



Testing Your Equipment Regularly

After your Lifeline has been installed

It is important that you test the pendant every month. Each pendant has a battery in it that enables it to work. The pendants that we currently supply with a Lifeline unit are said by the manufacturers to last for about 10 years, depending on the level of use, but they do run down eventually and they can fail.

When the battery begins to run low any call into the control centre will show this on our computer. If the battery has failed then the pendant will not work and you will then need to use the button on the main unit to call and tell us.

Testing your pendant in this way, even if the battery is fine, puts a call into our control centre and demonstrates that the system is working properly.

Most of the equipment that we install these days self tests the level of pendant battery power and sends us a discrete call to advise if it is getting low. We will then call you and ask you to test the pendant to check whether the battery level is such that the pendant needs replacing. Where the equipment does not self test we will check whether we have had a pendant call from you within the last three months. If not, we will call you and ask you to make the test. But please, don't wait for us to call - test your pendant regularly. **YOUR LIFE COULD DEPEND ON IT.**

The risks of not doing regular tests

If the pendant is not tested on a regular basis there is a risk of your not being able to call us when you really need to. It is possible you could fall anywhere in your home or garden, or have a medical emergency, and not be able to get to the button on the main unit. If your pendant is not working then you could lie on the floor for a long time, if you are not able to get up. The consequences of having a fall become increasingly more severe the longer you lie there. If you have a medical emergency and cannot call for assistance, then the consequences could be even more severe.



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