

If you have not received your new pendant within six weeks, please press your pendant and advise the response operator.

Will it cost me anything to get a replacement pendant?

No – it won't cost you anything.

How to contact VitalCall:

- Tel: 1300 880 396 (9:00am to 5:00pm, 7 days a week)
- Pressing your VitalCall pendant (24 hours a day, 7 days a week)
- Website: www.vitalcall.com.au
- Email: customer.service@vitalcall.com.au