

IN THE UNITED STATES DISTRICT COURT
EASTERN DISTRICT OF WISCONSIN

INSTANTEL, INC.,)
)
 Plaintiff,)
)
 v.) Civil Action No. 99-C-0766
)
 R.F. TECHNOLOGIES, INC.,)
)
 Defendant.)
 _____)

DECLARATION OF THOMAS CHARLES BASSETT

1. I, Thomas Charles Bassett, am over 21 years of age, am competent to give this declaration, and make this declaration on the basis of my personal knowledge of the facts hereinafter set forth.

2. I have been in the hospital security business for the past twenty-one years, and have worked in security at SUNY Health Science Center, in Syracuse, New York, Community General Hospital, in Syracuse, New York, and Crouse Hospital, in Syracuse, New York. I am currently Manager of Security, Parking and Transportation at Crouse Hospital in Syracuse, and have held that position since May 1996. As Manager of Security, Parking and Transportation at the hospital, I am in charge of managing the activities of the security, parking and transportation departments at the hospital, training security officers, and ensuring that our officers comply with Article 7 of the General Business Laws of the State of New York.

3. It is my responsibility at the hospital to maintain the highest level of security, especially in the area of newborns and infants, as this is a strong focus of Crouse Hospital.

EXHIBIT C

4. In 1997, the hospital began considering the purchase of an electronic infant security system. There had been several attempted abductions of infants in the Syracuse area, and we were interested in improving our security in the hospital to prevent this from happening.

5. For several months, I reviewed various publications and promotional materials about electronic infant security systems to determine which system would be right for the hospital. In late spring or early summer of 1998, we narrowed down the choice of systems to the CODEALERT system and Instantel's HUGS system. In the summer of 1998, demonstrations of the CODEALERT and HUGS systems were given at our hospital.

6. We requested quotes on the CODEALERT and HUGS systems in the summer of 1998, and in or about July 1998, we placed an order for the HUGS system. We selected the HUGS system over the CODEALERT system because we believed that the HUGS system was better than the CODEALERT system. One major benefit of the HUGS system is the fact that it does not require much equipment to be mounted on the walls. In contrast, the CODEALERT system requires a lot of equipment to be mounted on walls. The HUGS system also came with free upgrades to the software used with the system.

7. We also preferred the HUGS system over the CODEALERT system because with the HUGS system, we can control the whole system from a central station in security. With CODEALERT, we would have had to have several sites and locations to monitor the system. We also thought that the HUGS system was more user-friendly than the CODEALERT system and

that it would be easier to train staff to use the HUGS system than the CODEALERT system. We also were not able to defeat the HUGS system when we tested it.

8. The HUGS system was installed in our old maternity/child care section in or about September 1998, and we spent four to six weeks training our staff on how to use the system. We planned to test the system for six months. Then, if we liked the system after the testing period, we were going to have it installed in our new, larger maternity/childcare unit.

9. The test of the HUGS system was a success. The new three-floor maternity/childcare unit was completed in September 1999, and the HUGS system was installed in the new unit at that time.

10. Since the HUGS system was installed in or about September 1998, we have had no problems with infant security. There have been no infant abductions or known attempts since the system was installed.

11. I understand that there is a dispute between InstanTel, Inc. and RF Technologies, Inc. involving the HUGS system and that it is possible that InstanTel, Inc. could be prevented from servicing our HUGS system and supplying replacement tags for our system. The impact on us if this occurred would be devastating. It would also be devastating to our patients and their families and friends.

12. The safety of our patients is a top priority at our hospital, and we depend on the HUGS system to provide security for our infants. In recent months, because of financial cut-backs, we have been forced to lay off several employees. If the HUGS system did not function

properly, we would not be able to provide the current level of security for our infants. I believe that if we could not receive replacement tags for our HUGS system, our hospital would be at a significant risk of an infant abduction.

13. The crime rate in the Syracuse area has greatly increased in recent months, and we have experienced a rise in crimes occurring in the hospital during this time. In fact, we have made five felony arrests for crimes such as assault in the hospital during the past month. Because of this crime rate increase, we believe that the safety of our infants is at greater risk than it ever was.

14. If the HUGS system could not be supported by InstanTel and we could not receive replacement tags for the system, we would not be financially able to replace the system with a new system any time soon. As a result, we would be forced to decrease the level of security at our hospital, putting all infants at risk of an abduction. If an abduction were to occur as a result of decreased security, we would all suffer. The hospital would face legal liability and suffer great harm to employee morale, and the kidnap victim, and his or her friends and family would suffer great pain. The public would also lose confidence in the hospital and be harmed.

15. Pursuant to 28 U.S.C. § 1746, I declare under penalty of perjury that the foregoing is true and correct.

Executed on the 21 day of December, 1999.


THOMAS CHARLES BASSETT

IN THE UNITED STATES DISTRICT COURT
FOR THE EASTERN DISTRICT OF WISCONSIN

INSTANTEL, INC.,)
)
Plaintiff,)
)
v.) Case No. 99-C-0766
)
R.F. TECHNOLOGIES, INC.,)
)
Defendant.)
_____)

CERTIFICATE OF SERVICE

I, Ann M. Maher, of counsel for Plaintiff InstanTEL, Inc., hereby certify that I have served all parties with the foregoing Plaintiff InstanTEL, Inc.'s Notice of Filing Declaration of Thomas Charles Bassett by hand delivery to the following:

Jane C. Schlicht, Esq.
Raymond D. Jamieson
Cook & Franke S.C.
660 East Mason Street
Milwaukee, WI 53202

This 3rd day of January, 2000.



Ann M. Maher

IN THE UNITED STATES DISTRICT COURT
EASTERN DISTRICT OF WISCONSIN

INSTANTEL, INC., Plaintiff

Civil Action No. 99-C-0766

R.F. TECHNOLOGIES, INC., Defendant

DECLARATION OF CAROL A. MAHANEY

1. I, Carol A. Mahaney, am over 21 years of age, am competent to give this declaration, and make this declaration on the basis of my personal knowledge of the facts hereinafter set forth.

2. I have been a Registered Nurse since I graduated from Bronson Methodist Hospital School of Nursing in March of 1979 and received my Bachelor of Science in Nursing from Michigan State University in 1989. During my twenty years of nursing, I have worked almost exclusively in the field of Pediatric Nursing, except for a year or so in Medical Surgical Nursing.

3. I currently hold the position of Nursing Information Systems Analyst at W. A. Foote Memorial Hospital ("Foote Hospital") in Jackson, Michigan, a position that I have held since June 1999. Prior to my becoming Nursing Information Systems Analyst, I was Manager of the Pediatrics and Special Care Nursery Units at Foote Hospital for six years. I was Manager of Pediatrics at Battle Creek Health System in Battle Creek, Michigan, for three years prior to coming to Foote Hospital and also held the position of Maternal Child Health Educator at Battle Creek Health System (formerly known as Community Hospital) focusing primarily on Pediatrics and Neonatal Care for the 10 years prior.

4. About four years ago, Foote Hospital decided to look into acquiring a security system for the Pediatrics unit. We had had numerous problems with security in the

unit, including attempted abductions by estranged spouses, angry parents, and parents wishing to prevent their children from being placed in foster care.

5. In order to fund such a system, the hospital contacted Michigan Speedway (formerly Michigan International Speedway) in Brooklyn, Michigan. The Speedway sponsors a major event for the hospital every year. That year, we requested that funds be raised for a security system for the Pediatrics unit.

6. I began reviewing various publications and promotional materials about infant security systems after the funding was raised. But I found that at that time, there was no system on the market that provided a way to take children out of the unit without removing their bands and violating the system. We thought about designing our own system and actually began development of a system for several months.

7. About six months later, I learned about the Code Alert system through a publication. We began meeting with Code Alert representatives to learn more about the system and obtained a quote for installation of the Code Alert system in the Pediatrics unit. However, before we signed a contract for the Code Alert system, I went to observe the Code Alert system in use at a hospital in Milwaukee, Wisconsin that the Code Alert representative had recommended and discussed the system with the Manager of the Obstetrics Unit there.

8. I discovered several problems with the Code Alert system after I observed it in use. First, the Code Alert system is time intensive to nursing. The nurses must use an electronic device to physically check the Code Alert tag/band on each infant and were doing so every shift to make sure that the tag/battery on each band was still working. Then the staff just had to assume/hope that the battery life was long enough to last and the tag wouldn't die or malfunction before the check that would occur in the next shift. This requirement that each tag/band be checked every few hours to ensure that the battery was still working was not an acceptable solution for our hospital. I wanted a system that was self-monitoring.

9. Another problem with the Code Alert system was that expansion of the system into other units was awkward. I had just been informed by the hospital administration that it planned to expand the security system that we selected for the Pediatrics unit into the Obstetrics unit. With Code Alert, the system installed in our Pediatrics unit could not be expanded into another unit. We would have had to install a completely separate system in another unit. I wanted a system that was easy to expand.

10. Another problem with Code Alert was that once the child was removed from the nursery or other area being monitored by the Code Alert system, the system did not monitor how long the child was outside the secured zone.

11. Because of these problems that I discovered about the Code Alert system, we decided not to sign a contract for the Code Alert system at that time.

12. After further investigation about security systems, we learned about the Hugs system manufactured by InstanTel.

13. The Hugs system was leaps and bounds ahead of Code Alert and satisfied all of my concerns about security systems. It is self-monitoring so nurses do not have to check each child's band to see if the tag/band is working during every shift. With the Hugs system, we can also take a child in and out of the secured zone without removing the child's band with a simple sign out. The system keeps monitoring how long the child has been out of the secured zone and alerts the staff if a child has been gone for longer than expected.

14. Expansion of the Hugs system into other units of the hospital is also very easy. We can simply add additional devices to other areas of the hospital expanding the same system. All of the alarms of the Hugs system feed off the same computer program on one computer in a central security station. It is a completely integrated system.

15. Another advantage of the Hugs system is the Low Tag Battery Alarm. With the Code Alert tags, the system does not monitor the battery status of the tag.

Therefore, the Code Alert tags have to be thrown away every twelve months under any circumstance, and keeping a large inventory of tags is wasteful. With the Hugs tag, the life of the battery depends on use of the tag. The battery drain is only slight unless the tag is activated and applied to a patient. As a result, there is no problem with keeping numerous Hugs tags on hand to replace old tags when their batteries expire. Again since the Hugs system monitors the tag battery status we can continue to use all of the tags until the battery is fully depleted minimizing costs.

16. The Hugs system is also easy to use because it is a Windows-based program. If I want to check on a particular child, I simply go to the computer and look for that child and his/her particular tag. The program will tell me that the tag is working and where the child is and give me a complete history of use/alarms specific for them. If there is an alarm, I immediately know which tag has alarmed, the alarm type and cause, and which child is assigned to that tag. Due to the PC Windows design, all activity on the Hugs system including alarm data is automatically logged to the system database for future reference and review.

17. When I looked at the Code Alert system, it was not a PC or Windows-based program. I do not know if any enhancements have been made to the Code Alert system since I last looked at it about eighteen months ago. When I observed the Code Alert system in use, I noticed that the nurses were not able to monitor individual tags. Rather, the system continuously printed out paper reports with every interaction/band check/alarm of the system. If an alarm situation occurred, the report would simply state "alarm event in zone whatever." A nurse would not know which child was causing the alarm event or the nature of the alarm.

18. The Hugs system was installed at Foote Hospital in August 1999. We have been very happy with the system. I have also been very surprised over the ease of acceptance of the product. The nurses and security personnel took to the system right away. They

particularly like the self-monitoring aspect of the system. It simply maintains itself. The parents of our patients also have been very accepting of the system.

19. The hospital currently has plans to expand the Hugs system into the Obstetrics unit. We hope to have an installation plan in place by July 2000. Because the Hugs system is so flexible, we believe that the expansion process will be very easy.

20. I understand that the manufacturer of the Code Alert system has accused the Hugs system of infringing a patent. I also understand that the manufacturer of the Code Alert system is seeking an injunction to prevent the future manufacture or sale of the Hugs system and replacement tags.

21. If this injunction were granted, it would be detrimental to our hospital. The Hugs system cannot function without operating tags. If we did not have a functional system, we would go back to a reactive security system. In Pediatrics, many of our patients are abused children or live in foster care, and in many cases, the parents of these children can be very hostile and even violent. In a reactive security system, we evaluate the abduction risk of each patient, assign a certain level of security to each child depending on the perceived risk, and simply hope that we're right in assessing the risk.

22. Before we installed the Hugs system, we used this type of reactive system and had many close calls. We had potential abductions caused by ex-spouses, drunken family members in the unit, and child abuse cases. While we are able to get each of those situations under control within a short time, it is very risky to have to rely on this type of security. It is also risky for our personnel. Facing violent or incapacitated parents can be very dangerous.

23. We also cannot place security guards at every door. We are a Pediatrics unit and take care of children. We must provide a nurturing environment for our patients -- not a prison. Our patients and their parents must feel comfortable about being in our hospital. They should not feel threatened.

24. Without the Hugs system, we would be forced to go back to this very risky reactive security system. Under this system, an abduction could occur and/or one or more of our personnel could be injured. If one child who was a patient in our hospital were lost or harmed, the hospital would likely face a resulting lawsuit and would certainly be held liable for the child's safety and any resulting harm.

25. If the injunction is granted, we would not purchase another system. We would simply wait and see what happened in the lawsuit, put our expansion plans on hold, and go back to the very risky reactive security system we had before.

26. If the injunction is granted, the Pediatrics unit would certainly not get another system. Because we used up our funding to buy the Hugs system, there would be no more money to buy another system. In addition, even if we got the money, we would not buy the Code Alert system because of its inability to keep track of itself and the fact that it is not an integrated system. We would wait for a better system to come along and do our best to prevent abductions and harm to our patients and danger to our personnel under our older, more risky reactive system.

27. The Hugs system is the best infant security system available on the market, and our hospital needs the system to provide the level of security that our patients deserve. We would be greatly harmed if we were no longer able to use the system.

28. Pursuant to 28 U.S.C. § 1746, I declare under penalty of perjury that the foregoing is true and correct.

Executed on the 21st day of December 1999.


CAROL A. MAHANEY, RN, CPN, BSN

IN THE UNITED STATES DISTRICT COURT
FOR THE EASTERN DISTRICT OF WISCONSIN

INSTANTEL, INC.,)
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CERTIFICATE OF SERVICE

I, Ann M. Maher, of counsel for Plaintiff InstanTEL, Inc., hereby certify that I have served all parties with the foregoing Plaintiff InstanTEL, Inc.'s Notice of Filing Declaration of Carol A. Mahaney by hand delivery to the following:

Jane C. Schlicht, Esq.
Raymond D. Jamieson
Cook & Franke S.C.
660 East Mason Street
Milwaukee, WI 53202

This 31st day of January, 2000.

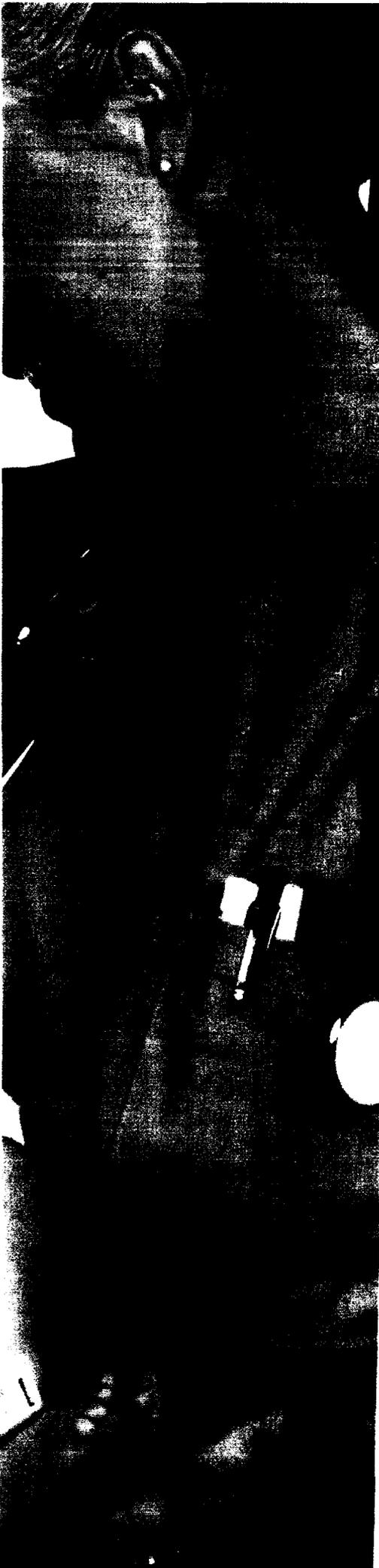


Ann M. Maher



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Hugs

You Can Never Give A Child Too Many Hugs

THE "HUGS" INFANT PROTECTION SYSTEM FROM INSTANTEL

Infant protection systems must provide an effective deterrent against the abduction of infants. But to be effective the system must also be reliable, to give your staff the confidence to depend on it every day.

Hugs is unique among infant protection systems in that it minimizes the administrative burden needed to provide an effective abduction deterrent. It provides a number of important features such as auto-enrolment and automatic alarms that do not require staff involvement. Functions that do require staff involvement and password authorizations, such as the signing in and out of infants, are implemented in an easy to use fashion. The system can be configured to operate in a number of ways that will readily support a facility's existing security policy, rather than dictate it.

InstanTEL[®]

*The strap is easily "snugged up"
to accomodate any weight loss.*

*Each tag has a unique code
to ensure easy identification
of every infant.*



WatchMate[®] LC

Never worry about an open door again.

When your facility has residents who wander, an open door poses a potential risk. The uncertainty created when a resident has left a secure area can disrupt busy schedules, and can increase stress for caring professional staff.

Regain control with the WatchMate LC. This easy to use system restores the confidence of staff by allowing them to concentrate on caring – the thing they do best.

Simple and easy to install, the WatchMate LC can provide your monitoring requirements at a price that makes it comfortable for any facility, big or small and provides your residents the opportunity for freedom in a safe and secure environment.

Take the first step towards freedom. Get the WatchMate LC and close the door on wandering, permanently.



Proven Performance

The overall system performance of the WatchMate LC is impressive. Because of the advanced technology, it offers very high levels of immunity to electrical noise caused by facility electrical equipment like motors, air conditioning compressors, vacuums or thunderstorms. The WatchMate LC uses the same basic technology that gives FM radio reception such a clear advantage over AM systems. Only the unique signal transmitted by a WatchMate LC transmitter can initiate an alarm.

The resulting lack of false alarms instills a high level of staff confidence in the system. It's a system you will use and depend upon for years to come. The system which has successfully been used in the protection of wandering residents, is also safeguarding newborn infants from the threat of potential abduction from hospitals.

Flexible Secure Control

The WatchMate LC has a unique radio frequency escort key that can be used by staff to turn off an alarm or to escort a monitored individual through a door without sounding an alarm. Alternatively, an optional keypad may be installed at the door to control the system. Only the escort key or the right password can turn the system off. Either way, you get secure control over system operation without limiting operational flexibility.

Comfortable, Durable Transmitters

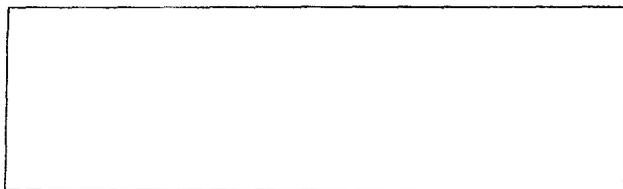
The transmitter's unique design is both comfortable and practical. It straps easily to a resident's wrist or ankle, and is waterproof, so it can be worn during bathing. The transmitter is shock resistant and built to withstand the rigorous use of even the most active resident.

You can depend on the transmitter. An early warning low battery indicator informs you automatically when a transmitter's battery approaches the end of its operational life by triggering a low battery alarm in the protected area. This allows a resident's protection to continue without interruption.

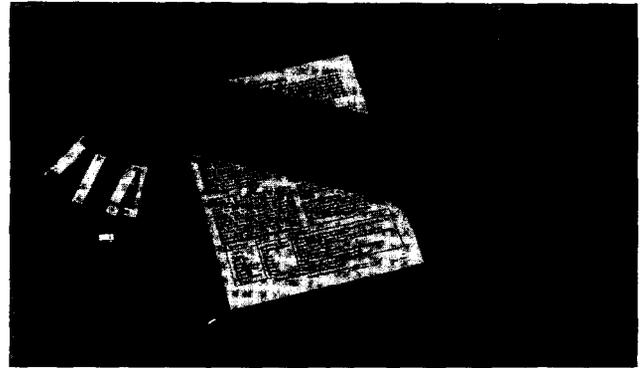
Warranty

InstanTel products come with a one year no nonsense 100% parts and labor factory warranty. Transmitters carry a three year full replacement warranty.

For further information and the dealer nearest you, contact:



WatchMate LC



Simple Installation, Full Features

The WatchMate LC sensor (pictured above) is a single unit that is easily mounted over single or multiple doors where it is unobtrusive and out of the way. No mats, no loops, and no facility modification is required. It will operate magnetic door locks and control elevator doors.

The system can be connected to a WatchMate Annunciator for alerting staff at a central location. An optional pager can easily be added for alarm reporting anywhere within the facility. If you are uncertain of your present requirements, be assured that any features can be added as easily in the future as they can today.

About InstanTel

InstanTel has been developing practical products for over 15 years and has earned a reputation for common sense solutions in over 75 countries.

InstanTel is the first and only manufacturer of wander prevention systems whose quality system has been independently audited and certified to international standards.

WatchMate LC products are sold, installed and supported by InstanTel's dealer network. With dealers located nearby and support directly from InstanTel, there will always be help for you and your staff.

InstanTel Inc.
826 Proctor Avenue,
Ogdensburg, NY 13669

InstanTel Inc.
309 Legget Drive
Kanata, ON K2K 3A3

Toll Free 800-267-9111 Website www.instanTel.com
Phone 613-592-4642 E-mail watchmate@instanTel.com
Fax 613-592-4296

InstanTel

Certified to the ISO 9001 Quality Standard

Instantel's Hugs™ System Provides Fully Supervised Tamper Proof Infant Protection

The Instantel® Hugs™ System protects infants and children from potential abduction in maternity wards and nurseries. The infant or child wears a comfortable and unobtrusive tag. Alarms are generated if the tag strap is cut or tampered with, if the infant is moved to an unauthorized area, under low battery condition, or if the tag's signal is no longer detected. The system can be made to activate other devices such as cameras, door locks, public address systems, pagers, sirens, elevators, or other alarms. Tags are re-useable and have a typical one year life span (may be longer depending on use). They are completely waterproof and can be cleaned.

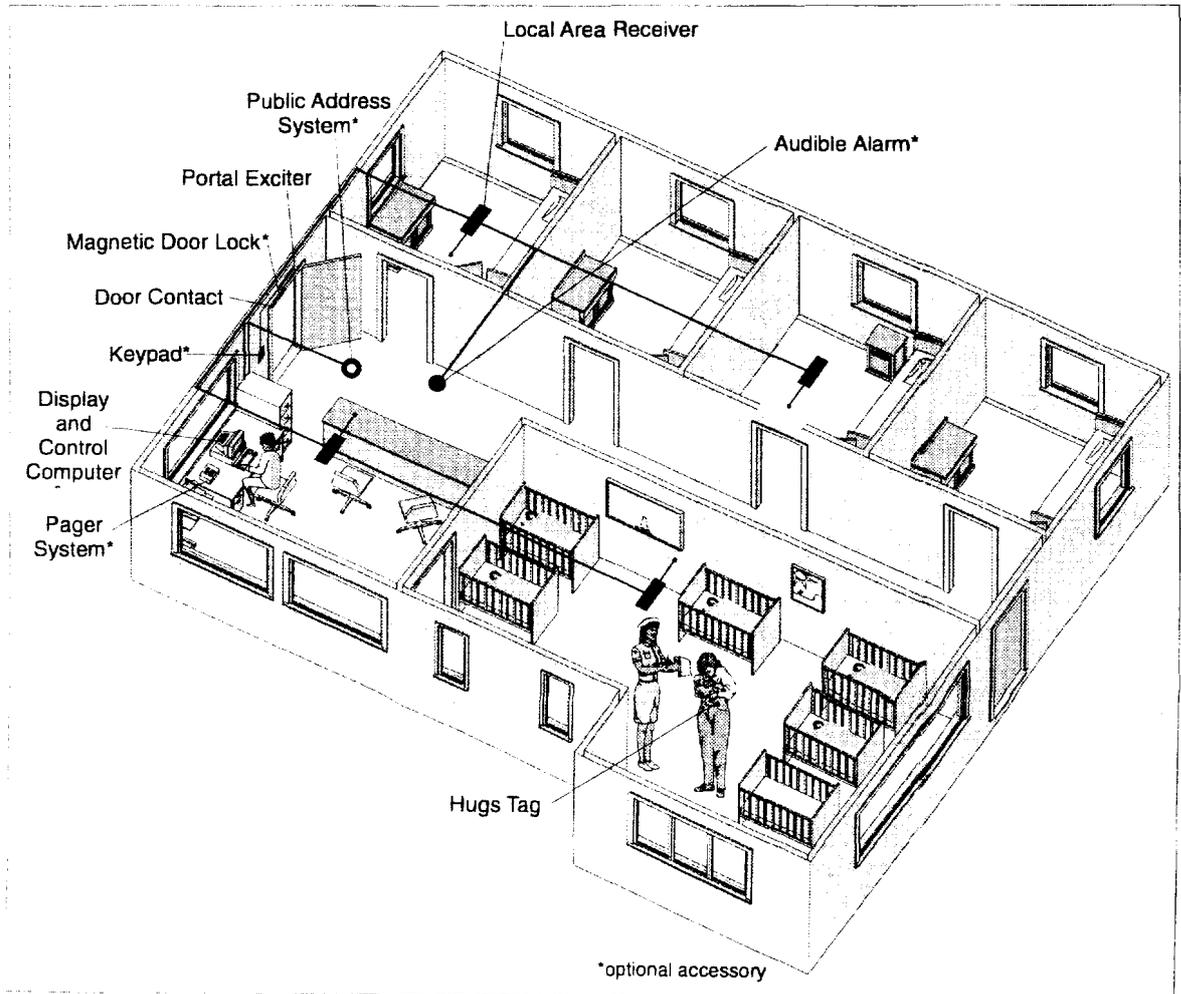
Fully Supervised

The Hugs System provides full supervision. Once activated, each tag is expected to "report in" regularly, otherwise an alarm is generated.

Moreover, the activity of all tags is closely monitored and archived to a database.

In the event of an attempted abduction, the Hugs System can inform security staff where the attempt occurred and in what direction the abductor is headed - all in real time. This information can be absolutely critical in ensuring quick response during an abduction attempt.

The system can also generate a detailed printed report showing the progress of an attempted abduction (e.g. infant left maternity ward at 5:15 p.m., moved into the west wing, then left through the fire exit). This report can provide valuable evidence about the abduction effort. Each infant is uniquely identified within all reports. Identification can be by name, and the system allows the addition of other descriptions such as medical conditions.



Real Time Security™

Perceptis™

- The Hugs Infant Protection System -

Tamper Proof Strap

The strap and tag secure easily to an infant's leg. The strap material contains no latex, is non-allergenic, and does not stretch. Edges are rounded to ensure comfort. Conductive materials embedded into the strap provide tamper detection. If the strap is cut or otherwise tampered with, an alarm occurs, even if there is an attempt made to re-connect it. The one-time use strap is economical, while the tag is reusable. The strap can also be adjusted to accommodate for normal weight loss.

Authorized Removal Only

Once activated, the only way to remove a strap without generating an alarm is with previously authorized procedures. Organizations can implement their own procedures for authorized removal including passwords, bypass devices, and/or defined removal areas.

Other Features

- The smallest re-usable active tag available 1" (W) x 1" (L) x 1/2" (H)
- Tag weighs approximately 1/3 ounce (11 grams)
- Within pre-defined secure areas, infants can be moved

freely without generating alarms.

- The system has a low false alarm rate and is not susceptible to nuisance alarms from noise sources.
- Signal transmission does not interfere with other medical and electrical equipment. Tags are FCC and Industry Canada approved.
- Tags are waterproof allowing infants to be bathed.
- Tags provide an automatic low battery warning.
- The system displays floor plans of your facility showing the location of tags, and indicating monitored areas and doorways. Alarms display automatically and can only be cleared under password control.
- Hugs can be integrated with other Perceptis™ applications including MyCall™ (emergency response for personnel working in risk environments), FindIt™ (asset location and management) and KeepIt™ (asset theft prevention).

If the protection of infants is important enough to consider an infant protection system, it's important enough to choose Hugs. For peace of mind, a little Hug goes a long way.



For More Information . . .

Name: _____

Position: _____

Facility: _____

Address: _____

City: _____ State/Province: _____

Zip/Postal: _____ Country: _____

Telephone: _____ Facsimile: _____

Specific Questions or Comments: _____

Need is: immediate ___ within one year ___ for future reference ___

FAX this page to InstanTel Inc. at 613-592-4296

826 Proctor Avenue, P.O. Box 116, Ogdensburg, NY 13669-2203
309 Legget Drive, Kanata, Ontario, Canada, K2K 3A3
Telephone: 613-592-4642 or 800-267-9111 Website: www.instanTel.com
e-mail: perceptis@instanTel.com



Hugs Tag
(actual size)

An ISO 9001 Certified Company

My

Never Walk Alone!

You can't have an alarm. Someone's in trouble and has hit the alarm button. You know how to respond. The problem is - you don't know where. Until now.

MyCall accurately locates the source of the alarm giving you the means to respond quickly to a duress incident. MyCall not only sounds the alarm and tells you where, it also tells you who.

Individuals carry the MyCall Communicator™ and can be uniquely identified uniquely or as part of a larger group. If desired, specific locations of individuals or groups will not be displayed until they choose to summon help by pushing the button on the Communicator. The Communicator can be worn on a lanyard, in a pocket or a belt, or carried as part of an ID badge. In the case of emergencies, individuals remaining in the building can be automatically identified and located. An optional pull away clip can also be used.

Perceptis
INSTANTEL LOCATING TECHNOLOGIES

MyCall

Locations of personnel are logged to an industry standard database for archiving, report generation and other applications such as resource utilisation studies and cost analysis. In all cases the privacy of the individual is protected.

Location resolution can be as precise as a room, a common area or a hallway. The system is easily upgraded to provide finer resolution should it be required in the future.

The MyCall Communicator can be programmed to be in frequent contact with the overall system, so that any attempt to make it inoperable can result in an alarm. Additionally a tag leaving the facility can result in an alarm condition and an entry into the database.

The Communicator's batteries can last for a year or more, depending on configuration and use, and will automatically send out a low battery warning in plenty of time to schedule a replacement. Moreover, batteries are field installable using commercially available batteries.

MyCall is a key component of Perceptis™, a facility wide asset and personnel security/management system from InstanTel®.

Minimize the emotional and legal consequences of workplace violence and give your staff a new sense of job security.

Product Warranty

Perceptis and MyCall all come with a one year no nonsense 100% parts and labor warranty with the sole exception of batteries. Third party commercial components such as personal computers and associated software, are supplied with their manufacturers' respective warranties.

InstanTel Inc.
309 Legget Drive,
Kanata, Ontario K2K 3A3

Toll Free 800-267-9111
Phone 613-592-4642
Fax 613-592-4296

Website <http://www.instanTel.com/perceptis>
E-mail perceptis@instanTel.com

InstanTel Inc.
826 Proctor Avenue,
Ogdensburg, NY 13669

Perceptis

MANAGEMENT

SECURITY

PERSONNEL MyCall



About InstanTel

InstanTel has established a world wide reputation for providing its clients practical, reliable products based on proven technology. InstanTel products are sold in over 65 countries. InstanTel's health care customers have relied on InstanTel products for the protection and management of Alzheimer's patients for many years.

InstanTel designs and manufactures all of its products, providing complete control over product quality. InstanTel's quality system, which covers all of its activities from product design to order entry and shipment, has been independently audited to the International Standard ISO 9001. InstanTel's quality system is tested annually to this rigorous standard.

InstanTel

InstanTel and the InstanTel logo are trade marks of InstanTel Inc. in North America. Perceptis, the Perceptis logo, MyCall, and Communicator are trade marks of InstanTel Inc.

On The Practical Edge Of Technology

Find

Asset Keepers

Equipment just got cut again. Do more with less was the motto. There's no more money for equipment. If only you could find what you're supposed to have already. Most of it gets hoarded where it was last used, wherever that is, and some of it is being hoarded. How can they expect you to manage this equipment if it is so easily moved and nobody else bothers to find it?

With the FindIt Asset Management system, management of mobile and uncontrolled assets has just become possible. You can find your assets on a computer screen rather than wasting valuable time searching the facility.

A small tag, each with its own unique ID, is attached to any asset that needs to be monitored. As it moves about your facility, the system logs its location, ID code, and time.

Not only will FindIt provide asset location for improved utilization, it will find assets that are due for preventative maintenance or calibration, so equipment can be kept at peak performance. Asset location for financial audits are just as easily accomplished.

Perceptis

INSTANTEL LOCATING TECHNOLOGIES

FindIt

The resolution can be as precise as a room, a hallway, or a hallway. The system is easily configured to provide finer resolution should it be required.

Tags can't be removed without sounding an alarm. Depending on how the system is programmed, the tag can generate an alarm if the asset moves, is tampered with, or is tampered with. Because the tag is programmed to communicate periodically with the system, a tag disappearance for any reason will generate an alarm.

Asset movement is logged in an industry standard database. Access to data for third party applications is simple. The database can be queried for historical data, current locations, and for statistical analysis and time and motion studies.

The batteries can last from one year up to several years, depending on use and configuration. The FindIt tag automatically sends out a low battery warning in plenty of time for a scheduled replacement. Batteries are easily replaced in the field and are readily available.

FindIt is part of Perceptis™, an asset and personnel security/management system from InstanTel®. The Perceptis system can be used for either the management and security of assets or people, or both.

Use the assets you've got with the FindIt system from InstanTel. Now you can do more with less.

Product Warranty

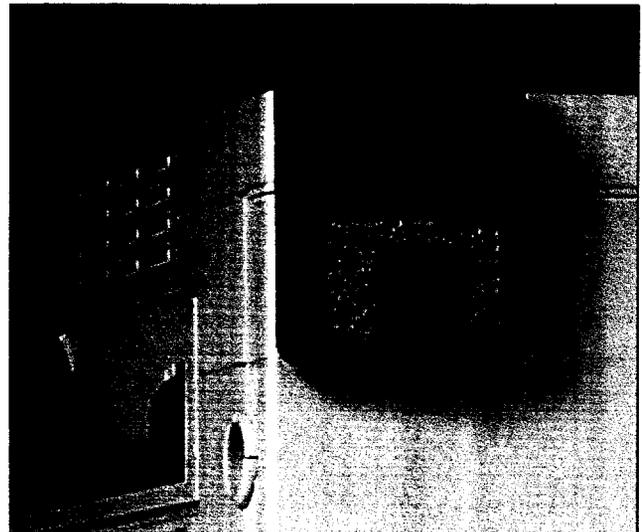
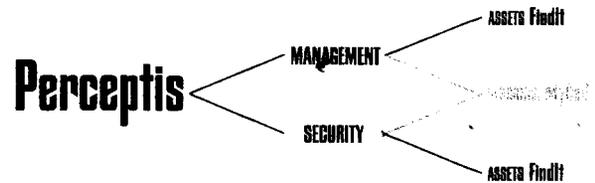
Perceptis and FindIt all come with a one year no nonsense 100% parts and labor warranty with the sole exception of batteries. Third party commercial components such as personal computers and associated software, are supplied with their manufacturers' respective warranties.

InstanTel Inc.
309 Legget Drive,
Kanata, Ontario K2K 3A3

Toll Free 800-267-9111
Phone 613-592-4642
Fax 613-592-4296

Website <http://www.instanTel.com/perceptis>
E-mail perceptis@instanTel.com

InstanTel Inc.
826 Proctor Avenue,
Ogdensburg, NY 13669



About InstanTel

InstanTel has established a world wide reputation for providing its clients practical, reliable products based on proven technology. InstanTel products are sold in over 65 countries. InstanTel's health care customers have relied on InstanTel products for the protection and management of Alzheimer's patients for many years.

InstanTel designs and manufactures all of its products, providing complete control over product quality. InstanTel's quality system, which covers all of its activities from product design to order entry and shipment, has been independently audited to the International Standard ISO 9001. InstanTel's quality system is tested annually to this rigorous standard.

InstanTel

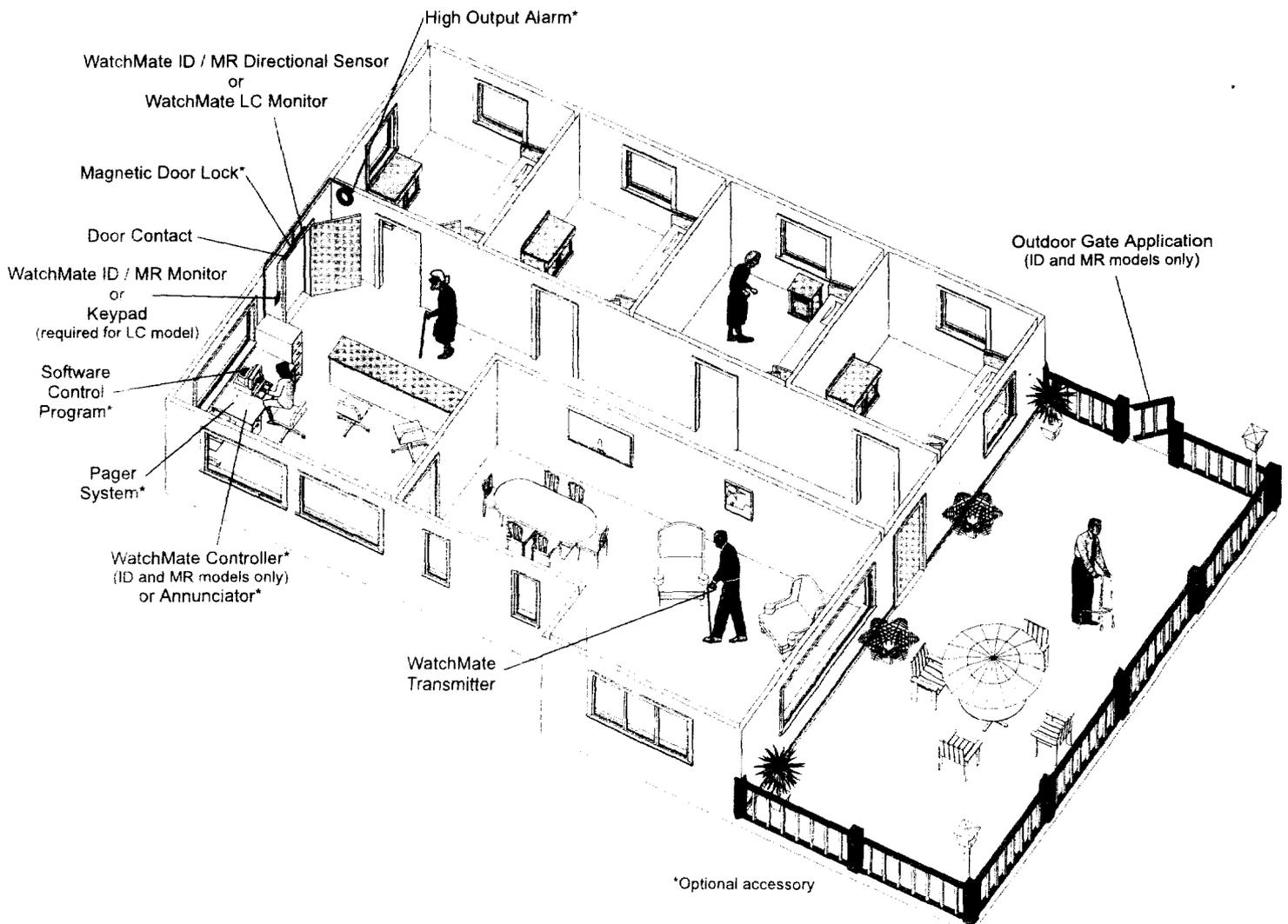
InstanTel and the InstanTel logo are registered trade marks of InstanTel Inc. in North America. Perceptis, the Perceptis logo, and FindIt are trade marks of InstanTel Inc.

On The Practical Edge Of Technology

WatchMate® Product Catalog

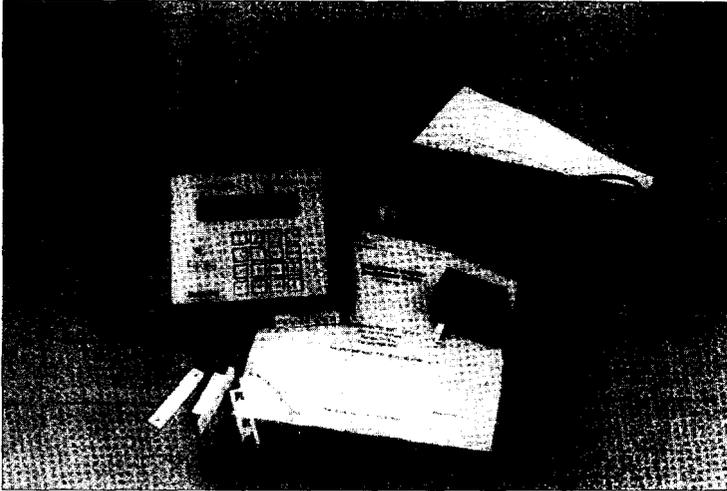
Resident Wander Protection Systems

Thousands of Nursing Homes, Hospitals, Long Term Care, and Assisted Living Facilities use the Instantel® WatchMate Systems to protect their residents who have a tendency to wander. All facilities, regardless of size or number of monitored individuals, can benefit from WatchMate's modular design which offers a full range to meet any facility's requirements and budget. Maybe you are looking for a basic WatchMate LC system at one exit to alert staff of a possible egress or a more intelligent WatchMate ID or WatchMate MR system at a busy exit that can provide multiple resident ID numbers at the exit or nursing station. WatchMate can provide the combination that is right for you. Motorized wheelchairs, lightning storms, and vacuum cleaners may cause false alarms on other systems, but WatchMate's unique high-frequency FM design eliminates the potential for these false alarms. WatchMate's ease of use, reliability, and product value ensures customer satisfaction. Instantel's quality system is certified to the ISO 9001 quality standard.



WatchMate Systems

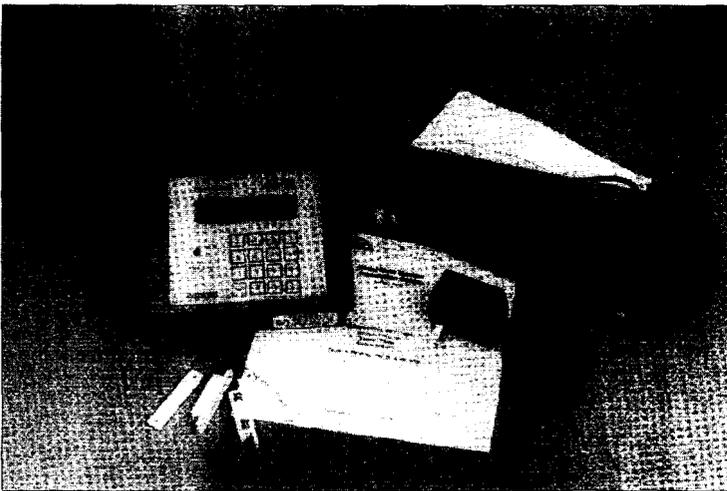
WatchMate ID DoorPack



Displays multiple alarms with individual ID numbers at the zone.

- includes a monitor, directional sensor, 12 VDC power supply, door contact, and instructions (one per protected area required)
- operates with WatchMate Transmitter (part number 804A0201) - up to 255 ID numbers available
- multiple ID numbers, names, and alarms available at a central location with the WatchMate Controller (part number 801A1701)
- supports magnetic door locks, WatchMate Controller or Annunciators, and other devices
- programmable automatic arming/disarming schedule
- user, maintenance, and service password protection
- adjustable capture range up to 20 ft. (6 m)
- bypass one or all monitored individuals
- built-in Transmitter low battery indicator
- part number 801A2401

WatchMate MR DoorPack



Displays multiple alarms at the zone.

- includes a monitor, directional sensor, 12 VDC power supply, door contact, and instructions (one per protected area required)
- operates with WatchMate Transmitter (part number 804A0201) - up to 255 ID numbers available
- multiple ID numbers, names, and alarms available at a central location with the WatchMate Controller (part number 801A1701)
- supports magnetic door locks, WatchMate Controller or Annunciators, and other devices
- programmable automatic arming/disarming schedule
- user, maintenance, and service password protection
- adjustable capture range up to 20 ft. (6 m)
- bypass one or all monitored individuals
- built-in Transmitter low battery indicator
- part number 801A7401

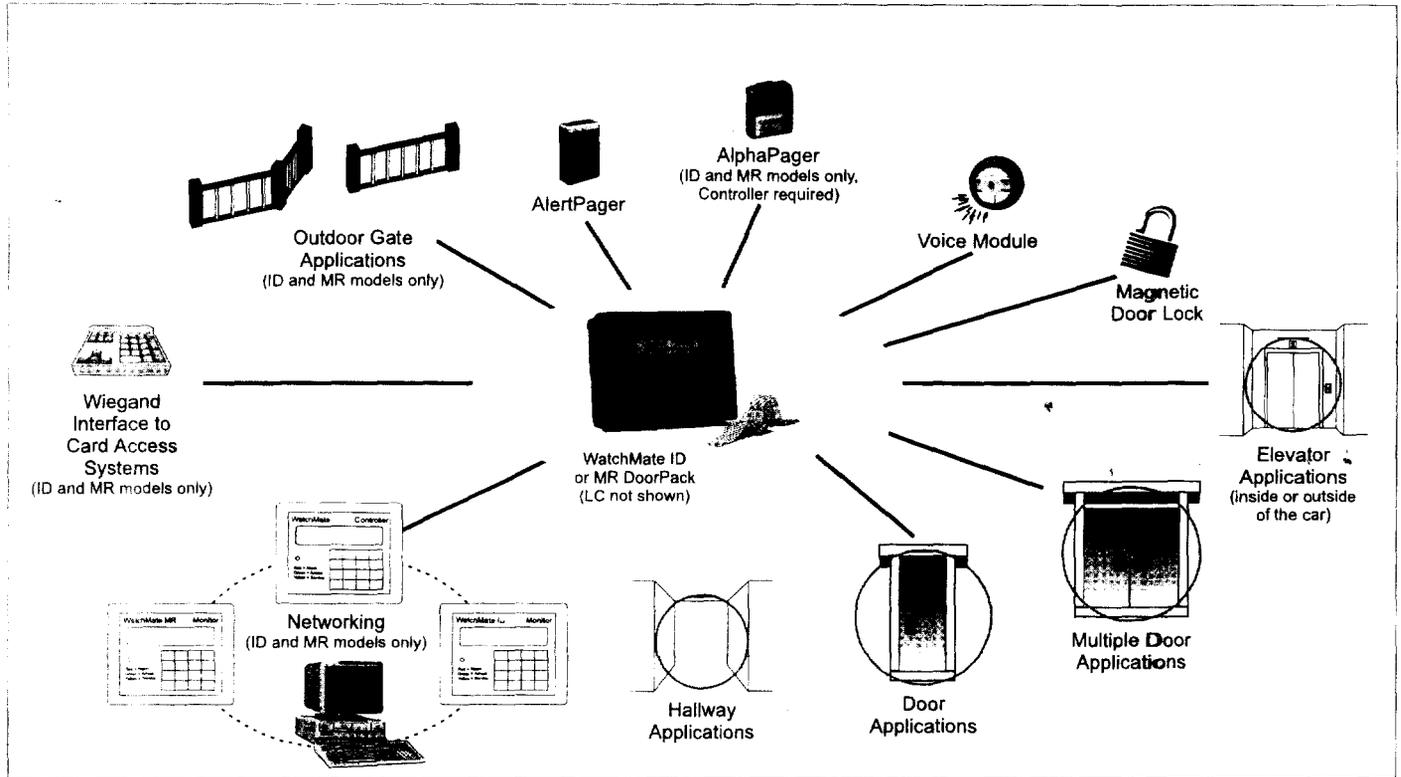
WatchMate LC DoorPack



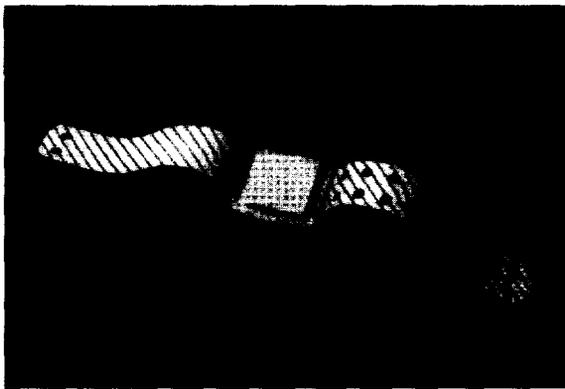
Non-ID system with alarms at the zone.

- includes an LC monitor, 12 VDC power supply, door contact, and instructions (one per protected area required)
- operates with WatchMate Transmitter (part number 804A0201)
- alarms available at a central location with the WatchMate Annunciator (part numbers 803A1001 - up to 4 protected areas or 803A1002 - up to 8 protected areas)
- adjustable volume, relay delay, and capture range up to 10 ft. (3 m)
- supports magnetic door locks, WatchMate Annunciators, and other devices
- requires one momentary device to clear alarms or bypass the zone (e.g. Corby 7020 keypad)
- built-in Transmitter low battery indicator
- part number 803A1401

WatchMate System Versatility



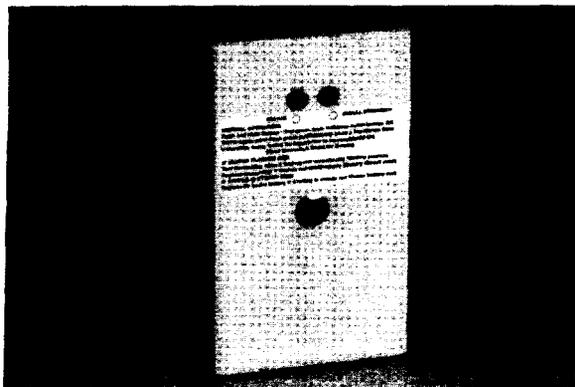
Transmitter



The Transmitter's practical design combined with advanced FM technology offers outstanding performance and dependability.

- operates with all WatchMate DoorPacks
- easily attached to the wrist or ankle with a locking strap
- transmits low battery signal
- waterproof, can be worn during bathing
- unaffected by dirt, perspiration, body oils, or soap
- special coded FM transmission, unique ID
- up to 255 ID numbers available
- reusable, with three year battery life warranty
- replacement straps in packages of ten: wrist (part number 803A2901), ankle (part number 801A2701)
- one per monitored individual required
- part number 804A0201

Transmitter Tester



Verifies WatchMate Transmitter operation and battery status remotely, without disturbing residents.

- simple operation
- works up to 5 ft. (1.5 m) away from residents
- results appear in seconds
- transmitter battery life expectancy indicator
- replaceable 9 VDC battery
- convenient one-handed operation
- portable, weighs less than 1 lb. (450 g)
- part number 803A1901

WatchMate Accessories

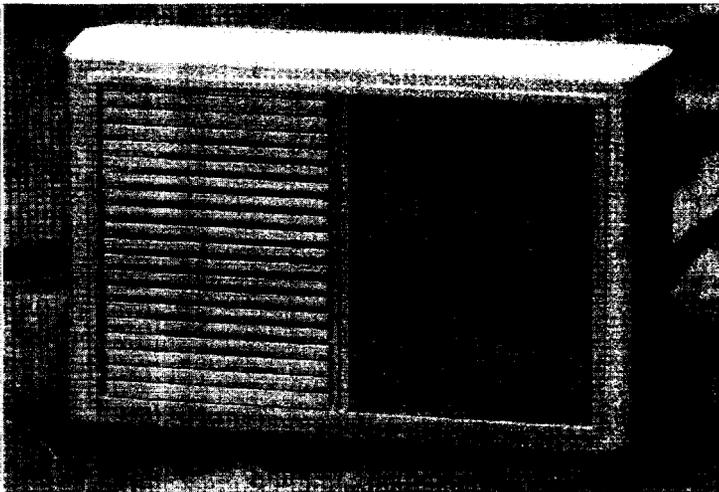
WatchMate Controller



Central display of multiple alarms with ID numbers, names, and location from WatchMate ID and MR DoorPacks.

- supports up to 16 Monitors per network with multiple networks possible
- displays up to 30 resident names
- clears alarms from a central area
- each Controller can be programmed to report alarms for all Monitors or only for Monitors in a selected area
- relay output to control external devices
- self testing, reports Monitor and system operations
- supports PC, alphaPager, or printer (cables included)
- part number 801A1701

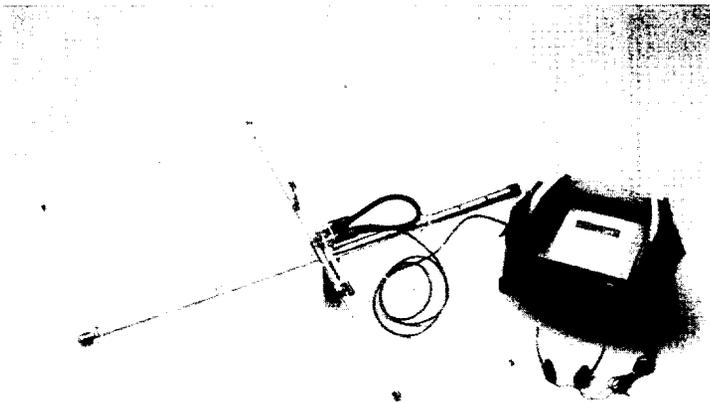
WatchMate Annunciator



The Annunciator reports alarms from WatchMate ID, MR, and LC DoorPacks at a central location.

- LED display and audible sounder for up to 8 protected areas
- multiple annunciators possible
- includes a relay output to activate remote devices in the event of an alarm
- supports pagers, high output alarms, or other alarm devices
- part number 803A1002

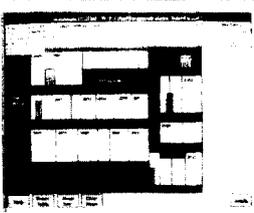
WatchMate Locator



The WatchMate Locator offers electronic resident location anywhere, indoors or out.

- detects WatchMate Transmitters
- two search modes let you search for one or all Transmitters
- range up to 500 feet (150 m) outdoor
- displays one or more Transmitter ID numbers
- includes antenna, padded carrying case, headphones with in-line volume control, rechargeable battery and charger, and automobile lighter plug for additional power, if required
- portable, weighs less than 7.5 lb. (3.4 kg)
- part number 801A4401

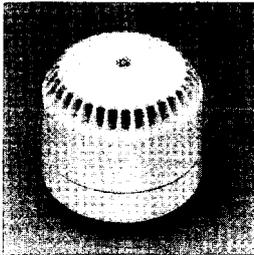
WatchMate Software Control Program



Displays facility floor plans indicating alarm location, resident information, and all system activity.

- self testing, reports Monitor and Controller operations
- integrated resident database
- supports alphapager or printer
- operates with WatchMate ID and MR models
- requires WatchMate Controller
- part number 801A3601

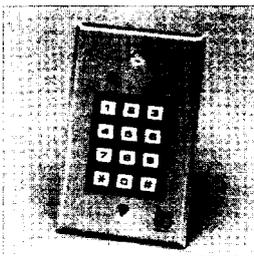
High Output Alarm



Increases the range of the audible alarm signal.

- extremely high sound level, 110 dBA
- programmable pulse rate allows situation identification with either a fast, medium, slow or continuous tone
- multiple units can be synchronized
- compatible with all DoorPacks and Annunciators
- part number 801A4101

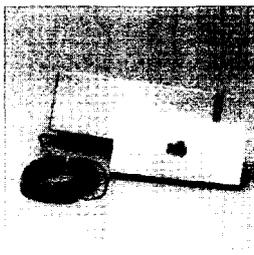
Keypad



The keypad cancels alarms or temporarily disarms a protected area.

- permanently mounted near a protected area
- simple four digit entry code
- recommended Corby model 7020
- available from your local security product supplier

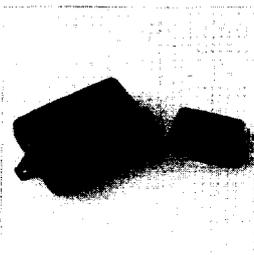
Magnetic Door Lock



Locks doors automatically when wanderer approaches.

- increases resident's protection
- decreases need for staff intervention
- optional delayed egress lock, meets NFPA safety codes
- power supply and instructions included
- available from your local security product supplier

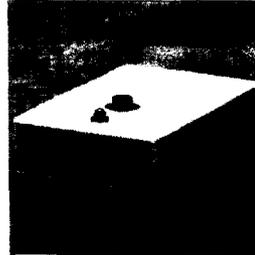
AlertPager



An economical pager system to notify staff of an alarm.

- tone alert
- accepts multiple inputs
- recommended Seco-Larm
- available from your local security product supplier

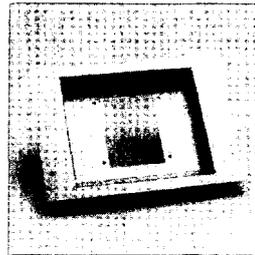
WatchMate Escort Key



The Escort Key is a versatile and handy remote control.

- temporarily disarms a protected area to allow staff to escort residents through without triggering an alarm
- cancels alarms
- tests the system
- for use with all WatchMate DoorPacks
- convenient one-handed operation
- part number 803A0901

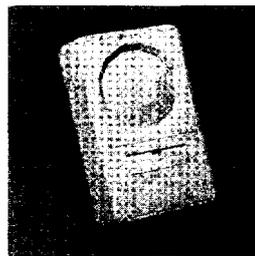
Recessed Panel



Mounts a Monitor ID, MR, or Controller into an existing surface.

- unobtrusive mounting for busy workstations
- prevents accidental damage when mounted in high traffic areas
- color matches the Monitor and Controller
- part number 80101501

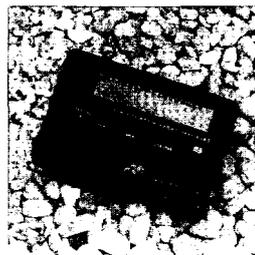
Passive Infrared Detector



Motion detector for use with all WatchMate DoorPacks.

- replaces door contacts
- applications include hallway and revolving door installations
- available from your local security product supplier

AlphaPager



A pocket pager system reports complete alarm information to staff on the move.

- alphanumeric display reports resident's name, ID number, and alarm location
- individual or group paging over long distances
- recommended Motorola People Finder or Visiplex
- available from your local security product supplier

Battery Backup

Battery backup system to maintain power during power outages.

- 12 hour battery backup system with charging system
- one battery backup is installed inside each Monitor ID, MR, and Controller
- part number 801A1401

Voice Module

Electronic record and playback of short pre-recorded messages.

- for use with all DoorPacks
- automatically repeats pre-recorded message until stopped
- recommended Visonic SP-3
- available from your local security product supplier

Specification Highlights

Monitor ID, Monitor Pack, and Monitor			
Supply Volts	9 to 14 VDC	Temperature	32° to 122° F (0° to 50° C)
Current Draw	200 mA	Dimensions	5.4 x 6.9 x 2.3 in. (137 x 175 x 57 mm)
Magnetic Door Lock Relay	1 Form C dry contact, 2A, 30 VDC, 60 W max	Weight	monitor 1.6 lb. (726 g), controller 1.4 lb. (635 g)
Directional Sensor ID and MFI		Power Supply	
Cable length	20 ft. (6.0 m)	Input	120 VAC, 60 Hz, 12 W
Dimensions	2.5 x 24.5 x 3.6 in. (63.5 x 622 x 91.4 mm)	Output	12 VDC, 500 mA
Weight	1.7 lb. (771 g)	Cable Length	9 ft. (2.7 m)
LC Monitor			
Supply / Current Draw	9 to 14 VDC / 150 mA	Cable Length	8.5 ft. (2.6 m)
Temperature	14° to 122° F (-10° to 50° C)	Dimensions	2.5 x 24.5 x 3.6 in. (63.5 x 622 x 91.4 mm)
Magnetic Door lock Relay	1 Form C dry contact, 2A, 30 VDC, 60 W max	Weight	2 lb. (900 g)
Transmitter			
Frequency	217 MHz	Temperature	32° to 122° F (0° to 50° C)
Battery Life	3 years	Dimensions	1.9 x 1.5 x 0.6 in. (48 x 38 x 15 mm)
Range	up to 20 ft. (6m), up to 500 ft. (150 m) with Locator	Weight	1.1 oz (31 g)
Transmitter Tester			
Battery	one 9 VDC alkaline	Dimensions	5.5 x 3.25 x 1.5 in. (140 x 82.5 x 38 mm)
Battery Life	greater than 1,000 ten second tests	Weight	7.9 oz. (225 g)
Annunciator			
Supply Volts	12 VDC from DoorPack	Temperature	32° to 122° F (0° to 50° C)
Current Draw	4 zone 130 mA max, 8 zone 170 mA max	Dimensions	4.0 x 5.3 x 1.5 in. (102 x 135 x 38 mm)
Relay Output	1 Form C dry contact, 2A, 30 VDC, 60 W max	Weight	7 oz. (200 g)
Locator			
Battery	one 12 VDC rechargeable	Temperature	14° to 122° F (-10° to 50° C)
Operating Time	backlight on = 4 hours, off = 8 hours	Antenna	4 element Yagi
Battery Charge Time	16 hours	Dimensions	9.5 x 11.5 x 6.0 in. (241 x 292 x 152 mm)
Range	up to 500 ft. (150 m) outdoors	Weight	7.5 lb. (3.4 kg)
Escort Key		Keypad	
Battery Life	up to 5 years dependent on use	Supply Volts	6 to 18 VDC
Range	within protected area	Current Draw	5 to 75 mA
Dimensions	0.9 x 2.4 x 3.8 in. (23 x 61 x 97 mm)	Temperature	0° to 131° F (-18° to 55° C)
Weight	2.7 oz. (77 g)	Dimensions	2.3 x 1.6 x 0.75 in. (58 x 41 x 19 mm)
Power Supply		High Output Alarm	
Input	120 VAC, 60 Hz, 12 W	Supply Volts	6 to 28 VDC
Output	12 VDC, 500 mA	Current Draw	7 to 27 mA
Cable Length	9 ft. (2.7 m)	Frequency	2.7 - 3.1 kHz
		Loudness	110 dBA at 1.0 ft. (0.3 m)
Software Control Program			
System Requirements - 100% IBM-compatible personal computer with a 386-25 MHz processor or higher, 4 Mb RAM, hard disk drive with at least 5 Mb of free disk space, 3.5" floppy disk drive, VGA display or higher, 2 Serial Ports, 1 Parallel Port, MS-DOS 5.0 or later, Microsoft® Windows® 3.1 or later, Microsoft Compatible Mouse			

For More Information . . .

This catalog summarizes many of the WatchMate family's most popular features. For more information, including the dealer nearest you, contact InstanTel. Information including product brochures, detailed specifications, and data sheets can be sent to you.

How to Order . . .

Phone: 613-592-4642	Toll free: 800-267-9111
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Website: www.instanTel.com	
Address: InstanTel Inc.	InstanTel Inc.
309 Legget Drive	826 Proctor Avenue
Kanata, Ontario	Ogdensburg, New York
Canada, K2K 3A3	U.S.A., 13669

**Certified to the ISO 9001
Quality Standard**

As part of our continuing commitment to product excellence, InstanTel reserves the right to change any specifications without notice.

InstanTel®

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WatchMate® System



Every day around this time, Tom opens the front door. WatchMate's alpha pager will have alerted other staff.



Mrs. Aiken is taking her mother out for a walk. Individual escort codes allow them to leave, but ensure that other wanderers cannot follow.



And Mary is with him again. It's reassuring to know WatchMate can identify more than one person at a time.



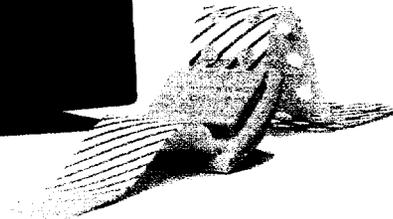
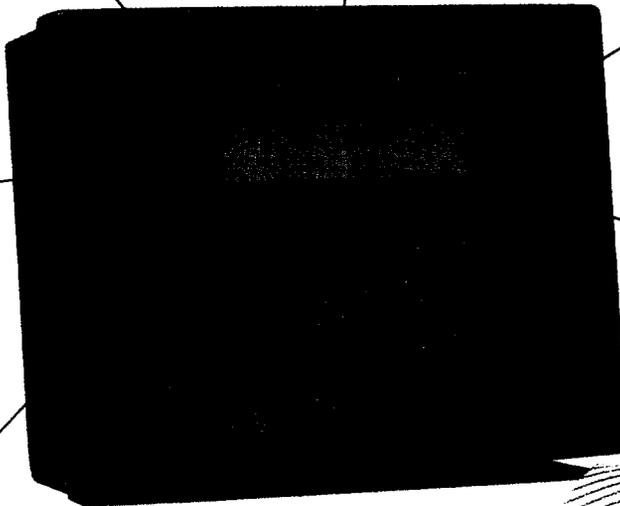
With password protected maintenance functions, Fred in service can easily adjust features like sound levels to suit our needs.



WatchMate has just put the system in night mode and locked the back doors. With no false alarms like the old system we threw out, it should be another quiet night. That is unless Bill decides to go for a midnight stroll.



Another night shift over. WatchMate has just switched back to day mode and automatically unlocked the back doors. Sound level in door is 5.0 dB high. It leaves a note for the day staff.



The Standard In Wander Protection

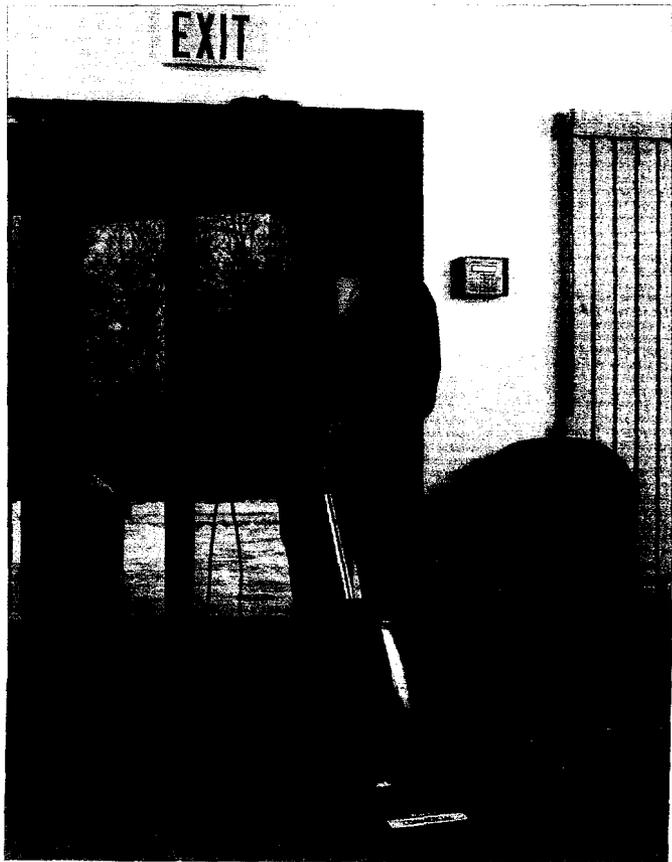
Easy to Use System

WatchMate is an intuitive common sense system. Its design uses the advanced control and flexibility of microprocessor technology to provide comprehensive easy to use protection.

The basic system consists of the WatchMate Transmitter and a Monitor. Each resident requiring protection wears a transmitter. The transmitter regularly emits a unique identification code. The WatchMate Monitor looks for these codes in a specifically designated protected area, such as an exit. When a resident enters the protected area, WatchMate can either lock the exit using an optionally available magnetic door lock or it can sound an alarm and immediately display the resident's identification code on the Monitor's display.

Accurate Detection and Interference Free Operation

WatchMate's award winning FM technology offers accurate detection and interference free operation. Where motorized wheelchairs, lightning, video terminals, and vacuum cleaners can cause false alarms on other systems, they have no effect on WatchMate. Your staff will not waste their valuable time responding to these frustrating false alarms.



WatchMate will identify all types of wheelchairs, which can allow you to monitor all exits.

A Cost Effective System

WatchMate frees staff from the constant monitoring that wandering residents require and helps to safeguard your wanderers while providing unrestricted movement to staff and other residents. The system is unobtrusive and mounts out of harm's way from wheelchairs and carts. There are no cables or antennas around the door. It is the least costly system to install. WatchMate is easy to use, requires minimal training, and is virtually maintenance free. It offers adjustable coverage for single, double or triple doors without requiring additional expensive hardware or facility modifications. If you need magnetic door locks, video cameras, external alarms, and other security devices, WatchMate can control these devices.



The Instantel WatchMate System allows staff to efficiently monitor residents while performing other tasks.

Reliable Identification of All Wanderers

Only WatchMate identifies more than one resident leaving at the same time. WatchMate provides you with the crucial information you need when you need it most. Each resident is identified by his or her own personal identification code. When an alarm occurs, WatchMate tells your staff all the identification codes causing alarms and at which exits they occurred. Alarms must be individually acknowledged, ensuring no resident alarm is inadvertently missed.

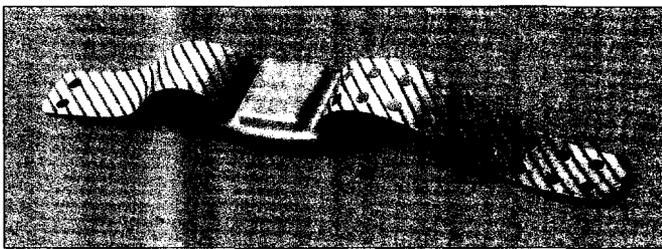
■■■■ ■■■■ ■■■■ ■■■■
DOOR#4 ID#0101 12:04

WatchMate's independent monitoring system staff and identify all residents leaving the facility at a designated area.

WatchMate Transmitters – Unequaled Performance and Dependability

The transmitter's unique design is both comfortable and practical. It straps easily to a resident's wrist or ankle, and is waterproof, so it can be worn during bathing. The transmitter is shock resistant and built to withstand the rigorous use of even the most active resident.

You can depend on the transmitter. A low battery indicator informs you automatically when a transmitter's battery approaches the end of its operation life by triggering a low battery alarm in the protected area. This allows a resident's protection to continue without interruption. All transmitters carry a three year full replacement warranty.



The WatchMate transmitter provides safe and discreet protection

Adaptable – WatchMate Systems Can Be Designed For Any Facility

WatchMate systems can be designed to provide the required configuration for any facility, regardless of size. WatchMate can protect all areas including exits, hallways, elevators, stairways, and outdoor patios. Triple door exits can be protected as easily as single door exits.

Expandable – WatchMate Grows As Your Facility Grows

The WatchMate system is modular so that as your facility expands or your protection requirements increase, additional protected areas and features can be added to your present WatchMate system quickly and easily.

Upgradable – Your System Will Always be Effective

The WatchMate system uses advanced microprocessor technology similar to personal computers. The WatchMate system software is programmable and can be upgraded on site. You can incorporate new features as they become available, so your system will never be obsolete.

Simple Operation – Advanced Control

Designed for ease of use, the WatchMate system offers powerful control.

- **Central Monitoring**

The WatchMate Controller provides you with central control over several protected areas. Its display indicates single or multiple resident identification codes, resident's name, alarm, and alarm location. If required, the controller can also clear alarms. Annunciators and controllers can be added for additional monitoring stations in other areas including hallways and security stations.

- **Automatic Control**

The WatchMate system becomes completely automatic by adding optional approved magnetic door locks. While a wanderer is near a door, the magnetic door lock engages and prevents the wanderer from opening the door and leaving the protected area. WatchMate can be used with any NFPA approved magnetic door locks or delayed egress magnetic door locks.

WatchMate can be configured to hold elevator doors open and sound an alarm should a wanderer attempt to enter the elevator car and exit the floor. It can also hold automatic doors closed, preventing a wanderer from leaving. All controls are disengaged by your fire or other emergency alarms.

- **Access Control Security System**

WatchMate offers facility access control using the optional magnetic door locks and the automatic timer setting in each monitor. By setting the timer in the monitor at each door, you restrict access automatically. WatchMate not only protects your wanderers: it protects you, your staff, and your facility.

- **Multiple Escort Codes**

Staff can escort up to ten wanderers at a time through a protected area by entering their identification codes into the monitor. The wanderers pass through the protected area without causing an alarm. Other wanderers, attempting to leave at the same time, trigger an alarm and alert staff. In addition, a separate code bypasses a protected area for a preset amount of time allowing staff to escort any number of wanderers including those requiring special assistance.

- **Maintenance and Service Features**

All minor adjustments to the system including maintenance, service, and testing can be made through the keypad using special passwords. If your requirements change, adjustments can be made simply and at minimal expense.

- **Different Alarms for Each Protected Area**

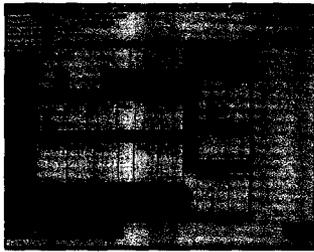
Each WatchMate monitor can be programmed with its own unique alarm sound, so when an alarm is heard, staff know where to respond. This also distinguishes between wanderer alarms and other alarms within the facility.

Accessories to Meet Every Need

WatchMate offers a range of accessories to solve the needs of any facility including controllers, annunciators, magnetic door locks, escort keys, high output alarms, printers, and other devices. Instantel's authorized dealers also have fully featured demonstration kits available to show you and your staff the capabilities of the WatchMate System.

Our Most Popular Accessories:

- **Windows Software Control Program for Extended System Management**



The WatchMate software control program enhances the system by providing additional security features and full reporting capabilities. The program combines the ease of use of Microsoft Windows™ with advanced features including on-screen floor plans, alarm

location, and multiple resident identification codes. At the press of a key, an integrated database information system provides you with a resident's name, description, medical and wandering histories. You can change the database to include the specific information you require.

- **Paging Systems**

An optional AlphaPager system pages staff engaged in other duties anywhere in the facility. The resident's identification code and the location of the alarm appear on the pocket pager's display. For smaller sites, an AlertPager® system sounds a tone, indicating an alarm has occurred.



- **Remote Identification and Location**

Only the WatchMate system offers remote identification and location using the WatchMate Locator. One or more residents can be located indoors or out.



North American Wide Dealer Network – Support is Always Nearby

WatchMate products are sold and installed throughout North America by Instantel's authorized dealer network. With dealers located nearby and support available directly from Instantel, there will always be help for you and your staff.

No Nonsense Warranty – It's That Simple!

All WatchMate products come with a one year no nonsense 100% manufacturer's warranty. The Instantel PC software control program comes with free upgrades for one year after purchase. Transmitters carry a three year full replacement warranty.

Quality and Value – Instantel's Commitment to You

At Instantel, we believe in providing our customers with the highest quality products and services. We also believe the sole measure of quality is a satisfied customer. If you ever have questions about our systems, contact our WatchMate Sales Manager directly at 1-800-267-9111.

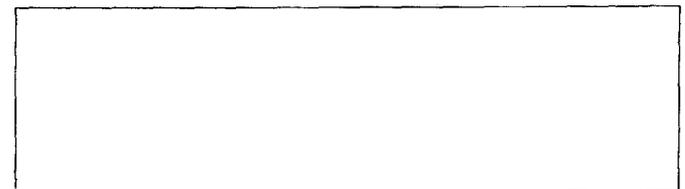
For Further Information...

For further information and the name of a dealer near you, contact Instantel and ask for WatchMate Sales.

826 Proctor Avenue
P.O. Box 116
Ogdensburg, NY 13669

309 Legget Drive
Kanata, Ontario
Canada, K2K 3A3

Toll Free: 1-800-267-9111
Telephone: 1-613-592-4642
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ABOUT INSTANTEL

InstanTEL has established a world wide reputation for providing its clients practical, reliable products based on proven technology. InstanTEL products are sold in over 75 countries. InstanTEL's health care customers have relied on InstanTEL's products for the protection of staff, residents and patients for years.

InstanTEL designs and manufactures all of its products, providing complete control over product quality. InstanTEL's quality system, which covers all of its activities from product design to manufacturing and servicing, has been independently audited to the International Standard ISO 9001. InstanTEL's quality system is tested annually to this rigorous standard.



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PRODUCT WARRANTY

Hugs comes with a one year no nonsense 100% parts and labor warranty. Third party commercial components such as personal computers and associated software, are supplied with their manufacturers' respective warranties.

