

## Questions & Answers – Personal Safety

We believe in making everything we do as *simple and easy* as possible.

Your comments, good and bad, are welcome and encouraged!

Please provide your suggestions via our website suggestions form or send an email to [suggestions@eletec.co.nz](mailto:suggestions@eletec.co.nz) or [suggestions@eletec.com.au](mailto:suggestions@eletec.com.au).



<b>1</b>	<b>Is a secure strap available that prevents the wearer from removing the GeoSKeeper themselves?</b>	Yes. A secure clasp can be purchased that replaces the existing clasp.
<b>2</b>	<b>Can I obtain the GeoSKeeper in a colour other than black?</b>	Yes and no. Currently GeoSKeeper is available in black. We are planning to release other colours including a pastel blue and pastel pink. Tell us what colour you would you like via our website feedback form or send an email to <a href="mailto:feedback@eletec.co.nz">feedback@eletec.co.nz</a> or <a href="mailto:feedback@eletec.com.au">feedback@eletec.com.au</a> .
<b>3</b>	<b>Can a person be tracked indoors using the GeoSKeeper?</b>	No. The GeoSKeeper uses global positioning system (GPS) satellites above the earth to triangulate the position of the GeoSKeeper. Satellites need to be in line of sight for the GeoSKeeper to work – ie outdoors or by a window. We offer other products and services to track people and equipment indoors.
<b>4</b>	<b>How long does the battery last?</b>	Over 24 hours in general use. If the battery charge is low, the GeoSKeeper automatically sends a message to our monitoring centre and our monitoring team will contact the appropriate person.
<b>5</b>	<b>How do I know if the device is working?</b>	The green light in the bottom right hand corner flashes.
<b>6</b>	<b>Is the GeoSKeeper available with no buttons – ie tamper-free?</b>	Yes. We can supply the GeoSKeeper on special order without any buttons for use as a tracking device only.
<b>7</b>	<b>Is the GeoSKeeper available with just an emergency HELP button?</b>	Yes. We can supply the GeoSKeeper on special order without only an emergency HELP button.
<b>8</b>	<b>Are there any client maintainable features on the product?</b>	No. If the device were to be opened by a non-authorized person, the warranty would be invalidated in the event of a purchased device. A service charge would be incurred should the device be damaged and need repair under a lease agreement.
<b>9</b>	<b>How long is the warranty period?</b>	12 months from date of purchase is the standard warranty period.
<b>10</b>	<b>Can I purchase a GeoSKeeper?</b>	Yes. You can also lease a GeoSKeeper. The GeoSKeeper will only work in conjunction with the monitoring system.
<b>11</b>	<b>Can I lease a GeoSKeeper?</b>	Yes. You can also purchase a GeoSKeeper.

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<b>12 Can I use the GeoSKeeper to make outgoing phone calls?</b>	The GeoSKeeper will only dial pre-defined <i>Assistance</i> and emergency <i>Help</i> phone numbers because it has no number keyboard like a conventional phone. The standard monitoring plan for the GeoSKeeper allows for voice communication aligned with its intended use. Use outside <i>Assistance</i> and emergency <i>Help</i> calls will incur additional costs to the Client. Additional costs may be significant if the GeoSKeeper is used for extended periods as a phone.
<b>13 Can I use the GeoSKeeper to receive incoming phone calls?</b>	The GeoSKeeper will receive incoming phone calls. The GeoSKeeper can be set to auto answer incoming calls and only those from numbers that have been designated as authorised.
<b>14 Is a less expensive GeoSKeeper available?</b>	Yes, but only to special order. We can supply a SKeeper. SKeeper is a smaller version of the GeoSKeeper without the GPS location function. The SKeeper is intended for use as an assistance or emergency help communication device only.

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