

Frequently asked questions – MK9 plug-in power adaptor issues

I have received a letter regarding my VitalCall unit, what is wrong with the plug-in power adaptor?

VitalCall has recently detected a quality issue with plug-in power adaptors with the model number A35S0900300, which were supplied with certain VitalCall units Model MK9. When force is applied to these plug-in power adaptors, or when the adaptor is removed/attempted to be removed from the power socket, surface cracks or breaks may appear on the base of the adaptor, or the plug face plate may separate from the adaptor. This has the potential to expose live electrical wires, which could result in injury and/or fire.

What is the model number of the plug-in power adaptor in question?

The model number of the plug-in power adaptor affected is A35S0900300.

What are the dates of installation affected by this issue?

The issues have appeared with plug-in power adaptors supplied with VitalCall MK9 units provided to customers between 1st January 2011 and 17th May 2013.

We require **all** customers who received this letter to visually check (DO NOT TOUCH) their plug-in power adaptors to see if they match with the one in the photo, even if they are not sure when they signed up for VitalCall or when they were provided with their MK9 unit.

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

1. Please read carefully the Product Safety Recall Notice enclosed.
2. Check to see if you have a MK9 unit as per the picture, below:



VitalCall model MK9 Unit

3. If you have a MK9 unit as per the picture above, please check visually (DO NOT TOUCH) your plug-in power adaptor to see if you have model number A35S0900300. (It should look like the adaptor in the photo on the below right, with a white plate sticker):



Unaffected plug-in power adaptor.

No further action required

Affected PLUG-IN POWER ADAPTOR

Please contact VitalCall immediately to arrange replacement

4. If you have the plug-in power adaptor with model number A35S0900300, you should contact VitalCall immediately, as set out below. VitalCall will arrange for a qualified professional to contact you to make a time to swap the VitalCall unit and plug-in power adaptor. If you have not been contacted regarding this within 10 days, please press your pendant and advise the Response operator.
5. **Do not try to remove the plug-in power adaptor, or touch it.** VitalCall urges customers who have the affected plug-in power adaptor to be careful and not touch it, especially when vacuuming around it.

Is there something wrong with the base unit or my pendant?

No – the base unit and the pendant are not affected, only plug-in power adaptors with model number A35S0900300.

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

Your pendant and base unit should be working fine. 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 the letter and are testing your pendant.

Should I remove my pendant or turn off my unit from the power?

No – the base unit and the pendant are not affected, therefore you can continue to use the pendant, but do not remove the plug-in power adaptor from the power socket.

What are the hazards that could occur?

If the plug-in power adaptor cracks or breaks, or the plate separates from the adaptor, live electrical wires may be exposed, which could result in injury and/or fire.

Will VitalCall send me a replacement unit?

Yes, if your plug-in power adaptor is affected, VitalCall will arrange for a qualified professional to come to your house and replace your VitalCall unit and plug-in power adaptor.

Will this service job cost me anything?

No, there will be no costs to you.

Do I need to be present for the VitalCall representative to attend my home?

It is preferable, but if you are away and are happy for another person to attend in your absence please advise the VitalCall representative.

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