

Keysafe Agreement

I, (full name)

of Postcode

Telephone Number:.....

Tick

1	refuse to give permission for a Keysafe to be installed and will make alternative arrangements to enable care staff to gain access to my home	
OR		
2	agree to the installation of a Keysafe to the exterior of my home	
3	have had the current pricing explained to me and understand that I will be invoiced for this amount	
4	also understand that if I do not pay the invoice then debt recovery will commence to recover monies owing to Halton Borough Council	
5	understand that upon installation the keysafe then becomes my property and responsibility. I understand that the installation of the keysafe is included, but that I will have to make my own arrangements for removal of the keysafe if I wish	
a	would like a Telehealthcare Officer to arrange to visit me to set my personal code on the keysafe	
b	would like my code to be stored securely at Halton Borough Council's Contact Centre (if a client of the Telehealthcare Service)*	
*N.B If you have set the code to the keysafe yourself, and would like the code to be stored securely at Halton Borough Council's Contact Centre or have any enquiries concerning the Keysafe, please ring the Contact Centre on 0151 907 8306		

Client signature Date

Carer/Advocate signature Date
(if Client unable to sign)

Date fitting requested:..... AM / PM

Location for keysafe fitting

.....

.....

.....

OPERATING THE C500 KEYSAFE™



1

1. Pull down the weather cover
2. Reveal the keypad
3. Pull down the 'clear' button and let go
4. Enter your unique code
5. Turn the 'open' dial
6. House keys are inside
7. Open door
8. Replace keys and close key safe
9. Turn the 'open' dial to lock
10. Shut weather cover



2



3



4



5



6



7



8



9



10



Day to day, you don't have to do anything with the key safe. It is fixed to your wall, ready for whenever it is needed.



You may have been given the option to manage your own code as part of your care plan.

If someone has recommended you have a C500 KeySafe™, they may be willing to help you set up a code, and save the number somewhere memorable.

This will be a **five, six or seven digit code**. It won't be something easy to guess, like your date of birth. There is no pre-set combination. **There is no 'master' code that can override yours.**

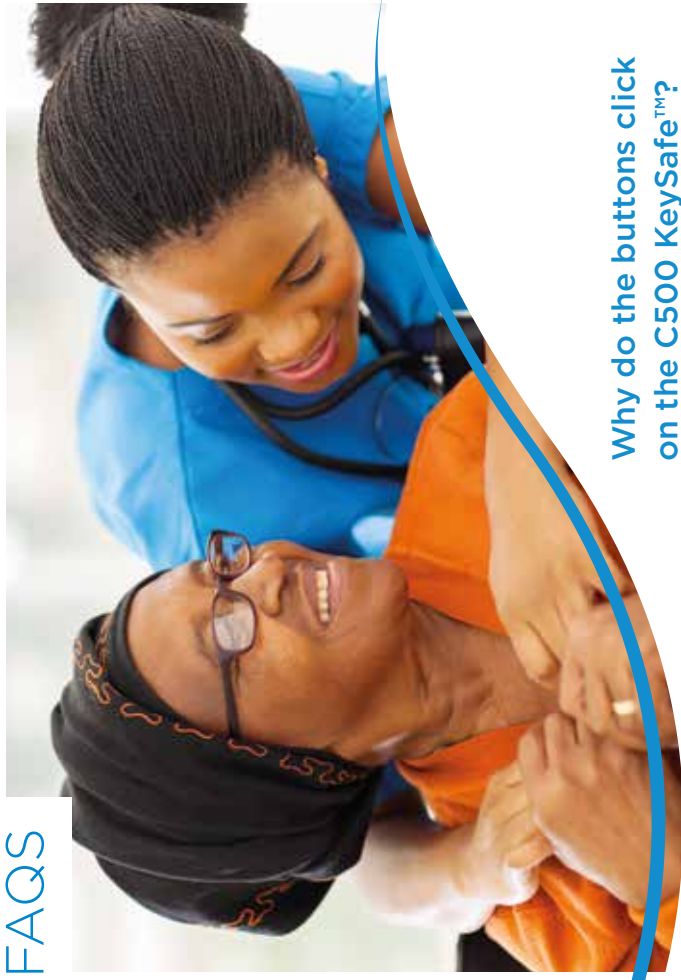
You can change the code whenever you like. For example, if a new carer started visiting. That way you can make sure **only the right people are ever granted access.**

If you are ever concerned about your code, just speak to your care or support provider.



If you do change your code, you need to tell anyone who had the old one: like your care and support provider.





Why do the buttons click on the C500 KeySafe™?

The C500 KeySafe™ is a mechanical device. When you press a button, the click shows it has been entered. After pressing the button once it will not click again until the mechanism has been reset. This can be done by pulling down the 'CLEAR' button.

Why don't the buttons click on my C500 KeySafe™?

If you cannot hear a click after pressing, you may need to press harder.



If that doesn't work, try pulling down the 'CLEAR' button and starting again. If a button still does not click, please contact your service provider.

Why can't I use the same number twice?

Because the C500 KeySafe™ is mechanical, once a button is pressed it will remain active until you pull down on the 'CLEAR' button. Pressing it again cannot enter it a second time.

This also means that the code can be entered in any order. For example, 1234A can be input as A4321. This does not affect the security of the product as you would still need to know the amount of digits in the code. There are over 4000 possible combinations.

Why can't I use a screwdriver to change the code?

The C500 KeySafe™ is a

mechanical device and has anti-tamper measures in place. By using a screwdriver, you risk applying too much pressure to the mechanism and breaking it.

Unfortunately, we are unable to repair broken key safes.

Is the C500 KeySafe™ waterproof?

Our C500 KeySafe™ weather covers are designed to shield your C500 KeySafe™ from the environment. They are not watertight, but they should keep most moisture away from your keys.

What if my C500 KeySafe™ freezes shut?

Should moisture enter your C500 KeySafe™, and we experience extreme weather conditions, that moisture may freeze, this will not damage your key safe.

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The mechanism cannot be damaged by de-icer, WD40 or hot water. You might like to try these, although the warmth of your hand against the unit might be enough to defrost any water trapped inside.

Is there a pre-set code?

There is no pre-set combination code in a new C500 KeySafe™. All our key safes are provided without a pre-set code, so one must be set during installation. The Key Safe Company does not store codes.

