



Wireless Duress Alert System

Terms and conditions

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1. Equipment – Wireless Duress Alert System

- (a) The Customer must use and test the Equipment in accordance with these Terms & Conditions, any User Guide for the Equipment and RAA's Secure Services – General Terms & Conditions.
- (b) The fixed duress button(s) forming part of the Equipment must be within range of the receiver unit for the Equipment to work, as set out in the User Guide. 50 metres is currently the maximum range but the actual range may vary depending on interference from obstructions and other devices and the condition of the transmitter battery in the fixed duress button(s).
- (c) The fixed duress button(s) has a battery which, when it expires, will require the button(s) (or the battery within it) to be replaced. The Equipment will provide a warning to RAA, and RAA will advise you, when the battery may expire. Customer is responsible for costs associated battery/pendant replacement.
- (d) The Equipment may not work effectively where a monitored security system or other wireless system is in operation at the Monitored Premises.
- (e) The equipment is unable to process more than one event at a time. If many duress buttons are pressed in quick succession only the first alarm (and location) will be communicated by the equipment. Only once the duress calls have been completed will the equipment be ready to receive new activations and communicate other alarms.

2. Monitoring Services

- (a) The Monitored Services can only be provided by RAA, and the Customer must ensure that, the Monitored Premises are located in an area where RAA's selected carrier has mobile coverage available.
- (b) In consideration for the provision of the Monitoring Services, the Customer must pay RAA the Monitoring Fee and must also pay RAA for services provided (at rates set by RAA from time to time), and reimburse RAA for any third party costs incurred (including for emergency services attendance), responding to a System Event in accordance with this Agreement.
- (c) The Customer acknowledges that a System Event from the Equipment will not result in automatic notification to police (or other emergency services) or their attendance at the Monitored Premises.

3. Responses to System Event

- (a) When RAA receives a System Event (such as an alarm activation) from the Equipment, RAA will respond in accordance with the Customer Confidential Data.
- (b) If RAA is unable to respond to a System Event in accordance with this Agreement within such period as RAA considers appropriate in the circumstances, RAA will take such action as it considers reasonably necessary to respond to the System Event.

4. General Terms & Conditions

These Terms & Conditions apply in addition to, and prevail over, RAA's Secure Services – General Terms & Conditions.

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Port Augusta 7 Caroon Road

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Port Pirie 129 Ellen Street

Renmark 49 Renmark Avenue

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Important contact information

Phone

RAA Monitoring Centre **1300 555 120**

General enquiries **8202 4695**

Sales **8202 4671**



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