

BT Redcare - Technical Help and Returns Procedure

Technical Help

If you are experiencing a fault with your Redcare installation it's as easy as 1,2,3.

- 1 Call BT Redcare Technical Support on **0800 671 240 or 0207 645 5772**.
- 2 BT Redcare Technical Support will run an analysis of the problem, and assist in the resolution of the fault where possible.
- 3 If the problem is deemed by BT Redcare Technical Support to be due to faulty BT Redcare Equipment which needs to be replaced, then the returns procedure (see below) will need to be followed. Please note that this applies to in-warranty units only.

Returns Procedure

BT Redcare GSM

- 1 BT Redcare Technical Support will arrange for a replacement unit to be sent to your alarm company office by the next working day or the following day if ordered after 1.30pm.
- 2 When you have received the replacement unit and you are ready to connect it, your ARC should update the BT Redcare order system with the new Redcare unit serial number. If the ARC experiences any issues they can contact the BT Redcare Customer Service team on 0800 800 628.
- 3 The new unit can then be commissioned with your ARC, and test signals sent through.
- 4 The faulty BT Redcare unit should be returned to BT Redcare in the jiffy bag provided.

IMPORTANT - For Redcare GSM Maintenance Spare (MS) units only

You will need to put the existing Sim card from the faulty GSM unit into the GSM STU Maintenance Spare.

BT Redcare Secure and Agile

- 1 BT Redcare Technical Support will arrange for a replacement unit to be sent to your alarm company office by the next working day or the following day if ordered after 1.30pm.
- 2 When you have received the replacement unit, and you are ready to connect it, your ARC should contact BT Redcare Technical Support on **0800 671 240 or 0207 645 5772** so that the Redcare systems can be updated with the new unit serial number.
- 3 The faulty unit should be returned to BT Redcare in the jiffy bag provided.

IMPORTANT - For Redcare Secure Maintenance Spare (MS) units only

You will need to put the existing Sim card from the faulty Secure unit into the Secure Simless Spare Unit.

BT Redcare Classic (STU)

- 1 **Return STU to place of purchase.**

Out of Warranty Equipment

BT Redcare will also offer to replace out-of-warranty units if the cost of the unit is accepted by the ARC. Please check with your ARC.