MERCARI TECHNOLOGIES

LONE WORKER PRO

FAMILYR BLACK VERSION - FULLY UNLOCKED

USER GUIDE 2025

Get Familiar—Brief

Charging: Familyr is pre-charged. Place it correctly in the charging station to initiate charging. It will announce it's charging.

Battery Alert: When below 20%, a voice alerts you to recharge. Below 15%, a text is sent to all contacts.

Alternative Charging: Use the magnetic USB cable provided when travelling.

Home Charging Station

Setup: Unwind the cable and connect to the USB adapter. Ensure the device is positioned correctly to charge.

Turning On: Familyr is designed to stay turned on. Familyr automatically turns on when placed on the chargers.

Emergency Contacts Setup

Familyr has been set up with your nominated emergency contacts predelivery.

Changing Contacts: Send text commands to modify contacts. Avoid programming the device's number as a contact.

Testing

How to Test: Press SOS to ensure functionality every 3 to 6 months. Inform contacts before testing.

Activate SOS

Activating Help: Press the SOS button until it vibrates to activate emergency. Cancel within 10 seconds if False Alarm.

Lights Explanation

Green LED: Fast flash means network connected; slow flash is attempting connection. Blue Light: Searching for GPS signals

Red LED: Flashes when low on battery.

Device Maintenance

Cleaning: Ensure Familyr is dry before charging. Use dry or damp cloth for cleaning.

Water Resistance: Shower/rain proof but not submersible.

Charging Station Features

Bluetooth Location transmitter: Transmits preprogrammed GPS location when in range of Familyr (20-25 meters)

Backup internal Battery: Lasts up to 8 hours during power outages.

Battery life

Usage Impact: Frequent phone use, Power settings change or GPS tracking reduces battery life. Average continued outdoor use in default settings should give 48—72 hours battery. Longer if at home in range of Bluetooth charging station

GPS and Fall Detection

GPS Accuracy: Generally accurate to 2.5 meters outdoors. Wifi/GSM locations vary depending on environment.

Fall Detection: Set at sensitivity level 5 by default. Can be adjusted anytime by changing settings.

Changing Settings

Via coded SMS (Text) messages from your own phone. You modify settings and contact numbers using text commands. Ensure text commands have no gaps and are in the format as per the manual. SMS Command codes have the following Icon

Network and SIM Card

Network: Spark Prepay SIM card installed with credit. To manage your credit, please register SIM directly with Spark.

Warranty and Support

Warranty: 12 months for manufacturing defects.

Get Familiar – SMS Commands

DESCRIPTION	SMS COMMAND	EXAMPLE
Set Name of Familyr	Prefix1,NAME	Prefix1,Mums Alarm
Set Password	P(Password)	P123456
Request Familyr Location/Track	LOC	LOC
Request Familyr GPS Location/Track	LOC,GPS	LOC,GPS
Set/Change Contact Number	A1,1,1,CONTACTNUMBER	A1,1,1,021123456
Fall Detection Sensitivity (5 Medium)	FL1,(1-9 Sensitivity),1	FL1,5,1
No Motion Timer (15 Minutes)	NMO1,(No Motion Time),1	NMO1,15M,1
Set GeoFence Safezone (500M)	GEO1,1,0,(Distance)	GEO1,1,0,500M
Check Contact Numbers	A?	A?
Check Battery Level	Battery	Battery

The Familyr, Family Alert & Response is a smart personal emergency response system. Familyr Alarm relies on a connection to the Spark 4G mobile networks to operate. It also uses GPS, wifi and Bluetooth to perform location functions. Your Familyr device does not require an internet connection to perform any function. It may use wifi to find its location, but it is not dependent on wifi.

Your Familyr uses SMS and voice frequencies across the cellular network to send out the text help messages and perform voice to voice communication with your emergency contacts. Being a mobile device, like a cell phone it needs to be recharged occasionally using the White Base Station or included USB charging leads. It is important that the user/operator of the Familyr retains a copy of this User Manual as it is likely they will be needed as a reference in the future.

Speaker   SOS Button

Lanyard,

Necklace

Hole

Charging Pins   Microphone
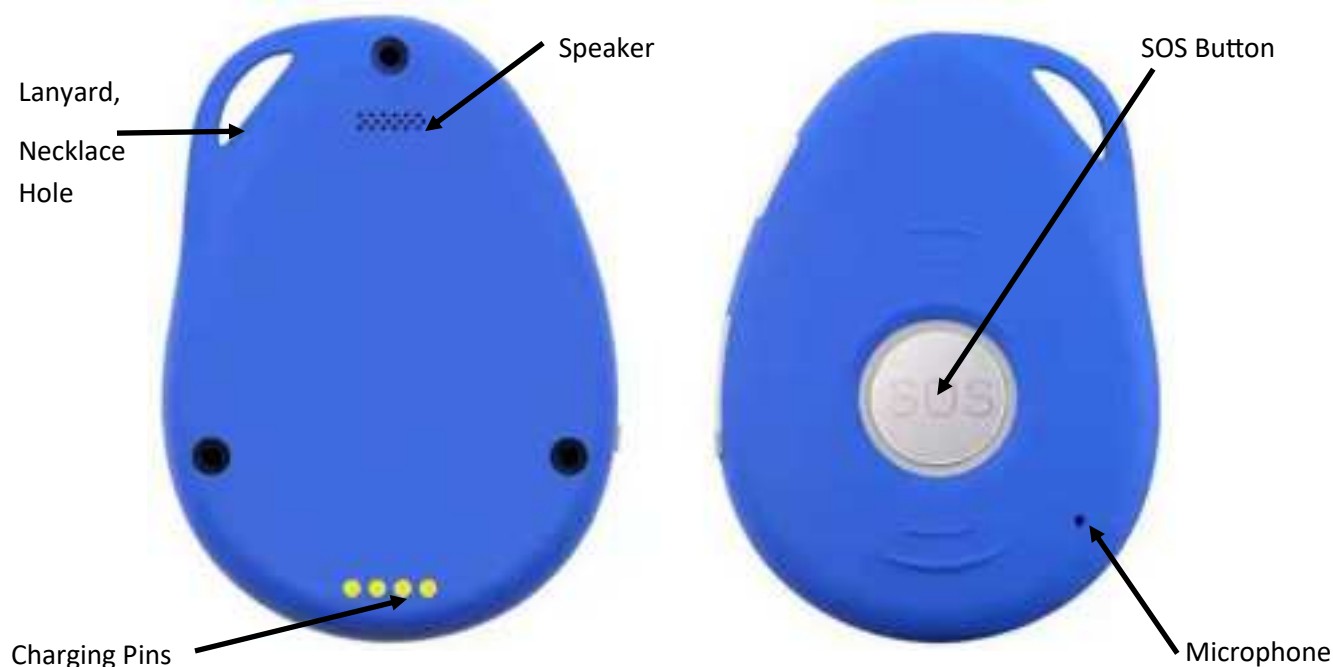
How Change Settings or Contacts.

Using text/ commands from your own smart phone
You can change contacts or settings anytime by sending it simple text commands from any cell phone as long as you know the phone number of your Familyr Alarm. In this manual we have included the most commonly used text commands. Look for the following symbol which identifies there is a Text/SMS command available

Text commands format and reply
Familyr must be turned on and have a connection to the mobile network to receive a text command. The text commands are not case sensitive. You must have NO Gaps/spaces in the SMS command. If the command is successful, familyr will reply with a confirmation of a change.

2 Way Voice Call—Just Like a cell phone

Familyr can make a normal voice call, just like a regular cell phone - without setting off SOS.

When the top side button on Familyr is pressed briefly until till it vibrates, Familyr makes an outgoing call to a single nominated emergency contact (contact 1 by default). You will then be able to have a 'hands-free' conversation with that nominated contact person.

This may be useful for keeping in regular contact with a friend or family member, elderly who are unable to use smart phones to keep in contact a loved one, or if a user wishes their contact to listen in on a welfare situation in real time.

Non emergency call button to Contact #1

When Familyr is in its base, Press Call1 to make an outgoing call to your #1 contact . The base has a powerful speaker to make hearing a call easier.

Emergency SOS Call From Base

If Familyr is in the base and an emergency occurs, press the SOS on the base and it will activate Familyr in emergency mode.

To Stop, Press the SOS on the Familyr Alarm

By default and as a safety feature, calls to and from the Familyr device cannot be hung up by the Familyr user.

Calls can only be terminated by the other party.

Set Passcode Security Option (CAUTION)

To prevent unauthorized changes to contacts or settings, users can add a passcode to their Familyr device. Passcodes must be 6 numbers ,and once set, must be used for all SMS commands. **CAUTION If the passcode is lost or forgotten, Familyr must be returned to the supplier to be factory reset. Passcode must be used in front of ALL commands to Familyr. Eg 123456LOC**

Set Passcode

To set a Passcode, SMS the Familyr: P, then your 6 digit passcode. Passcode cannot start with zero. Example– for passcode 123456, the SMS command is **P123456**. Familyr will respond via SMS 'Set Password OK'

Change Passcode

To change the passcode, use the old password first, then 'p', then new passcode. Example **123456P654321**. Familyr will respond via SMS 'Your password has been changed successfully'

Delete Passcode

To delete passcode, Use the passcode, then P, then Zero (No gaps). Example **123456P0**. Familyr will respond via SMS 'Password deleted successfully'

Turning On & Off

Turning On

When you take Familyr out of the box it will be turned off. To turn it ON, press the top side button. The green, blue and red LEDs will flash and Familyr will begin to start up. It will usually take between 30 to 90 seconds to connect to the available mobile network. A slow green flash every 3 seconds signifies the device is trying to connect to the network. Once connected the green LED will show a fast flash once, every 3 seconds.

Automatically turning on in charger If the device is off.

When you place Familyr in its white charging cradle or connect the USB magnetic charging cable, Familyr will

automatically turn on.

Turning Off

To turn Familyr off, hold down the SOS button and the grey, upper 'side talk button' together till the device

vibrates. The lights will turn off shortly after you feel the vibration.

To turn Off, press and hold SOS and upper side button together until it vibrates.

If miss timed, the SOS will activate. Stop activation by pressing the SOS and try again.

There is no need to turn the Familyr Alarm Off unless you will not be using it for a an extended period - weeks or months.

Familyr has been designed to stay turned on, and when not in use, leave on the base charging station.
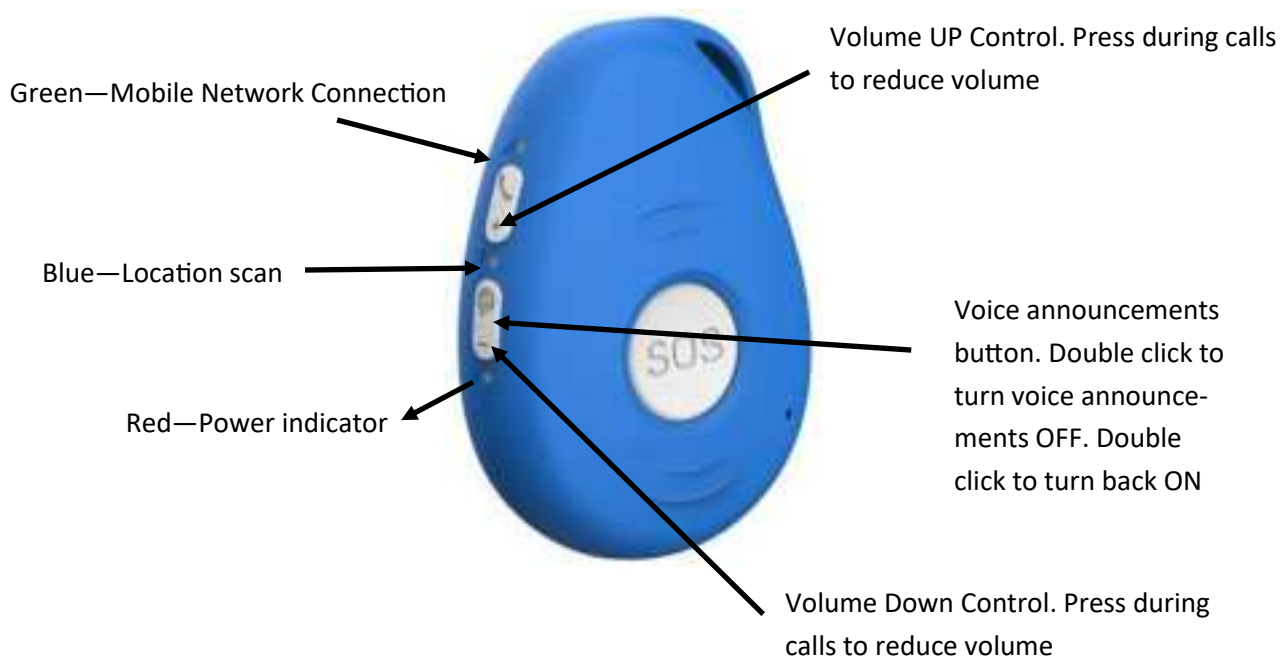
Change Familyr SMS Name

The Familyr Alarm can be given a custom name that is sent to responders as part of any emergency SMS messages. This identifies the Familyr alarm that has been activated to responders. The custom name can be up to 100 characters. Example: "Mums Medical Alarm".

To Change Name

Prefix1,Mums Medical Alarm

The Familyr will reply with—Set Mums Medical Alarm ok.

What are the flashing lights & other Buttons

Green—Mobile Network Connection

Volume UP Control. Press during calls to reduce volume

Blue—Location scan

Voice announcements button. Double click to turn voice announcements OFF. Double click to turn back ON

Red—Power indicator

Volume Down Control. Press during calls to reduce volume

GREEN LIGHT: Connection status to the mobile network

The green LED is the most important on the Familyr as it tells you the connection status to the cellular network.

Fast Flash. The green LED will show a very quick flash every 3 seconds. This means it is network connected and the Familyr can be used for SOS & all functions.

Slow 1 second Flash. When it is <u>not connected</u> to the cellular network and trying to connect, it will show a slow 1 second in length flash every 3 seconds. This flash means it is <u>out of cellular coverage</u> and needs to be moved to another location to allow normal functions.

Rapid Flash. If the Green light is continuous flashing, it means Text messaging and/or calls are in progress.

BLUE LIGHT : Location and GPS information

The blue LED is associated with the operation of the GPS function and Bluetooth (location) and for technicians only. If you see the light flash it is simply following an automatic protocol. No user intervention is required.

RED LIGHT: Power indicator

When Familyr approaches 20% of charge left, the red LED will begin flashing rapidly. When this happens, a voice will announce "Battery is low. Please recharge your battery". There are still several hours of operation left in the Familyr alarm at this point. When the battery reaches 15% charge though, the Familyr alarm will send a low battery text message reminder to the emergency contacts.

Double Red Flash: Connected to Bluetooth Base

Rapid Red Flash: Power is less that 20% and should be recharged.

No Red Light or Flashing Slowly: Charging

Red Light ON—No Flash: Fully Charged

Charging

Familyr is usually close to being fully charged when you remove it from the box. However it is recommended to charge Familyr until the light on the side of the alarm is solid red. This ensures Familyr is at 100% charge and gives it time to reconnect to the cellular network and re-pair to the base station.

When placing Familyr in the charging base station, ensure it is positioned correctly. In the correct position it will click into place and vibrate momentarily and a voice will announce the device is charging.

When the battery approaches 20%, a voice will announce "Battery is low. Please recharge your battery". The red LED will start blinking. When the battery reaches 15% charge, Familyr will send a Low Battery text reminder to all contacts that have cellular numbers that the battery needs to be charged.When the battery is fully charged the red light on Familyr will be solid red. You can also check by sending the phone number in your Familyr a text command: battery

To check battery manually, press the bottom side button once briefly. Familyr will flash a single red light then flash red for every 20% of battery left. For example 100% battery would be 5 red flashes. 3 Red flashes would mean approximately 60% battery left.

Charging via the Magnetic USB cable. For charging while away from home, travel & holidays
When away from home, travelling or away from your base station, you can also recharge Familyr by attaching the magnetic USB cable to the four charging contacts on the rear of Familyr.

When the USB magnetic charger is connected correctly, a voice will announce "Your mobile alarm is charging". You can use the USB in any 5v USB charger such as in a car or on a computer.

If you take your base station away with you on holiday, it always retains the home GPS address programmed during the setting up of your device which may be confusing for your responders if there is an emergency. It is recommended to keep the base at your home and use the USB magnetic charger when travelling or on holiday.
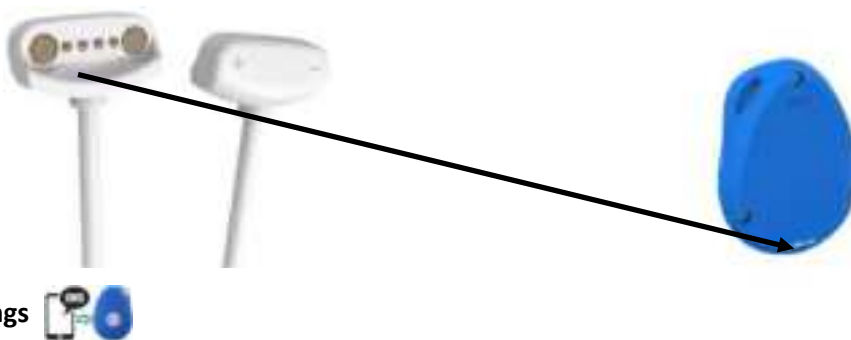
Low battery warnings

To turn low battery warning to emergency contacts **OFF**, send SMS command: **LOW0** (Zero on the end)

To turn low battery warning **ON** so contacts receive a warning message, send SMS command: **LOW1,15**

Familyr does not need to be turned off. If you are not wearing it, place it in the charging base station.

Bluetooth Charging Base

Introduction to your Home Base Station Charger

The Base station is a smart charger that performs some of the same functions as the Familyr Alarm. It communicates to Familyr via Bluetooth.

When placing Familyr in the charging station, ensure it is positioned correctly.

In the correct position, it will vibrate and announce it is charging.

It is best to leave Familyr on charge when not in use.

Most users will leave the base station charger by the bedside so that Familyr is in easy reach for any night-time events and be fully charged, ready for the next day, every day.

Loosen and unwind the USB cable from underneath the station and plug the USB cable into the white power adapter. The lights around the base station will come on (May take 5 seconds). If the lights do not come on Press the Call 1 button on the left side of the white charging station.

The Bluetooth Charging Base has been programmed with the GPS location of your home address supplied (or alternate GPS coordinates supplied by the purchaser). The charging base acts like a location transmitter as GPS signals from Space are not effective indoors. The base station overcomes this. The base lets people know you are within range of the base station, at home should an emergency occur.

Please leave the base station at your home and plugged in at all times.

Familyr Alarm

Charging connector Pins

Bluetooth Charging base station

Base station LED Lighting.
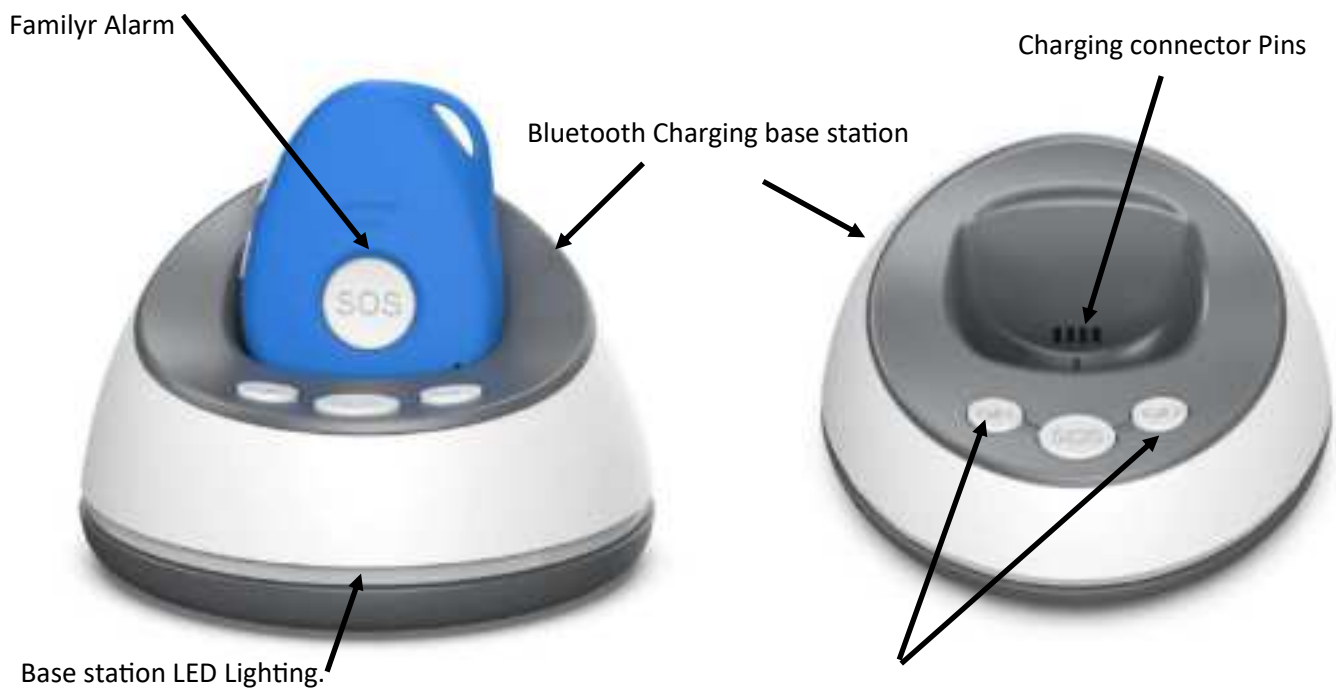
To turn the Charging Station light off,

Press and Hold Call1 @ Call2 together until the lights go Off.

To Turn Lights back ON, repeat.

Bluetooth Charging Base

Bluetooth location beacon

The Home Charging Base Station acts like a locator beacon when you need help. It communicates precise GPS coordinates via Bluetooth to Familyr when you press the SOS button, if Fall detection or other auto feature is triggered.

The base stations is the fastest way for your Familyr to know your location when you are at home.

Familyr has been manually programmed your base station with the GPS coordinates of your home address you supplied (Or alternate location if requested). The base station remembers this preprogrammed GPS location and transmits this to Familyr. If you are at home and in range of the base, Familyr uses the location of your base station on Google Maps and includes that location in the emergency SOS text messages that are sent to your emergency contacts. If Familyr cannot find its location via the Station's Bluetooth, then it scans for, and uses Wi-Fi and GPS to find its location.

Uses Bluetooth location scan first

By default, Familyr uses Bluetooth scanning first, then any available Wi-Fi and then GPS to find its location. Familyr has been Bluetooth paired with your base when purchased. It scans for Wifi signals but does not connect to Wifi.

Home base station bluetooth distance

Inside buildings, the Bluetooth connection from the base station to Familyr can be obstructed by walls and other objects. The rated range for the Bluetooth is 20—25 metres in the average home. Concrete and steel in walls may inhibit the Bluetooth signal to line of sight.

When Familyr is too far from the base station it will not be able to receive the Bluetooth location or use Bluetooth functions such as SOS or automatic activations. Instead, Familyr will use Wi-Fi, cell tower information and GPS for location data when its too far from the base charging station.

Its always best to test the Bluetooth range when you receive your Familyr by sending the Familyr the following Text message; **LOC**

Familyr will respond back with its location. If in range of the Bluetooth base, the received text message will state 'Bluetoth Loc' within the message (Accurate). If its outdoors with view to the sky and picking up the GPS signals from space, it will state 'GPS Loc' (Accurate). If its in an indoor location, it will say 'GSM & Wifi loc' (less accurate and can vary depending wifi/GSM signals). This is an easy way for responders to determine the level of accuracy of the location information the Familyr Alarm is receiving.

Base station emergency battery

The base station has a 8oomAh, lithium, backup battery for emergencies when there are power outages. The backup battery can last for up to 8 hours, which should be sufficient for most common grid outages.

Moving home

If you are moving house and need to change the base station address, the GPS information preprogrammed into your base station can be updated by calling our Client Support team

SOS Activation

When you need help, Press the SOS button down until you feel a vibration.

The Familyr alarm will announce 3x "SOS alarm has been activated. Click SOS to stop." before it starts the sequence of help text messages along with the outgoing help calls.

To cancel the alert, just click the SOS button within 10 seconds of hearing the activation message.

SMS to all contacts

The Familyr alarm will send a help text message to all of your emergency contacts. Mobile numbers will receive the messages with the location of the wearer on their smart phone Maps.

If enabled to callout, the Help call sequence begins

The Familyr alarm will begin to call your emergency contacts in your chosen order, ringing for 20 seconds per contact before trying the next contact, thereby avoiding voicemail.

You will hear each outgoing ring tone. Between each call your Familyr alarm will announce that it is about to call the next contact and that you can cancel the call sequence by "clicking" the SOS button to stop.

The first person to answer is the person who can talk to you. The wearer listens and speaks through the familyr. By default the call sequence loops and tries every contact once, then it waits for incoming calls. The wearer does not need to press any buttons to answer incoming calls as Familyr Alarm will answer automatically.

Your Emergency Contacts

Familyr can make voice call and send text help messages to a maximum of 10 people.

When ordering Familyr, Family Alert & Response, included in set up are programming your nominated contacts for the first time so your Familyr Alarm is ready to use. If you decide to make any changes to your emergency contacts, you can do so at anytime by following the SMS commands provided later in this manual.

Programming Your Own Numbers

The law of averages means the more contacts you have, the more chance someone will be able to help you quickly when you need help. Remember: some contacts may have their phones turned off, be out of range or it could be the middle of the night and they don't hear the phone.

Consider contacts with Smart phones in order to use the GPS/Bluetooth location feature. Only smart phone contacts will receive the help text messages with your location on Google Maps. You can include landline numbers, but these people will not see your location on a map and only receive a phone call.

You can include 'Emergency Services—111 as one of the contact numbers. The 'Emergency Service' centre will not receive the help text message. Many people place '111' ' last in the call sequence as a fallback in case the other contacts do not answer. If circumstance require, 111 may be used as the only contact.

Changing Emergency Contacts/Turn Off Outgoing Calls

Familyr can have up to 10 emergency contact numbers programmed (1 minimum). This may include emergency services 111 (Suggested as a last of the contact).

Contacts should be listed in order of priority of who is most likely to respond first.

Cell phone numbers are recommended as critical location data can be received via SMS during an emergency. Landlines, 111 & international numbers can be programmed if desired.

SMS Command for <u>Send text messages AND make Call during SOS</u>

Send the Familyr the following SMS. No Gaps. The device will respond back 'Set contact number OK

A1,1,1, 1st priority contact number (Example—**A1,1,1,0123456789**)

A2,1,1, 2nd priority contact number (Example—**A2,1,1,0123456789**)

A3,1,1, 3rd priority contact number (Example—**A3,1,1,0123456789**)

A4,1,1, 4th priority contact number (Example—**A4,1,1,1,0123456789**)

A5,1,1, 5th priority contact number (Example—**A5,1,1,0123456789**)

A6,1,1, 6th priority contact number (Example—**A6,1,1,0123456789**)

A7,1,1, 7th priority contact number (Example—**A7,1,1,0123456789**)

A8,1,1, 8th priority contact number (Example—**A8,1,1,0123456789**)

A9,1,1, 9th priority contact number (Example—**A9,1,1,0123456789**)

A10,1,1, 10th priority contact number (Example—**A10,1,1,0123456789**)

To update or overwrite contact numbers, simply repeat the command according to the priority #.

SMS Command for <u>Send text messages ONLY during SOS</u>

A1,1,0,YOURPHONENUMBER Note there is a Zero in place of a 1 in the sequence

Add more numbers as desired into the priority A2-A10 spaces.

To remove a contact number

Removea1 (or applicable priority number)

To check contact numbers list

A?

Familyr will reply with numbers that have programmed.

Fall Detection

For auto fall detection, it is recommended the user wear Familyr around the neck.

Designed for serious fall detection

Familyr has an automatic fall detection feature that is designed to detect serious falls, likely to result in unconsciousness.

It has been designed this way so as to be a secondary level of assistance to compliment the SOS help texts and calls. If after a fall a wearer is not able to press the SOS/help button due to being unable to move or reach the SOS button then the fall detection function can send out the text alerts and follow up with voice calls.

How auto fall detection works

Familyr uses a complex sensors to make an assessment as to whether a serious fall has occurred. Amongst other things, it measures the altitude drop and angle at which the Familyr hits the ground and an impact. If all criteria is met, it will vibrate and a clear voice will announce "Fall alert has been activated, click the SOS to stop". False alerts can be cancelled during this time by clicking the SOS button. If it is not canceled, it sends out 'Fall down alert!' as text messages with the wearer's location on Google Maps and then follows up with the voice call sequence to your contacts (If outgoing calls have been selected).

Fall detection is still a developing technology which means sometimes false alerts can occur. However, if the alarm detects a fall you will be warned and will have adequate time to press the SOS button to cancel the fall alert sequence. Additionally we cannot guarantee every serious fall will be detected as there are many variables involved in falls.

Familyr must generally be at least 1 meter above the ground before the fall. The impact surface and they way it is worn can influence auto fall detection (ie if worn inside clothes, on the wrist/beltclip, or if dropped onto grass) . Fall detection works best if worn on a lanyard around the neck.

Put simply, it needs to sense and altitude drop of 1 meter or more, and angle change like falling forwards or backwards, then a solid impact for auto fall detection to be set off

Testing the fall detection feature

When you first receive your Familyr Alarm you may drop it or gently toss it on a soft material (carpet) if you want to see the fall alert sequence in action. After that, however, we do not advise you to attempt to test the fall detection on yourself. Every fall is different due to the variables involved.

Over-testing (Continued impacts) the fall feature may result in injury or damage to the Familyr Alarm. Do not deliberately drop or throw the device at a hard surface to test it.

Fall Detection (cont)

What can stop fall detection from working?

It may not detect falls if worn on a belt clip, wristband or inside clothing. For best results, Familyr should be on a lanyard or chain where it can be worn in such a way that it swings during a fall. Because it measures the speed of impact using a 3D accelerometer, it is likely a fall from a height of less than a metre, such as from a sitting position, will not likely trigger the fall detector.

Sensitivity

The device fall detection sensitivity can be change to suit your unique needs.

Fall detection is enabled on Familyr by default with medium sensitivity. This is setting number 5. Users can change sensitivity settings or turn the feature off at any time

Fall Detection Settings

During setup, fall detection is turned on and at a medium setting. You can turn this feature ON or OFF by texting a command from a mobile phone to Familyr

To Turn Fall Detect Off

FL0

(that's a Zero on the end)

To Turn Fall detect on. Medium Sensitivity

FL1,5,1

The FL1 relates to turning the function on

The number 5 relates to the sensitivity setting. These settings are numbered 1 to 9. #1 is least sensitive and #9 is very sensitive. It is not recommended to have a setting less that #5.

The last #1 in the sequence is for the familyr to send SMS and make a call when activated.

Medium High Sensitivity

For those who are concerned about falls and want more sensitivity without being too intrusive (setting off false alarms) a good medium high setting is #7. Use the following code for medium high.

FL1,7,1

Highest Sensitivity

For those who want to use the highest sensitivity, setting #9 is maximum. Please note this may result in multiple false alarms and be frustrating for the wearer. Use the following code for Highest sensitivity.

FL1,9,1

Higher sensitivity settings are suitable for those who are concerned about falls, but decide to wear the Familyr on the wrist, beltclip or armband instead of on lanyard.

GPS & Location information

Familyr monitors the wearers location and can be tracked anytime. It uses location information to send as part of the SOS help me text messages and location requests (tracking). The location of the wearer is shown on Google Maps as part of those messages. Responders who receive messages on their cell phones know where to send help.

Accuracy of the GPS

Technology in Familyr normally has GPS accurate to 2.5 meters. This rate of accuracy can be affected by walls, roof, trees, buildings and other environmental obstructions.

Power Saving

To save power the GPS goes to sleep The GPS function goes to sleep to conserve power if it does not detect any movement for around 30 seconds. The GPS wakes up and attempts to connect to the satellites when it detects some movement or is turned on.

Why it can take a while to get a GPS fix ?

The GPS can be slow to get a fix if it has been turned off for a number of hours or has been inside a building where it has been unable to see the satellites for a while. This can also happen due to normal limitations with GPS: Underground parkades, elevators, concrete buildings, tunnels and other obstructions can block the GPS signal.

If a GPS position is not able to be fixed within 15 seconds of an activation, the Familyr will search for Bluetooth, WIFI & GSM locations and will transmit those in place of the GPS.

Barriers to getting a GPS fix?

Familyr needs to see the sky in order to receive GPS signals for a GPS Lock. If Familyr is located indoors, the GPS signals will be hindered or nonexistent depending on the environment. For instance, if the Familyr is under any type of roof or structure, there will be no or limited GPS signal available. Additionally, fences, tall building, the roof, and even trees can affect the GPS signals coming from space.

Location Information In the SMS messages

Familyr uses several methods of location detection. GPS, Bluetooth, Wifi & GSM (Cell tower). Within the Emergency SOS messages, Familyr identifies what kind of signal it is using for its location detection to give responders an idea of environment.

GPS Loc— Highly accurate and Familyr is outdoors in view to the sky

Bluetooth Loc— Highly accurate. Familyr is in range of the Home Base Charger.

GSM & WIFI Loc— Less accurate. Familyr is indoors, away from home. Local wifi signals may place the Familyr in the immediate area or up to several hundred meters away. Use GPS location SMS command to review location

GSM Loc— Very Low accuracy. Familyr is in a location without view to sky and cannot detect any WIFI. Familyr is using cell tower information for general positioning. Use GPS location SMS command to review location.

Location/Tracking Commands

To locate/Track the Familyr

LOC

Familyr will sweep for location signals and respond back with location data received.

For GPS location data only

LOC,GPS

Familyr will sweep for GPS Signals only and respond with the users current GPS location if a signal is available.

Wifi, GSM & Bluetooth Location information

The Familyr Alarm utilizes multiple geolocation technologies when GPS is not available, including Wi-Fi, GSM (cellular) and Bluetooth, to determine its location. While these systems enhance location/tracking features, each has inherent limitations that may affect performance under certain conditions. Your Familyr Alarm will always display the type of information the device is receiving within the SMS messages received.

Bluetooth-Based Location Tracking

The Familyr Alarm prioritizes Bluetooth-based location tracking when available, as it can offer precise indoor positioning in environments in which the Bluetooth Charging Base is located. In the absence of Bluetooth signal, the Familyr Alarm will attempt to determine location using Wi-Fi, GSM, or GPS, depending on signal availability and quality.

Wi-Fi and GSM-Based Location Tracking

Wi-Fi and GSM positioning <u>estimate</u> the Familyr Alarm location by analyzing nearby Wi-Fi access points and cellular towers. These methods are particularly useful when GPS signals are weak or unavailable, such as indoors or in areas with obstructed sky views.

In most instances, wifi locations can be within 5m-15m. However, the accuracy of Wi-Fi and GSM-based location tracking can vary:

How the Wi-Fi location works with your Familyr medical alarm — and why sometimes it might not be perfect.

When your Familyr alarm tries to work out where you are and no Bluetooth or GPS is available, it scans the signals from nearby Wi-Fi networks; Yours, your neighbours' and even from local businesses. It checks all these signals against a known list of where those networks usually are, and that's how it tries to work our your location.

That information isn't always 100% reliable. Wi-Fi signals can be erratic — for example, if someone's modem turns off (Internet dropping out is a very common issue) that signal information may suddenly lost. A neighbor or business may invest in a more powerful Wifi transmitter that makes their signal reach much further, or someones home wifi may be old and the signal might disappear for a bit or get weak. Also any one of those signals can bounce around off buildings or structures, or even be obstructed by trees blowing in the wind which can influence where the Familyr alarm thinks its location is.

Additionally, sometimes the information that internet service providers give about where those Wi-Fi networks are located might be a little out of date or not very accurate. That means the Familyr alarm might think it's in one place when it's actually somewhere nearby instead.

While Wi-Fi is a handy way for the Familyr to provide a location, it's not always exact. It's a good idea to think of it as a helpful tool — but not the only way to track or locate the user.

GSM Loc: In sparsely populated areas with fNo Wi-Fi access points and distant cell towers information only (Example if the Familyr alarm is inside a remote Farm Barn), accuracy can decrease significantly. GSM Locations (GSM Loc) information is general area only, ranging from several hundred meters to several kilometers away.

In situations where location tracking accuracy may be questionable, responders are encouraged to use the GPS location request

LOC,GPS

Familyr will sweep for GPS Signals only and respond with the users current GPS location if a signal is available.

Set Geofence/Safe Area

Create a virtual geographic boundary/radius around an area/home/facility by means of GPS technology, enabling Familyr Family Alert to trigger an auto SMS message to responders when Familyr alarm eaves the safe area.

Minimum safe area is a 150 meter radius from the Bluetooth Base in a single dwelling/detached house situation. For mulitstory, multidwelling or care facility, minimum radius will likely need to be 200—400m depending on environmental factors.

Note: **Familyr is not a replacement for a door exit alarm.** The geofence/safe area radius needs to be an adequate distance away from the base charging station to ensure Familyr alarm has time to get out of range of the powerful Bluetooth signal, then have time to connect to the GPS signals from space and/or avoid any conflicting wifi/GSM signals. If the radius is set too close, false alarms are likely to occur.

False alarms—Extend the Safe Zone/Geofence

If false alarms occur, or alerts do not go off, extending the Safe Zone/geofence will be required. As most homes/facilities have unique construction, neigbouring Wifi signals can increase in number and strength, and GPS can be blocked by environmental structures such as buildings, there is no set guide on how far or how close you can set a Safe Zone/Geofence other than trial and adjustment based on your unique environment.

When the Familyr is at home and in line of sight of the Charging Base Station.

To make geofence larger or smaller, enter the distance followed by M for meters, KM for Kilometres.

To set MINIMUM Safe Zone geofence 150 meters.

GEO1,1,0,150m

To set Safe Zone geofence 250 meters.

GEO1,1,0,250m

To set Safe Zone geofence 500 meters.

GEO1,1,0,500m

To set Safe Zone geofence 1km.

GEO1,1,0,1000m

To set Safe Zone geofence 5km.

GEO1,1,0,5km

To Turn OFF Geofence

GEO1,0

No-Motion Detection

Familyr is able to detect ceasing of movement. For this function, it is best worn in the wrist or lanyard to best prevent false alarms. If Familyr is on USB charge or in the Charing Base Station, No-Motion detection will automatically be disabled and re-enabled when taken off charge.

If a no-motion alarm is triggered, the familyr will vibrate an announce it has surpassed its no motion timer. If no further movement , or lack of motion is still detected, the Familyr will send the responders a text message and start the call sequence.

To prevent false alarms.

Familyr should be worn or carried in a way where it is likely to sense constant motion to prevent false alerts.

If no-motion is activated, the Familyr Alarm needs to sense active movement (moving the Familyr adequately to sense a good range of motion) for 5–7 seconds to prevent it completing an activation. If you don't provide adequate motion, then it may still send the alert even if you cancel it. That's just a failsafe built in as the Familyr may sense quick jerking movements, or lack of movement as an indication the wearer may still need assistance.

After a No-motion cancellation, Familyr will automatically put the no-motion timer on standby for 3 minutes before the no-motion timer restarts. The 3 minute standby timer cannot be changed.

For Example: The "No motion" time is set to 15 minutes. After Familyr triggers a no-motion alarm, it must move again for at least 5-7 seconds to prevent an auto override/activate alarm. It will then need to remain stationary for 18 minutes (3 reset minutes + 15 minute No-Motion timer) before the next no-motion alarm is triggered.

No motion static time can be adjusted to your own desired minutes or hours. Use M for Minutes, H for hours.

Examples below.

To Set No Motion timer 15min

NMO1,15M,1

That's an 'O' not a zero before the first #1

To Set No Motion timer 30min

NMO1,30M,1

To Set No Motion timer 1 Hour

NMO1,1H,1

To Set No Motion timer 3 Hours

NMO1,3H,1

To Turn No-Motion OFF

NMO0

That's an 'O' followed by a Zero

SIM cards

Spark Mobile SIM card activation

We have installed a Spark PREPAY network nano SIM card in your Familyr Alarm and activated it. Please refer to the enclosed Spark Network Packaging for the details of your mobile alarm number.

Yearly recharge of your SIM card

We have set up your SIM card with $100 credit which should be more than enough for the average user to last a year. You will need to top up your SIM card each 12 month period to keep your SIM card active. We will contact you every 12 months with instructions on how to renew/top up your SIM card.

Maintaining SIM card credit—Register your SIM card

It is the responsibility of the user to maintain credit on the SIM card so the Familyr alarm can communicate. Failure to monitor credit may cause the Familyr alarm to cease working.

It is strongly recommended to register the SIM card directly with Spark to manage your credit.

You may need to visit a Spark Shop in person with the Familyr Alarm and Spark SIM card packaging to register your SIM card which has been installed in your device. To switch it to a monthly account or make any other SIM card account changes, you'll need to do this with Spark directly.

Using your own/alternate SIM cards

Your Familyr Alarm is not locked to any particular network and is likely to be able to communicate on all NZ network SIM cards. Technical changes may be required to enable the Familyr Alarm to operate with an alternate network SIM card. Mercari Technologies will charge a setup fee to change SIM cards and complete the programming required for the device to operate on a new network provider.

Replacing SIM cards

The screws and SIM card should only be removed by Mercari Technologies or under our instruction. Be aware that removal of screws and or the installed SIM card will void the warranty.

General

Weatherproof

Familyr can be worn in the shower for short periods or in the rain. Familyr is rated as water and dust resistant to IP67. This means that it should not be submerged or immersed in water. We do not advise you to wear it in the bath, swimming pool, spa or ocean. Like all cellular or electronic devices it will not work when it is totally under-water . Dry Familyr Alarm if it gets wet.

Maintaining your Familyr Family Alert & Response Alarm.

Care should be taken that dust, grime, soap or shampoo does not build up on the Familyr Alarm. If it gets wet, dry it completely. Take particular care to ensure the Familyr Alarm is completely dry before placing on charge. Wipe all water, sweat, perfumes and oils from the device before charging. Do not use cleaners or chemicals. A damp cloth should be more than sufficient to keep the Familyr alarm clean.

Check for any signs of obvious damage in the casing.

Check the charging points, 4x gold coloured circles on the back of the Familyr are clean and bright.

Remember to test your Familyr regularly -

Make a call using the side button or have a friend or family member call the Familyr to check voice function.

Press the SOS and listen to the Voice prompt and cancel to ensure the speaker is on.

Brief Specification

Operating temperature -20°C to +80°C for working -30°C to +70°C for storage

Battery life Up to 2-3 days with normal outdoor continued use. 4—5 days indoors within range of Base Station

Charging voltage 5V DC

Outdoor location tracking GPS/GLONASS GPS technology U-blox, AGPS support, 2.5 meter accuracy

GPS approx time to fix Cold start 26 secs, warm 2secs, hot start approx. 1 sec

WIFI 802.11 b/g/b, 2.4G

SIM card Nano

Sensors 3D accelerometer, motion and vibration sensor

Waterproof rating IP67

Terms & Conditions

The parties hereto agree that:

1. Alerting people in an emergency situation

The USER of the device understands that the device is used as a first-instance, alert system to help the wearer in an emergency, when under duress or when in need of help. It is designed and supplied to simply alert the USER'S chosen family member/s or friend/s, work colleagues, employers, carer/s or neighbor/s so they can quickly arrange someone to come to the USER'S aid. Use of the device does not guarantee that help or protection or that emergency help will arrive within a specific time frame.

2. Limitations of device: Mobile network coverage disclaimer

The USER understands the actual mobile alarm connection depends on where they are in relation to the available mobile network coverage. USERS should be aware we do not guarantee that coverage.

It is the users responsibility to ensure coverage is adequate in the areas they anticipate usage. Most cellular network providers provide coverage maps on their own respective websites and it is the users responsibility to check these for coverages before purchase.

User must also accept that physical structures may block or inhibit coverage could include basements, lifts, underground car parks, concrete buildings, tunnels and trees. Geographic features which may block or inhibit coverage could include formations such as hills and mountains or even trees.

If the USER is relying on the device for possible emergencies it is the responsibility of them to test the device before using it and relying on it and then do regular tests. We do not guarantee that the device can connect to the mobile network at all times, or that a help SMS or help call will be received by every emergency contact at all times or within a short time frame.

3. Limitations of device: GPS Functions disclaimer

The USER understands that the GPS functions and the help SMS alerts the device sends out with a GPS location on Google Maps are limited to the common constraints of all GPS systems.

The device uses the built in GPS technology to fix the location of the device with an accuracy of 2.5 meters. In order for the GPS functions to work it requires a line-of-sight connection to satellites in the sky. For the device to receive the signal it needs to be pointed to the sky. It normally takes up to 10 minutes to receive it's first fix (TFFF) and work out the co-ordinates of it's exact location.

The device checks for an updated GPS location when the device detects movement in accordance with the default, power saving mode and therefore We cannot guarantee that the device knows the current GPS location at all times, i.e. When the help button is activated or a 'loc' request is sent to it via SMS.

Underground car parks, lifts, concrete buildings, tunnels and other constructions can block the signal from satellites to the device. It is possible that if a wearer of the device is in a location where there is no GPS signal that there may also be no mobile signal meaning the functions of the device will not operate till the wearer moves to an unobstructed location.

Mercari Technologies cannot guarantee the device's GPS signal will operate in circumstances where it is blocked and/or obscured and/or obstructed and will known its location at all times. The USER accepts it is the USER's responsibility to be aware of the limitations of the device in circumstances where the signal could be blocked and/or obscured and/or obstructed. The USER accepts responsibility for any injury, loss, damage or other consequential loss or harm in these circumstances.

4. Limitations of device: Wifi & GSM Functions disclaimer

The device utilizes multiple geolocation technologies, including Wi-Fi, GSM (cellular) and Bluetooth, to determine its location. While these systems enhance location accuracy, each has inherent limitations that may affect performance under certain conditions.

Wi-Fi and GSM-Based Location Tracking

Wi-Fi and GSM positioning estimate device location by analyzing nearby Wi-Fi access points and cellular towers. These methods are particularly useful when GPS signals are weak or unavailable, such as indoors or in areas with obstructed sky views.

However, the accuracy of Wi-Fi and GSM-based location tracking can vary:

Urban Areas: In areas with numerous Wi-Fi networks and cell towers, location data can vary in accuracy. Wi-Fi locations work by comparing the Wi-Fi network signals received by the device to a known list of access points and their locations as dictated by the ISP (Internet Service Provider). Information provided by the APN or ISP may or may not be accurate. Wifi signals can change momentarily due to router, power and environmental issues. For example: some wifi routers are programmed to restart at certain days/times. Wifi can also momentarily drop out. Wifi signals can vary in signal strength. All of these factors can influence the location data the device is receiving, and therefore, what it is reporting when being tracked.

Rural or Remote Areas: In sparsely populated areas with fewer Wi-Fi access points and distant cell towers, accuracy may decrease significantly, potentially ranging from several hundred meters to several kilometers.

Additionally, Wi-Fi and GSM signals can be affected by environmental factors such as building materials, physical obstructions, and signal interference, which may further impact location accuracy.

Bluetooth-Based Location Tracking

The device prioritizes Bluetooth-based location tracking when available, as it can offer precise indoor positioning in environments in which the Bluetooth Charging Base is located. In the absence of Bluetooth signals, the device will attempt to determine location using Wi-Fi, GSM, or GPS, depending on signal availability and quality.

Implications for Emergency Location Reporting

In emergency situations, the device will utilize the most accurate and available location data to inform designated contacts. However, due to the limitations outlined above, there may be instances where the reported location is approximate or less precise, particularly in rural or obstructed environments.

User Acknowledgment

By using the Familyr Alarm, users acknowledge and accept that location accuracy is subject to the limitations of the underlying technologies and environmental factors. Mercari Technologies does not guarantee exact location determination in all circumstances and disclaims liability for any inaccuracies arising from these limitations.

5. Limitation of prepaid credit being available
SIM card with $100 prepay credit is included in the purchase price. The USER understands that the device requires a SIM card, specific to the frequency of the dual band alarm device supplied, installed that requires an amount of either pre-paid or on account credit to be available for it to perform it's SMS alarm functions, GPS location functions, voice call functions and SMS reply and command functions. It is the responsibility of the USER to regularly check that there is enough credit for functioning. Mercari Technologies takes no responsibility for the continued connectivity of a SIM card, its network coverage capability, checking or recharging of credit at any time.

6.Limitations of Device, Bluetooth Disclaimer
Bluetooth technology allows devices to communicate and share data wirelessly over short distances. It is intended for use within a relatively limited range, such as within and around your home (e.g., backyard, general household area). The Familyr Alarm includes a Bluetooth 5.0 beacon housed within the charging base station , which is pre-programmed with the geographic coordinates the purchasers nominated address. The Familyr alarm pairs with this Bluetooth beacon to enable continuous connection for location services while in range.

Bluetooth positioning is reliable within an approximate 20-meter radius of the Bluetooth beacon however each home location is different and users should test the range of the Base Station Bluetooth signal to ensure the range is known. Once the Familyr alarm is outside this range, Bluetooth functionality will not be available, and the Familyr alarm will instead attempt to obtain location data via GPS or Wi-Fi/GSM where possible.

Please note that Bluetooth is not a substitute for GPS or Wi-Fi and is intended for use in providing accurate location information only within the defined range of the Bluetooth beacon.

7. Limitation of liability
No Guarantee of Prevention The USER acknowledges and agrees that the Familyr alarm is not designed or guaranteed to prevent any loss, injury, harm, damage, consequential loss, accident, injury, or death. Mercari Technologies makes no representations, warranties, or guarantees regarding the device's performance as a means of preventing such occurrences.

Purpose of the Familyr Device The USER acknowledges and agrees that the primary purpose of the Familyr alarm is to alert pre-programmed emergency contacts (including 111, if programmed) in circumstances where the USER activates the emergency call or HELP SMS function.

No Guarantee of Emergency Response Mercari Technologies expressly disclaims any promise or guarantee regarding the specific performance of any emergency contact person(s) alerted by the device, including their timely arrival or failure to arrive at the USER's location.

Limitation of Liability Notwithstanding any other provision of these terms and conditions, in the event that liability is established against Mercari Technologies by reason of any court or tribunal decision, the total liability of Mercari Technologies shall be limited to the sum of $679+gst, representing the cost of the device.

Mercari Technologies Ltd is not responsible or liable for any injury, loss or damage caused in whole or in part by damage to the device while in your possession, improper installation, unreasonable use or abuse of the device, failure to provide proper maintenance or to follow the written instructions provided or failure to regularly test the device.

8. Familyr Care and Maintenance

Consequences of Improper Care
The USER acknowledges that failure to properly care for the device, including damage, tampering, water submersion, or other misuse, may cause the device to malfunction or fail to operate.

Limitation of Liability
Mercari Technologies shall not be liable for any injury, loss, damage, consequential loss, accident, or death arising from the USER's failure to properly care for and maintain the device.

Examples of Improper Care
Improper care includes, but is not limited to:
(a) Damage to the device while in the USER's possession, rendering it inoperable or partially inoperable;
(b) Tampering with or modifying the device;
(c) Improper installation or power surge;
(d) Failure to perform the Monthly Alarm Health Check;
(e) Failure to regularly charge the device;
(f) Unreasonable use or abuse of the device;
(g) Failure to perform routine maintenance as specified in the User Guide Manual;
(i) Any other act or omission that contributes to improper care and maintenance.

9. Return/Refund policy
Mercari Technologies Ltd publishes it returns/refund policy on this website and the USER agrees that this policy was available at the time of purchase.

10. Delivery of these terms and conditions
The USER acknowledges that these terms and conditions and incorporated documents were made available to the USER online via this website and were delivered to the USER'S address by Tracked Post/courier along with the device, it's packaging and printed instructions for the installation and use of the device.

11. Conflicting documents
Should there arise any conflict between this agreement and USER'S purchase order or other document, this agreement will govern, whether such purchase order or document is prior to or subsequent to this agreement.

12. Full agreement / Severability

This agreement constitutes the full understanding of the parties and may not be amended, modified or cancelled, except in writing signed by both parties. The USER acknowledges and represents that the USER has not relied on any representation, assertion, guarantee, warranty, collateral contract or other assurance, except those set forth in this agreement and waives any claims in connection with same. Should any provision of this agreement be deemed void, all other provisions will remain in effect.

13. Legal action

The USER submits to the jurisdiction and laws of New Zealand and agrees that any litigation or arbitration between the parties must be commenced and maintained in Auckland New Zealand. Service of process or papers in any legal proceeding or arbitration between the parties may be made by Express Mail delivered by NZ Post addressed to the party's business address in this agreement or another address provided by the party in writing to the party making service.

Mercari Technologies Limited Address
PO BOX 87521
Meadowbank 1472
Auckland

14. Governing law

This Agreement shall be governed by the laws of New Zealand.

15. Changes to T&C's

We may, at any time, and at our sole discretion, modify these Terms and Conditions of Use, including our Privacy Policy, with or without notice to the User. Any such modification will be effective immediately upon public posting. Your continued use of our Service and this Site following any such modification constitutes your acceptance of these modified Terms.

WARNING

⚠ READ BEFORE USE

Familyr by Mercari Technologies is not a substitute for 111 or emergency services.

By using this device, you acknowledge and agree to the following:

- **No guarantee** is made that the Device will prevent harm, injury, or provide effective emergency response.

- **You assume all risks** related to use, malfunction, or failure of the Device.

- **Mercari Technologies is not liable** for any damages, injuries, losses, or failures related to use or inability to use the Device.

- **Mercari Technologies** is **not responsible for third-party actions** (e.g., Your Friends, family, emergency responders, emergency contacts or monitoring services).

- You agree to **indemnify and hold harmless Mercari Technologies** for any claims or liabilities arising from use.

- This disclaimer is governed by the laws of New Zealand

- **If you do not agree, do not use the Device.**

Return Policy

Returns and Refunds Terms

1. 30-Day Money-Back Guarantee
We offer our customers a 30-day money-back guarantee on Familyr, Family Alert & Response Alarms purchased directly from Mercari Technologies. If, for any reason, you are not completely satisfied with your purchase, you may request a return within thirty (30) days from the date of PURCHASE.

2. Eligibility for Returns
To qualify for a return or refund under this policy, the following conditions must be met:

- The product must be returned in its original condition, including all packaging, accessories, and documentation.

- The product must not be damaged, altered, or excessively used beyond normal inspection use.

- Proof of purchase (such as an order confirmation or receipt) must be provided.

3. How to Request a Return
To initiate a return, please contact our Customer Service team at CS@Familyr.co.nz within the 30-day period. We will provide you with instructions on how to return your item(s).

Customers are responsible for any shipping costs associated with returning the product unless the product is defective or damaged upon arrival.

4. Refund Processing
Upon receipt and inspection of the returned product, we will notify you of the approval or rejection of your refund. If approved, a refund will be issued to your original payment method within [7-14] business days. Refunds may be subject to a restocking/SIM card recharge fee, which will be deducted from the refund amount

5. Damaged or Defective Products
If you receive a damaged or defective product, please notify us within [48 hours] of delivery with supporting evidence (e.g., photos). We will arrange for a replacement or refund at no additional cost to you.

6. Governing Law
These Returns and Refunds Terms of Trade are governed by and construed in accordance with the laws of New Zealand, and you submit to the exclusive jurisdiction of the courts of that jurisdiction.

7. Contact Us
For any questions regarding returns or refunds, please contact us at:

- Email: CS@Familyr.co.nz

Medical Disclaimer

Medical & Legal Disclaimer

1. General Information Only
This User Manual, including any information contained in print or digital formats provided by Mercari Technologies Ltd offers general information relating to medical and health matters. The information provided is for general educational and informational purposes only and is not intended as, and does not constitute, medical advice or legal advice.

2. No Substitute for Professional Advice
The information within this User Manual does not replace consultation with a qualified healthcare professional, doctor, or other relevant expert. Users must not rely on the information as an alternative to professional medical advice, diagnosis, or treatment. If you have any specific questions about a medical condition, or if you think you may be suffering from a medical condition, you should seek immediate medical attention.

3. No Warranties or Representations
The medical and health information contained in this User Manual is provided "as is" without any representations or warranties, express or implied. Mercari Technologies Ltd its officers, employees, contractors, agents, and affiliates make no representations or warranties in relation to the medical and health information contained within this User Manual. Without limiting the generality of the foregoing, Mercari Technologies Ltd does not warrant that:
(a) the information is complete, accurate, reliable, or up to date;
(b) the information will be available at any particular time or location; or
(c) the use of the information will meet any particular requirements or expectations.

4. Limitation of Liability
To the maximum extent permitted by applicable law, Mercari Technologies Ltd shall not be liable for any direct, indirect, incidental, consequential, or special losses or damages arising from or in connection with the use of, or reliance on, any information contained within this User Manual. This includes, but is not limited to, any claims for personal injury, illness, medical negligence, or any other loss or damage, even if [Company Name] has been advised of the possibility of such damages.

5. Legal Compliance
Nothing in this Medical Disclaimer is intended to exclude or limit any legal rights you may have under the applicable law that cannot be excluded or limited.

6. Governing Law
This Medical & Legal Disclaimer shall be governed by and construed in accordance with the laws of New Zealand. Any disputes relating to this disclaimer shall be subject to the exclusive jurisdiction of the courts of New Zealand.

Warranty

12 months warranty

The Mercari Technologies 'Familyr Family Alert & Response' alarms come with a standard 12 months warranty from date of purchase. If the 'Familyr Family Alert & Response' alarm & Base Charger has a manufacturing defect causing it to fail within the first 12 months of purchase, we will replace it free of charge or refund the purchase price.

How to claim against your warranty

Please contact us by emailing us at:CS@Familyr.co.nz to arrange to have the alarm returned for a warranty claim assessment.

Circumstances that can void your warranty

Please be aware your warranty can become void if any of the following have occurred:

- The device has been opened or tampered with. The alarm has been modified or not used in accordance with our instructions.
- The device has been dropped or suffered damage from physical impact.
- The device has been damaged by fire or has been exposed to excessive heat.
- The device has been used with an incorrect power adapter.
- The device has been subject to an incorrect voltage due to lightning or a power surge.
- The device has been subject to a liquid spillage causing a failure.
- The device has been submerged in water.

The warranty does not cover defects or malfunction caused by misuse, abuse or improper maintenance, failure to follow operating instructions, or use with equipment with which it is not intended to be used. It doesn't cover cosmetic or incidental damages. Also, the warranty will not apply to damage caused by unauthorized alteration, incorrect SIM installation, modification or repair of the device. Mercari Technologies does not warrant or provide service or support for any third party products.

Consumer Guarantee

Mercari Technologies provides goods (Familyr) that comply under the New Zealand Consumer Guarantees act.

You are entitled to a replacement or refund for a major failure. Additionally, You are entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Mercari Technologies Ltd is not liable for any indirect or consequential loss or claims.

Lifetime Support

Lifetime Support Policy

At Mercari Technologies, we are committed to providing ongoing support to ensure our customers have a positive and safe experience with their Familyr Alarm. We offer a Lifetime Support Policy for all active Familyr alarm users, subject to the terms outlined below.

1. Scope of Lifetime Support
This policy entitles the original purchaser to:

- Technical support for the operation and setup of their Familyr alarm device(s).

- Assistance with device troubleshooting, connectivity, and usage queries.

- Guidance on proper use, maintenance, and recommended practices to keep the device operating effectively.

2. What Lifetime Support Covers

- Email support during our normal business hours.

- Step-by-step help with pairing the device, setting up features, and understanding alerts and notifications.

- Support with replacement accessories (such as chargers or lanyards), subject to separate purchase if needed.

3. Exclusions
This Lifetime Support Policy does not cover:

- Physical repair or replacement of the device itself outside of the applicable warranty period.

- Issues arising from misuse, neglect, accidental damage, or unauthorized repairs or alterations.

- Devices that are lost or stolen.

- Consumables (such as batteries or straps) after the standard warranty period expires.

4. Device Eligibility
To be eligible for Lifetime Support, the device must:

- Be an authentic Familyr alarm purchased directly from Familyr or an authorized reseller.

- Have an active and original Familyr supplied SIM card in the device, or have purchasers name/registered user details/Invoice number.

- Device IMEI must match the allocated SIM card and/or registered purchasers details.

5. Limitations
Lifetime Support is provided for the lifetime of the product or as long as Familyr continues to support the model. Should the product model become obsolete or if Familyr ceases to support it, we will continue to provide guidance and best-effort assistance but cannot guarantee indefinite support or compatibility with newer technologies.

6. How to Access Lifetime Support
For assistance, please contact our dedicated Customer Support team at:CS@familyr.co.nz

7. Governing Law
This Lifetime Support Policy is governed by the laws of New Zealand, and you agree to submit to the exclusive jurisdiction of the courts of that jurisdiction.

Lifetime Support

Mercari Technologies Limited

PO Box 87521

Meadowbank 1472

Auckland   Emal: CS@familyr.co.nz