



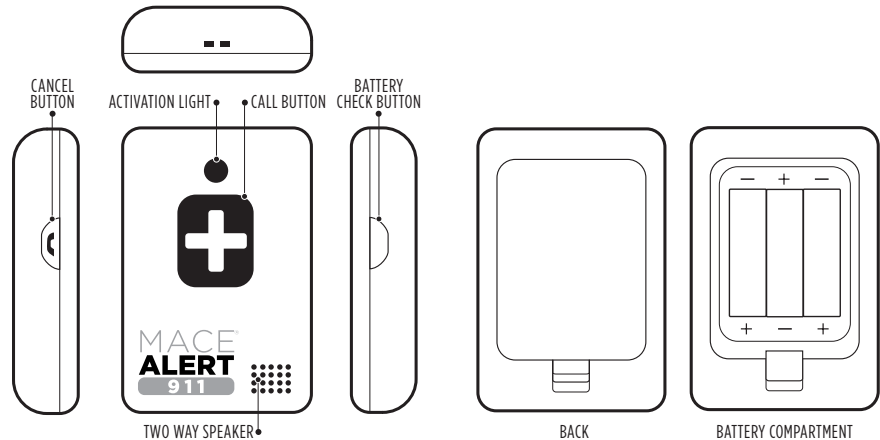
**Emergency Help 24/7 with the Push of a Button**



Congratulations on your purchase of the Mace® Alert 911 –a valuable tool for your safety and well-being. In one compact device, you have the ability to contact the recognized source of emergency assistance in the United States.

The Mace® Alert 911 is only to be used in emergency situations. An emergency is any situation that requires immediate assistance from law enforcement, the fire department or an ambulance. If you are in doubt of whether a situation is an emergency, you should contact 911. It's better to be safe and let the 911 operator determine if emergency assistance is required.

If you would like to learn more about Mace® Brand products, please visit us on-line at [www.mace.com](http://www.mace.com). This is a product of Mace Personal Defense & Security, Inc., 4400 Carnegie Avenue, Cleveland, OH 44103, 877.585.6223 (MACE)



1. Open the battery compartment located on the rear of the device and insert three AAA lithium batteries (included). Take note of the polarity marking (+ / -) on case. Reattach the battery cover.
2. Press and hold the BATTERY CHECK button located on the right hand side of the Mace® Alert 911. The device is ready to use if the front LED light is green. If the LED is not green, verify correct installation of the batteries. If the LED light is red, the batteries are low and should be replaced. Batteries must be recycled or disposed of properly.
3. To call 911, press and hold the white and red cross button (+) on the front of the device until the device responds with “Calling 911” and the LED light glows blue. The device will connect to a 911 Operator if cellular service is available.
4. If the call fails to complete, you will hear “Disconnected, Redial” and the device will retry calling 911 until an operator is reached. The device will continue to call 911 until a connection is established, the call is canceled or the battery is depleted.
5. To disconnect, press the CANCEL button on the left hand side or wait for the 911 operator to hang up.

1. **What is the function of Mace® Alert 911?** To call 911 in an emergency situation.
2. **Where can I use the device?** Anywhere in the United States where cellular service is available.
3. **Can I travel with Mace® Alert 911?** Yes. There are no restrictions on traveling with Mace® Alert 911.
4. **Who should carry Mace® Alert 911?** Any person, at any age, that wants to quickly seek help from law enforcement, the fire department or emergency medical responders in the case of an emergency situation.
5. **How do I signal for help with the device?**
  - Press and hold the white and red cross button (+) on the front of the device until the LED light glows blue AND you hear the device say, “Calling 911”.
  - The device will connect to a 911 Operator if cellular service is available.
  - If the call fails to complete, you will hear “Disconnected, Redial”, and the device will retry calling 911 until the 911 Operator is reached, the call is canceled or the battery is depleted. You know the device is continuing to call 911 if the LED light glows blue AND you hear the device say, “Calling 911”.
  - To disconnect, press the CANCEL button on the left hand side or wait for the 911 operator to hang up.

**6. How long does it take for a response?** The first available 911 operator (having jurisdiction over your call location) will answer your call for help. This typically occurs within seconds of calling for help.

**7. How do I set up the Mace® Alert 911?**

- Open the battery compartment located on the rear of the device and properly insert three AAA lithium batteries (included). Reattach the battery cover.
- Press and hold the BATTERY CHECK button located on the right hand side of the device. The device is ready to use if the front LED light is green. If the LED is not green, verify correct installation of the batteries. If the LED light is red, the batteries are low and should be replaced. Batteries must be recycled or disposed of properly.

**8. How do I cancel/disconnect the call?** Press the CANCEL button on the left side of the device or wait for the 911 operator to hang up.

**9. How do I test the device?**

- First call your local non-emergency dispatch for approval to place a test call into the 911 service.
- Once approved, properly signal for help by pressing and holding the white and red cross button (+) (as indicated in FAQ #5 above); wait for the 911 operator to respond; tell the 911 operator that you are testing your emergency help device and that no actual emergency exists.

**10. How long do the batteries last?** Approximately one year. Battery life will vary depending on the product configuration, model, usage, and features used by you. As with all batteries, the maximum capacity of this battery will decrease with time and usage. Test your batteries at least bi-weekly as described in FAQ #11, below.

**11. How do I test my batteries?** Press and hold the BATTERY CHECK button located on the right hand side of the Mace® Alert 911 device. The device is ready to use if the front LED light glows green. If the LED does not glow, verify correct installation of the batteries. If the LED light glows red, the batteries are low and should be replaced. Batteries must be recycled or disposed of properly.

**12. Is the device water resistant or waterproof?** No. The device is not water resistant or waterproof and should not be subjected to damp environments. Do not shower or bath with the device on your person.

**13. Does Mace® Alert 911 come with a warranty?** Yes. Mace® Alert 911 IS WARRANTED TO BE FREE FROM DEFECTS IN WORKMANSHIP AND MATERIALS UNDER NORMAL AND PROPER USE FOR A PERIOD OF 90 DAYS FROM THE DATE OF PURCHASE. THE WARRANTY IS LIMITED TO PRODUCT REPAIR OR REPLACEMENT UPON RETURN OF DEFECTIVE PRODUCT WITH PROOF-OF-PURCHASE RECEIPT WITHIN 120 DAYS OF PURCHASE AND SPECIFICALLY EXCLUDES INCIDENTAL OR CONSEQUENTIAL DAMAGES AND DAMAGES RESULTING FROM ABUSE OR MISUSE OF THE PRODUCT. THERE IS NO OTHER EXPRESS OR IMPLIED WARRANTY.

- The Mace® Alert 911 is designed to contact 911 in the event of an actual emergency. To call 911 for any purpose other than an emergency may result in criminal penalties.
- The Mace® Alert 911 operates wherever cellular service is available. Operation of the Mace® Alert 911 is influenced by many factors, such as geographical region, physical obstacles, interference and other factors.
- When contacting 911, providing accurate location information is essential. Mobile phone networks often report inaccurate location information.
- Use and store the device at a temperature between 32°F and 104°F. Do not expose the device to extreme cold, heat or direct sunlight. Do not place the device close to a heating source.
- The device is not water resistant or waterproof and should not be subjected to damp environments. Do not shower or bath with the device on your person.
- It is recommended that the battery power be checked every two weeks. To check the condition of the battery, refer to FAQ #11, above. The front LED will glow red if the batteries need to be replaced. Replace with three fresh AAA lithium batteries. Batteries must be recycled or disposed of properly.
- To prevent unintentional activation of the Mace® Alert 911, the clear protective safety shield should be installed on the device. To install the safety shield, slide the shield over the top of the Mace® Alert 911 and position the long tab so that it covers the white and red cross button (+). To access the white and red cross button, slide the shield up and out of the way.

- The estimated battery life is approximately one year. Battery life will vary depending on the product configuration, model, usage, and features used by the customer. As with all batteries, the maximum capacity of this battery will decrease with time and usage.
- Blue LED Light – Call in progress.
- Green LED Light – Batteries okay and device ready.
- Red LED Light – Batteries low, replace with three fresh AAA lithium batteries.

#### **FCC COMPLIANCE**

- This equipment complies with Parts 22H & 24E of the FCC rules and the FCC ID is contained on a durable label housed inside of the battery compartment. Modification to this device is strictly prohibited.

#### **BODY-WORN OPERATION**

- Your Mace® Alert 911 was tested for typical body-worn operations. To comply with RF exposure requirements during calling, a minimum separation distance of 0.60" (1.5 cm) must be maintained between the user's body and the device, including the antenna. Third-party belt-clips, holsters, and similar accessories used by this device should not contain any metallic components. Body-worn accessories that do not meet these requirements may not comply with RF exposure requirements and should be avoided.

#### **SPECIFIC ABSORPTION RATE (SAR)**

- Your Mace® Alert 911 device meets the government's requirements for exposure to radio waves and is essentially a

radio transmitter and receiver. It is designed and manufactured to not exceed limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. Government. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed for the safety of all persons, regardless of age or health.

- The exposure standard for wireless mobile devices employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.44 W/Kg. Tests for SAR are conducted using standard operating positions accepted by the FCC with the Mace® Alert 911 transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating may be well below the maximum value. This is because the device is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station, the lower the power output. Before a phone or phone-like device is available for sale to the public in the U.S., it must be tested and certified to the FCC that it does not exceed the limit establish for safe exposure. The tests are performed in positions and locations (e.g., at the ear and worn on the body) reported to the FCC. Your Mace® Alert 911 device falls within the government's requirements for exposure to radio waves and future products will be designed to be within the appropriate guidelines.
- Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications & Internet Association (CTIA) Web site: <http://www.phonefacts.net>.

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