Secure Care® Products, LLC

ENVISIONIT® by Secure Care Products, LLC

User Guide
RTLS ALL-IN-ONE Multi Vision Tag
A204509x0

> **Please contact your Distributor / Installer for service …**
>
> Tel.: _____

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PLEASE READ THIS MANUAL BEFORE BEGINNING
THE INSTALLATION OF A SECURE CARE SYSTEM

This installation manual is provided for reference by purchasers and installers of Secure Care Products, LLC ("Secure Care's") systems. This manual is not intended as a catalog of warnings for the protection of anyone or as a substitute for obtaining professional training or assistance in the design of a facility's security procedures and systems, or in the installation, set-up, testing, support, operation, maintenance, repair or use of Secure Care's systems. Nothing in this manual modifies the terms of Secure Care's General Product Warranty Statement or of any written agreement signed by Secure Care or creates further warranties or extends benefits of any sort to anyone beyond those already expressly established in Secure Care's General Product Warranty Statement and in any written contract signed by Secure Care.

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2. **Secure Care Is Not Responsible for The Computer Hardware.**

    IF YOU PURCHASE COMPUTER HARDWARE THROUGH SECURE CARE AND REQUEST THAT SECURE CARE SOFTWARE BE INSTALLED AND TESTED ON THAT HARDWARE AT THE FACTORY, SECURE CARE WARRANTS ONLY THAT THE HARDWARE AND THE SOFTWARE PACKAGES WERE INSTALLED, SET-UP AND TESTED PRIOR TO SHIPMENT IN ACCORDANCE WITH ALL SECURE CARE PRODUCT MANUALS AND THAT, AT THE TIME THE HARDWARE AND THE SOFTWARE PACKAGES WERE FINALLY INSPECTED AT THE FACTORY, THEY WERE PERFORMING (SUBJECT TO SECURE CARE'S SPECIFIED TOLERANCES) IN ACCORDANCE WITH SECURE CARE'S SPECIFICATIONS. SECURE CARE WILL NOT BE RESPONSIBLE FOR ANY DEFECTS IN OR PROBLEMS CAUSED BY THE HARDWARE, ALL CLAIMS FOR WHICH MUST BE MADE TO THE HARDWARE MANUFACTURER AND/OR VENDOR. SECURE CARE DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, WITH RESPECT TO THE HARDWARE AND/OR ITS USE WITH OR OPERATION IN THE SECURE CARE SYSTEM, INCLUDING, WITHOUT LIMITATION, ALL IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND/OR NON-INFRINGEMENT.   SECURE CARE ALSO DISCLAIMS ALL OBLIGATIONS WITH RESPECT TO THE HARDWARE AND/OR ITS USE WITH OR OPERATION IN THE SECURE CARE SYSTEM THAT MIGHT OTHERWISE ARISE OR BE

IMPLIED FROM THE FACT THAT SUCH HARDWARE CARRIES SECURE CARE'S LOGO OR NAME OR ANY OTHER TRADEMARK, SERVICE MARK OR TRADE NAME USED OR CLAIMED BY SECURE CARE OR FROM THE DELIVERY OR INSTALLATION OF THE HARDWARE WITH SECURE CARE SOFTWARE, PARTS AND/OR PRODUCTS OR FROM A COURSE OF DEALING OR USAGE IN TRADE. ALL RESPONSIBILITY FOR DESIGNING, MANUFACTURING, LABELING AND WARNING OF HIDDEN DEFECTS OR DANGERS IN THE HARDWARE AND/OR ITS USE WITH AND OPERATION IN THE SECURE CARE SYSTEM RESTS EXCLUSIVELY WITH THE HARDWARE MANUFACTURER AND/OR VENDOR, AND ANY CLAIMS, COSTS, DAMAGES OR LIABILITIES ARISING FROM THE HARDWARE AND/OR ITS USE WITH OR OPERATION IN THE SECURE CARE SYSTEM SHALL BE MADE SOLELY AGAINST THE HARDWARE MANUFACTURER AND/OR VENDOR.

3. **Several Factors Outside the Secure Care System Can Affect its Performance**

Secure Care's software, parts and products are designed for operation in a wireless system. However the range, performance, and predictability of any wireless system, including Secure Care's, is dependent on several factors, including, but not limited to, the following: building structure; environmental extremes (e.g., temperature, earth tremors, air pollution, etc.); the proximity of other wireless devices; the presence of variable speed products; sources of Radio Frequency Interference (RFI); physical orientation and positioning of the equipment; and sources of Electro Static Discharge (ESD). Secure Care is not responsible for the effect of these types of factors on operation of its software, parts and products and disclaims all responsibility for any claim relative thereto.

4. **The Secure Care System Must be Properly Installed**

Secure Care's system must be installed, set-up, tested, supported, operated, maintained, repaired and used only in accordance with all manuals and instructions (including the user, installation, technical and other manuals) issued by Secure Care (the "Product Manuals"). It is your responsibility to assure that any person who might be installing, setting-up, testing, supporting, maintaining or repairing the Secure Care system knows the contents of and has access to the Product Manuals and has successfully completed Secure Care technical training. It is also your responsibility to assure that any person who might be operating or using this Product knows the contents of and has access to the Product Manuals and has successfully completed Secure Care in-service training. Secure Care can not be responsible for performance problems caused by a failure to follow prescribed and appropriate procedures for installation, set-up, testing, support, operation, maintenance, repair and use.

All adjustable features on new and repaired Secure Care software, parts and products are shipped with "factory default" settings. These "factory default" settings may not comply with building and life safety codes or other applicable laws and regulations in the location where they are installed or operated. Secure Care strongly recommends, therefore, that the settings on all Secure Care software, parts and products be checked and, if necessary, reset to comply with local building and life safety codes and other applicable laws and regulations at the time of any installation, set-up, testing, support, maintenance or repair.

5. **Performance of the Secure Care System Software Depends on Proper Maintenance**

Secure Care's system is driven by software. However, the performance and reliability of any software-driven system depends on adequately maintaining the recommended minimum configuration of computing platform, operating systems and applications programs and on regularly performing industry-standard and application-specific backup processes. If recommended minimum configurations of computing platform, operating systems, and applications programs are not adequately maintained, or if appropriate backups are not regularly performed, the software may not drive the system as intended. Secure Care is not responsible for operational problems caused by a failure to perform these maintenance and backup procedures and disclaims all responsibility for any claim relative thereto.

6. **Only a Qualified Service Technician Should Work on a Secure Care System**

Secure Care does not authorize, and strongly recommends against, any installation or field replacement of software, parts or products by untrained contractors or facility staff. Such work can be hazardous, can render the system ineffective and will void any Secure Care warranty or liability that might otherwise relate to the system.

Before any software, parts or products which have been designed and manufactured by Secure Care can be safely installed, set-up, tested, supported, maintained or repaired, technical training in accordance with standards established by Secure Care is required. Regardless of how Secure Care's software, parts or products are obtained, they should not be installed, set-up, tested, supported, maintained or repaired by any person who has not satisfactorily completed that technical training (a "qualified service technician".) When Secure Care's software, parts or products are sold separately from installation services, it is assumed that only a qualified service technician will conduct any installation, set-up, testing, support, maintenance or repair involving that software, part or products.

7. **Only a Authorized Distributor or Installer can Install a Secure Care System**

Secure Care Products LLC, requires all installations, upgrades or servicing of an existing installation of any and all SCP products or systems to be performed by factory certified Distributors and/or Installers with signed distributor or installer agreements. Customers that gain technical service certifications and maintain their certifications over time are allowed to install replacement hardware and service previous installations conducted by certified distributors for the facilities they own and operate only for the products they are certified to and for the sole purpose of maintenance and repairs. In doing so, they assume liability for those repairs and maintenance. Any individual working for and assisting a company who has not signed a distributor agreement and as a result is not a certified distributor of Secure Care Products LLC will assume all liability of the equipment/system in its entirety. Certified individuals no longer working for a certified Secure Care distributor is no longer considered certified to install/service Secure Care Product equipment/systems.

Equipment/systems installed outside the above criteria will void any and all warranty given by Secure Care Products, LLC.

8. **Any Work Must Comply with Electrical and Life Safety Codes**

It is important that any installation, set-up, testing, support, operation, maintenance, repair or use involving the system comply with all local and national electrical and life safety codes. If you have any questions about compliance with those codes, please contact your local authorities.

9. **Immediately Have Replacements or Repairs Checked On-Site by a Qualified Service Technician**

Secure Care receives and responds to telephone and dial-in inquires (the "Help Line") about its software, parts and products for the purpose of discussing users' experiences with Secure Care's system, helping users better understand how their systems work, and providing ideas about what may be causing difficulties. However, Secure Care cannot accurately diagnose the cause of any problems or give complete instructions on how to fix problems over the telephone or Internet. The only way to assure that software, parts or products are installed, set-up, tested, supported, maintained or repaired correctly or that a Secure Care system is functioning properly is to have it examined on site by a qualified service technician. In addition, Secure Care software, parts and products cannot be operated or used correctly by anyone who has not successfully completed Secure Care in-service training. Secure Care's Help Line is not a substitute for on-site diagnosis and servicing by a qualified service technician or for successful completion of Secure Care in-service training. Secure Care strongly recommends that any installation, set-up, testing, support, maintenance or repair of a system that is performed by a person who has not satisfactorily completed technical training in accordance with standards established by Secure Care be immediately checked on-site by a qualified service technician.

WARNING: EVEN SLIGHT MODIFICATIONS TO THE SYSTEM OR CHANGES IN THE OPERATING ENVIRONMENT MAY CAUSE SECURE CARE'S SYSTEM TO MALFUNCTION. THE ONLY WAY TO ASSURE THAT SECURE CARE'S SYSTEM HAS BEEN INSTALLED, SET-UP,

TESTED, SUPPORTED, MAINTAINED AND REPAIRED CORRECTLY IS TO HAVE A QUALIFIED SERVICE TECHNICIAN DO THE WORK.

10. **The Secure Care System is not a Substitute for Careful Identification and Monitoring by Professional Staff**

Secure Care's software, parts and products have been designed to augment a facility's reasonable procedures for protecting residents, patients, and infants. However, no system or combination of procedures and equipment can eliminate all risk or assure complete security. Secure Care's system is not intended as a substitute for the careful identification and monitoring of residents, patients, and infants by a facility's professional staff.

Revised 3/10/16

Intent of the STAT® ID System

The RTLS Cutband Tags are designed to be placed on the infant's ankle soon after birth. In the event the monitored infant is taken near an exit monitored by the RTLS System, the system will arm and/or lock the door. If the monitored infant is taken through a monitored exit location by an unauthorized person, the system will sound an audible alarm indicating the exit location through which the infant has been taken.

If the strap of the RTLS Cutband Tag is tampered with, resulting in tearing of the conductive material within the strap, the system will alert nursing staff of the event via an audible and visual alarm condition at the Nurse Station location. All exit locations monitored by the system will arm and/or lock. In the event the door is open at the exit location, the Exit Panel at the exit location will alarm, alerting nursing staff of the event via an audible and visual alarm at the Nurse Station location.

In the event a cutband alarm condition occurs, existing security procedures should be enacted until staff have located the infant and cleared the alarm condition.

The RTLS Cutband Tag is constantly being monitored by the GUI Nurse Station. In the event a Tag stops transmitting, the Nurse Station will display a STAT alarm. In the event of a STAT alarm, the infant and Tag can be located **immediately** with the RTLS information.

The RTLS Tag location is constantly being monitored and the position/location of the Tag will be displayed on the GUI at the nurse station and/or the security monitor.

Tag Battery Monitoring

This Tag actively monitors the status of its battery. When the Tag battery is near the end of its useful life (less than 2.7v) it will issue a low battery signal that will trigger an audible and visual alert at Secure Care Software versions 2.8.3 and above. A "Low Battery Alert" will be displayed on the computer. The Tag should be replaced at this time. Failure to replace a weak Tag will compromise performance of the system.

Ordering New or Replacement Tags

Tags and straps are purchased directly from Secure Care Products. Please call 1-800-451-7917 to order Tags. Tags and a roll of straps will typically be shipped within two weeks after receipt of your order. All Tag sales are final because they are date sensitive products. The Tag straps are sold on a reel.

Tag Warranty

The actual expiration date of the Tag is the last day of the month engraved on the Tag. If within the warranty period a Tag is not performing to our specification, **CALL** our toll free number (1-800-451-7917), **for a Tag Return Authorization (TXRA) BEFORE returning any Tag.**

A replacement Tag will be sent at a prorated fee (based on the end of the original warranty of the Tag being returned) along with a postage paid label marked with a Return Authorization number. Simply replace the suspect Tag with the new replacement and send the suspect Tag back to Secure Care Products within 15 days with facility name and address, and the TXRA Number displayed, and a description of the Tag problem. When the Tag is returned to Secure Care Products, it is tested on a system similar to that in the facility to verify that the Tag is not working to our specifications.
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- If the Tag tests properly, and is in good working condition, the facility may be charged a prorated amount up to the original due date, as well as freight charges incurred.
- If the Tag is physically damaged, the facility will be charged the full replacement Tag charge.

- If the suspect Tag is not returned to us within the 15-day period, the facility will be charged the prorated Tag amount.

Daily Tag Testing

Each day, the aide responsible for the care of the infants utilizing the Secure Care System, must ensure that the ankle Tag is in place. This **must be done at each shift change.** Documentation of this check should be made by the nurse's aide. This should be recorded on the aide's daily checklist for the particular infant. Each Tag should be tested **daily** to ensure working properly. Date imprinted Tags should be checked for expiration date at this time. There are testers available to purchase for fast, easy testing of all Tags.

A documented test of each ankle Tag at the facility must be made **each day.** This testing should also include those Tags not currently in use. The procedure involves using the Tag Tester and/or the Exit Panel on the wall by the exit, and documenting the performance of the Tag.

 Attached is a daily Tag testing log, which you may find useful. (See Section 7)

The RTLS Multi Vision tag is used for UWB location information with use status button, door management and cutband technology. It is intended to be applied to a patients ankle or wrist.

Applying the Tag to the Patient

Table 1 RTLS Multi Vision Tags

XMITTR Part #	Description	Tester #
A20450900	13.56 MHz RTLS Multi Vision	A07300920
A20450930	6.78 MHz RTLS Multi Vision	A07390900
A20450950	40.68 MHz RTLS Multi Vision	A07300940
A20450960	40.68 MHz RTLS Multi Vision 12m	A07300940

1.   Remove the Tag from the Tag Storage Box.

2.   Cut the needed length of strap from the strap reel (cut the strap at the center of the oval cut out as to better feed the strap through the Tag latching mechanism).
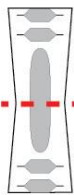

Figure 1.1
31 foot spool

Figure 1.2
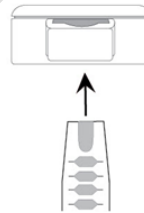Cut strap in center of oval.

Figure 1.3
Feed up to first notch

3.   Admit the infant's information into the software with their name, room number, and any other identification information that may be pertinent.

4.   Begin feeding the strap up through the Tag on one side ensuring the silver conductive side of the strap is facing the Tag. Only go to the first notch leaving enough strap to hold onto (See **Figure 1.3**). Repeat this step for the other side of the Tag ensuring the loop is large enough to slide over the infant's ankle. Once the strap is in contact with the pins of the Tag, a green LED will light up on the tag indicating it is functioning.
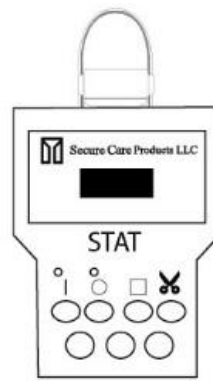
Figure 1.4
Orientation for
A20450960

Figure 1.5
Orientation for
A20450900, A20450930,
A20450950

5. Give the Tag 60 seconds to wake up.

6. After waiting the full 60 seconds put the tester up to the Tag so that the top of the tester touches the top of the Tag. The tester should flash TX OK and the Tags ID. (Please refer to **Figure 1.4**, and **Figure 1.5** for proper orientation of the Tag to the tester.)

7. Once the Tag is awake, press the button on the tag to send the RTLS location and tag information to the RTLS system.

8. Next, go to the computer and verify that the system sees the Tag. Do this by going into the Tag list within the software and ensure it shows up green and the "Tag Not Active" Alert has cleared, if the facility chooses to use that feature of the Secure Care Software.

9. Once both ends of the strap are fed through the latching mechanisms and the Tag has confirmed activation, apply the Tag to the patient. Slide the strap over the patient's ankle and begin to pull on one of the ends of the strap sticking out to tighten until you can only fit about a finger width of space between the strap and patient's skin.

10. Double check the strap to ensure it is not too loose and adjust the tension appropriately by pulling the strap up as many notches as necessary to ensure a secure fit.

NOTE: STRAPS CAN ONLY BE TIGHTENED, NOT LOOSENED. IF A STRAP IS TOO TIGHT YOU MUST DEACTIVATE THE TAG AND BEGIN THE ACTIVATION PROCESS AGAIN.

10. Once the Tag is on the patient and secured correctly cut the excess strap as close to the Tag as possible by cutting flush against the latching mechanism (See **Figure 1.7**). It is very important to cut it as close to the Tag as possible to prevent any strap from possibly rubbing or catching on anything. Gently wiggle strap down to hide any strap that extrudes past the top of the latching mechanism (See **Figure 1.8**)
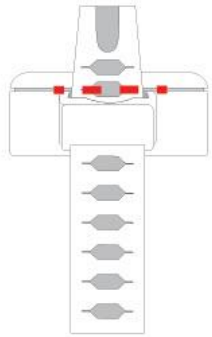
Figure 1.7
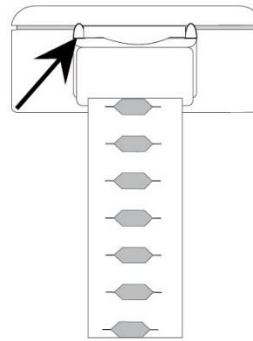Cut strap as close to the latching mechanism as possible.

Figure 1.8
Ensure the strap does not go past the top two notches on the latching mechanism.

Removing the Tag from the Patient

1. Turn on the Tester and verify the green power LED labeled PWR is on solid; if blinking, replace the (2) 9-volt batteries.

2. Enter the Security Code *23456 and verify that "ENABLE" is displayed on tester.

3. Orient the Tag on the front of the patient's leg. (Please refer to **Figure 1.4** and **Figure 1.5** on page 7 for proper orientation.

4. Place the Tester display end so it is actually <u>touching</u> the Tag front and verify the Tester toggles between the Tag ID code and "TX OK".

5. Enter sleep command on the Tester keypad by pressing # (Press and release the # key, do not hold). Hold the tester against the Tag until a "SLEEP OK" message is displayed and you hear 6 beeps. This may take up to 15 seconds.

6. You now have 30 seconds to remove the Tag from the patient by cutting the strap. The Tag reactivates after 30 seconds if the strap is not compromised in that time period.

NOTE: DO NOT CUT STRAP UNLESS "SLEEP OK "IS BEING DISPLAYED

7. Keep the cut strap on the Tag until you are ready to clean it back at the Tag Storage Box.

8. Remove old strap from the Tag by pulling the strap up in the direction of the Tag label.

9. If you pull down on the strap pieces may break off in the latching mechanism and you will have to push out excess strap pieces left inside.

10. If the tester flashes "SLEEP FAIL" turn the tester off and repeat the process over again.

SECTION 5 Cleaning the Tags

Secure Care recommends Tags are cleaned after each use. To properly clean the Tag use lint free IPA (Isopropyl Alcohol) wipes. With the Tag removed from the patient, wipe the Tag on all sides with the IPA wipe. We recommend using the MediChoice brand medium sized alcohol wipes (See **Figure 2.1**). Using larger wipes could cause false alarms. Ensure there are no lint fibers attached to the gold pins on the Tag.

To clean the latching mechanism of the strap:

1. Fold the prep pad in half-length wise and insert upward in the same direction as the strap was inserted.

2. Grab the pad on both ends and slide it back and forth along the width of the latching mechanism (See **Figure 2.2**).

3. Once clean place in the containment box.

NOTE: ALWAYS STORE TAGS IN THE TAG CONTAINMENT WHEN NOT BEING USED ON RESIDENTS

Figure 2.1
Recommended cleaning wipe. Larger wipes cause excess moisture which could cause false alarms.

Figure 2.2
Slide pad back and forth in the transmitter latching mechanism to clean.

Clearing Alarm Procedures

1. If Exit System is in alarm:
   - Identify the location of the alarm shown on the nurse station display or computer monitor.
   - Follow the hospital Policy and Procedure.

2. If one or more cutband zones are in alarm with an patient's name and room number:
   - Go to the area of the alarm condition and locate the baby.
   - Follow the hospital Policy and Procedures.

3. If the Tag has not been cut off the patient or the strap looks intact:
   - Verify that the Tag strap is not too tight on the patient
   - Excess strap has been secured to Tag case with tape.

4. If the Tag passes the visual test and the system is still reporting a cutband alarm:
   - Remove the Tag by cutting the strap.
   - Replace the strap and apply the Tag to the patient.
   - Verify that the alarm has been silenced.

SECTION 4 REGISTERING THE TAG

The RTLS ID System was designed to assist your facility nursing staff with the difficult task of managing your patients and assets. This system was designed to identify the Tag, who the Tag is assigned to, and where the Tag is. In order for the RTLS ID System to provide this valuable information, theENVisionIT system at the Nurse Station must first be programmed with the tag information.

Tag ID #
In this example the tag ID # is 04CA

NOTE: **New Tags need to be added to the Tag list before they will be displayed in the Tag ID drop down menu.**

Adding a Tag to ENvisionIT

1. Log in to ENvisionIT Software with your respective User Name and Password.
2. Click on the MENU tab on the left side of the window.
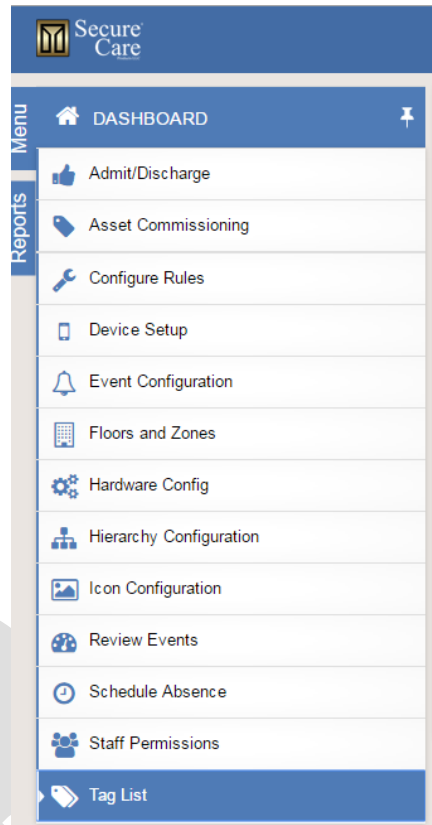3. Click on "TAG LIST" and fill out all of the required information following the hospital policy and procedure.

Figure 1 - Selecting the Tag list

4. Click on the "New Tag" button and fill out the information for the new tag.

Figure - New Tag Screen

5. Click the "Save" button.

Now the Tag can be added to the rules list and configured as needed.

Refer to the ENvisionIT Users Guide for detailed steps

SECTION 5 TROUBLESHOOTING FLOWCHART

Do you own a Tester? → NO → Test Transmitter at an Exit

Yes

Does the Transmitter test OK on the Tester?

With door open and Transmitter present, does the Exit alarm?

No — Yes

Yes → **Transmitter Ok** ← Yes

No

Does a known working Transmitter test OK on the Tester?

Does another known working Transmitter work at the same Exit?

No — Yes

Yes → **Please call Secure Care Products, LLC Service Department 1-800-451-7917** ← Yes

No

Is Power LED on Tester solid green?

At another exit location do the Transmitters make the Exit alarm?

No — Yes

No — Yes

Have the batteries been changed recently in your Tester ? → Yes

NO

Please call your local Distributor for parts and service

Change batteries in Tester and retest Transmitter that is not working → Still not working with Tester

SECTION 6 COMPLIANCE STATEMENTS

FCC Compliance Statement

This device complies with Part 15 of the FCC Rules:

Operation is subject to the following 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.**

Changes and Modifications not expressly approved by Secure Care Products LLC. Can void your authority to operate this equipment under Federal Communications Commissions rules.

Changes or modifications to the Tags not expressly approved by Secure Care Products, LLC may void the user's authority to operate the system Tags.

SECTION 9 GENERAL PRODUCT WARRANTY STATEMENT

BY PERMITTING INSTALLATION OR BY MAKING USE OF ANY PRODUCT OR SERVICE DESIGNED OR MANUFACTURED BY SECURE CARE PRODUCTS, LLC ("SECURE CARE") (INCLUDING SUPPORT SERVICES, MAINTAINED SOFTWARE AND MAJOR RELEASES, WHETHER OR NOT IT IS COVERED BY ANY SOFTWARE MAINTENANCE OR LICENSE AGREEMENT) ("THIS PRODUCT"), YOU ACKNOWLEDGE THAT YOU HAVE READ ALL THE TERMS AND CONDITIONS OF THIS GENERAL PRODUCT WARRANTY STATEMENT, THAT YOU UNDERSTAND THEM, AND THAT YOU AGREE TO BE BOUND BY THEM. YOU UNDERSTAND THAT, IF YOU PURCHASED THIS PRODUCT FROM ANY AUTHORIZED DISTRIBUTOR OF SECURE CARE, THAT DISTRIBUTOR IS NOT SECURE CARE'S AGENT AND IS NOT AUTHORIZED TO MAKE ANY REPRESENTATIONS OR WARRANTIES OR TO AGREE TO ANY TERMS OR CONDITIONS WHICH ARE DIFFERENT FROM ANYTHING EXPRESSLY SET FORTH IN THIS GENERAL PRODUCT WARRANTY STATEMENT.

If you do not agree to the terms and conditions of this General Product Warranty Statement, do not permit the installation or make use of this Product and promptly return this Product to the place where you obtained it for a full refund. If you have any difficulty obtaining a refund, please contact Secure Care at the telephone number provided in Section 2.B below.

1. Notices

A. ALL LOCKS USED WITH THE SECURE CARE SYSTEM ARE DESIGNED, MANUFACTURED, LABELED AND DELIVERED SOLELY BY AN INDEPENDENT VENDOR OVER WHOM SECURE CARE HAS NO CONTROL AND FOR WHOSE ACTIONS OR FAILURES TO ACT SECURE CARE DISCLAIMS ALL RESPONSIBILITY. REGARDLESS OF WHETHER THE LOCKS CARRY SECURE CARE'S LOGO OR NAME OR ANY OTHER TRADEMARK, SERVICE MARK OR TRADE NAME USED OR CLAIMED BY SECURE CARE, SECURE CARE DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, WITH RESPECT TO THE LOCKS AND/OR THEIR USE WITH OR OPERATION IN THE SECURE CARE SYSTEM, INCLUDING, WITHOUT LIMITATION, ALL IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND/OR NON-INFRINGEMENT. SECURE CARE ALSO DISCLAIMS ALL OBLIGATIONS WITH RESPECT TO THE LOCKS AND/OR THEIR USE WITH OR OPERATION IN THE SECURE CARE SYSTEM THAT MIGHT OTHERWISE ARISE OR BE IMPLIED FROM THE FACT THAT SUCH LOCKS CARRY SECURE CARE'S LOGO OR NAME OR ANY OTHER TRADEMARK, SERVICE MARK OR TRADE NAME USED OR CLAIMED BY SECURE CARE OR FROM THE DELIVERY OR INSTALLATION OF THE LOCKS WITH SECURE CARE SOFTWARE, PARTS AND/OR PRODUCTS OR FROM A COURSE OF DEALING OR USAGE IN TRADE. ALL RESPONSIBILITY FOR DESIGNING, MANUFACTURING, LABELING AND WARNING OF HIDDEN DEFECTS OR DANGERS IN THE LOCKS AND/OR THEIR USE WITH AND OPERATION IN THE SECURE CARE SYSTEM RESTS EXCLUSIVELY WITH THE INDEPENDENT VENDOR, AND ANY CLAIMS, COSTS, DAMAGES OR LIABILITIES ARISING FROM THE LOCKS AND/OR THEIR USE WITH OR OPERATION IN THE SECURE CARE SYSTEM SHALL BE MADE SOLELY AGAINST THE INDEPENDENT VENDOR.

B. IF YOU PURCHASE COMPUTER HARDWARE THROUGH SECURE CARE AND REQUEST THAT SECURE CARE SOFTWARE BE INSTALLED AND TESTED ON THAT HARDWARE AT THE FACTORY, SECURE CARE WARRANTS ONLY THAT THE HARDWARE AND THE SOFTWARE PACKAGES WERE INSTALLED, SET-UP AND TESTED PRIOR TO SHIPMENT IN ACCORDANCE WITH ALL SECURE CARE PRODUCT MANUALS AND THAT, AT THE TIME THE HARDWARE AND THE SOFTWARE PACKAGES WERE FINALLY INSPECTED AT THE FACTORY, THEY WERE PERFORMING (SUBJECT TO SECURE CARE'S SPECIFIED TOLERANCES) IN ACCORDANCE WITH SECURE CARE'S SPECIFICATIONS. SECURE CARE WILL NOT BE RESPONSIBLE FOR ANY DEFECTS IN OR PROBLEMS CAUSED BY THE HARDWARE, ALL CLAIMS FOR WHICH MUST BE MADE TO THE HARDWARE MANUFACTURER

AND/OR VENDOR. SECURE CARE DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, WITH RESPECT TO THE HARDWARE AND/OR ITS USE WITH OR OPERATION IN THE SECURE CARE SYSTEM, INCLUDING, WITHOUT LIMITATION, ALL IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND/OR NON-INFRINGEMENT. SECURE CARE ALSO DISCLAIMS ALL OBLIGATIONS WITH RESPECT TO THE HARDWARE AND/OR ITS USE WITH OR OPERATION IN THE SECURE CARE SYSTEM THAT MIGHT OTHERWISE ARISE OR BE IMPLIED FROM THE FACT THAT SUCH HARDWARE CARRIES SECURE CARE'S LOGO OR NAME OR ANY OTHER TRADEMARK, SERVICE MARK OR TRADE NAME USED OR CLAIMED BY SECURE CARE OR FROM THE DELIVERY OR INSTALLATION OF THE HARDWARE WITH SECURE CARE SOFTWARE, PARTS AND/OR PRODUCTS OR FROM A COURSE OF DEALING OR USAGE IN TRADE. ALL RESPONSIBILITY FOR DESIGNING, MANUFACTURING, LABELING AND WARNING OF HIDDEN DEFECTS OR DANGERS IN THE HARDWARE AND/OR ITS USE WITH AND OPERATION IN THE SECURE CARE SYSTEM RESTS EXCLUSIVELY WITH THE HARDWARE MANUFACTURER AND/OR VENDOR, AND ANY CLAIMS, COSTS, DAMAGES OR LIABILITIES ARISING FROM THE HARDWARE AND/OR ITS USE WITH OR OPERATION IN THE SECURE CARE SYSTEM SHALL BE MADE SOLELY AGAINST THE HARDWARE MANUFACTURER AND/OR VENDOR.

C. Secure Care's software, parts and products are designed for operation in a wireless system. However, the range, performance, and predictability of any wireless system, including Secure Care's, is dependent on several factors, including, but not limited to, the following: building structure; environmental extremes (e.g., temperature, earth tremors, air pollution, etc.); the proximity of other wireless devices; the presence of variable speed products; sources of Radio Frequency Interference (RFI); physical orientation and positioning of the equipment; and sources of Electro Static Discharge ("ESD"). Secure Care cannot be responsible for the effect of these types of factors on operation of its software, parts and products.

D. This Product must be installed, set-up, tested, supported, operated, maintained, repaired and used only in accordance with all manuals and instructions (including the user, installation, technical and other manuals) issued by Secure Care (the "Product Manuals"). It is your responsibility to assure that any person who might be installing, setting-up, testing, supporting, maintaining or repairing this Product knows the contents of and has access to the Product Manuals and has successfully completed Secure Care technical training. It is also your responsibility to assure that any person who might be operating or using this Product knows the contents of and has access to the Product Manuals and has successfully completed Secure Care in-service training. If you do not have the Product Manuals or if you have any questions regarding this Product and/or its installation, set-up, testing, support, operation, maintenance, repair or use, please call Secure Care at the telephone number provided in section 2.B below. Secure Care cannot be responsible for performance problems caused by a failure to follow published and appropriate procedures for installation, set-up, testing, support, operation, maintenance, repair and use.

All adjustable features on new and repaired Secure Care software, parts and products are shipped with "factory default" settings. These "factory default" settings may not comply with building and life safety codes or other applicable laws and regulations in the location where they are installed or operated. Secure Care strongly recommends, therefore, that the settings on all Secure Care software, parts and products be checked and, if necessary, reset to comply with local building and life safety codes and other applicable laws and regulations at the time of any installation, set-up, testing, support, maintenance or repair.

E. Secure Care's system is driven by software. However, the performance and reliability of any software-driven system depends on adequately maintaining the recommended minimum configuration of computing platform, operating systems and applications programs and on regularly performing industry-standard and application-specific backup processes. If recommended minimum configurations of computing platform, operating systems, and applications programs are not adequately maintained, or if appropriate backups are not regularly performed, the software may not drive the system as intended. Secure Care cannot be responsible for operational problems caused by a failure to perform these maintenance and backup procedures.

F. Secure Care does not authorize, and strongly recommends against, any installation or field replacement of software, parts or products by untrained contractors or facility staff. Such work can be hazardous, can render the system ineffective and will void any Secure Care warranty or liability that might otherwise relate to the system.

Before any software, parts or products, which have been designed and manufactured by Secure Care can be safely installed, set-up, tested, supported, maintained or repaired, technical training in accordance with standards established by Secure Care is required. Regardless of how Secure Care's software, parts or products are obtained, they should not be installed, set-up, tested, supported, maintained or repaired by any person who has not satisfactorily completed that technical training (a "qualified service technician".) When Secure Care's software, parts or products are sold separately from installation services, it is assumed that only a qualified service technician will conduct any installation, set-up, testing, support, maintenance or repair involving that software, part or products.

G. It is important that any installation, set-up, testing, support, operation, maintenance, repair or use involving the system comply with all local and national electrical and life safety codes. If you have any questions about compliance with those codes, please contact your local authorities.

H. Secure Care receives and responds to telephone and dial-in inquires (the "Help Line") about its software, parts and products for the purpose of discussing users' experiences with Secure Care's system, helping users better understand how their systems work, and providing ideas about what may be causing difficulties. However, Secure Care cannot accurately diagnose the cause of any problems or give complete instructions on how to fix problems over the telephone or Internet. The only way to assure that software, parts or products are installed, set-up, tested, supported, maintained or repaired correctly or that a Secure Care system is functioning properly is to have it examined on site by a qualified service technician. In addition, Secure Care software, parts and products cannot be operated or used correctly by anyone who has not successfully completed Secure Care in-service training. Secure Care's Help Line is not a substitute for on-site diagnosis and servicing by a qualified service technician or for successful completion of Secure Care in-service training. Secure Care strongly recommends that any installation, set-up, testing, support, replacement, maintenance or repair of a system that is performed by a person who has not satisfactorily completed technical training in accordance with standards established by Secure Care be immediately checked on-site by a person who has completed that technical training.

WARNING: EVEN SLIGHT MODIFICATIONS TO THE SYSTEM OR CHANGES IN THE OPERATING ENVIRONMENT MAY CAUSE SECURE CARE'S SYSTEM TO MALFUNCTION. THE ONLY WAY TO ASSURE THAT SECURE CARE'S SYSTEM HAS BEEN INSTALLED, SET-UP, TESTED, SUPPORTED, MAINTAINED, AND REPAIRED CORRECTLY IS TO HAVE A QUALIFIED SERVICE TECHNICIAN DO THE WORK.

I. Secure Care's software, parts and products have been designed to augment a facility's reasonable procedures for protecting residents, patients, and infants. However, no system or combination of procedures and equipment can eliminate all risk or assure complete security. Secure Care's system is not intended as a substitute for the careful identification and monitoring of residents, patients, and infants by a facility's professional staff.

2. Limited Warranty

A. Subject to the limitations set forth in this general product warranty statement (as amended from time to time by Secure Care in its absolute discretion), and unless a different period is specified in writing by Secure Care for a particular product or service, Secure Care warrants that this product (subject to Secure Care's specified tolerances and excluding any expendable items), if sold by Secure Care to an authorized Secure Care distributor, shall conform to the specifications which accompany this product for a period of one (1) year from the date of delivery of this product by Secure Care to a common carrier, f.o.b. Secure Care's manufacturing facility in Concord, New Hampshire or, in the case of services, from the date of first provision of such services. This warranty does not extend to and is not for the benefit of any person other than an authorized Secure Care distributor who purchases this product from Secure Care, any sub-distributor thereof and/or the customer to whom this product is first provided for use, by Secure Care, an authorized Secure Care distributor or any sub-distributor thereof. In the event that this product does not comply with this warranty, Secure Care will, at its option, either repair or replace this product or refund the purchase price, provided that this product is returned as provided in section 2.b below. Replacement of this product under warranty will not extend the original warranty period.

Secure Care will also, at its option, either repair or replace this Product after the warranty has expired, for an additional charge, provided that this Product is returned as provided in Section 2.B below. If Secure Care repairs or replaces this Product after the warranty has expired, the terms of the warranty set forth in this Section 2.A for a new Product will

apply to the repaired or replaced Product, with the exception that the term will run for ninety (90) days from the date of repair or replacement.

Repair may include the replacement of parts and products with functionally equivalent, reconditioned parts or products. Any part or product replaced by Secure Care will become the property of Secure Care upon replacement.

B. Warranty service is available by contacting Secure Care at 800-451-7917 and obtaining a Return Authorization Number. No Product may be returned to Secure Care without first obtaining a Return Authorization Number. When this Product is returned to Secure Care, please include the Return Authorization Number and a detailed written description of the problem. Issuance of a Return Authorization Number by Secure Care will not constitute an admission that there is a problem with the Product being returned, that any problem is covered by warranty or that Secure Care has any responsibility to repair, replace, make refunds for or pay claims, costs, damages or liabilities connected with the Product being returned.

NOTE: Tags are not repaired, nor is the warranty extended, beyond the expiration date.

If this Product is returned to Secure Care for any reason, you will retain title (unless and until a part or product is replaced, in which case you will obtain title to the replacement part or product at the time of replacement), the risk of loss, and the obligation to pay all costs of shipping, storage and other charges and obligations relating to this Product.

C. Except as stated in this section 2, Secure Care disclaims all warranties, express or implied, with respect to the whole or any part of this product, including, without limitation, all implied warranties of merchantability, fitness for a particular purpose, title and/or non-infringement. Secure Care also disclaims all obligations that might otherwise arise or be implied from a course of dealing or usage in trade.

3. Limitations of Liability

A. Regardless of the form of any claim or action, Secure Care's total liability to all persons, whether singly or together, for all occurrences combined, for claims, costs, damages or liabilities based on any cause whatsoever and arising from or in connection with this product, or the manufacture, distribution, promotion, sale, installation, set-up, testing, support, maintenance, operation, servicing, use or performance of this product, or from or in connection with any delay or failure in providing this product, shall not exceed the aggregate price (without interest) paid to Secure Care for this product.

B. In no event shall Secure Care be liable to anyone for any loss of data, loss of profits or loss of use of this product or any equipment, or for any special, incidental, consequential, exemplary, punitive, multiple, or other damages, arising from or in connection with the manufacture, distribution, promotion, sale, installation, set-up, testing, support, maintenance, operation, servicing, use or performance of this product or from or in connection with any delay or failure in providing or delivering this product.

C. In no event shall Secure Care be liable to anyone for any claims, costs, damages or liabilities caused by: (i) any distributor's failure to perform its obligations and responsibilities under a distributor agreement with Secure Care; (ii) improper or defective promotion, distribution, sale, installation, set-up, testing, support, maintenance or repair of this product, including work performed, without Secure Care's prior written consent in its absolute discretion, by a person who has not satisfactorily completed Secure Care technical training, or in a manner not consistent with Secure Care technical training; (iii) improper or defective operation or use of this product by a person who has not successfully completed Secure Care in-service training, or in a manner not consistent with Secure Care in-service training; (iv) supply of this product by a distributor for use in, or the use of this product in, any system or configuration not designed to Secure Care standards or in which a distributor or any third party has substituted materials and/or goods not specified by Secure Care; or (v) deterioration of this product during storage.

D. You agree to indemnify and hold Secure Care harmless from all claims, costs, damages and liabilities asserted by anyone for any damages that are excluded and waived, or are intended to be excluded and waived, by this section 3, or which are imposed by law on behalf of anyone but which are not expressly stated in this general product warranty statement.

E. The exclusions, waivers and limitations on claims, costs, damages and liabilities and any rights of indemnification set forth in this Section 3 shall be enforceable to the maximum extent allowed by law and shall not be expanded or negated in any respect by Secure Care's operation of a "help line" to receive and respond to telephone or dial-in inquires about this product, by any communications through that "help line" or by any actions taken by anyone following communications with Secure Care over such "help line."

4. Governing Law and Arbitration

A. This General Product Warranty Statement, and all questions arising out of or relating to it, shall be governed by and construed in accordance with the laws of the State of New Hampshire, without giving effect to the conflict of laws provisions thereof, and excluding the United Nations Convention on contracts for the international sale of goods, the 1974 convention on the limitation period on the international sale of goods (the "1974 convention"), and the protocol amending the 1974 convention, done at Vienna April 11, 1980.

B. Any dispute, controversy or claim arising out of or relating to this general product warranty statement shall be resolved by arbitration. Regardless of the amount in dispute, the arbitration shall be conducted by a single arbitrator selected by the parties or, if they cannot agree, by a single arbitrator selected in accordance with the commercial arbitration rules of the American Arbitration Association without regard to the amount in dispute. The arbitration shall be conducted in English, in accordance with the commercial arbitration rules of the American Arbitration Association, in Concord, New Hampshire. The decision of the arbitrator shall be binding and enforceable by any state or federal court in New Hampshire, and you hereby consent to the personal jurisdiction of any state or federal court in New Hampshire for that purpose. The expense of the arbitration (excluding each side's own attorneys' fees, costs, and related expenses) shall initially be paid in equal shares by each side, but the total of such expenses plus any award of attorneys' fees, cost and expenses shall finally be paid by the parties as the arbitrator determines. Nothing in this section 4.b shall preclude Secure Care from seeking provisional or equitable relief from any appropriate court to protect its rights prior to, pending or in the absence of such arbitration proceedings.

5. Severability

The invalidity or unenforceability of any provision of this General Product Warranty Statement shall not affect the validity or enforceability of any other provision hereof.

6. WAIVER

No term or condition of this General Product Warranty Statement may be waived except in writing signed by Secure Care. A waiver on one or more occasions of any term or condition of this General Product Warranty Statement shall not constitute or be deemed to be a waiver of such term or condition on any other occasion. No delay or failure of Secure Care to exercise any right or remedy under this General Product Warranty Statement will operate as a waiver thereof; no failure to enforce or insist upon compliance with any provision of this General Product Warranty Statement on any one occasion shall be deemed to be a waiver of Secure Care's right to do so on another occasion; and no course of dealing will constitute a waiver, alteration, limitation or expansion of any of the parties' rights and obligations under this General Product Warranty Statement.

Revised 01/22/14

Secure Care
Products, LLC

Monthly Cutband Testing Log		Date: _____		
Cutband Zone	Received Signal	Date	Cutband Test Pass/Fail	Comments
Test all Cutband Zones on a Monthly basis				