



MERCARI TECHNOLOGIES
MERCARI LONE WORKER DEVICE



MERCARI LWD PRO BLACK NZ/AU VERSION

Get Familiar—Brief

Charging: Mercari LWD is pre-charged. Place it correctly in the charging station to initiate charging. It will announce it's charging. **Battery Alert:** When below 20%, a voice alerts you to recharge. Below 15%, a text is sent to all contacts. **Alternative Charging:** Use the magnetic USB cable provided when travelling.

Home Charging Station

Setup: Unwind the cable and connect to the USB adapter. Ensure the device is positioned correctly to charge.

Turning On: Mercari LWD is designed to stay turned on. Mercari LWD automatically turns on when placed on the chargers.

Emergency Contacts Setup

Mercari LWD has been set up with your nominated emergency contacts predelivery.

Changing Contacts: Send text commands to modify contacts. Avoid programming the device's number as a contact.

Testing

How to Test: Press SOS to ensure functionality every 3 to 6 months. Inform contacts before testing.

Activate SOS

Activating Help: Press the SOS button until it vibrates to activate emergency. Cancel within 10 seconds if False Alarm.

Lights Explanation

Green LED: Fast flash means network connected; slow flash is attempting connection. **Blue Light:** Searching for GPS signals

Red LED: Flashes when low on battery.

Device Maintenance

Cleaning: Ensure Mercari LWD is dry before charging. Use dry or damp cloth for cleaning.

Water Resistance: Shower/rain proof but not submersible.

Charging Station Features

Bluetooth Location transmitter: Transmits preprogrammed GPS location when in range of Mercari LWD (20-30 Yards)

Backup internal Battery: Lasts up to 8 hours during power outages.

Battery life

Usage Impact: Frequent phone use, Power settings change or GPS tracking reduces battery life. Average continued outdoor use in default settings should give 48—72 hours battery. Longer if at home in range of Bluetooth charging station

GPS and Fall Detection

GPS Accuracy: Generally accurate to 2.5 yards outdoors. Wifi/GSM locations vary depending on environment.

Fall Detection: Set at sensitivity level 5 by default. Can be adjusted anytime by changing settings.

Changing Settings

Via coded SMS (Text) messages from your own phone. You modify settings and contact numbers using text commands. Ensure text commands have no gaps and are in the format as per the manual. SMS Command codes have the following icon



Network and SIM Card

Network: Spark Prepay SIM card installed with credit. To manage your credit, please register SIM directly with Spark

Warranty and Support

Warranty: 12 months for manufacturing defects.

Common SMS Commands

DESCRIPTION	SMS COMMAND	EXAMPLE
Set Name of Device	Prefix1,NAME	Prefix1,Mums Alarm
Set Password	P(Password)	P123456
Request Location/Track	LOC	LOC
Request GPS Location/Track	LOC,GPS	LOC,GPS
Set/ Change Contact Number	A1,1,1,CONTACTNUMBER	A1,1,1,021123456
Fall Detection Sensitivity (5 Medium)	FL1,(1-9 Sensitivity),1	FL1,5,1
No Motion Timer (15 Minutes)	NMO1,(No Motion Time),1	NMO1,15M,1
Set GeoFence Safezone (500M)	GEO1,1,0,(Distance)	GEO1,1,0,500M
Check Contact Numbers	A?	A?
Check Battery Level	Battery	Battery

OVERVIEW & INTRODUCTION

The Mercari LWD is a smart personal emergency response system. Mercari LWD relies on a connection to the 4G LTE cellular mobile networks to operate. It also uses GPS, wifi and Bluetooth to perform location functions. Your device does not require an internet connection to perform any function. It may use wifi to find its location, but it is not dependent on wifi.

Your device uses SMS and voice frequencies across the cellular network to send out the text help messages and perform voice to voice communication with your emergency contacts. Being a mobile device, like a cell phone it needs to be recharged occasionally using the White Base Station or included USB charging leads. It is important that the user/operator of the device retains a copy of this User Manual as it is likely they will be needed as a reference in the future.



How Change Settings or Contacts.

Using text/ commands from your own smart phone

You can change contacts or settings anytime by sending it simple text commands from any cell phone as long as you know the phone number of your Mercari LWD. In this manual we have included the most commonly used text commands. Look for the following symbol which identifies there is a Text/SMS command available



Text commands format and reply

Mercari LWD must be turned on and have a connection to the mobile network to receive a text command. The text commands are not case sensitive. You must have NO Gaps/spaces in the SMS command.

If the command is successful, Mercari LWD will reply with a confirmation of a change.

2 Way Voice Call—Just Like a cell phone

Mercari LWD can make a normal voice call, just like a regular cell phone - without setting off SOS.

When the top side button is pressed briefly until till it vibrates, Mercari LWD makes an outgoing call to a single nominated emergency contact (contact 1 by default). You will then be able to have a 'hands-free' conversation with that nominated contact person.

This may be useful for keeping in regular contact with a supervisor, associate or security office to keep in contact, or if a user wishes their contact to listen in on a welfare situation in real time.

Non emergency call
button to Contact #1



When Mercari LWD is in its base,
Press Call1 to make an outgoing
call to your #1 contact . The base
has a powerful speaker to make
hearing a call easier.



Emergency SOS Call From Base

If Mercari LWD is in the base and
an emergency occurs, press the
SOS on the base and it will acti-
vate Mercari LWD in emergency
mode.

To Stop, Press the SOS on the
Mercari LWD

By default and as a safety feature, calls to and from the device cannot be hung up by the Mercari LWD user.

Calls can only be terminated by the other party.

Set Passcode Security Option (CAUTION)

To prevent unauthorized changes to contacts or settings, users can add a passcode to their Mercari LWD.

Passcodes must be 6 numbers ,and once set, must be used for all SMS commands. **CAUTION** If the passcode is lost or forgotten, Mercari LWD must be returned to the supplier to be factory reset. Passcode must be used in front of ALL commands to the device. Eg 123456LOC

Set Passcode 

To set a Passcode, SMS the Mercari LWD: P, then your 6 digit passcode. Passcode cannot start with zero. Example—for passcode 123456, the SMS command is P123456. Device will respond via SMS 'Set Password OK'

Change Passcode 

To change the passcode, use the old password first, then 'p', then new passcode. Example 123456P654321. Device will respond via SMS 'Your password has been changed successfully'

Delete Passcode 

To delete passcode, Use the passcode, then P, then Zero (No gaps). Example 123456P0. Device will respond via SMS 'Password deleted successfully'

Turning On & Off

Turning On

When you take Mercari LWD out of the box it will be turned off. To turn it ON, press the top side button. The green, blue and red LEDs will flash and the device will begin to start up. It will usually take between 30 to 90 seconds to connect to the available mobile network. A slow green flash every 3 seconds signifies the device is trying to connect to the network. Once connected the green LED will show a fast flash once, every 3 seconds.

Automatically turning on in charger If the device is off.

When you place the device in its white charging cradle or connect the USB magnetic charging cable, the device will automatically turn on.

Turning Off

To turn Mercari LWD off, hold down the SOS button and the grey, upper 'side talk button' together till the device vibrates. The lights will turn off shortly after you feel the vibration.



To turn Off, press and hold SOS and upper side button together until it vibrates.

If miss timed, the SOS will activate. Stop activation by pressing the SOS and try again.

There is no need to turn the Mercari LWD Off unless you will not be using it for a an extended period - weeks or months.

Mercari LWD has been designed to stay turned on, and when not in use, leave on the base charging station.

Change Device SMSName

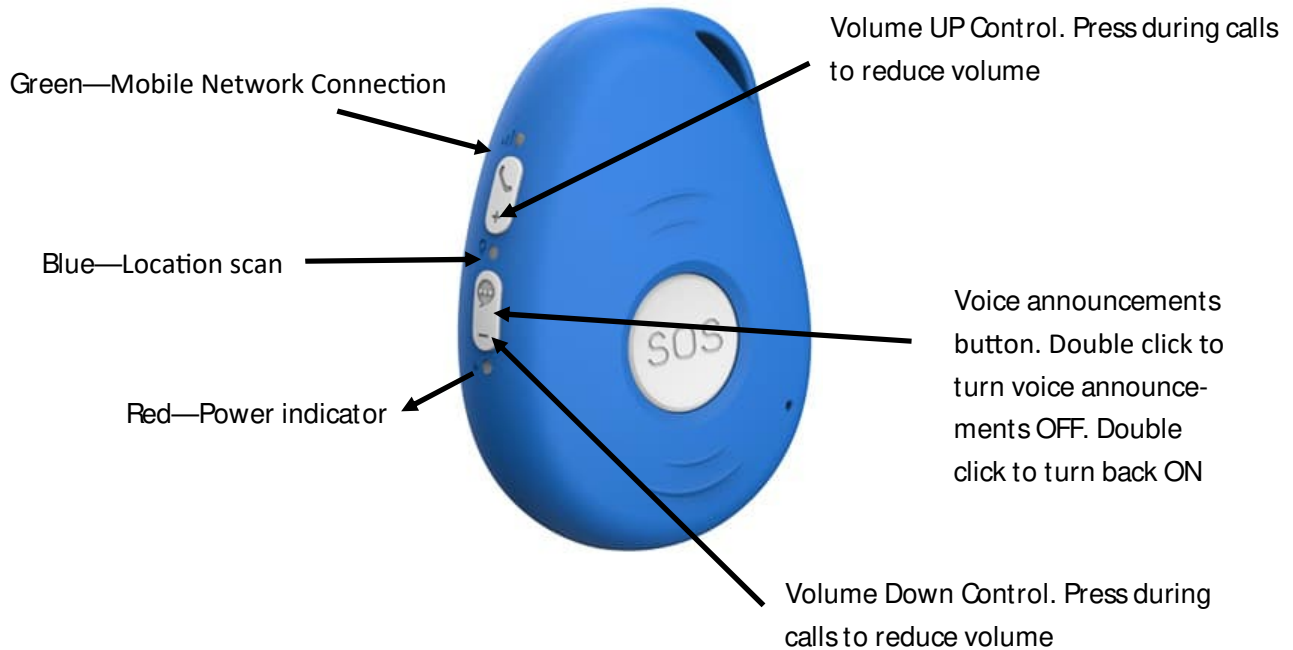
The Mercari LWD can be given a custom name that is sent to responders as part of any emergency SMS messages. This identifies the device that has been activated to responders. The custom name can be up to 100 characters. Example: "Lab 22 Alarm".

To Change Name 

Prefix1,Lab 22 Alarm

The Mercari LWD will reply with—Set Lab 22 Alarm ok.

What are the flashing lights & other Buttons



GREEN LIGHT: Connection status to the mobile network

The green LED is the most important on the device as it tells you the connection status to the cellular network.

Fast Flash. The green LED will show a very quick flash every 3 seconds. This means it is network connected and the device can be used for SOS & all functions.

Slow 1 second Flash. When it is not connected to the cellular network and trying to connect, it will show a slow 1 second in length flash every 3 seconds. This flash means it is out of cellular coverage and needs to be moved to another location to allow normal functions.

Rapid Flash. If the Green light is continuous flashing, it means Text messaging and/or calls are in progress.

BLUE LIGHT : Location and GPS information

The blue LED is associated with the operation of the GPS function and Bluetooth (location) and for technicians only. If you see the light flash it is simply following an automatic protocol. No user intervention is required.

RED LIGHT: Power indicator

When the device approaches 20% of charge left, the red LED will begin flashing rapidly. When this happens, a voice will announce "Battery is low. Please recharge your battery". There are still several hours of operation left in the Mercari LWD at this point. When the battery reaches 15% charge though, the Mercari LWD will send a low battery text message reminder to the emergency contacts.

Double Red Flash: Connected to Bluetooth Base

Rapid Red Flash: Power is less than 20% and should be recharged.

No Red Light or Flashing Slowly: Charging

Red Light ON—No Flash: Fully Charged

Charging

Mercari LWD is usually close to being fully charged when you remove it from the box. However it is recommended to charge device until the light on the side of the alarm is solid red. This ensures Mercari LWD is at 100% charge and gives it time to reconnect to the cellular network and re-pair to the base station.

When placing Mercari LWD in the charging base station, ensure it is positioned correctly. In the correct position it will click into place and vibrate momentarily and a voice will announce the device is charging.

When the battery approaches 20%, a voice will announce "Battery is low. Please recharge your battery". The red LED will start blinking. When the battery reaches 15% charge, Mercari LWD will send a Low Battery text reminder to all contacts that have cellular numbers that the battery needs to be charged. When the battery is fully charged the red light on device will be solid red. You can also check by sending the phone number in your device a text command: battery

To check battery manually, press the bottom side button once briefly. Device will flash a single red light then flash red for every 20% of battery left. For example 100% battery would be 5 red flashes. 3 Red flashes would mean approximately 60% battery left.

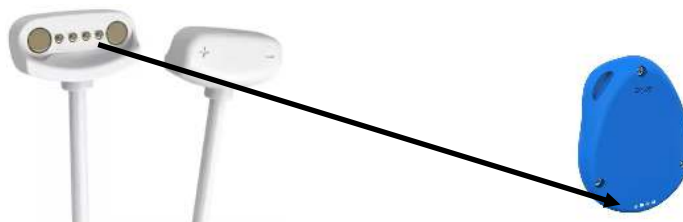


Charging via the Magnetic USB cable. For charging while away from office or travelling

When away from home, office, travelling or away from your base station, you can also recharge Mercari LWD by attaching the magnetic USB cable to the four charging contacts on the rear of device.

When the USB magnetic charger is connected correctly, a voice will announce "Your mobile alarm is charging". You can use the USB in any 5v USB charger such as in a car or on a computer.

If you take your base station away with you, it always retains the home GPS address programmed during the setting up of your device which may be confusing for your responders if there is an emergency. It is recommended to keep the base at your home/office and use the USB magnetic charger when travelling or on holiday.



Low battery warnings

To turn low battery warning to emergency contacts OFF, send SMS command: **LOW0** (Zero on the end)

To turn low battery warning ON so contacts receive a warning message, send SMS command: **LOW1,15**



Mercari LWD does not need to be turned off. If not in use, place it in the charging base station.

Bluetooth Charging Base



Introduction to your Home Base Station Charger

The Base station is a smart charger that performs some of the same functions as the Mercari LWD. It communicates to Device via Bluetooth.

When placing Mercari LWD in the charging station, ensure it is positioned correctly.

In the correct position, it will vibrate and announce it is charging.

It is best to leave Mercari LWD on charge when not in use.

Loosen and unwind the USB cable from underneath the station and plug the USB cable into the white power adapter. The lights around the base station will come on (May take 5 seconds). If the lights do not come on Press the Call 1 button on the left side of the white charging station.

The Bluetooth Charging Base has been programmed with the GPS location of your home address supplied (or alternate GPS coordinates supplied by the purchaser). The charging base acts like a location transmitter as GPS signals from Space are not effective indoors. The base station overcomes this. The base lets people know you are within range of the base station, at home should an emergency occur.

Please leave the base station at your home and plugged in at all times.



To turn the Charging Station light off,
Press and Hold Call1 @ Call2 together until the lights go Off.
To Turn Lights back ON, repeat.

Bluetooth Charging Base

Bluetooth location beacon

The Home Charging Base Station acts like a locator beacon when you need help. It communicates precise GPS coordinates via Bluetooth to device when you press the SOS button, if Fall detection or other auto feature is triggered.

The base stations is the fastest way for your device to know your location when you are at home/office

Mercari LWD has been manually programmed your base station with the GPS coordinates of your home address you supplied (Or alternate location if requested). The base station remembers this preprogrammed GPS location and transmits this to device. If you are at home and in range of the base, device uses the location of your base station on Google Maps and includes that location in the emergency SOS text messages that are sent to your emergency contacts. If Mercari LWD cannot find its location via the Station's Bluetooth, then it scans for, and uses Wi-Fi and GPS to find its location.



Uses Bluetooth location scan first

By default, Mercari LWD uses Bluetooth scanning first, then any available Wi-Fi and then GPS to find its location. Device has been Bluetooth paired with your base when purchased. It scans for Wifi signals but does not connect to Wifi.

Home base station Bluetooth distance

Inside buildings, the Bluetooth connection from the base station to device can be obstructed by walls and other objects. The rated range for the Bluetooth is 20—30 yards in the average home. Concrete and steel in walls may inhibit the Bluetooth signal to line of sight.

When device is too far from the base station it will not be able to receive the Bluetooth location or use Bluetooth functions such as SOS or automatic activations. Instead, Mercari LWD will use Wi-Fi, cell tower information and GPS for location data when its too far from the base charging station.

Its always best to test the Bluetooth range when you receive your device by sending the Mercari LWD the following Text message; **LOC** 

Device will respond back with its location. If in range of the Bluetooth base, the received text message will state 'Bluetooth Loc' within the message (Accurate). If its outdoors with view to the sky and picking up the GPS signals from space, it will state 'GPS Loc' (Accurate). If its in an indoor location, it will say 'GSM & Wifi loc' (less accurate and can vary depending wifi/ GSM signals). This is an easy way for responders to determine the level of accuracy of

Base station emergency battery

The base station has a 800mAh, lithium, backup battery for emergencies when there are power outages. The backup battery can last for up to 8 hours, which should be sufficient for most common grid outages.

Moving home/ office

If you are moving house and need to change the base station address, the GPS information preprogrammed into your base station can be updated by calling our Client Support team

SOS Button Activation

When you need help, Press the SOS button down until you feel a vibration.

The Mercari LWD will announce 3x "SOS alarm has been activated. Click SOS to stop." before it starts the sequence of help text messages along with the outgoing help calls.

To cancel the alert, just click the SOS button within 10 seconds of hearing the activation message.

SMS to all contacts

The Mercari LWD will send a help text message to all of your emergency contacts. Mobile numbers will receive the messages with the location of the wearer on their smart phone Maps.

If enabled to callout, the Help call sequence begins

The Mercari LWD will begin to call your emergency contacts in your chosen order, ringing for 20 seconds per contact before trying the next contact, thereby avoiding voicemail.

You will hear each outgoing ring tone. Between each call your Mercari LWD will announce that it is about to call the next contact and that you can cancel the call sequence by "clicking" the SOS button to stop.

The first person to answer is the person who can talk to you. The wearer listens and speaks through the device. By default the call sequence loops and tries every contact once, then it waits for incoming calls. The wearer does not need to press any buttons to answer incoming calls as Mercari LWD will answer automatically.

There are two ways to manually stop the call sequence :

From the wearer's side: As noted in the Quick Start Manual in the box, page 13, the wearer can press the SOS button between calls when the device announces it is about to call the next contact, for example "calling contact #2". There is approximately a 10-second window where the user can cancel the sequence by pressing SOS

From the receiver's side: During two-way talking, the person who answers the call can press #1 on their phone to stop the call sequence.

This will prevent the alarm cycling to the next contact.

Your Emergency Contacts

Mercari LWD can make voice call and send text help messages to a maximum of 10 people.

When ordering Mercari LWD, included in set up are programming your nominated contacts for the first time so your Mercari LWD is ready to use. If you decide to make any changes to your emergency contacts, you can do so at anytime by following the SMS commands provided later in this manual.

Programming Your Own Numbers

The law of averages means the more contacts you have, the more chance someone will be able to help you quickly when you need help. Remember: some contacts may have their phones turned off, be out of range or it could be the middle of the night and they don't hear the phone.

Consider contacts with Smart phones in order to use the GPS/Bluetooth location feature. Only smart phone contacts will receive the help text messages with your location on Google Maps. You can include landline numbers, but these people will not see your location on a map and only receive a phone call.

You can include 'Emergency Services—111 as one of the contact numbers. The 'Emergency Service' centre will not receive the help text message. Many people place '111' last in the call sequence as a fallback in case the other contacts do not answer. If circumstance require, 111 may be used as the only contact.

Changing Emergency Contacts/ Turn Off Outgoing Calls

Mercari LWD can have up to 10 emergency contact numbers programmed (1 minimum). This may include emergency services 111 (Suggested as a last of the contact).

Contacts should be listed in order of priority of who is most likely to respond first.

Cell phone numbers are recommended as critical location data can be received via SMS during an emergency. Landlines, 111 & international numbers can be programmed if desired.

SMS Command for Send text messages AND make Call during SOS 

Send the device the following SMS. No Gaps. The device will respond back 'Set contact number OK

A1,1,1, 1st priority contact number (Example—A1,1,1,0123456789)

A2,1,1, 2nd priority contact number (Example—A2,1,1,0123456789)

A3,1,1, 3rd priority contact number (Example—A3,1,1,0123456789)

A4,1,1, 4th priority contact number (Example—A4,1,1,0123456789)

A5,1,1, 5th priority contact number (Example—A5,1,1,0123456789)

A6,1,1, 6th priority contact number (Example—A6,1,1,0123456789)

A7,1,1, 7th priority contact number (Example—A7,1,1,0123456789)

A8,1,1, 8th priority contact number (Example—A8,1,1,0123456789)

A9,1,1, 9th priority contact number (Example—A9,1,1,0123456789)

A10,1,1, 10th priority contact number (Example—A10,1,1,0123456789)

To update or overwrite contact numbers, simply repeat the command according to the priority #.

SMS Command for Send text messages ONLY during SOS 

A1,1,0,YOURPHONENUMBER Note there is a Zero in place of a 1 in the sequence

Add more numbers as desired into the priority A2-A10 spaces.

To remove a contact number 

Removea1 (or applicable priority number)

To check contact numbers list 

A?

Mercari LWD will reply with numbers that have programmed.

Set or Change APN

An APN (Access Point Name) is crucial for VoLTE because it tells your phone how to connect to the carrier's specific network for voice services (IMS), essentially acting as the gateway for signaling and media, even when you're not actively using data, ensuring your device can register, handle voice calls, and send/receive texts over the 4G LTE network

If your device has not been preprogrammed by Mercari Technologies, you will need to set your APN. Your APN details can be found by contacting your chosen networks SIM card provider. Once you know your network APN details you can program this to the device by sending the following text message. We will use 'Internet' as an example.

SMS Command for setting/changing APN

S1,internet 

User Hang up Option

The Mercari LWD device default is set so that only the emergency contacts can hang up/terminate calls, so the user remains online. In some circumstances, it may be preferable for the user to be able to manually hang up a voice call.

SMS Command for User to be able to hangup by pressing SOS button during a voice call

Hangup1 

SMS Command to disable User hangup during a voice call

Hangup0 
(that's a Zero on the end)

Stop Call Sequence

To stop call sequence after an emergency voice call has been accepted/call answered.

SMS Command to enable Stop Call Sequence

SCS1 

SMS Command to disable Stop Call Sequence

SCS0 
(that's a Zero on the end)

Default is set so the device continues to call priority list until a responder stays online talking for approximately 2 minutes

Fall Detection



For auto fall detection, it is recommended the user wear it around the neck.

Designed for serious fall detection

Mercari LWD has an automatic fall detection feature that is designed to detect serious falls, likely to result in unconsciousness.

It has been designed this way so as to be a secondary level of assistance to compliment the SOS/help texts and calls. If after a fall a wearer is not able to press the SOS/help button due to being unable to move or reach the SOS button then the fall detection function can send out the text alerts and follow up with voice calls.

How auto fall detection works

Mercari LWD uses a complex sensors to make an assessment as to whether a serious fall has occurred. Amongst other things, it measures the altitude drop and angle at which the device hits the ground and an impact. If all criteria is met, it will vibrate and a clear voice will announce "Fall alert has been activated, click the SOS to stop". False alerts can be cancelled during this time by clicking the SOS button. If it is not canceled, it sends out 'Fall down alert!' as text messages with the wearer's location on Google Maps and then follows up with the voice call sequence to your contacts (If outgoing calls have been selected).

Fall detection is still a developing technology which means sometimes false alerts can occur. However, if the alarm detects a fall you will be warned and will have adequate time to press the SOS button to cancel the fall alert sequence. Additionally we cannot guarantee every serious fall will be detected as there are many variables involved in falls.

Mercari LWD must generally be at least 1 meter above the ground before the fall. The impact surface and the way it is worn can influence auto fall detection (ie if worn inside clothes, on the wrist/beltclip, or if dropped onto grass). Fall detection works best if worn on a lanyard around the neck.

Put simply, it needs to sense an altitude drop of 1 meter or more, and angle change like falling forwards or backwards, then a solid impact for auto fall detection to be set off.

Testing the fall detection feature

When you first receive your Mercari LWD you may drop it or gently toss it on a soft material (carpet) if you want to see the fall alert sequence in action. After that, however, we do not advise you to attempt to test the fall detection on yourself. Every fall is different due to the variables involved.

Over-testing (Continued impacts) the fall feature may result in injury or damage to the Mercari LWD. Do not deliberately drop or throw the device at a hard surface to test it.

Fall Detection (cont)

What can stop fall detection from working?

It may not detect falls if worn on a belt clip, wristband or inside clothing. For best results, Mercari LWD should be on a lanyard or chain where it can be worn in such a way that it swings during a fall. Because it measures the speed of impact using a 3D accelerometer, it is likely a fall from a height of less than a meter, such as from a sitting position, will not likely trigger the fall detector.

Sensitivity

The device fall detection sensitivity can be change to suit your unique needs.

Fall detection is enabled on Mercari LWD by default with medium sensitivity. This is setting number 5. Users can change sensitivity settings or turn the feature off at any time

Fall Detection Settings

During setup, fall detection is turned on and at a medium setting. You can turn this feature ON or OFF by texting a command from a mobile phone to device

To Turn Fall Detect Off  

FL0

(that's a Zero on the end)

To Turn Fall detect on. Medium Sensitivity  

FL1,5,1

The FL1 relates to turning the function on

The number 5 relates to the sensitivity setting. These settings are numbered 1 to 9. #1 is least sensitive and #9 is very sensitive. It is not recommended to have a setting less that #5.

The last #1 in the sequence is for the device to send SMS and make a call when activated.

Medium High Sensitivity  

For those who are concerned about falls and want more sensitivity without being too intrusive (setting off false alarms) a good medium high setting is #7. Use the following code for medium high.

FL1,7,1

Highest Sensitivity  

For those who want to use the highest sensitivity, setting #9 is maximum. Please note this may result in multiple false alarms and be frustrating for the wearer. Use the following code for Highest sensitivity.

FL1,9,1

Higher sensitivity settings are suitable for those who are concerned about falls, but decide to wear the device on the wrist, beltclip or armband instead of on lanyard.

GPS & Location information

Mercari LWD monitors the wearers location and can be tracked anytime. It uses location information to send as part of the SOS help me text messages and location requests (tracking). The location of the wearer is shown on Google Maps as part of those messages. Responders who receive messages on their cell phones know where to send help.

Accuracy of the GPS

Technology in device normally has GPS accurate to 2-3 meters. This rate of accuracy can be affected by walls, roof, trees, buildings and other environmental obstructions.

Power Saving

To save power the GPS goes to sleep The GPS function goes to sleep to conserve power if it does not detect any movement for around 30 seconds. The GPS wakes up and attempts to connect to the satellites when it detects some movement or is turned on.

Why it can take a while to get a GPS fix ?

The GPS can be slow to get a fix if it has been turned off for a number of hours or has been inside a building where it has been unable to see the satellites for a while. This can also happen due to normal limitations with GPS: Underground parkades, elevators, concrete buildings, tunnels and other obstructions can block the GPS signal.

If a GPS position is not able to be fixed within 15 seconds of an activation, the Mercari LWD will search for Bluetooth, WIFI & GSM locations and will transmit those in place of the GPS.

Barriers to getting a GPS fix?

Mercari LWD needs to see the sky in order to receive GPS signals for a GPS Lock. If device is located indoors, the GPS signals will be hindered or nonexistent depending on the environment. For instance, if the device is under any type of roof or structure, there will be no or limited GPS signal available. Additionally, fences, tall building, the roof, and even trees can affect the GPS signals coming from space.

Location Information In the SMS messages

Mercari LWD uses several methods of location detection. GPS, Bluetooth, Wifi & GSM (Cell tower). Within the Emergency SOS messages, Mercari LWD identifies what kind of signal it is using for its location detection to give responders an idea of environment.

GPS Loc— Highly accurate and device is outdoors in view to the sky

Bluetooth Loc— Highly accurate. Device is in range of the Home Base Charger.

GSM & WIFI Loc— Less accurate. Device is indoors, away from home. Local wifi signals may place the Mercari LWD in the immediate area or up to several hundred meters away. Use GPS location SMS command to review location

GSM Loc— Very Low accuracy. Device is in a location without view to sky and cannot detect any WIFI. Device is using cell tower information for general positioning. Use GPS location SMS command to review location.

Location/Tracking Commands

To locate/ Track the device

LOC



Device will sweep for location signals and respond back with location data received.

For GPS location data only

LOC,GPS



Device will sweep for GPS Signals only and respond with the users current GPS location if a signal is available.

Wifi, GSM & Bluetooth Location information

The Mercari LWD utilizes multiple geolocation technologies when GPS is not available, including Wi-Fi, GSM (cellular) and Bluetooth, to determine its location. While these systems enhance location/tracking features, each has inherent limitations that may affect performance under certain conditions. Your Mercari LWD will always display the type of information the device is receiving within the SMS messages received.

Bluetooth-Based Location Tracking

The Mercari LWD prioritizes Bluetooth-based location tracking when available, as it can offer precise indoor positioning in environments in which the Bluetooth Charging Base is located. In the absence of Bluetooth signal, the Mercari LWD will attempt to determine location using Wi-Fi, GSM, or GPS, depending on signal availability and quality.

Wi-Fi and GSM-Based Location Tracking

Wi-Fi and GSM positioning estimate the Mercari LWD location by analyzing nearby Wi-Fi access points and cellular towers. These methods are particularly useful when GPS signals are weak or unavailable, such as indoors or in areas with obstructed sky views.

In most instances, wifi locations can be within 5-15 meters. However, the accuracy of Wi-Fi and GSM-based location tracking can vary:

How the Wi-Fi location works with your Mercari LWD—and why sometimes it might not be perfect.

When your Mercari LWD tries to work out where you are and no Bluetooth or GPS is available, it scans the signals from nearby Wi-Fi networks; Yours, your neighbours' and even from local businesses. It checks all these signals against a known list of where those networks usually are, and that's how it tries to work out your location.

That information isn't always 100% reliable. Wi-Fi signals can be erratic — for example, if someone's modem turns off (Internet dropping out is a very common issue) that signal information may suddenly be lost. A neighbor or business may invest in a more powerful Wi-Fi transmitter that makes their signal reach much further, or someone's home Wi-Fi may be old and the signal might disappear for a bit or get weak. Also any one of those signals can bounce around off buildings or structures, or even be obstructed by trees blowing in the wind which can influence where the Mercari LWD thinks its location is.

Additionally, sometimes the information that internet service providers give about where those Wi-Fi networks are located might be a little out of date or not very accurate. That means the Mercari LWD might think it's in one place when it's actually somewhere nearby instead.

While Wi-Fi is a handy way for the device to provide a location, it's not always exact. It's a good idea to think of it as a helpful tool — but not the only way to track or locate the user.

GSM Loc: In sparsely populated areas with No Wi-Fi access points and distant cell towers information only (Example if the Mercari LWD is inside a remote Farm Barn), accuracy can decrease significantly. GSM Locations (GSM Loc) information is general area only, ranging from several hundred meters to several kilometers away.

In situations where location tracking accuracy may be questionable, responders are encouraged to use the GPS location request

LOC, GPS



Mercari LWD will sweep for GPS Signals only and respond with the user's current GPS location if a signal is available.

Set Geofence/ Safe Area



Create a virtual geographic boundary/radius around an area/home/facility by means of GPS technology, enabling Mercari LWD to trigger an auto SMS message to responders when Mercari LWD leaves the safe area.

Mercari LWD uses metric as its core programming. When programming safe zones, please remember to convert yards to meters. 1 Meter = 1.01 Yards.

Minimum safe area is a 150 meter radius from the Bluetooth Base in a single dwelling/detached house situation. For multistorey, Mult dwelling or care facility, minimum radius will likely need to be 200—400m depending on environmental factors. (200— 400 meters)

Note: Mercari LWD is not a replacement for a door exit alarm. The geofence/safe area radius needs to be an adequate distance away from the base charging station to ensure device has time to get out of range of the powerful Bluetooth signal, then have time to connect to the GPS signals from space and/or avoid any conflicting wifi/GSM signals. If the radius is set too close, false alarms are likely to occur.

False alarms—Extend the Safe Zone/ Geofence

If false alarms occur, or alerts do not go off, extending the Safe Zone/geofence will be required. As most homes/facilities have unique construction, neighboring Wifi signals can increase in number and strength, and GPS can be blocked by environmental structures such as buildings, there is no set guide on how far or how close you can set a Safe Zone/ Geofence other than trial and adjustment based on your unique environment.

When the Device is in line of sight of the Charging Base Station.

To make geofence larger or smaller, enter the distance followed by M for meters, KM for Kilometres.

To set MINIMUM Safe Zone geofence 150 meters.



GEO1,1,0,150m

To set Safe Zone geofence 250 meters.



GEO1,1,0,250m

To set Safe Zone geofence 500 meters.



GEO1,1,0,500m

To set Safe Zone geofence 1km.



GEO1,1,0,1000m

To set Safe Zone geofence 5km.



GEO1,1,0,5km

To Turn OFF Geofence



GEO1,0

No-Motion Detection

Mercari LWD is able to detect ceasing of movement. For this function, it is best worn in the wrist or lanyard to best prevent false alarms. If device is on USB charge or in the Charging Base Station, No-Motion detection will automatically be disabled and re-enabled when taken off charge.

If a no-motion alarm is triggered, the device will vibrate and announce it has surpassed its no motion timer and activate immediately.

No motion static time can be adjusted to your own desired minutes or hours. Use M for Minutes, H for hours.

Minimum timer is 3 minutes

Examples below.

To Set No Motion timer 15min



NMO1,15M,1

That's an 'O' not a zero before the first #1

To Set No Motion timer 30min



NMO1,30M,1

To Set No Motion timer 1 Hour



NMO1,1H,1

To Set No Motion timer 3 Hours



NMO1,3H,1

To Turn No-Motion OFF



NMO0

That's an 'O' followed by a Zero

SIM cards

Spark Mobile SIM card activation

If purchased with SIM card Option, we have installed a Spark PREPAY network nano SIM card in your device and activated it. Please refer to the enclosed Spark Network Packaging for the details of your mobile alarm number.

Yearly recharge of your SIM card

We have set up your SIM card with credit which should be more than enough for the average user to last a year. You will need to top up your SIM card each 12 month period to keep your SIM card active.

Maintaining SIM card credit—Register your SIM card

It is the responsibility of the user to maintain credit on the SIM card so the alarm can communicate. Failure to monitor credit may cause the device to cease working.

It is strongly recommended to register the SIM card directly with Spark to manage your credit.

It would be best to register the number with Spark and you'll be able to view the spend online. The simplest way to do this is visit a Spark shop directly, and they can assist you in-store with the SIM registration process. Please let them know that this is for an alarm device that cannot receive texts, and that the SIM simply needs to be linked to your Spark online account. If you take the device and Spark packaging along with you, most Shops will do this for you without removing the SIM. If the Spark team insist by temporarily placing the SIM in a phone to complete the registration and then reinstall it correctly — this process won't affect your alarm's warranty, however any damage caused by incorrect removal/installation will not be covered by warranty.

To switch it to a monthly account or make any other SIM card account changes, you'll need to do this with Spark directly.

Using your own/ alternate SIM cards

Your Mercari LWD is not locked to any particular network and is likely to be able to communicate on all NZ network SIM cards. Technical changes may be required to enable the device to operate with an alternate network SIM card. Mercari Technologies will charge a setup fee to change SIM cards and complete the programming required for the device to operate on a new network provider.

Replacing/ swapping SIM cards

Remove the screws on the back of the device and slide the SIM card holder open to replace. Ensure SIM card has been installed firmly in place before closing.

Setting new APN

If using a n alternate SIM card, please check the APN details from your network provider then update using the codes as detailed previous in this manual.

General

Weatherproof

Mercari LWD can be worn in the shower for short periods or in the rain. Mercari LWD is rated as water and dust resistant to IP67. This means that it should not be submerged or immersed in water. We do not advise you to wear it in the bath, swimming pool, spa or ocean. Like all cellular or electronic devices it will not work when it is totally under-water. Dry Mercari LWD if it gets wet.

Maintaining your Mercari LWD.

Care should be taken that dust, grime, soap or shampoo does not build up on the Mercari LWD. If it gets wet, dry it completely. Take particular care to ensure the Mercari LWD is completely dry before placing on charge. Wipe all water, sweat, perfumes and oils from the device before charging. Do not use cleaners or chemicals. A damp cloth should be more than sufficient to keep the Mercari LWD clean.

Check for any signs of obvious damage in the casing.

Check the charging points, 4x gold colored circles on the back of the device are clean and bright.

Remember to test your Mercari LWD regularly -

Make a call using the side button or have a friend or family member call the device to check voice function.

Press the SOS and listen to the Voice prompt and cancel to ensure the speaker is on.

Brief Specification

Operating temperature -20°C to +80°C for working -30°C to +70°C for storage

Battery life Up to 2-3 days with normal outdoor continued use. 4—5 days indoors within range of Base Station

Charging voltage 5V DC

Outdoor location tracking GPS/GLONASS GPS technology U-blox, AGPS support, 2.5 meter accuracy

GPS approx time to fix Cold start 26 secs, warm 2secs, hot start approx. 1 sec

WiFi 802.11 b/g/b, 2.4G

SM card Nano

Sensors 3D accelerometer, motion and vibration sensor

Waterproof rating IP67

Terms & Conditions

IMPORTANT NOTICE: THESE TERMS AND CONDITIONS ARE A LEGAL AGREEMENT BETWEEN MERCARI TECHNOLOGIES LTD ("MERCARI TECHNOLOGIES") AND THE PARTY THAT USES COMPANY'S MOBILE PERSONAL EMERGENCY RESPONSE DEVICES AND CONNECTIVITY FOR SUCH DEVICES (IF APPLICABLE) (THE "PRODUCTS"), WHO ACCEPTS THE TERMS AND CONDITIONS OF THIS AGREEMENT FOR HERSELF, HIMSELF OR ITSELF (AS APPLICABLE, "USER" OR "YOU").

PLEASE NOTE THAT YOU NEED NOT AGREE TO BE BOUND BY THIS AGREEMENT. HOWEVER, IF YOU DO NOT AGREE TO BE LEGALLY BOUND BY THE TERMS AND CONDITIONS SET FORTH HEREIN, YOU ARE NOT PERMITTED TO USE THE PRODUCTS, AND SHALL NOT HAVE ANY RIGHTS HEREUNDER AS A "USER." IF YOU DO NOT AGREE TO BE BOUND BY THIS AGREEMENT, YOU SHOULD PROMPTLY DISCONTINUE USE OF THE MERCARI LTD PRODUCTS.

CAREFULLY READ THE FOLLOWING TERMS AND CONDITIONS SET FORTH IN THIS AGREEMENT. USER'S USE OF THE MERCARI TECHNOLOGIES PRODUCTS SIGNIFIES USER'S AGREEMENT TO BE LEGALLY BOUND BY THESE TERMS AND CONDITIONS. MERCARI TECHNOLOGIES RESERVES THE RIGHT IN ITS SOLE DISCRETION TO CHANGE, MODIFY, ADD OR REMOVE ANY PORTION OF THESE TERMS AND CONDITIONS AT ANY TIME AND FOR ANY REASON. YOU AGREE TO REVIEW THESE TERMS AND CONDITIONS PERIODICALLY TO BE AWARE OF ANY CHANGES. USER'S CONTINUED USE OF THE FAIRYR PRODUCTS AFTER ANY CHANGES TO THE TERMS OR CONDITIONS OR THE PRODUCTS WILL BE CONSIDERED ACCEPTANCE OF THESE CHANGES.

The parties hereto agree that:

1. Alerting people in an emergency situation

The USER of the device understands that the device is used as a first-instance, alert system to help the wearer in an emergency, when under duress or when in need of help. It is designed and supplied to simply alert the USER'S chosen family member/s or friend/s, work colleagues, employers, carer/s or neighbor/s so they can quickly arrange someone to come to the USER'S aid. Use of the device does not guarantee that help or protection or that emergency help will arrive within a specific time frame.

2. Limitations of device: Mobile network coverage disclaimer

The USER understands the actual mobile alarm connection depends on where they are in relation to the available mobile network coverage. USERS should be aware we do not guarantee that coverage.

It is the users responsibility to ensure coverage is adequate in the areas they anticipate usage. Most cellular network providers provide coverage maps on their own respective websites and it is the users responsibility to check these for coverages before purchase.

User must also accept that physical structures may block or inhibit coverage could include basements, lifts, underground car parks, concrete buildings, tunnels and trees. Geographic features which may block or inhibit coverage could include formations such as hills and mountains or even trees.

If the USER is relying on the device for possible emergencies it is the responsibility of them to test the device before using it and relying on it and then do regular tests. We do not guarantee that the device can connect to the mobile network at all times, or that a help SMS or help call will be received by every emergency contact at all times or within a short time frame.

3. Limitations of device: GPS Functions disclaimer

The USER understands that the GPS functions and the help SMS alerts the device sends out with a GPS location on Google Maps are limited to the common constraints of all GPS systems.

The device uses the built in GPS technology to fix the location of the device with an accuracy of 2.5 meters. In order for the GPS functions to work it requires a line-of-sight connection to satellites in the sky. For the device to receive the signal it needs to be pointed to the sky. It normally takes up to 10 minutes to receive it's first fix (TFFF) and work out the co-ordinates of it's exact location.

The device checks for an updated GPS location when the device detects movement in accordance with the default, power saving mode and therefore We cannot guarantee that the device knows the current GPS location at all times, i.e. When the help button is activated or a 'loc' request is sent to it via SMS.

Underground car parks, lifts, concrete buildings, tunnels and other constructions can block the signal from satellites to the device.

It is possible that if a wearer of the device is in a location where there is no GPS signal that there may also be no mobile signal meaning the functions of the device will not operate till the wearer moves to an unobstructed location.

Mercari Technologies cannot guarantee the device's GPS signal will operate in circumstances where it is blocked and/or obscured and/or obstructed and will know its location at all times. The USER accepts it is the USER's responsibility to be aware of the limitations of the device in circumstances where the signal could be blocked and/or obscured and/or obstructed. The USER accepts responsibility for any injury, loss, damage or other consequential loss or harm in these circumstances.

4. Limitations of device: Wifi & GSM Functions disclaimer

The device utilizes multiple geolocation technologies, including Wi-Fi, GSM (cellular) and Bluetooth, to determine its location. While these systems enhance location accuracy, each has inherent limitations that may affect performance under certain conditions.

Wi-Fi and GSM-Based Location Tracking

Wi-Fi and GSM positioning estimate device location by analyzing nearby Wi-Fi access points and cellular towers. These methods are particularly useful when GPS signals are weak or unavailable, such as indoors or in areas with obstructed sky views.

However, the accuracy of Wi-Fi and GSM-based location tracking can vary:

Urban Areas: In areas with numerous Wi-Fi networks and cell towers, location data can vary in accuracy. Wi-Fi locations work by comparing the Wi-Fi network signals received by the device to a known list of access points and their locations as dictated by the ISP (Internet Service Provider). Information provided by the APN or ISP may or may not be accurate. Wifi signals can change momentarily due to router, power and environmental issues. For example: some wifi routers are programmed to restart at certain days/times. Wifi can also momentarily drop out. Wifi signals can vary in signal strength. All of these factors can influence the location data the device is receiving, and therefore, what it is reporting when being tracked.

Rural or Remote Areas: In sparsely populated areas with fewer Wi-Fi access points and distant cell towers, accuracy may decrease significantly, potentially ranging from several hundred meters to several kilometres.

Additionally, Wi-Fi and GSM signals can be affected by environmental factors such as building materials, physical obstructions, and signal interference, which may further impact location accuracy.

Bluetooth-Based Location Tracking

The device prioritizes Bluetooth-based location tracking when available, as it can offer precise indoor positioning in environments in which the Bluetooth Charging Base is located. In the absence of Bluetooth signals, the device will attempt to determine location using Wi-Fi, GSM, or GPS, depending on signal availability and quality.

Implications for Emergency Location Reporting

In emergency situations, the device will utilize the most accurate and available location data to inform designated contacts. However, due to the limitations outlined above, there may be instances where the reported location is approximate or less precise, particularly in rural or obstructed environments.

User Acknowledgment

By using the Mercari LWD, users acknowledge and accept that location accuracy is subject to the limitations of the underlying technologies and environmental factors. Mercari Technologies does not guarantee exact location determination in all circumstances and disclaims liability for any inaccuracies arising from these limitations.

5. Limitation of Cellular networks

Mercari Technologies will utilize its access to third-party cellular and/or satellite telecommunications networks in order to permit the device to communicate with such networks. This service will be provided as, when and where available, subject to transmission limitations including, without limitation, atmospheric conditions, topographical conditions, third-party wireless provider or other third-party issues or conditions, network congestion, emergency preemption, interruptions, and interference or limitations of third-party wireless telecommunications carriers. THIS SERVICE IS PROVIDED WITHOUT WARRANTY OF ANY KIND, WHETHER EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR ANY WARRANTY THAT THE SERVICE IS FIT FOR ANY PARTICULAR PURPOSE.

MERCARI TECHNOLOGIES MAKES NO REPRESENTATION OR WARRANTY AS TO THE AVAILABILITY OR QUALITY OF THE SERVICE AND SHALL HAVE NO LIABILITY FOR ANY ERRORS, OUTAGES, FAILURES OR INADEQUATE SERVICE.

User's ability to use certain features of the Product may be limited during periods of high volume, systems upgrades and maintenance or for other reasons. Company will not be liable to User if you are unable to use such features.

6. Limitations of Device, Bluetooth Disclaimer

Bluetooth technology allows devices to communicate and share data wirelessly over short distances. It is intended for use within a relatively limited range, such as within and around your home (e.g., backyard, general household area). The Mercari LWD includes a Bluetooth 5.0 beacon housed within the charging base station, which is pre-programmed with the geographic coordinates the purchasers nominated address. The Mercari LWD pairs with this Bluetooth beacon to enable continuous connection for location services while in range.

Bluetooth positioning is reliable within an approximate 20-meter radius of the Bluetooth beacon however each home location is different and users should test the range of the Base Station Bluetooth signal to ensure the range is known. Once the Mercari LWD is outside this range, Bluetooth functionality will not be available, and the Mercari LWD will instead attempt to obtain location data via GPS or Wi-Fi/ GSM where possible.

Please note that Bluetooth is not a substitute for GPS or Wi-Fi and is intended for use in providing accurate location information only within the defined range of the Bluetooth beacon.

7. Limitation of liability

No Guarantee of Prevention The USER acknowledges and agrees that the Mercari LWD is not designed or guaranteed to prevent any loss, injury, harm, damage, consequential loss, accident, injury, or death. Mercari Technologies makes no representations, warranties, or guarantees regarding the device's performance as a means of preventing such occurrences.

Purpose of the Mercari LWD The USER acknowledges and agrees that the primary purpose of the Mercari LWD is to alert pre-programmed emergency contacts (including 111, if programmed) in circumstances where the USER activates the emergency call or HELP SMS function.

No Guarantee of Emergency Response Mercari Technologies expressly disclaims any promise or guarantee regarding the specific performance of any emergency contact person(s) alerted by the device, including their timely arrival or failure to arrive at the USER's location.

Limitation of Liability Notwithstanding any other provision of these terms and conditions, in the event that liability is established against Mercari Technologies by reason of any court or tribunal decision, the total liability of Mercari Technologies shall be limited to the sum of \$600, representing the cost of the device.

IN NO EVENT SHALL MERCARI TECHNOLOGIES LTD BE LIABLE TO BUYER OR ANY OTHER PARTY FOR SPECIAL, INCIDENTAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES OR FOR ANY CLAIMS OR DEMANDS BROUGHT AGAINST BUYER BY ANY OTHER PARTY, REGARDLESS OF WHETHER COMPANY HAD BEEN PREVIOUSLY ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, CLAIMS OR DEMANDS.

IF ANYONE OTHER THAN YOU, INCLUDING YOUR INSURANCE COMPANY, ASKS MERCARI TECHNOLOGIES LTD OR REPRESENTATIVES TO PAY FOR ANY LOSS, DAMAGE OR EXPENSE (INCLUDING, WITHOUT LIMITATION, ECONOMIC LOSSES, PROPERTY DAMAGE, PERSONAL INJURY OR DEATH) DUE TO (I) BREACH OF CONTRACT OR WARRANTY, EXPRESS OR IMPLIED, (II) ACTIVE OR PASSIVE SOLE, JOINT OR SEVERAL NEGLIGENCE OF ANY KIND OR DEGREE BY COMPANY OR REPRESENTATIVES, (III) FAILURE OR MALFUNCTION OF THE PRODUCT, (IV) RECORDING OF SIGNAL OR AUDIO COMMUNICATIONS OR VIDEO SURVEILLANCE/RECORDING, (V) PRODUCT OR STRICT LIABILITY, OR (VI) A CLAIM FOR SUBROGATION, INDEMNIFICATION OR CONTRIBUTION, YOU AGREE TO PAY (WITHOUT ANY CONDITION THAT COMPANY OR REPRESENTATIVES FIRST PAY) FOR ALL LOSSES, DAMAGES, COSTS AND EXPENSES INCLUDING, WITHOUT LIMITATION, ATTORNEYS' FEES, WHICH MAY BE ASSERTED AGAINST OR INCURRED BY MERCARI TECHNOLOGIES LTD OR REPRESENTATIVES.

You hereby waive any rights your insurance company may have to be reimbursed by Company for money paid to you or on your behalf. You hereby release Company for all losses, damages and expenses which are insured.

Mercari Technologies is not responsible or liable for any injury, loss or damage caused in whole or in part by damage to the device while in your possession, improper installation, unreasonable use or abuse of the device, failure to provide proper maintenance or to follow the written instructions provided or failure to regularly test the device.

All claims, actions or proceedings, legal or equitable, against Mercari Technologies or its representatives must be limited to breach of this Agreement and commenced in court within one (1) year after the cause of action has accrued or the act, omission or event occurred from which the claim, action or proceeding arises, whichever is earlier, without judicial extension of time, or said claim, action or proceeding is barred, time being of the essence.

TO THE EXTENT NOT PROHIBITED BY LAW, EACH PARTY HEREBY WAIVES ANY RIGHT TO TRIAL BY JURY IN ANY SUIT, ACTION OR OTHER LEGAL PROCEEDING BROUGHT BY EITHER PARTY ARISING OUT OF OR FROM, IN CONNECTION WITH, RELATED TO, OR AS A CONSEQUENCE OF THIS AGREEMENT.

To the fullest extent permitted by law, and except as explicitly provided otherwise, this Agreement and any disputes arising out of or relating to it will be governed by the laws of New Zealand, without regard to its conflict of law principles, and by any applicable tariffs, wherever filed. All controversies, disputes, demands, counts, claims, or clauses of action between you and us shall be exclusively brought and heard in the state courts located in Dover, Delaware, without any right to remove to Federal Court.

8. Mercari LWD Care and Maintenance

Consequences of Improper Care

The USER acknowledges that failure to properly care for the device, including damage, tampering, water submersion, or other misuse, may cause the device to malfunction or fail to operate.

Limitation of Liability

Mercari Technologies shall not be liable for any injury, loss, damage, consequential loss, accident, or death arising from the USER's failure to properly care for and maintain the device.

Examples of Improper Care

Improper care includes, but is not limited to:

- (a) Damage to the device while in the USER's possession, rendering it inoperable or partially inoperable;
- (b) Tampering with or modifying the device;
- (c) Improper installation or power surge;
- (d) Failure to perform the Monthly Alarm Health Check;
- (e) Failure to regularly charge the device;
- (f) Unreasonable use or abuse of the device;
- (g) Failure to perform routine maintenance as specified in the User Guide Manual;
- (i) Any other act or omission that contributes to improper care and maintenance.

9. Return/ Refund policy

Mercari Technologies publishes its returns/refund policy on this website and the USER agrees that this policy was available at the time of purchase.

10. Delivery of these terms and conditions

The USER acknowledges that these terms and conditions and incorporated documents were made available to the USER online via this website and were delivered to the USER'S address by Tracked Post/ courier along with the device, its packaging and printed instructions for the installation and use of the device.

11. Conflicting documents

Should there arise any conflict between this agreement and USER'S purchase order or other document, this agreement will govern, whether such purchase order or document is prior to or subsequent to this agreement.

12. Full agreement / Severability

This agreement constitutes the full understanding of the parties and may not be amended, modified or cancelled, except in writing signed by both parties. The USER acknowledges and represents that the USER has not relied on any representation, assertion, guarantee, warranty, collateral contract or other assurance, except those set forth in this agreement and waives any claims in connection with same. Should any provision of this agreement be deemed void, all other provisions will remain in effect.

13. Legal action

The USER submits to the jurisdiction and laws of New Zealand, and agrees that any litigation or arbitration between the parties must be commenced and maintained in New Zealand. Service of process or papers in any legal proceeding or arbitration between the parties may be made by Express Mail delivered to the party's business address agreement or another address provided by the party in writing to the party making service.

Mercari Technologies Ltd
PO Box 87521
Meadowbank 1472
Auckland
New Zealand

14. Governing law

This Agreement shall be governed by the laws of New Zealand.

15. Changes to T&C's

We may, at any time, and at our sole discretion, modify these Terms and Conditions of Use, including our Privacy Policy, with or without notice to the User. Any such modification will be effective immediately upon public posting. Your continued use of our Service and this Site following any such modification constitutes your acceptance of these modified Terms.

WARNING



READ BEFORE USE

Familyr by Mercari Technologies Ltd is not a substitute for 111 or emergency services.

By using this device, you acknowledge and agree to the following:

- No guarantee is made that the Device will prevent harm, injury, or provide effective emergency response.
- You assume all risks related to use, malfunction, or failure of the Device.
- Mercari Technologies Ltd is not liable for any damages, injuries, losses, or failures related to use or inability to use the Device.
- Mercari Technologies Ltd is not responsible for third-party actions (e.g., Your Friends, family, emergency responders, emergency contacts or monitoring services).
- You agree to indemnify and hold harmless Mercari Technologies Ltd for any claims or liabilities arising from use.
- This disclaimer is governed by the laws of New Zealand
- If you do not agree, do not use the Device.

Return Policy

Returns and Refunds Terms

1. 30-Day Money-Back Guarantee

We offer our customers a 30-day money-back guarantee on Mercari LWD purchased directly from Mercari Technologies. If, for any reason, you are not completely satisfied with your purchase, you may request a return within thirty (30) days from the date of PURCHASE.

2. Eligibility for Returns

To qualify for a return or refund under this policy, the following conditions must be met:

- The product must be returned in its original condition, including all packaging, accessories, and documentation.
- The product must not be damaged, altered, or excessively used beyond normal inspection use.
- Proof of purchase (such as an order confirmation or receipt) must be provided.

3. How to Request a Return

To initiate a return, please contact our Customer Service team at contact@mercari.co.nz within the 30-day period. We will provide you with instructions on how to return your item(s).

Customers are responsible for any shipping costs associated with returning the product unless the product is defective or damaged upon arrival.

4. Refund Processing

Upon receipt and inspection of the returned product, we will notify you of the approval or rejection of your refund. If approved, a refund will be issued to your original payment method within [7-14] business days. Refunds may be subject to a restocking/ SIM card recharge fee, which will be deducted from the refund amount.

5. Damaged or Defective Products

If you receive a damaged or defective product, please notify us within [48 hours] of delivery with supporting evidence (e.g., photos). We will arrange for a replacement or refund at no additional cost to you.

6. Governing Law

These Returns and Refunds Terms of Trade are governed by and construed in accordance with the laws of New Zealand, and you submit to the exclusive jurisdiction of the courts of that jurisdiction.

7. Contact Us

For any questions regarding returns or refunds, please contact us at:

- Email: contact@mercari.co.nz

Medical Disclaimer

Medical Disclaimer

1. General Information Only

This User Manual, including any information contained in print or digital formats provided by Mercari Technologies Ltd offers general information relating to medical and health matters. The information provided is for general educational and informational purposes only and is not intended as, and does not constitute, medical advice or legal advice.

2. No Substitute for Professional Advice

The information within this User Manual does not replace consultation with a qualified healthcare professional, doctor, or other relevant expert. Users must not rely on the information as an alternative to professional medical advice, diagnosis, or treatment. If you have any specific questions about a medical condition, or if you think you may be suffering from a medical condition, you should seek immediate medical attention.

3. No Warranties or Representations

The medical and health information contained in this User Manual is provided “as is” without any representations or warranties, express or implied. Mercari Technologies Ltd its officers, employees, contractors, agents, and affiliates make no representations or warranties in relation to the medical and health information contained within this User Manual. Without limiting the generality of the foregoing, Mercari Technologies Ltd does not warrant that:

- (a) the information is complete, accurate, reliable, or up to date;
- (b) the information will be available at any particular time or location; or
- (c) the use of the information will meet any particular requirements or expectations.

4. Limitation of Liability

To the maximum extent permitted by applicable law, Mercari Technologies Ltd shall not be liable for any direct, indirect, incidental, consequential, or special losses or damages arising from or in connection with the use of, or reliance on, any information contained within this User Manual. This includes, but is not limited to, any claims for personal injury, illness, medical negligence, or any other loss or damage, even if Mercari Technologies Ltd has been advised of the possibility of such damages.

5. Legal Compliance

Nothing in this Medical Disclaimer is intended to exclude or limit any legal rights you may have under the applicable law that cannot be excluded or limited.

6. Governing Law

This Medical & Legal Disclaimer shall be governed by and construed in accordance with the laws of New Zealand. Any disputes relating to this disclaimer shall be subject to the exclusive jurisdiction of the courts of New Zealand

Warranty

12 months warranty

The Mercari Technologies Mercari LWD' alarms come with a standard 12 months warranty from date of purchase. If the Mercari LWD & Base Charger has a manufacturing defect causing it to fail within the first 12 months of purchase, we will replace it free of charge or refund the purchase price.

How to claim against your warranty

Please contact us by emailing us at: contact@mercariTechnologies.com to arrange to have the alarm returned for a warranty claim assessment.

Circumstances that can void your warranty

Please be aware your warranty can become void if any of the following have occurred:

- The device has been opened or tampered with. The alarm has been modified or not used in accordance with our instructions.
- The device has been dropped or suffered damage from physical impact.
- The device has been damaged by fire or has been exposed to excessive heat.
- The device has been used with an incorrect power adapter.
- The device has been subject to an incorrect voltage due to lightning or a power surge.
- The device has been subject to a liquid spillage causing a failure.
- The device has been submerged in water.

The warranty does not cover defects or malfunction caused by misuse, abuse or improper maintenance, failure to follow operating instructions, or use with equipment with which it is not intended to be used. It doesn't cover cosmetic or incidental damages. Also, the warranty will not apply to damage caused by unauthorized alteration, incorrect SIM installation, modification or repair of the device. Mercari Technologies does not warrant or provide service or support for any third party products.

You are entitled to a replacement or refund for a major failure. Additionally, You are entitled to have the goods

Consumer Guarantee

repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Mercari Technologies Ltd is not liable for any indirect or consequential loss or claims.

Lifetime Support

Lifetime Support Policy

At Mercari Technologies, we are committed to providing ongoing support to ensure our customers have a positive and safe experience with their Mercari LWD. We offer a Lifetime Support Policy for all active Mercari LWD users, subject to the terms outlined below.

1. Scope of Lifetime Support

This policy entitles the original purchaser to:

- Technical support for the operation and setup of their device(s).
- Assistance with device troubleshooting, connectivity, and usage queries.
- Guidance on proper use, maintenance, and recommended practices to keep the device operating effectively.

2. What Lifetime Support Covers

- Email support during our normal business hours.
- Step-by-step help with pairing the device, setting up features, and understanding alerts and notifications.
- Support with replacement accessories (such as chargers or lanyards), subject to separate purchase if needed.

3. Exclusions

This Lifetime Support Policy does not cover:

- Physical repair or replacement of the device itself outside of the applicable warranty period.
- Issues arising from misuse, neglect, accidental damage, or unauthorized repairs or alterations.
- Devices that are lost or stolen.
- Consumables (such as batteries or straps) after the standard warranty period expires.

4. Device Eligibility

To be eligible for Lifetime Support, the device must:

- Be an authentic Mercari LWD purchased directly from Mercari Technologies or an authorized reseller.
- Have an active and original device supplied SIM card in the device, or have purchasers name/registered user details/ Invoice number.
- Device IMEI must match the allocated SIM card and/or registered purchasers details.

5. Limitations

Lifetime Support is provided for the lifetime of the product or as long as device continues to support the model. Should the product model become obsolete or if Mercari Technologies ceases to support it, we will continue to provide guidance and best-effort assistance but cannot guarantee indefinite support or compatibility with newer technologies.

6. How to Access Lifetime Support

For assistance, please contact our dedicated Customer Support team at: contact@mercari.co.nz

7. Governing Law

This Lifetime Support Policy is governed by the laws of NZ, and you agree to submit to the exclusive jurisdiction of the courts of that jurisdiction.

Get in Touch

Mercari Technologies Ltd
PO Box 87521
Meadowbank 1472
Auckland
New Zealand

contact@mercari.co.nz