

Service and Protection Plans

Protection Plans

RF Technologies offers three levels of Protection Plans to meet your specific system and service needs. Plans are available in one- to five-year packages, offering extended hours of coverage:

- **Basic:** Base-level package with functional inspection service
- **Extended:** Best for facilities with in-house maintenance staff
- **Complete:** Complete suite of services with full parts and labor coverage

All of our plans come with our after-hours Level 2 technical phone support, available 24/7/365.

By bundling one of our world-class plans with our expert services and our guaranteed response, you can be confident your system can achieve your security, performance, safety, and budget goals.

Protection Plan Benefits	Basic	Extended	Complete
24/7/365 Level 1 Remote User Telephone Support	✓	✓	✓
After-Hours Level 2 Technical Support	✓	✓	✓
Annual Software Maintenance Updates/Upgrades*	✓	✓	✓
Remote Diagnostic Options	✓	✓	✓
Annual Functional Inspection Service	✓		
Annual Comprehensive System Inspection, Performance Validation and Re-certification		✓	✓
Repair Parts Coverage	10% Discount	100% Discount	100% Discount
Repair Labor Rates	10% Discount	30% Discount	100% Discount
After-Hours Repair Labor Rates			30% Discount

**To the highest level allowed by server hardware and operating system*

RFT is a turn-key manufacturer and provider of life safety solutions for the senior living, healthcare, education, and hospitality markets. With 11,000+ installations since their founding in 1987, RFT is a collaborative partner in designing custom-configured solutions that meet each customer's needs and reduce their liabilities. The RFT family of solutions includes CODE ALERT® nurse call, fall detection, and wander management, SAFE PLACE® patient, staff, and asset protection, HELP ALERT® staff duress, and SENSATEC® fall management products.

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Hospital Security Solutions



Keeping people safe since 1987

Hospital Solutions

First in the industry with an RFID-based security system for hospital labor and delivery units, RFT's Safe Place has protected patients since 1993. Barrier-free and customizable to your hospital's needs, Safe Place protects without interrupting everyday workflows.

Infant & Pediatric Security

Safe Place is easy and automated. The small, lightweight Smart Sense® transmitter is worn on an infant's ankle. Constant communication with alarming band receivers ensures that if a baby nears a monitored exit, doors lock, alarms sound, and staff are instantly notified—all via wireless technology.



Staff Protection

Uses a real-time locating system (RTLS) to locate staff in need of assistance. At the press of a button, the staff protection device immediately and discreetly report the individual's location to your security team.



Elopement & Wander Management Solutions

If a patient wearing a transmitter approaches a monitored exit, a door antenna will recognize the transmitter and, depending on configuration, can sound an alarm, lock the door, and/or notify staff.



Environmental Monitoring

Environmental monitoring with real-time data views ensure compliance with VFC requirements. Continuous monitoring enhances patient safety, while automated checks and easy logging simplify regulatory compliance. The unified platform offers rapid ROI by preventing costly damages, making it a comprehensive choice for hospitals.



Customer Education

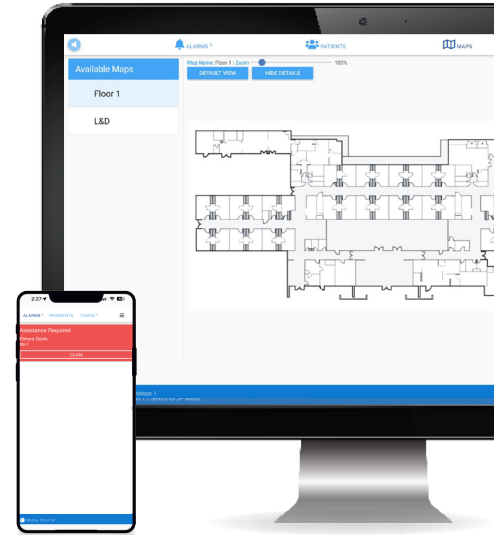
Our expert, customer education staff assists administrators in configuring software solutions tailored to your workflow goals and hospital policies. On-site, "Go-Live," support ensures smooth implementation during system launch. We offer web-based courses enabling staff to learn on their schedule, at their own pace. Your system is monitored via secure VPN for seven days with an enhanced "Go-Live" package (optional).

Enterprise Software & Mobile Devices

Safe Place Enterprise software integrates patient, staff, and equipment solutions on a single platform. The software application provides your staff the ability to connect from anywhere. The interface allows access via your facility's secure web connection.

Staff can respond to alarms on their mobile devices. The ability to view alerts, coordinate care and classify events improves workflow efficiency. In addition, the app eliminates the need for dedicated work stations.

When using the mobile client, the frequency of alerts and how they are displayed are dependent upon your facility's infrastructure.



Transmitters

Patented tags worn on infant's ankle; secured with soft, comfortable banding; communicates with ABRs and antennas; water-resistant

Alarming Band Receiver (ABR)

Transmitters "check in" with ABRs every 10 seconds

Touchpad Exit Controller (TEC)

Triggers an exit's lock and used to bypass or silence alarms; the LED touchpad illuminates when pressed, and turns off when inactive

Environmental Monitoring

Ensures continuous oversight to safeguard health and compliance with regulations.

Staff Protection

When activated, security is discreetly notified, so help can be dispatched immediately