



data sheet

Tunstall Caresse telecare solutions

What is a Tunstall Caresse home unit?

The Tunstall Caresse is designed to allow people with special needs to maintain their independence by assisting them to live in their own home. When the Tunstall Caresse is activated in an emergency, it dials the 24 hour response centre putting the user in contact with a telecare consultant, who will aid the client by assessing the situation and contacting the necessary parties to assist.

Each Tunstall Caresse is supplied with a gem radio trigger that can be worn on the wrist, belt or around the neck as a pendant, allowing the user to activate an alarm call from anywhere in the house, without having to struggle to a phone. Alternatively, the alarm can be activated by the button on the actual alarm unit. Once an alarm call is raised, the user can then speak hands free with the telecare consultant who will summon the appropriate help.

The response centre is manned 24 hours, seven days a week, ensuring that every emergency call activated on the Tunstall Caresse will be answered. Providing peace of mind to the user's family, it also allows the user to maintain their independence and confidence in the home.

The Tunstall Caresse includes one hard wired connection and interfaces with 15 radio sensor inputs, allowing it to monitor a wide range of specialty sensors in the home. Passive infrared sensors can even be added to monitor movement and departure from the premises. With Tunstall Caresse create a 'smart home' environment, where the home is actually able to monitor certain events and activities to ensure the safety of its residents.

Using plug and play technology, sensors can be easily added, catering to the individual's changing needs, without the need for specialist knowledge or assistance.



All the reassurance you need

Tunstall

How does it work?

When the Tunstall Caresse is activated the call details are displayed on screen at the 24 hour response centre, showing the type of call and how the call was initiated. The Tunstall Caresse has a powerful speaker and sensitive microphone, allowing hands free two way speech between the user and telecare consultant.

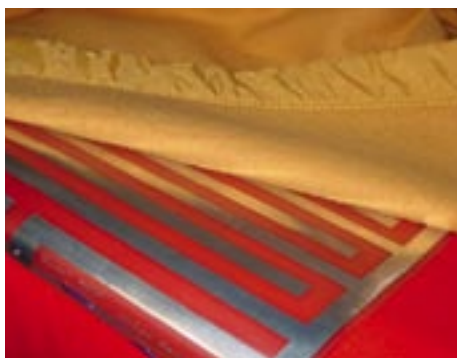
Who is it for?

The Tunstall Caresse provides numerous benefits for:

- Older, infirm or disabled people.
- Individuals who have been discharged from hospital and require additional support and assistance at home.
- People subject to distraction burglary, domestic violence, racial harassment, and repeat victimisation.
- People living in high crime areas.
- People of any age living alone.



pull cord



enuresis sensor



floor mat activity sensor



temperature extreme sensor

Easy to use

- The user has two way voice communication direct with the response centre.
- The speaker is positioned on top of the Tunstall Caresse to provide greater sound clarity.
- The telecare consultant can control the speaker volume on the alarm to adjust for the hearing needs of the client.
- The Tunstall Caresse and pendant feature large, bright buttons that are easy to press and activate an alarm call.
- The pendant cord is strong, washable, easy to replace, and has a safety break point to prevent choking.
- The pendant can also be worn on the wrist or clipped to the belt.
- The pendant is water resistant and able to be worn while bathing, to keep the user safe at all times.
- The pendant is lightweight and comfortable to wear.
- An easy press adapter is available for clients with limited use of their hands and fingers e.g. for users with arthritis.
- The user can answer an incoming phone call from their armchair and talk freely through the alarm's two way speech facility.

Features & benefits

- Plug and play technology – allows all radio sensors to be easily assigned to the Tunstall Caresse.
- Excellent speech quality – improved duplex speech option utilising hands free voice switching technology to provide exceptional speech quality.
- Flexible – 15 radio and one hard wired input for added flexibility to address future monitoring requirements.
- Frequency – the Tunstall Caresse operates on the 312MHz social alarm frequency for reliable, future proofed operation.
- Automatic battery monitoring – ensures that the Tunstall Caresse calls the response centre when the battery in the gem pendant is low, without the need for the user to raise a test call.
- Extended range – the gem pendant has up to 60m range or 100m line of site for greater coverage within large homes and gardens.
- Program option – the Tunstall Caresse can be programmed to the response centre or a dedicated personal recipient.
- Lockable keypad – prevents volume from being changed.
- Telephone answering with pendant – remote call answering allows a telephone call to be answered without picking up the phone, simply by pressing the pendant.
- Water resistant pendant – suitable to wear while bathing.



flood detector



Tunstall Caresse



bed occupancy sensor



smoke detector



PIR activity sensor



epilepsy sensor

Technical details:

Weight:	1143g
Dimensions:	195 x 215 x 36mm (WxHxD)
Mains power:	240V AC 10A electrical socket (NZ), 230VAC 13A electrical socket (SG)
Stand by battery:	1200mAh capacity (continually internally charged)
Back up time:	40hr with five emergency call sequences at end of time period
Radio frequency:	312MHz
REN:	1
External connections:	3m telephone line cord with type RJ (NZ), BS6312 (SG) plug Plug top transformer with 3m cable

Standards:

Telecoms (NZ):	PTC200: Issue 2, including amendment 1, Nov 1997 (PTC212/05/001)
Telecoms (SG):	Registration number S0052 - 08, 14 January 2008
EMC:	AS/NZS CISPR 22:2000 Class B
Safety:	AS/NZS 60950 - 1:2003
Warranty:	1 year return to base
Design manufacture:	ISO9001:2000

Environment:

Temperature:	0°C to 45° C Storage - 10°C to 50°C
Humidity:	Operating relative humidity 0 to 80% (non condensing) Storage is from 0 to 93% (non condensing)
Pendant water resistance:	IP57 – One meter for 30 minutes
Order numbers:	51020/350 Tunstall Caresse + Gem (NZ) 51019/350 Tunstall Caresse + Gem (SG) 64004 Gem (SG) 64014/02 Gem easy press adaptor

Declaration of conformity

We, Tunstall declare that this social alarm equipment is in compliance with the essential requirements and other relevant provisions of the R&TTE Directive 1999/5/EC.

Your local Tunstall agent

Tunstall

www.tunstallap.com

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