



LogicMark 37911 Personal Emergency Response System Instruction Manual

[Home](#) » [LogicMark](#) » LogicMark 37911 Personal Emergency Response System Instruction Manual 



With DECT Technology
USER OPERATING INSTRUCTIONS
Guardian Alert
Model #37911



Contents

- 1 37911 Personal Emergency Response System
- 2 System Components:
- 3 Limitation of Liability
- 4 Installing and Charging the Batteries
- 5 Connecting the Base Unit
- 6 Operating the System:
- 7 Periodic Testing / Maintenance
- 8 TROUBLESHOOTING GUIDE
- 9 Important Safety Instructions:
- 10 Logic Mark Disclaimers and Limited Warranty
- 11 Product Specifications:
- 12 Documents / Resources

PLEASE READ THIS MANUAL COMPLETELY AND SAVE IT FOR REFERENCE.

Thank you for choosing the most unique Personal Emergency Response System in the world.

Because you are speaking through the pendant, this System allows you to personally communicate your emergency from anywhere in your home or yard with simple one-button activation. Emergencies can happen anywhere-get help when you need it, where you need it.

Voice prompts provide easy set-up and testing.

Base unit comes with 4 rechargeable batteries that provide up to 24 hours of standby power in the event of a power outage.

Need others to share the system in your home? No problem, you can add up to 3 additional Pendants to one Base unit for a total of 4 pendants as you wish.

Caution – To ensure proper operation, this System's equipment must be installed according to the enclosed installation instructions. To verify that the equipment is operating properly and can successfully report an alarm, this equipment must be tested immediately after installation, and periodically thereafter, according to the enclosed test instructions.

This System is designed to be used in conjunction with a professionally monitored call center.

System Components:

The items below are included with your system .



Pendant



Base Unit



**Rechargeable Lithium-Ion Special
Pendant Batteries - 2 Pieces**



Rechargeable AA Batteries - 4 Pieces



Belt Clip



AC Adapter



**Wrist / Walker / Wheelchair
strap**



Phone Cord



Lanyard

Limitation of Liability

This page is a summary of the Disclaimer and Limited Warranty disclosed in full at the end of this instruction manual. Read these carefully.

The purchaser agrees by using this System to the terms and conditions below and in the Disclaimer and Limited Warranty. The purchaser also agrees to read and follow all instructions and warnings on the product and contained within these Installation and Operation Instructions.

It will be the sole responsibility of the purchaser and user to assure that this System is installed and programmed properly, and that the unit is used and maintained correctly. This includes, but is not limited to, periodic use to assure that the system and batteries, are in proper working order, that the unit is located in an appropriate location in the home, that the electrical outlet is supplying power, and that the user has been educated as to the operation and functionality of the product as a whole.

The System's equipment is not designed or guaranteed to prevent any loss or injury. This Limited Warranty and Disclaimer of Liability discussed in full at the end of this instruction manual constitutes the terms of sale and use of the system (and accessories) equipment, and if, notwithstanding these terms of sale and use of the product, there should arise any liability on the part of Logic Mark INC 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 Logic Mark's negligence to any degree or failure to perform any obligation or strict products liability, such liability will be limited to an

amount paid by the Purchaser for the product.

Further, Logic Mark has no obligation to assure that calls are made, received or responded to, nor is Logic Mark responsible for acts, or consequences of the acts, of those responding.

Logic Mark provides a 3rd party monitoring service for this product. It is up to the persons at the numbers called to respond in an appropriate manner.

Installing and Charging the Batteries

Pendant – small white batteries. The Pendant requires one of the white Li-Ion (Lithium Ion) batteries at any given time. The pendant should be able to run more than 4 months on a fully charged battery with 1 hour of talk time when fully charged. The second battery is to be charging in the Base unit when not being used in the Pendant. There is no problem of over charging while in the Base charger.

To install the Pendant battery in the Pendant – The battery may already be installed, but if not, simply unscrew the battery cap at the top of the pendant counter-clockwise and remove. Install the battery with the negative side up facing the cap. Replace the cap by screwing the cap clockwise until snug.

To install the Pendant battery in the Charger – Place the extra Pendant battery into the front charging area of the Base unit so that it will be charged and be ready when it's time to swap the batteries around. The LED on the right side will turn RED when charging and GREEN when fully charged. If the charger is empty, or if battery is not fully seated in the charger, the LED will be OFF.

The Pendant Batteries are shipped from the factory with a partial charge, and will only standby a short period of time. It is recommended to exchange the battery that is in the base charger with the battery in the pendant after the first day of use. This will ensure the battery in the pendant is fully charged and will standby several months before needing to be exchanged/charged again.

You can check the battery status at any time by simply pushing the gray battery test button on the back of the Pendant for a second.

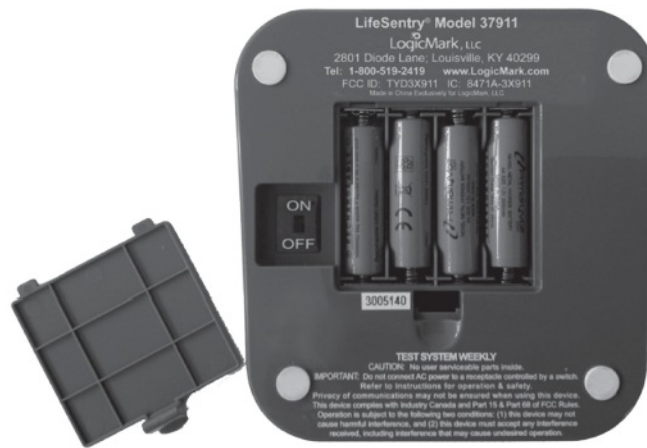
NOTE: These white batteries are very special batteries that are not available at your local store. See Specification on page 23 for more details, or contact your distributor to purchase replacement batteries.



Base – larger AA rechargeable batteries: The Base unit requires 4 rechargeable 2400 NiMH batteries. Unlike the Pendant battery, these are readily available in many retail stores. These are to provide you with up 24 hours of battery back-up protection in the event of a power failure. They will not be damaged by continually charging in the base unit.

These should have been installed for you during the set-up. If they are not installed, simply follow these directions here.

When you first get your unit, these batteries will probably be low, or even fully discharged, and will need to be charged overnight before being able to provide you the 24 hour battery back-up protection.



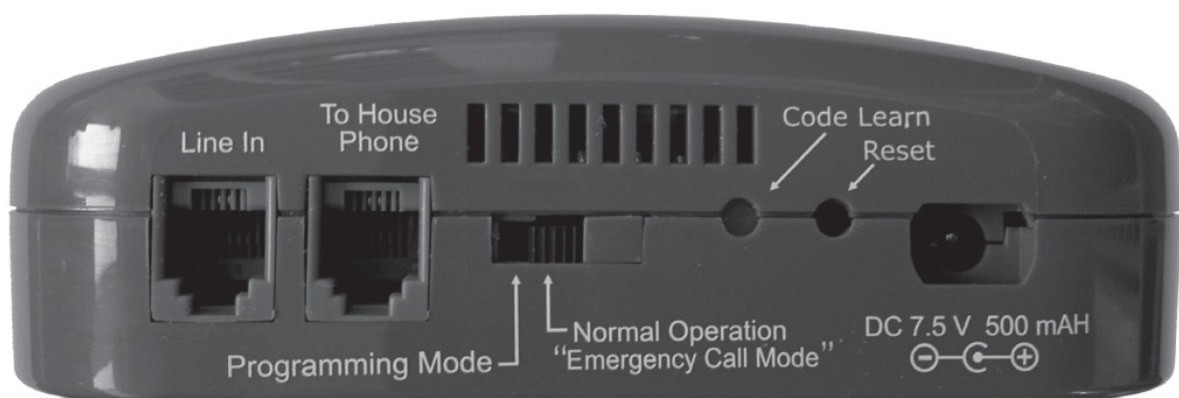
Remove the cover on the bottom of the Base unit. Install the 4 batteries as shown in the plastic engraving in the battery compartment area. A few seconds after you install these, you might hear “Running on battery power”. When the unit is operating on the backup batteries, it will announce “Running On Battery Power” twice and the RED Power LED will continue to flash. If power is not restored within an 8 hour period, the unit will start to announce “Running On Battery Power” once every 30 minutes until power is restored or the back up batteries are depleted. (If you do not hear this announcement, and the Power LED is on solid, that means that you have already plugged in the power adaptor).

NOTE: The voice prompts “Battery is OK” etc only apply to the pendant battery – not to the status of the base unit’s batteries. It is recommended that you replace the base unit batteries with a new set of similar batteries after several years.

Master ON/OFF switch:

System has a Master ON/OFF switch on the bottom of the base unit, just left of the rechargeable batteries for the base unit. This switch controls all power – back up batteries and power from the AC adapter. This switch should be ON at all times while the unit is in use. This switch should only be turned OFF if the System unit is taken out of service – during transportation or no longer needed.

Connecting the Base Unit



Power Connection. Simply plug the AC Adapter into the nearest electrical outlet. Plug the other end of the AC power adapter into the Base unit. You need to push the plug into the opening in the Base unit and twist 90° clockwise to lock in place. To remove in the future, simply rotate 90° counter-clockwise and pull outward.

Caution: Do not plug the AC Adapter into an outlet which is controlled by a switch. The switch could accidentally be turned off, thus rendering the Base unit inoperable after approximately 24 hour when the back up batteries become discharged.

Telephone Connection. A standard telephone line is required to use your system. Your phone will work with your existing touch-tone phone line and existing service. It works the same way as any cordless phone.

NOTE: Touch Tone service is required.

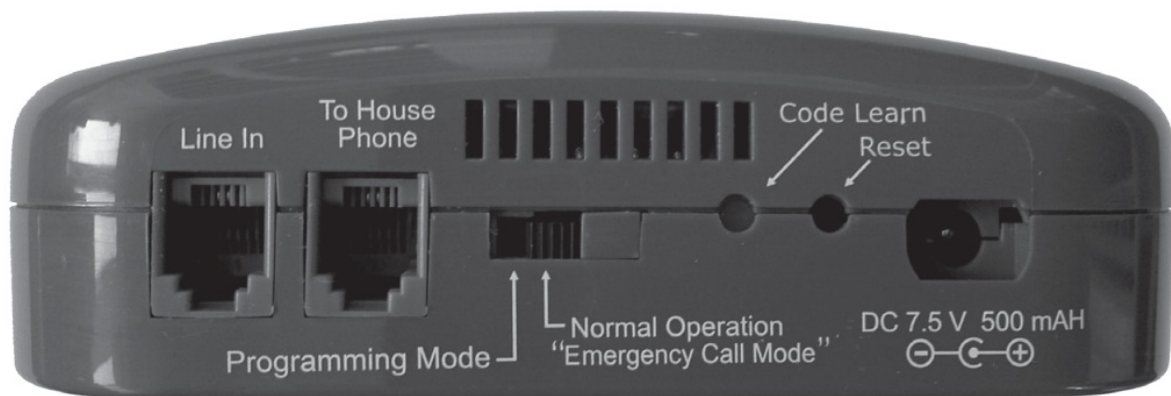
Simply plug one end of the telephone cord into your telephone jack in the wall, and the other end into the “Line In” at the back of the Base unit. Note – you will feel a ‘click’ when the cords are firmly seated in the wall and the Base unit jack receptacles.

If you need to plug a conventional telephone into same outlet used by the Base unit, simply plug the telephone into the spare jack labeled “To House Phone”

How to Handle VoIP, DSL and other Internet phones: Make sure you consult with your service provider about the use of VoIP telephones. Your service provider has several programming options available to help with your particular type of telephone service.

Base Unit Options and Features:

The Base unit must be programmed with the central station telephone numbers before operation can be successful.



Operating the System:

Emergency Dialing Using the Pendant:

In the event of an emergency, press the Blue panic button on the front of the Pendant. When this button is pressed for more than 4 seconds, the unit will automatically dial the central monitoring station or emergency call center.

The first thing you will hear is a few beeps from the pendant – then the dialing sound. You will then hear the pick-up from the Central Station, and then communication tones as the Base and Central Station communicate back and forth. 10 to 20 seconds later, you will hear an operator come on line to communicate with you.



Holding the Pendant. At this point – you simply hold the Pendant as you would any normal telephone receiver – close to the head so that you can hear the other person being called – and they can hear you speaking.

The microphone is sensitive enough to easily pick up your voice regardless of where you are holding the pendant.



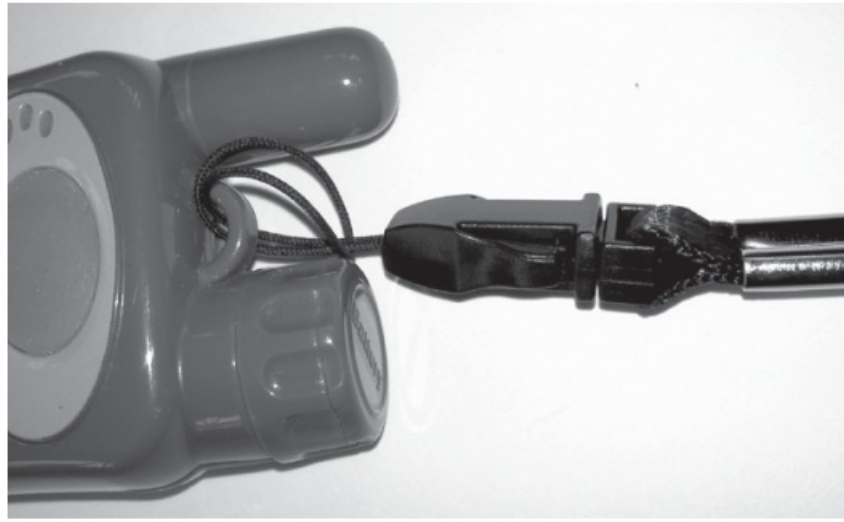
Hanging Up. If you choose to cancel the call once initiated, you can simply push the Gray button on the back of the Pendant and you will hear “Hanging up”. At the end of the conversation, Central Station hangs-up, and the System will then hang-up and reset automatically over the next few seconds to a minute. You can also push the gray button to end the call immediately.

Answering an Incoming Call with the Pendant: The System has the ability to answer incoming calls through the pendant or the Emergency Wall Communicator accessory. Once the customer hears the phone ring (the pendant will NOT ring), they simply push the Blue Emergency button or Red “HELP” button on the Emergency Wall Communicator to answer the call. Example:

1. Incoming call to customers home
2. Base unit rings
3. Push the Blue Emergency button on pendant for 2 seconds to activate the pendant
4. System will answer the incoming call – talk using pendant
5. To end the call
 - a. User pushes the Gray test button on pendant to hang-up.
 - b. Or, the person calling pushes ‘9’ to end call and reset unit
 - c. Or, the unit listens for 3 minutes of silence and then hangs-up and resets

Lanyard, Belt Clip or Wrist Strap.

The system comes with 3 accessories for carrying the pendant. You can wear the Pendant using the Lanyard, or by sliding the Pendant in the Belt Clip or the Wrist-strap. Note that the Wrist-Strap can also be used as a way to attach the Pendant to a wheel chair. Choose the method that suits you best.



The image at the right shows the method of attaching the lanyard to the Pendant.
Note that your lanyard has a break-away feature in the event it gets tangled on something in a fall.

Battery Check:

The Pendant battery should last at least 4 months in standby mode before needing recharging and up to one hour of talk time when fully charged. One benefit is that it has a built-in battery test button. When you press the Gray button at the back of the Pendant for one second, a voice announcement will inform you of the battery condition. One of the following messages will be heard:

“Battery is ok.”

Check the battery condition twice a month.

“Battery is low.”

The battery should be replaced within the next week.

“Replace battery now.”

The battery should be replaced now with a fully charged battery.

To replace the battery – simply exchange the battery in the Pendant with the battery that has been charging in the Base unit.

Please note: If there is no response after pressing the button for one second or more, the battery is dead and must be replaced immediately.

The battery should be tested at least twice a month along with the System Check outlined on this page.

When it gets to the point after a few years that the pendant battery only lasts 4 weeks before needing to be charged – it is then time to replace both of the Pendant batteries. Note: This is a very unusual battery not available at most outlets. Order replacement batteries from your service provider as directed on page 22.

NOTE: The Pendant does a self test on the pendant battery every 13 hours. When the battery level gets to the “Replace battery now” level, it will send a signal to the central station to notify them of this situation. We recommend you swap the battery out with a fully charged pendant battery when the battery test button says “Replace battery soon”.

System Check:

The button on the back of the Pendant case which is used to perform the BATTERY CHECK, will also perform a SYSTEM CHECK. Press and hold this button for more than four (4) seconds. One of the following announcements will be made.

“All systems are ok.”

This confirms the following:

Battery status.

The Pendant is working.

The Base unit is working.

The Base unit is connected to a working phone line.

The Pendant is within range of the Base unit.

“System cannot detect dial tone.”

The Base unit is not connected to the phone line or can not get a dial tone for some reason.

“Base and Pendant out of range.”

This confirms one or more of the following:

The Pendant has malfunctioned.

The Base has malfunctioned.

The Pendant and Base unit are not communicating with each other or are out of range.

If you receive a failure notification, please refer to the TROUBLESHOOTING guide on page 16 of this manual to determine the cause.

This testing feature is very useful, allowing you to confirm that the System has coverage from all parts of your home. Simply walk to the various parts of your home and push the Gray button on your pendant until you hear the few beeps. You can then release the button, and you will hear either the dial tone and then the “All Functions are OK” voice prompt, “Pendant and Base out of Range”, or “System cannot detect dial tone”

NOTE: If your telephone service offers voice mail and the voice mail system uses a Stutter Dial Tone to notify you of message, the system test may say “cannot detect dial tone” if a message is waiting. This is normal as the System is “listening” for a conventional dial tone. Check your messages so the dial tone returns to a solid tone and test again. In the event of an emergency, the System will dial the emergency number regardless of a standard or stutter dial tone.

Caution – To ensure proper operation, this equipment must be installed according to these instructions. We highly recommend that you perform this System Check after set-up and installation and at least twice a month. This confirms that your system is working properly, that the pendant and base unit are in good communication and that the base unit can get a dial tone. It is also recommended to perform this system check after a lightning storm that could damage the base unit which is plugged into the phone line.

Operating Range:

The operating range of your system will depend on many factors including intervening walls, electrical interference or various appliances such as vacuum cleaners, refrigerators, microwave ovens, mixers, coffee grinders, hair dryers and other sources of electrical noise around the house. The System should cover your typical home and a short distance into the front, side and back yards. Perform the System Check on page 12 to determine the boundaries of your system to know the limits of operation in your home and surroundings.

Water Resistance:

It is water resistant, but NOT WATER-PROOF and should not be subjected to submersion or direct water streams. It does meet the IPX-5 specifications for water spray.

Traveling or moving? Although this product is physically portable, you must notify the central monitoring station when you move the product to another location so that they will have the new address and any updated contact information in the event of an emergency.

Key to POWER, INFO and CHARGER LEDs on Product

BASE RED LED (POWER LIGHT) functions:

Off: No AC power/No Back-up Battery Power

Solid: AC power

Flashing: Running on Battery Back-up

BASE GREEN LED (INFO LIGHT) functions:

Off: Standby

Solid: Dialing/Talking or Learn Mode

Flashing: Pendant Learning or Low Pendant Battery

PENDANT LED (single RED LED) Functions:

Off: Standby

Solid: Dialing or Talking

Flashing: Pendant Learning

EMERGENCY WALL COMMUNICATOR LED (single RED LED)

Functions (Note – this is an optional accessory):

Off: Standby

Solid: Dialing or Talking

Flashing: Pendant Learning

PENDANT BATTERY CHARGER LED

Off: No battery is detected in the charger

Red: Battery is being charged

Green: Battery is fully charged

Periodic Testing / Maintenance

It is highly recommended that you perform a full System Check (see page 12) at least twice a month. This will confirm that the Pendant battery is in good condition and that the Base unit is able to get a dial tone.

Replacing Batteries: Replace the Base unit batteries after several years or as needed. Be sure to purchase NiMH AA batteries with 2,400 mAH or greater capacity. A set of batteries in good condition and fully charged will supply 24 hours of back-up in the event of a power outage. You can test this by unplugging the AC Adapter and hearing the voice prompts. The Base unit will announce “Running on battery power” twice and the Red Power LED will continue to flash.

Adding Additional Pendants to the System.

The system comes with one Pendant. If you want to add additional pendants or the Emergency Wall Communicator accessory to your system – follow the directions here. If not, skip this section. NOTE: You can learn a total of 4 Pendants and Emergency Wall Buttons to the system.

The Pendant’s unique ID code should already be learned into the Base unit when it came from the factory. You can add additional Pendants (up to 4) to the System by simply teaching each pendant’s ID code to the Base unit. To program a new Pendant or Emergency Wall Communicator to the Base unit:

On the Base Unit:

1. Push and release the RED Code Learn button on the back of the base unit. You will hear a voice prompt “Pendant Learning”

On the Pendant:

2. PUSH the Gray Battery Test button and the Blue Panic button simultaneously. HOLD both buttons until you hear “Pendant Learning” from the pendant – then release both buttons on the pendant.
 - Note that the panic button is RED on the Emergency Wall Communicator
 - If “Base and Pendant out of Range” is heard from the pendant, STOP – wait 30 seconds and start at step #1 again.
3. When Pendant Learning has been successful you will hear “All Systems are OK”
 - If Pendant learning failed – STOP – wait 30 seconds and start at step #1 again.

Notes:

- You have up to 45 seconds after pushing the RED Code Learn button on the base unit to get the pendant to enter “Pendant Learning”.
- Teaching additional pendants does not erase previously learned pendants.
- The base unit will automatically exit the pendant learning mode after several seconds or if Pendant Learning Failed.
- If you hear the voice prompt “Base and Pendant Out of Range” or “Pendant Learning Failed” an error has

occurred, wait 30 seconds for the base to reset and repeat steps 1 & 2.

- When more than 1 pendant is learned to the base, the base unit will announce the pendant number when doing testing like the battery test.
- Only 4 Pendants can be learned. If Pendants have been lost or replaced, we recommend you erase all pendants and re-learn all current Pendants.

You can ERASE all previously learned pendants (and Emergency Wall Communicators) by simply holding down the red Code Learn button at the back of the Base unit for 8 seconds. You will hear the confirmation of "Previous Pendant Codes Erased" from the Base unit. After that, you can program a new Pendant to the Base unit following the steps above as desired.

Out of Service Storage or Transportation: When storing the Base unit -or taking it on a trip – or sending it in for repair – it is recommended that you turn the Master ON / OFF switch OFF so that the "Running on battery power" announcement for the next 24 hours doesn't drive the postmaster crazy. Remember to turn the Master ON/OFF switch ON when it is put back in service.

TROUBLESHOOTING GUIDE

What if I can't get the system to work?

Step 1 – Push the gray RESET button with a pen at the back of the base unit (next to the power cord). Check the system. If it is now working skip the remaining steps.

Step 2 – Check the PENDANT.

What to do:

Press the Gray Battery Test / System Check button on the back of the Pendant.

What to expect:

A voice should announce the condition of the battery.

A light on the front of the Pendant will come on.

If nothing happens, the most likely cause is that the battery is dead or has been installed backwards.

If the Pendant says "Battery ok", go on to step 3.

Step 3 – Check the connections on the BASE UNIT

What to do:

Make sure the AC Adapter is plugged into a live AC outlet and into the Base unit.

Make sure the Master ON / OFF switch is turned ON.

What to expect:

The Red POWER light will be on if the Base unit is connected to power.

If the POWER light is on and the Base unit is connected to a working phone line, go on to step 3.

Step 4 – Make sure the Pendant and the Base unit are communicating with each other.

Background information: The Pendant and the Base unit are connected by a wireless radio link. They must be synchronized to work together. They should have already been synchronized at the factory, but resetting this is simple.

What to do:

Follow the steps on page 15: Adding Additional Pendants to the System

Now perform the System Check test again (page 12) to make sure all is well.

If your system is still not working, call your service provider.

Information The FCC Wants You To Know:

FCC ID: TYD3X911

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Privacy of communications may not be ensured when using this product.

Canada IC: 8471A-3X911 This Class B digital apparatus complies with Canadian ICES-003.

This equipment also complies with Part 68 of the FCC rules and the requirements adopted by the ACTA:

US:TYDW400B3X911

REN: 0.0B

General Warnings And Precautions!

Warning!

- Logic Mark, INC DOES NOT represent this unit to be waterproof. To reduce the risk of damage to the unit, DO NOT expose the pendant or base unit to prolonged water, rain or moisture.
- This System is intended for residential use only. It may not work properly if connected to some commercial phone systems.
- This System works with tone dialing systems only. Do not use if you have pulse dialing only. The system cannot be connected to cellular telephone service, MagicJack, Skype or similar virtual telephone services.
- This product and/or accessories may contain lead, a chemical known to the State of California to cause birth defects or other reproductive harm.

Note: The System does not interfere with pacemakers.

Important Safety Instructions:

When using your System , please observe the following instructions in order to reduce the risk of personal injury, electrical shock, or fire.

1. Save these instructions for future reference.
2. Read all instructions carefully and make sure you understand them.
3. Unplug this product from the electrical outlet before attempting to clean it. Do not use any liquids for cleaning either the Base unit or the Pendant. Use only a soft damp cloth.
4. Do not locate the Base unit near any source of water, such as in the bathroom, near a sink in the kitchen, or the like.
5. Do not open the unit, (except the battery compartments as directed in these instructions) on the Pendant for any reason. Any attempt to open the case of the Base unit or the Pendant will void the warranty and may damage the unit or prevent it from working properly.
6. Do not use any power source other than that supplied with this product specifically for this product. Use of any other power source could damage your unit or make it unsafe.
7. Always dispose of batteries properly. Never throw batteries into a fire. Consult your local ordinances for proper battery safety.
8. If your unit becomes damaged do not attempt to repair it. Please return it to your service provider for service or replacement as stipulated on the next page under “ONE YEAR LIMITED WARRANTY”.

Logic Mark Disclaimers and Limited Warranty

COMMUNICATION AND RESPONSE LIMITATIONS: Purchaser acknowledges that signals which are transmitted over telephone lines, or other modes of communication pass through communication networks wholly beyond the control of Logic Mark INC and are not maintained by

Logic Mark INC, and, therefore, Logic Mark INC shall not be responsible for any equipment or communication failure which prevents transmission signals from reaching your contact list including emergency 911 operators or damages arising therefrom. Purchaser acknowledges that Logic Mark INC provides no response to the System's equipment.

The equipment is designed to communicate with the a central station of your choice and Logic Mark INC is not and shall not be responsible for ambulance, police or other emergency response time or that any response will be provided by the central monitoring station.

ELECTRIC AND TELEPHONE SERVICE IS NECESSARY AND PURCHASER'S RESPONSIBILITY: Purchaser acknowledges that the System's equipment plugs into a standard land line telephone jack and communicates over standard telephone lines using two way voice communication. Purchaser acknowledges that the System's equipment requires 110 Volt AC power and electrical outlets and receptacles, telephone hook-ups, RJ11 Block or equivalent, all of which is Purchaser's responsibility to obtain and maintain.

TESTING AND SERVICE OF THIS EQUIPMENT: The equipment, once installed, are in the exclusive possession and control of the Purchaser, and it is Purchaser's sole responsibility to test the operation of equipment and request warranty service if the equipment is under warranty.

PURCHASER'S EXCLUSIVE REMEDY: Purchaser's exclusive remedy for Logic Mark INC's default hereunder is to require Logic Mark INC to repair or replace, at Logic Mark INC's option, any equipment or part of the personal emergency alert system which is non-operational during Logic Mark INC's warranty period.

LIMITATION OF LIABILITY: This equipment is not designed or guaranteed to prevent any loss or injury.

This Limited Warranty and Disclaimer of Liability constitutes the terms of sale and use of the System (and accessory) equipment, and if, notwithstanding these terms of sale and use of the product, there should arise any liability on the part of Logic Mark INC 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 Logic Mark INC's negligence to any degree or failure to perform any obligation or strict products liability, such liability will be limited to an amount paid by the Purchaser to Logic Mark INC for the product, or to the sum of \$350.00, whichever is greater.

ONE YEAR LIMITED WARRANTY

Warranty: Logic Mark, INC warrants to the original consumer/purchaser that this product shall be free of defects in material and workmanship under normal use and circumstances for a period of one (1) year from the date of original purchase for use.

How to Get Warranty Service: All warranty service must go through your service provider. This would be the company that you purchased this equipment from.

Warranty Limitations and Exclusions: Logic Mark INC does not represent nor warrant that this System will prevent any loss, damage or injury to person or property, or that the personal emergency alert system will in all cases provide the protection for which it is installed or intended. Purchaser acknowledges that LogicMark INC is not an insurer, and that Purchaser assumes all risk for loss or injury to Purchaser's property or person. LogicMark INC has made no representation or warranties, except those expressed herein and hereby disclaims any express warranty of merchantability or fitness for any particular use. LogicMark, INC. will not be responsible for the improper use of this System, nor will it be responsible for failure resulting from the use of other equipment connected to the same phone line. We will not be responsible for the quality of the phone line or the reliability or quality of the phone service with which the System is used. LogicMark, INC. will not be responsible for the installation of the System.

It will not be responsible for the improper use or abuse of the base unit or pendant. This warranty shall constitute the sole liability of LogicMark, INC concerning the product. ALL IMPLIED WARRANTIES INCLUDING, WITHOUT LIMITATION, THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED IN DURATION TO THE TERM OF THIS EXPRESSED ONE YEAR LIMITED WARRANTY. NO PERSON, FIRM, OR CORPORATION IS AUTHORIZED TO ASSUME FOR LogicMark, INC.

ANY OTHER LIABILITY IN CONNECTION WITH THE SALE AND USE OF THE PRODUCT. LogicMark, INC AND AGENTS WILL BEAR NO LIABILITY WHATSOEVER FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OR CHARGES OF ANY KIND This warranty is void if the product has been damaged or tampered with or if the product or any such parts have been opened. In all cases of damage during shipment, a claim must be filed with the shipping carrier and not with LogicMark, INC.

State Law: This warranty gives you specific legal rights; you may also have other rights which vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, or a limitation on the duration of implied warranties, so the above disclaimers may not apply to you

OUT OF WARRANTY REPAIRS

As with all warranty repairs – you need to work through your service provider.

Replacement Parts / Optional Accessories:



**Rechargeable Lithium-Ion Special
Pendant Batteries 2 Pieces
Part #35917**



**Rechargeable AA Batteries
4 Pieces
Part #35918**



**Lock Box
Part #30913**



**Extra Pendants
Part #37915**



**Emergency Wall Communicator
Part #37920**

This wall button can permanently mount to the bedroom or bathroom wall – and provide the same 2-way voice communication in an emergency to a central monitoring station.

We recommend you order these items through your service provider. Always include your pendant and base serial # (on the bottom of the base) when ordering or have it ready when you call in.

Product Specifications:


RF Characteristics:	1.9 Ghz DECT system (1.8 Ghz for Europe) Duplex voice communication
Communication Protocol	Contact ID, "4+2" or DIGI Format
Operating Range	Covers your typical American house and into the front, back, and side yards. Up to 600 feet line-of-sight from the base unit
Power Adapter Ratings	Input: 110 VAC Output: 7.5 volts DC – 600 mA
Base Unit Power Consumption	60 mA in standby mode 200 mA when dialing
Back-up Battery Supply	AA NiMH 2,400 mAh batteries (4 pieces). Should be replaced after several years.
Back-up Operation Duration	24 hours with fresh batteries
Dialing Style	Touch-Tone only
Telephone Number Length	32 digits maximum
Pendant Battery Life	More than 4 months in standby on a full charge More than 1 hour of talk time on a full charge.
Pendant Batteries	3.6 or 3.7 volt 350 mAh Li-Ion size 10440. (2 pieces) Should be replaced after several years Purchase replacements from your service provider.
Pendant water-resistance	Water Spray Standard IPX5
Number of Pendants/Base Unit	Up to a combination of 4 Pendants and Emergency Wall Communicators can be programmed to one Base unit.
Operating Temperature	32° to 120° F. (0° to 49° C).



2801 Diode Lane
Louisville KY, 40299
Tel: 1-703-934-7934
Toll Free: 1-800-519-2419
Fax: 1-703-934-7935
www.LogicMark.com

©2022 LogicMark, INC

Documents / Resources

	<p>LogicMark 37911 Personal Emergency Response System [pdf] Instruction Manual 37911 Personal Emergency Response System, 37911, Personal Emergency Response System , Emergency Response System, Response System</p>
--	---

Manuals+