

Disclaimer

Alerta System is not a medical device, and is not intended to diagnose, treat, cure, or prevent any disease. It does not track or locate a subject. It is designed to assist in monitoring a person within a fixed range primarily a home where the person is being cared for by a loved one or caregiver. With regard to accuracy, Track Patch has developed products and services to monitor certain user activity as accurately and as reasonably possible. The accuracy of Track Patch products and services is not intended to be equivalent to medical devices or precise scientific measurement devices and should not be relied on to be the only means of monitoring a person's activity.



Safety & Warranty Information

English (US)

alertafamily.com

Skin Irritation

Alerta uses medical grade adhesives for long term use however the patch may contribute to skin irritation or allergies in some users.

The patch placement should be on a clear hair free location on the upper back and rotated from week to week. For more information see patch wearing tips on our web page.

Batteries

Do not attempt to replace the battery in the patch. Doing so will void the warranty and can result in a safety hazard. Do not attempt to charge the batteries in the Wedge. The wedge batteries are a special long-term use battery and should only be replaced with special batteries from Track Patch. See www.trackpatch.com under changing Wedge Batteries. Substances in this product and its battery may harm the environment or cause injury if handled and disposed of improperly. Do not dispose of the device in a fire.

Exclusions & Limitations

Track Patch does not warrant that the operation of the Product will be uninterrupted or error-free. The limited warranty does not cover software embedded in the product. Track Patch does not warrant that the products are “fit for a particular purpose” This Limited Product Warranty applies only to the original purchaser and applies only to Products manufactured by or for Track Patch that can be identified by the Alerta trade name or logo affixed to it. The limited product warranty does not apply to products that are or Track Patch reasonably believes to be stolen, consumables (such as batteries or software even if packaged or sold with the products) or embedded in the Product. This Warranty does not apply to a Product or part of a product that has been serviced, altered, refurbished, or modified by anyone who is not authorized by Track Patch, nor does it apply to any cosmetic damage such as scratches and dents.

In addition this Limited Product Warranty does not apply to: (1) accident, abuse, misuse, mishandling, flood, fire, earthquake or other external causes; (2) normal wear and tear or aging of the Product such as discoloration; (3) operating outside of the permitted or intended uses described by Track Patch

No reseller, distributor, agent or employee is authorized to make any modification, extension or addition to this Limited Product Warranty. If any term contained herein is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

Except to the extent prohibited by applicable law all implied warranties (including, without limitation, warranties of merchantability and fitness for a particular purpose) shall be limited to the duration of this limited warranty. Except to the extent prohibited by applicable incidental, indirect, special, or consequential damages including, without limitation, loss of profits or revenue resulting from any breach of expressed or implied warranty or condition or under any legal theory even if Track Patch has been advised of the possibility of such damages. This limited warranty shall be governed by the laws of the State of Virginia.

Disposal

The symbol on the product or its packaging signifies that this product must be disposed separately from ordinary household wastes at its end of life. In the case of the Patch, it must be disposed of after 30 days in the same manner. Because the products contains Lithium batteries and associated electronics, ensure that you dispose of the Alerta product at a recycling center. For information about where to recycle your Alerta product please see alertafamily.com or contact your local waste management authority.

Regulatory Information

This device complies with Part 15 FCC rules.

Limited Lifetime Replacement Product Warranty

Track Patch I warrants that the Alerta Products shall be free from defects in materials and workmanship under normal use for the lifetime of the product. If such a defect arises and return authorization request is received by Alerta, Alerta will at its option and to the extent permitted by law either (1) repair the product at no charge using new or recycled replacement parts or (2) replace the Product with a recycled Product. In the event of such a defect to the extent permitted by Law these are the sole and exclusive remedies. To obtain warranty service, a return authorization must be requested from by contacting our customer service team at 833-443-5799. The return authorization number and return address must be included along with the returned product. You must deliver the product in packaging providing an equal degree of protection as it was originally shipped in to the address specified by Track Patch. Track Patch may require proof of purchase and or comply with other require- ments before receiving warranty service.

If you have questions or comments, we'd love to hear from you.

Phone: (833) - 3ALERTA

Email: alerta@trackpatch.com

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