Frequently Asked *Nano*Care™ Questions

Contents

1   How does it work?

- The *Nano*Care™ sensor is a vulnerable people / panic alarm that can be used to alert neighbours, friends, family and social care people.

- The wearer simply presses the button to create the alarm. Or, if the wearer has a sudden fall, the alarm will also be automatically sent.

- The *Nano*Care™ provides feedback to the wearer by light, sound and vibration, enabling *Nano*Care™ to be used by all disabled people.

2   How many *Nano*Care™ sensors can be fitted at the same time?

- Currently, up to 16 CarbonNano sensors can be fitted, however with further updates to the *Nano*Hub™ this will increase further.

3   How do I install the *Nano*Care™ sensors?

- Easy, just keep the *Nano*Care™ on your person.

4   How long do the batteries last?

- *Nano*Care™ is supplied with 2 x 2032 coin cell batteries that should last 5 years. There is also a solar cell that assists with battery life.

- The *Nano*App™ will inform you when the batteries are running low.

5   What happens when I am not at home?

- If you are way from home outside of the radio range, then the *Nano*Care™ will not work.

6   What happens when I am at home?

- Using the *Nano*Mesh™ network, alarms can also be sent to your neighbours, friends and family etc or social care provider.

- You can setup your *Nano*Care™ to switch on its alarm bleeper when it sends an alert message if you wish to.

7   What happens if I do not want anyone to receive alarms?

- Alarm notifications can be switched off or on using the *Nano*App™.

8   How do my neighbours, friends and family get alerted?

- CarbonNano offers the *Nano*Mesh™ network as a free of charge service.

- From your online account, you can choose to add people to your *Nano*Mesh™ network, and they will also receive your alarms.

Vulnerable Person Alarm

- With some elderly or vulnerable people, sometimes an instantaneous alarm is required, rather than rely on motion patterns.

- *Nano*Care™ provides an instant alarm if someone finds themselves in difficulty.

- The carer's of family member's home may be in the next village, or may be the next door neighbour.

Carer / Family / Etc.   Vulnerable Person

9   Does it work inside and outside?

- Yes, *Nano*Care™ sensors have a long radio range and can operate both inside your home and also inside your garden.

10   How far away from the house will it work?

- *Nano*Care™ sensors use radio to communicate to the *Nano*Hub™ and the radio range depends upon:-

  o   How far your *Nano*Hub™ is away from the *Nano*Care™ sensors.

  o   What type of house walls you have and how damp they are.

  o   If you house is made from re-enforced concrete.

- The radio range easily copes with a "typical" brick/block built cavity wall home and a large garden.

- The "free air" line of sight radio range is a built up area is circa 300m.

- *Nano*Care™ has the ability to detect how far away from the *Nano*Hub™ that you are, and will warn you if you are getting close to the limit of the radio range.

11   What are the *Nano*Care™ specifications?

Nano 🏠

*Nano*Care™:-

CARBON Nano

*Nano*Care™ Features :-

- Simple to install, wearable like a watch, indoors / in garden.

- An instant alarm for vulnerable people, just press the button.

- Alarm warnings are sent using the *Nano*Mesh™ network to connect with neighbours / family / friends / carers etc.

- Long battery life > 10 years.

- Automatic regular system operation checking.

- Sound, light and vibration feedback to user.

- Long radio range.

- Advanced message encryption.

*Nano*Care™ Features:-

Automatically detect falls.

Suitable for deaf, dumb and blind people.

Smart watch sized, wear as a watch or on a lanyard.