

## **Frequently asked questions – Alarms – Category - General**

### **Problem Shooting**

#### **The alarm will not sound. What can I do?**

- Have you replaced the batteries? Be sure that the alarm is switched to the “ON” position.
- Have you read the trouble shooting guide in the manual?
- Did you remember to turn the alarm on?
- Check enclosed directions to see if your alarm has a silent mode/feature, and if so, put switch in “alarm on” position.
- Is there a low battery indication light blinking? If a low battery indicator is blinking, replace the battery(s).
- Have you removed the plastic off of the battery? Be sure that all cellophane is removed from the battery and that the battery is firmly connected to the battery plug.
- If your alarm contains dip switches, ensure they are aligned properly.
- If it is an IQ alarm, is it switched to ‘silent’ mode?

#### **PULL CORD ALARMS**

- If you purchased a pull cord alarm, is the pull cord attached to the alarm? Be sure that pin connector is firmly engaged in alarm and is not loose or wiggly.
- Be sure that the pin connector is not broken
- For magnetic pull cord alarms, check to make sure that the magnet is an AliMed pull cord magnet and that there is a good contact between magnet and alarm. Clean any dust or debris from connections.
- Adjust volume control to a higher setting.
- For tamper resistant model, press reset buttons.

#### **SENSOR PAD ALARMS:**

- Are you using a sensor alarm with a sensor pad?
- Check pad for visible signs of damage.
- Gently tug on cord to be sure that it is secure in pad.
- Make sure cord is not damaged, broken, or crimped.
- Check plug to be sure it is secure and firmly engaged in the alarm. Unplug and re-plug into alarm.
- Be sure that the pad has not been folded or that is not crinkled up under patient.
- Be sure that the pad has not been saturated by any fluids.
- Position the pad so that it is under the patient’s shoulder blade area.
- Check the time delay switch and position it to “0” second delay in the alarm control unit
- Pad will not function properly if allowed to get soaked with urine or cleaning products. Be sure to clean up liquids as soon as possible.
- Is your patient less than 90 lbs? If your patient is 90-lbs or less and you are using a thin sensor pad switch to a thicker pad. Are the batteries in properly? Check directions to ensure proper instructions. For small and very lightweight patients, the Universal Alarm Strap may be a better choice, as it is not weight dependent to set.
- Be sure that you are using an AliMed alarm with an AliMed sensor pad.
- Be sure chair pads are flat and positioned properly under patient. Pads positioned under the shoulders of an upright patient may not have sufficient pressure to set them.

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- Do not use under a cushion. Sensor pads may be covered with a light sheet or chucks pad.

### **PIR (passive infrared) or OPTICAL ALARMS:**

- Check battery(s)
- Make sure there are no bed covers or other objects in the path of the motion detector beam.
- Allow 20 seconds after switching to “on” position for battery and unit to warm up.
- When testing alarm, do not wave hand in front of beam. Place hand or object in direct line of sight of beam.
- Re-adjust angle of sensor.
- Ensure all dip switches are aligned properly.

### **Are AliMed alarms waterproof?**

- No.
- Our alarms are considered electronic devices and should be treated as you would any electronic device. They should not be used in or around water, as this could cause serious injury or death.

### **Are your alarms UL listed?**

- No, they are not. They are DC battery powered devices.

### **Are your alarms CE marked?**

- Yes.

### **Are your alarms tested or inspected?**

- Yes. Our alarms go through a series of tests and inspections before being sold to any of our customers.
- 100% quality check by manufacturer and additional testing is done when received.

### **Do your alarms prevent falls?**

- No. They alert the caregiver that a patient/resident may be at risk of a fall and may require some assistance.

### **Do you offer any guarantees on your alarms?**

- Yes. All alarms have a guarantee of six months from date of purchase.

### **Do your alarms contain lead?**

- No, they do not contain lead.

### **Is there latex in your alarms or packaging?**

- All AliMed alarms are latex-free.

### **Can your alarms be used safely on a patient that has a pacemaker?**

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- Precaution should be used with any alarms that contain a magnet. AliMed recommends contacting the manufacturer of the pacemaker and following their recommendation for use of such a device.

### **Can a patient be electrocuted or burned through use of an AliMed alarm?**

- No, as long as the alarm casing remains intact and the product is used according to the directions.
- AliMed recommends completely reading and following all alarm instructions included in the packaging.

### **Can AliMed Sensor Alarms be used with any bed or chair pad?**

- Yes, all with the exception of Posey, but it is not recommended. AliMed alarms are designed for optimal performance with AliMed sensor pads.

### **The alarm I purchased keeps sounding even when there is no movement from the patient.**

- Double-check all attachments.
- Ensure alarm on/off switch is in the proper position.
- If you are using a PIR sensor alarm, ensure that nothing is in the way of the passive infrared beam.

### **How do I attach the alarm?**

#### **To a chair/Geri-chair, or patient chair**

- There are a number of options for attaching alarms to patient chairs. Most alarms come equipped with hook and loop strips, plastic straps, or clips. If these are not working correctly for your needs we have many attachments available for purchase.
- Item 72341 – Cleanable hanging strap.
- Item 75303 – Alarm mounting bags
- Item 77936 – Universal Alarm mount
- Item 95-905 – Narrow Alistrap™
- Item 95-900 – Regular Alistrap™
- Item 95-902 – Wide Alistrap™
- Item 95-904 – X-Wide Alistrap™

#### **To a bed**

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- Item 75303 – Alarm mounting bags
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- Item 95-904 – X-Wide Alistrap™

### **Do you offer replacement parts for alarms?**

- AliMed does have certain replacement parts available for sale.
- Generally, we do not have all replacement parts as some of these require invasive work on the units. Most replacement parts are parts that clinicians and lay people can use. Please call for more details.

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### **Why does alarm not sound right away when patient is rising?**

- Is there a delay setting with your alarm? Check the setting to adjust to 0 second delay (Is it set to 2 seconds? If so, slide to 0) for immediate warning.
- Check the batteries for strength and to be sure they are installed properly. Are the batteries placed into the device properly?

### **What can I do if the alarm is not loud enough?**

- Check the setting to be sure it is set to alarm and not to silent. Did you switch the alarm to silent?
- Turn the alarm volume to the higher decibel setting.
- OSHA regulations only allow alarm to sound 100 dB in all facilities. At this time our all alarms comply with these standards.

### **Is there any way to change the alarm tone?**

- Your alarm may have an option for alert sound. If so, switch to chime or alarm.

### **Will the alarm work if the battery cover is lost or missing?**

- Although your alarm will work without a battery cover, it is important for patient and staff safety to have a battery cover in place. AliMed strongly recommends that you replace this alarm immediately if the cover is removed or damaged, as it would no longer be considered a safe device.

### **Can I receive another set of instructions if mine are misplaced?**

- Yes. Please find the product number and call our Product Support Team at 800-225-2610 x103. They will be happy to fax, email, or mail you a new set of instructions.

### **Do you have instructional videos or DVD's for any of your alarms?**

- We do have an instructional video available on our website for our TR2 alarm.
- Other videos may be developed.

## **CARE AND CLEANING:**

### **How do I clean and care for my alarm?**

- Wipe alarm case using a soft cloth or damp sponge. You may also wipe down with a bacterial or germ killing spray.
- If using a pull cord alarm in between patients, it is recommended to replace magnet or pull pins.
- Do not submerge in water.
- Do not drop or throw alarm, as this may cause unit to malfunction.

### **Should alarms be inspected?**

- Alarms should be checked regularly to help ensure patient safety. Read and follow instructions. Test alarm to be sure it is in proper working order **before each use**. Follow your facility guidelines and procedures for equipment maintenance.

### **Can incontinence patients use alarms with a bed or chair sensor pad?**

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- You can put a chuck pad or a sheet over the sensor pad.