



VITARA CAREPILOT®
More than just technology.

PRODUCT & SERVICES GUIDE

WELCOME TO VITARA CAREPILOT & THANK YOU FOR TRUSTING US AS YOUR COPILOT IN CARE

This Product & Service Guide (PSG) is issued by Vitara Guardians, trading as Vitara CarePilot. The information in this PSG is current as of the preparation date. From time to time, we may include updated information that is not materially adverse without prior notice. You can obtain the latest updates by contacting us directly. If you request any updates, we will provide you with a copy free of charge.

This PSG is designed to help you understand and maximise the benefits of your Vitara CarePilot subscription. When you subscribe to our services, the coverage and features we provide are outlined in your current Service Agreement and described in this PSG, along with any supplementary documents we may issue. Together, these documents form the terms and conditions of your agreement with us. Please read them carefully and store them securely for future reference.

CONTACT DETAILS

This booklet provides essential information about your product and service with us. If you have any questions or require assistance, we're here to help, reach out to us today.

General Enquiries: info@vitaracarepilot.com

Website: www.vitaracarepilot.com

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KEY BENEFITS AND FEATURES OF VITARA CAREPILOT PACKAGES

The table below provides a comparison of the features and benefits included across the different Vitara CarePilot packages. The scope and extent of coverage, including additional features, may vary depending on the package you select.

Please note, Vitara CarePilot's monitoring features are designed to assist with safety and well-being. They are not substitutes for professional healthcare, medical diagnosis, or emergency services.

VITARA CAREPILOT FEATURES	VITARA CAREPILOT PACKAGES	
	PEACE OF MIND PACKAGE <i>Starts from</i>	GUARDIAN CARE <i>Starts from</i>
	~\$1.94 <i>per day</i> <i>billed monthly</i>	~\$2.27 <i>per day</i> <i>billed monthly</i> <i>Available early 2026</i>
	<i>For families wanting discreet, reliable, always-on monitoring to ensure loved ones' daily wellbeing.</i>	<i>For carers or families seeking proactive, data-driven insights for loved ones' wellbeing.</i>
24/7 Camera-Free Monitoring <i>Privacy-safe monitoring around the clock</i>	✓	✓
Real-time Fall Detection & Alerts <i>Instant alerts if a fall is detected</i>	✓	✓
Automatic Software Updates <i>System always stays up to date</i>	✓	✓
Everyday Wellness Monitoring <i>Provides daily insight into movement, rest, and activity.</i>	✓	✓
Inactivity Duration & Smart Alerts <i>Helps prevent unnoticed incidents from unusual inactivity</i>	✓	✓
Bathroom Routine Insights <i>Monitors bathroom visit frequency and duration</i>	✓	✓
Bedroom Activity & Insights <i>Tracks time in bed, bed exits and night-time movement</i>	✓	✓
Activity Intelligence <i>Helps identify activity trends, mobility, and potential fall risks.</i>		✓
Routine Stability Score <i>Tracks how closely daily activity follows familiar patterns.</i>		✓
Smart Bathroom Insights <i>Highlights bathroom routine changes that reflect daily habit shifts.</i>		✓
Day & Night Activity Balance <i>Compares daytime and nighttime activity to reveal rest patterns.</i>		✓
Room Transition Frequency <i>Tracks how often the care recipient moves between rooms.</i>		✓

⚠ Important Notes

- Starting prices based on the minimum purchase of 3 Vitara CarePilot Sensors. See the 'Important Information Summary' on page 15 of this guide for more information.
- The listed prices of ~\$1.94 per day and ~\$2.27 per day represent base subscription fees for each package and are indicative conversions of the monthly fee (and do not include sensor or installation costs).
- Your final monthly cost will depend on your selected package, the number of sensors purchased (minimum of 3 required), and any applicable installation or add-on service fees.

IMPORTANT INFORMATION

Special Conditions and Service Terms

Your agreement with Vitara CarePilot is made up of the following documents:

- **This Product & Service Guide (PSG)**, which details the features, terms, and conditions of your selected package.
- **Service Agreement**, which outlines the selected package and any additional features you have chosen.
- **Discounts Guide** which outlines available offers, eligibility criteria, and conditions for applying promotional pricing to Vitara CarePilot subscriptions and sensor purchases.
- **Key Facts Sheet:** A summary document that highlights the most important information about your chosen package, pricing structure, key inclusions, exclusions, payment methods, and customer responsibilities that is provided in a simplified format for easy reference.

MULTIPLE ACCOUNT HOLDERS

If there are multiple account holders, any action taken, statement made, or information provided by one account holder will be applicable to all parties on the account. Each account holder is authorised to act on behalf of all account holders.

SERVICE AGREEMENT

Your Service Agreement outlines the specific Vitara CarePilot package you have selected. It also specifies the service period during which you are covered. We provide services only within the agreed service period stated in your Service Agreement.

Receiving Your Service Documents

Vitara CarePilot provides all service documents digitally to the email address you have provided.

Any service documents sent to your nominated email address will be considered received 24 hours after they are sent. It is your responsibility to ensure that your email address is accurate and up to date.

Please notify us promptly of any changes to your contact details to continue receiving important updates and service-related information. For more details, refer to the section titled **'Changes to Your Subscription.'**

Limits, Exclusions, and Conditions

Limits, exclusions, and conditions apply to the Vitara CarePilot package you have selected.

- Throughout this PSG, we outline any specific limits, exclusions, and conditions relevant to each feature included in your package.
- General exclusions that apply to all Vitara CarePilot packages and benefits are detailed in the **'What we cover and don't cover'** section.
- Your responsibilities as a Vitara CarePilot customer are outlined in the **'Customer Responsibilities'** section.

Please review these sections carefully to understand the scope of your selected package and ensure compliance with the terms of service.

VITARA CAREPILOT PACKAGES

Your Service Agreement outlines the features and benefits included in your selected Vitara CarePilot Package:

- **Peace of Mind Package** – A balanced care solution for families wanting continuous monitoring, real-time alerts, and deeper daily wellness insights like movement, rest, and bathroom routines. Ideal for staying connected and reassured about a loved one's wellbeing.
- **Guardian Care Package** – A comprehensive upgrade offering everything in the Peace of Mind Package plus advanced analytics, inactivity alerts, and AI-powered intelligence. Perfect for families seeking proactive, data-driven insights and complete home visibility.

It is important to ensure your selected package meets your evolving care needs. Our team is available to assist you in reviewing your current package and exploring options that best suit your requirements.

Each year, upon renewal, your Service Agreement will be reviewed, and we may update package features to reflect enhancements and improvements. Your renewal offer will include the updated package details applicable for the next service period. The package you have selected will be clearly indicated in your Service Agreement.

Your Subscription and Cooling-Off Rights

In return for your subscription payments, we provide the features and services included in your selected Vitara CarePilot package. You may also be eligible for special offers or promotional discounts from time to time. See *the Discounts Guide for more information*.

For information about how we determine your subscription fees and any available offers, please contact our support team directly by sending an email to support@vitaracarepilot.com or visit our website at www.vitaracarepilot.com.

Paying Your Subscription

Your subscription must be paid on time to ensure uninterrupted service. You can choose to pay your subscription:

- **Monthly** – via direct debit from your nominated bank account or credit card.
- **Quarterly** – paid every three months via direct debit or credit card.
- **Annually** – as a single upfront payment.

Your Service Agreement will outline the subscription fees applicable to your selected package and the due dates for monthly, quarterly, or annual payments.

If you have any questions regarding your subscription, our support team is available to assist you.

What Happens if You Don't Pay on Time

When you subscribe to Vitara CarePilot, you are required to pay your subscription fees, whether monthly, quarterly, or annually, by the due date specified in your Service Agreement.

A payment is considered overdue if it cannot be successfully deducted from your nominated bank account or credit card.

If your subscription payment is overdue, we will send you a notice outlining the outstanding amount and the deadline for payment. If the overdue amount remains unpaid beyond the specified period in the notice, we will:

- Suspend or cancel your subscription for non-payment.
- Cease providing services from the cancellation date.

If you pay by Instalments, we will issue a second notice before cancellation, informing you of the effective cancellation date, or within 14 days after cancellation to confirm the effective date.

If you need to access Vitara CarePilot services while your subscription is overdue but before cancellation, you will be required to settle the overdue amount before services can be reinstated.

To avoid service interruptions, please ensure your payment details are kept up to date. If you have any concerns regarding your payments, please contact our support team for assistance.

Cooling-Off Rights

At this time, Vitara CarePilot does not offer a cooling-off period for subscriptions. However, customers are entitled to a cooling-off period where required under the Australian Consumer Law (ACL). This includes rights relating to unsolicited sales, automatic renewals, or online purchases where statutory protections apply.

If you have any questions about your subscription or require assistance, please contact our support team.

For information on how to cancel your subscription, please refer to the **'Cancellation'** section of this document.

CHANGES TO YOUR SUBSCRIPTION

At Vitara CarePilot, we understand that your care needs may change over time. You have the flexibility to upgrade or downgrade your package to better align with your requirements.

To request a package change, please contact our support team. If you choose to upgrade or downgrade, **we will:**

- Inform you of any changes to your subscription fees.
- Adjust your payment schedule based on your selected payment plan (annual, quarterly, or monthly).
- Apply a prorated charge or refund, depending on the package change and the time remaining in your current billing cycle.
- Issue an updated Service Agreement reflecting your new package.

At this stage, Vitara CarePilot does not offer customised feature adjustments within packages; however, we are continuously reviewing our offerings to introduce greater flexibility in the future.

Updating Your Contact Details

If you need to update your contact details, such as your nominated email address for receiving service communications, you must notify us as soon as possible. If you do not update your contact details, we will consider that any communications sent to your previously provided email address have been received.

Until you inform us of any changes, we will continue to send all service-related communications to your registered email address.

For assistance with package changes or contact updates, please reach out to our support team by sending an email to support@vitaracarepilot.com.

Cancellation

You may cancel your Vitara CarePilot subscription at any time if you no longer wish to continue with your selected package.

There may also be circumstances where we need to cancel your subscription. This will only occur in accordance with applicable laws and our terms of service.

If your subscription is cancelled:

- We will provide a refund for any unused portion of your subscription fees, after deducting charges for the period during which services were provided.
- If you pay your subscription in instalments, any outstanding amounts due at the time of cancellation will be deducted from your nominated bank account or credit card.
- If the full outstanding amount cannot be deducted at once, we may collect the balance over multiple instalments, as per your authorised payment method.
- In the event of non-payment, we reserve the right to take appropriate action to recover outstanding amounts, including engaging external collections services or pursuing legal remedies where necessary. Customers may be liable for reasonable costs incurred in the recovery process.

For more details or to request cancellation, please contact our support team.

Renewal

At least 14 days before the expiry of your Vitara CarePilot subscription, we will send you a notification outlining the renewal details, including the date and time of expiry. If we are prepared to renew your subscription, we will provide you with an updated Service Agreement and details of the new subscription fees based on your current package.

You should carefully review your renewal offer to ensure your selected package continues to meet your needs.

If you paid your previous subscription:

- **Monthly or quarterly by Instalments**, we will continue deducting payments from your nominated account or credit card, and your subscription will automatically renew if we offer renewal.
- **Annually by direct debit**, we will automatically deduct the renewal fee from your nominated bank account or credit card.

If you do not wish for us to continue processing payments and automatically renew your subscription, please contact us before your subscription expiry date.

If you paid your last subscription annually without a direct debit arrangement, you must make the renewal payment by the due date; otherwise, your subscription will not be renewed.

For any questions or to manage your renewal preferences, please contact our support team.

Assigning Rights and Appointing a Representative

ASSIGNING YOUR RIGHTS

You may not transfer or assign any benefits, rights, or obligations under your Vitara CarePilot subscription without obtaining our prior written consent.

APPOINTING SOMEONE TO REPRESENT YOU

If you would like to appoint someone to act on your behalf regarding your subscription, you must inform us, and we must agree to communicate with them. We will not unreasonably withhold our consent.

For example, you may authorise someone to manage your subscription or make service-related inquiries on your behalf. However, we may refuse a request if the appointed party presents a conflict of interest, such as a service provider associated with your subscription.

Vitara CarePilot will not cover any fees or costs charged by the person you appoint to represent you.

For more information on appointing a representative, please contact our support team by sending an email to support@vitaracarepilot.com.

Customer Responsibilities

By subscribing, you acknowledge you have read, understood, and agree to be bound by the terms of this Product & Services Guide, the Service Agreement, and any applicable laws.

If you do not meet your responsibilities, we may suspend or cancel your subscription. Our response will depend on the circumstances, including the impact your actions had on our ability to provide services or your compliance with our terms of service.

We understand that unforeseen circumstances, such as health challenges or personal difficulties, may affect your ability to fulfill your responsibilities. If you encounter such situations, please contact us so we can work with you to find a suitable solution.

You must notify us if:

- There are any changes to your registered contact details, including your email address.
- You wish to upgrade or downgrade your package.
- The person responsible for managing your subscription changes.
- Your service location changes.

If you inform us of any changes, we may adjust your subscription, update your payment plan, or impose specific conditions to reflect the updated circumstances. If you do not agree to the revised terms, you have the option to cancel your subscription.

You are also responsible for:

- Providing accurate and truthful information when signing up or interacting with our support team.
- Ensuring all payments are made on time according to your chosen billing cycle (annual, quarterly, or monthly).
- Using the service in accordance with its intended purpose and taking reasonable precautions to avoid misuse.
- Following all applicable laws and guidelines related to the use of Vitara CarePilot services.
- Promptly addressing any technical issues or concerns by contacting our support team.

Failure to meet any of these responsibilities may result in service disruptions, additional charges, or termination of your subscription. Our response will be determined based on the nature and impact of the issue.

If you have any questions about your responsibilities, please contact our support team for assistance.

YOUR PRIVACY MATTERS TO US

At Vitara Guardians, the parent company of Vitara CarePilot, your privacy is at the core of our mission to provide smarter, safer, and more connected care solutions. This Privacy Policy outlines how we collect, use, and share your personal information while ensuring the highest standards of integrity and transparency.

How We Collect and Use Your Personal Information

We collect your personal information directly from you and through trusted sources such as our affiliates, service providers, and authorised representatives. We process your data to:

- Deliver and enhance the Vitara CarePilot services you have subscribed to.
- Personalise your user experience and tailor services to your needs.
- Ensure compliance with applicable regulatory requirements.
- Improve our products through data-driven insights and analysis.

Your personal information will only be used for the purposes for which it was collected, unless required by law or permitted under our Privacy Policy.

If you choose not to provide certain personal information, it may impact our ability to provide services effectively, including responding to support requests or processing service adjustments.

Disclosure of Your Personal Information

We comply with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). Any overseas data transfers will only occur where adequate safeguards are in place to protect your information.

We may share your personal information with:

- **Our related entities**, including those that provide operational support.
- **Authorised service providers**, some of which may be located overseas, to support service delivery and system operations.
- **Regulatory bodies**, if required to comply with legal obligations.

For full details on how we handle and disclose your information, please refer to our [Privacy Policy](#).

Your Rights and Choices

You have the right to:

- Access and review your personal data.
- Request corrections to any inaccurate or incomplete information.
- Withdraw consent for specific data processing activities, where applicable.
- Lodge a complaint if you believe we have not handled your data in accordance with applicable privacy laws.

To exercise your rights or request more information, contact us at privacy@vitaracarepilot.com.

Your Agreement to Our Privacy Policy

By providing us with your personal information and subscribing to or renewing any Vitara CarePilot services, you agree to our collection, use, and disclosure of your data as set out in our Privacy Policy.

In the event of a data breach involving personal information, Vitara CarePilot will comply with the Notifiable Data Breaches (NDB) scheme under the Australian Privacy Act 1988 (Cth), including notifying affected individuals as soon as practicable and no later than 30 days after becoming aware of the breach.

For more details, please visit our Privacy Policy at www.vitaracarepilot.com/privacy or contact our support team.

What to Do If You Have a Complaint

At Vitara CarePilot, we are committed to providing exceptional service. However, if you have any concerns or are dissatisfied with our services, we encourage you to let us know so we can address your issues promptly.

How to Raise a Complaint

If you experience a problem or are not satisfied with our products or services, please contact us:

- Email: support@vitaracarepilot.com
- Website: www.vitaracarepilot.com/contact-us

We will make every effort to resolve your complaint at the first point of contact. If we are unable to do so, or if you prefer not to contact the initial service representative, our Support Team will assist you further.

Escalating Your Complaint

If your complaint remains unresolved, you may seek an external review by contacting the relevant health complaints authority in your state or territory. These organisations handle complaints about health service providers and can offer independent assistance.

Health Complaints Authority for New South Wales Customers:

- **Health Care Complaints Commission (HCCC)**
 - **Phone:** 1800 043 159
 - **Email:** hccc@hccc.nsw.gov.au
 - **Website:** www.hccc.nsw.gov.au

These authorities provide free, fair, and independent complaint resolution services and will confirm if they can assist you; customers outside NSW should contact their local health complaints authority.

Please contact us directly by sending an email to support@vitaracarepilot.com for more information.

Submitting a complaint directly to the NDIS

If your complaint relates to the quality or safety of NDIS funded supports or services (for example, concerns about a provider, a worker, how supports were delivered, or unfair pricing), you can lodge a complaint with the NDIS Quality and Safeguards Commission (NDIS Commission).

How to submit your complaint

- **Online:** Lodge a complaint using the NDIS Commission complaints form (complaints about a provider or worker).
- **Phone:** Call 1800 035 544 (free call from landlines). Interpreters can be arranged, and the National Relay Service can assist.
- **Email** (general contact): contactcentre@ndiscommission.gov.au

What to include (so it is easier to assess)

- Your name and contact details (you can complain anonymously, but it may limit what can be done)
- The provider or worker name, dates, and what happened
- Any evidence (messages, photos, notes, invoices)
- What outcome you want (for example, an apology, service change, refund, investigation)

Important note

- For life threatening emergencies, call 000.
- Complaints about NDIA decisions, access, or planning go to the NDIA, not the NDIS Commission.

GOVERNING LAW, CURRENCY, AND GST

Governing Law

This agreement is governed by the laws of New South Wales, Australia, and you agree to submit to the exclusive jurisdiction of the courts of New South Wales.

Currency

All amounts stated in relation to your Vitara CarePilot subscription fees and charges are expressed in Australian dollars (AUD).

GST (Goods and Services Tax)

All fees and charges related to your Vitara CarePilot subscription include Goods and Services Tax (GST), unless otherwise specified.

If you are a business registered, or required to be registered, for GST purposes, you must provide us with:

- Your Australian Business Number (ABN).
- The percentage of any input tax credit you have claimed or are entitled to claim on your subscription fees.

Failure to provide this information may affect your entitlement to claim GST credits and our ability to correctly apply tax to your subscription.

For any questions regarding GST and billing, please contact our support team.

DEFINITIONS

The following terms have specific meanings when used in your Vitara CarePilot Service Agreement. References to singular include plural and vice versa, unless the context requires otherwise.

ACCOUNT

A unique profile created for you to access and manage your Vitara CarePilot services.

AGREEMENT

The contract between you and Vitara Guardians, comprising your Service Agreement, this Product & Service Guide (PSG), and any applicable supplementary documents

CUSTOMER SUPPORT

Vitara CarePilot's dedicated team responsible for assisting with service inquiries, technical support, and subscription management.

DEVICE

Any hardware or equipment provided or approved by Vitara CarePilot for use with the service, including sensors and monitoring units.

INCIDENT

A single event or a series of related events that impact the functionality or performance of the Vitara CarePilot services.

PACKAGE

The specific service level you have selected under Vitara CarePilot, which determines the features and benefits available to you.

PAYMENT PLAN

Your chosen method of paying for your Vitara CarePilot subscription, which may include monthly, quarterly or annual payments via direct debit.

PERSONAL DATA

Any information that identifies you or relates to your use of the Vitara CarePilot services, collected in accordance with our Privacy Policy.

PRORATED ADJUSTMENT

A recalculated charge or refund based on the remaining term of your subscription when you upgrade or downgrade your package.

RESIDENTIAL USE

Services are intended for private residences. Use in commercial settings such as aged care facilities, supported accommodation services, or disability group homes may require special terms.

SERVICE PERIOD

The duration of time for which your selected package remains active, as outlined in your Service Agreement.

SERVICE AGREEMENT

The document outlining the details of your Vitara CarePilot subscription, including your selected package, payment terms, and applicable conditions.

SUBSCRIPTION FEE

The total amount payable for your Vitara CarePilot package, inclusive of GST, unless otherwise specified.

UPGRADE/DOWNGRADE

The process of changing your package to a higher or lower tier, which may result in adjustments to your subscription fee and payment schedule.

WE, US, OUR

Refers to Vitara Guardians, the provider of Vitara CarePilot services.

YOU, YOUR

The individual or entity that has entered into an agreement with Vitara Guardians for the provision of Vitara CarePilot services.

For further clarification on any of these terms, please refer to your Service Agreement or reach out to our support team at support@vitaracarepilot.com.

SERVICE COVERAGE FOR SAFETY & MONITORING

The level of service coverage you receive depends on the Vitara CarePilot package you have selected. Our packages are designed to provide a range of monitoring and safety features tailored to your needs, including:

- **Peace of Mind Package** – Enhanced care for families needing reliable, continuous monitoring, real-time alerts, and daily wellness insights like movement, rest, and bathroom activity.
- **Guardian Care Package** – Comprehensive monitoring with AI-powered analytics, inactivity alerts, and detailed care insights for proactive, data-driven decision-making.

What We Cover & Don't Cover

Vitara CarePilot provides monitoring services to support your safety and well-being.

Our standard coverage includes:

- **Real-Time AI-Powered Fall Detection and Alerts** - Monitoring for falls within the covered premises, with immediate alerts sent to designated contacts.
- **24/7 Activity Monitoring** - Providing insights into movement patterns within your home to identify potential risks.
- **Privacy-Preserving Monitoring** - Our touchless sensor technology ensures data is collected without cameras, maintaining dignity and privacy.
- **System Updates and Maintenance:** Automatic software updates to keep your system running smoothly and securely.
- **Inactivity Duration & Smart Alerts** - Helps prevent unnoticed incidents from unusual inactivity
- **Bathroom Routine Insights** - Monitors bathroom visit frequency and duration
- **Bedroom Activity & Insights** - *Tracks time in bed, bed exits and night-time movement*

Additional Considerations

For customers subscribed to the Guardian Care Package, additional 'Activity Intelligence' features include:

- **Routine Stability Score** - Tracks how closely daily activity follows familiar patterns.
- **Smart Bathroom Insights** - Highlights bathroom pattern changes linked to health or hydration.
- **Day & Night Activity Balance** - Compares daytime and nighttime activity to reveal rest patterns.
- **Room Transition Frequency** - Tracks how often the care recipient moves between rooms.

Limitations of Coverage

Vitara CarePilot services do not cover:

- Our service is designed for use inside your home and does not cover monitoring or alerts for activities outside the designated coverage and service area.
- Any use in commercial, clinical, or care facility settings requires prior written approval under a separate service agreement with Vitara Guardians.
- Intentional misuse or tampering with the monitoring devices.
- Any liability for injuries, damages, or missed alerts resulting from environmental factors, user handling, or external systems.
- Power or internet outages that impact service availability.

For further details on the features and limitations of your package, please refer to your Service Agreement or contact our support team at support@vitaracarepilot.com.

Vitara CarePilot Sensor Warranty and Care

Vitara CarePilot sensors are designed to provide reliable and continuous monitoring to support your safety and well-being. To ensure optimal performance, it's important to take proper care of your sensors.

Warranty Coverage

All Vitara CarePilot sensors come with a 12-month warranty, covering manufacturing defects and faults under normal usage conditions. If your sensor experiences a fault within the warranty period, you can request a replacement by following these steps:

- **Contact Our Support Team** – Email us at support@vitaracarepilot.com with a description of the issue.
- **Provide Proof of Purchase** – Have your order details, including the invoice or purchase reference number, ready.
- **Assessment Process** – Our team will review the issue and determine if it falls under the warranty.
- **Replacement Procedure** – If your claim is approved, we will provide instructions for returning the faulty sensor and arrange for a replacement to be sent for reinstallation.

This warranty is provided in addition to, and does not limit, any rights or remedies you may have under the Australian Consumer Law.

Please note that the warranty does not cover accidental damage, misuse, or unauthorised modifications.

Protecting Your Sensors

To avoid unexpected costs, we recommend checking whether your Vitara CarePilot sensors are covered under your home insurance policy provided by your general insurance provider. Home insurance may offer protection against accidental damage, theft, or other insured events affecting your sensors.

If you do not have home insurance, you may wish to explore obtaining a policy to ensure your sensors are covered in the event of accidental damage or unforeseen circumstances.

Customer Responsibilities

While Vitara CarePilot provides monitoring and support, it is your responsibility to:

- Handle and maintain your sensors with care according to our usage guidelines.
- Ensure timely payment of your subscription to maintain service continuity.
- Inform us immediately if you experience any technical issues or faults.

If you have any questions about caring for your sensors or wish to discuss warranty claims, please contact our team at support@vitaracarepilot.com.

LIABILITY COVERAGE

Vitara CarePilot is dedicated to delivering reliable and innovative monitoring solutions designed to enhance safety and well-being. However, it is important to clarify the scope of our responsibilities and limitations concerning liability coverage.

Scope of Liability

Vitara CarePilot's services, including the deployment of our advanced monitoring technology and sensors, are intended to provide supplementary support for individuals, families, and caregivers.

Vitara CarePilot's technology is intended as a supplementary tool. It is not a medical device, does not diagnose or treat any condition, and should not replace medical advice, supervision, or emergency response services.

Vitara CarePilot **does not provide liability coverage** in the following areas:

PERSONAL INJURY

Vitara CarePilot does not provide liability coverage for any injuries, medical conditions, or health-related incidents that may occur, even with the presence of monitoring. This includes falls, accidents, and other health-related events but is not limited to:

- **Any physical harm or medical conditions** experienced by users or third parties arising from the use or failure of Vitara CarePilot sensors or services.
- **Falls and Accidents**
 - Despite the system's advanced fall detection capabilities, Vitara CarePilot cannot guarantee the prevention of falls or injuries.
 - Delayed response times, sensor malfunctions, or environmental factors outside our control may contribute to incidents.
- **Health Deterioration or Medical Conditions**
 - Vitara CarePilot sensors are not medical devices and do not provide real-time health monitoring (e.g., vital signs tracking).
 - Any health emergencies requiring immediate medical intervention are the responsibility of the individual, caregiver, or emergency services.

- **Third-Party Injuries:**
 - If an injury occurs to visitors, carers, or other third parties within the monitored premises, Vitara CarePilot assumes no liability for claims related to such incidents.
 - Customers are encouraged to have adequate personal health and liability insurance to cover potential injuries and related medical expenses.

PROPERTY DAMAGE

Vitara CarePilot does not provide liability coverage for any damage, loss, or deterioration of property that may occur as a result of:

- **Installation Issues:**
 - Vitara CarePilot sensors must be installed by licensed professionals. We coordinate installation through approved and vetted installation partners to ensure safety and compliance with applicable regulations.
 - While all reasonable care is taken during installation, Vitara CarePilot is not liable for any structural modifications or accidental damage that may occur during the process, including drilling, wiring, or fixture adjustments.
 - Any claims related to installation damage should be directed to the licensed installer in accordance with their insurance and workmanship guarantees. Customers are responsible for providing safe and accessible environments for installation.
- **Device Malfunction or Electrical Faults:**
 - While our sensors are designed to operate within standard parameters, unforeseen issues such as power surges, hardware failure, or improper usage may result in damage to walls, fixtures, or electrical systems.
- **Environmental Factors:**
 - Property damage caused by environmental factors such as humidity, temperature fluctuations, or exposure to dust that may affect sensor performance.
 - Customers should ensure they have appropriate home and contents insurance to cover potential property damage.
- **Force Majeure:**
 - Vitara CarePilot shall not be liable for any delay or failure to perform obligations under this agreement due to circumstances beyond its reasonable control, including but not limited to strikes, supplier failures, cyber incidents, or regulatory changes.

SERVICE INTERRUPTIONS AND DATA LOSS

Vitara CarePilot does not provide coverage for any losses resulting from service disruptions, technical failures, or data-related issues, including:

- **Network or Power Outages**
 - Sensor functionality may be affected by external factors such as internet disruptions, power failures, or interference from other electronic devices.
 - Vitara CarePilot is not liable for the inability to monitor activities during outages.
- **Delayed or Missed Alerts**
 - Although the system is designed to provide real-time alerts, there may be circumstances where notifications are delayed or not delivered due to unforeseen factors.
 - Customers should not rely solely on Vitara CarePilot as a substitute for direct supervision or emergency assistance.
- **Data Privacy and Security Risks**
 - Vitara CarePilot implements strong security measures; however, we do not assume liability for unauthorised access, data breaches, or misuse by third parties.
 - Customers should maintain backup care plans and ensure contingency measures are in place to respond to potential service disruptions.

LEGAL EXPENSES AND CLAIMS

Vitara CarePilot does not cover legal expenses, claims, or liabilities that may arise from:

- **Third-Party Claims**
 - Any claims made by family members, caregivers, or third parties regarding the system's functionality, alleged failures, or perceived lack of service.
- **Contractual Disputes**
 - Disputes related to service agreements, billing, or terms of use that fall outside our stated policies and procedures.
- **Government or Regulatory Compliance Issues**
 - Compliance with health or safety regulations is the responsibility of the customer, and Vitara CarePilot does not cover legal penalties or fines imposed due to non-compliance.

ACCIDENTAL DAMAGE OR MISUSE

Vitara CarePilot does not provide coverage for accidental damage, loss, or misuse of monitoring equipment, including:

- **Physical Damage**
 - Dropping, mishandling, or exposure to conditions that void the warranty, such as water damage or extreme temperatures.
- **Unauthorised Modifications**
 - Any alterations, tampering, or repairs carried out by unapproved third parties that impact sensor functionality.

- **Improper Use:**
 - Using sensors in ways not recommended by Vitara CarePilot (e.g., installing in unintended locations or environments).
 - Customers should ensure proper handling and follow usage guidelines to maintain equipment integrity.

Customer Responsibilities

Customers are strongly advised to take the following actions to ensure comprehensive protection against potential risks:

- **Insurance Coverage**
 - Obtain or review their existing home, health, and liability insurance policies to confirm coverage for incidents such as accidental injury or damage that might occur within their premises.
 - Consider discussing their specific needs with an insurance provider to ensure their policies are aligned with the use of monitoring technology.
- **Emergency Planning**
 - Our monitoring services are intended to supplement existing care strategies, and customers should have additional contingency plans in place, such as emergency contacts and response procedures, to manage unforeseen situations effectively.
- **Site Preparation**
 - Customers are responsible for ensuring the installation site is accessible, safe, and suitable for sensor placement.
 - Any structural modifications required for sensor installation must be addressed prior to the scheduled installation date.
- **Compliance with Property Regulations**
 - Customers must obtain any necessary approvals (e.g., from landlords, body corporates, or building management) before installation.
 - Customers are responsible for ensuring installation does not violate tenancy agreements or local regulations.
- **Routine Maintenance and Care**
 - Conducting periodic checks to ensure the sensors are free from obstructions and functioning as intended.
 - Reporting any performance issues to Vitara Guardians promptly to arrange troubleshooting or support services.
- **Adherence to Usage Guidelines**
 - Customers must follow Vitara CarePilot's recommended usage practices to avoid improper handling that may affect sensor performance.

- Proper use includes maintaining a stable power supply and avoiding unauthorised modifications to the equipment.

- **Relocation or Reinstallation:**

- If a customer moves or requires sensors to be relocated, a licensed professional must be engaged to ensure proper reinstallation and recalibration.
- Vitara offers sensor reinstallation services (fees apply)
- Customers should notify Vitara Guardians in advance to receive guidance on relocating sensors safely.

CONDITIONS OF SERVICE

To receive the full benefits of your selected Vitara CarePilot package, the following conditions apply:

- Your **Vitara CarePilot sensors** must be installed and used in accordance with the guidelines provided in your Service Agreement.
- Any service-related support requests or concerns must be reported to our support team within the active service period.
- You must contact our support team before making any unauthorised adjustments or seeking third-party repairs to ensure eligibility for continued support.

Failure to adhere to these conditions may result in limitations to your service support and potential suspension of features.

Requesting Support and Assistance

If you experience any issues with your Vitara CarePilot sensors, you should:

- **Contact Support First** – Before seeking third-party assistance or making any modifications, reach out to our support team at support@vitaracarepilot.com for guidance.
- **Follow Our Recommendations** – Our team will assess the situation and provide instructions on how to proceed, ensuring your service remains active and compliant.
- **Cost Coverage Considerations** – Unapproved repairs may not be reimbursed. Please contact support first to avoid additional costs.

By following these conditions, you can ensure uninterrupted service and access to all the benefits included in your package.

For more information or assistance, please contact our support team at support@vitaracarepilot.com.

WHAT WE DON'T COVER

Vitara CarePilot provides proactive monitoring and support services to enhance safety and well-being. However, our service does not cover the following:

- **Personal Liability:**
 - Any legal claims or liabilities arising from the use, installation, or presence of Vitara CarePilot sensors in your home.
 - Incidents involving damage to property owned or controlled by you or individuals residing in your household.
 - Any liability arising from unauthorised modifications or misuse of our sensors.
- **Device and Property Damage:**
 - Loss or damage to Vitara CarePilot sensors due to accidental incidents, intentional misuse, or unauthorised repairs.
 - Damage caused by environmental factors such as fire, floods, or structural changes to your home.
 - Theft or loss of sensors unless covered under your home insurance policy.
- **Limitations of Use:**
 - Any claims or incidents arising from using Vitara CarePilot sensors outside the intended residential environment.
 - Liability related to commercial, professional, or business use of our sensors beyond personal safety monitoring.
 - Any impact or claim arising from renovations, construction, or modifications to your home that interfere with sensor functionality.
- **Health-Related Matters:**
 - Diagnosis, medical treatment, or emergency response services beyond providing fall detection and activity insights.
 - Incidents related to pre-existing medical conditions, self-inflicted injuries, or health-related emergencies outside the coverage of our monitoring system.
 - The transmission of communicable diseases or health conditions within the home.
- **Compliance and Regulatory Issues:**
 - Any fines, penalties, or legal costs incurred due to regulatory non-compliance related to sensor installation or use.
 - Any breach of privacy laws due to improper use or disclosure of data collected by the sensors outside our prescribed guidelines.

- **Customer Responsibilities**
 - It is your responsibility to ensure:
 - That your home insurance policy provides coverage for potential risks associated with the installation and operation of Vitara CarePilot sensors.
 - That the sensors are installed and used in accordance with our guidelines to avoid operational issues or liability concerns.
 - That any concerns or issues are reported to our support team promptly for guidance and resolution.

For further clarification or to discuss your coverage, please contact our support team at support@vitaracarepilot.com.

Sensor Coverage During Relocation

Vitara CarePilot does not provide coverage for loss or damage to your Vitara CarePilot sensors while they are being relocated to a new residence. Customers are responsible for ensuring the safe transportation and handling of their sensors during a move.

PROTECTING YOUR SENSORS DURING TRANSIT

If you are relocating to a new home, we recommend taking the following precautions to protect your sensors during transit:

- **Proper Packaging:** Ensure your sensors are securely packed using appropriate protective materials to prevent damage.
- **Transportation Care:** Handle sensors with care and avoid exposure to extreme temperatures, moisture, or physical impacts.
- **Insurance Consideration:** Check with your home insurance provider to confirm if your sensors are covered while in transit to your new permanent residence.

RELOCATING TO A NEW HOME

If you are planning to move to a new permanent residence, Vitara CarePilot is here to support you in ensuring continuity of service. However, please note that we do not automatically extend coverage to your new home upon relocation.

WHAT YOU NEED TO DO WHEN MOVING

If you purchase a new home and wish to continue using your Vitara CarePilot sensors, you must:

1. **Notify Us in Advance:** Contact our support team at support@vitaracarepilot.com before your move to discuss your options for continuing service at your new location.
2. **Provide Updated Details:** Share relevant details of your new residence to assess compatibility with our monitoring services.
3. **Schedule Sensor Reinstallation:** Arrange for the safe removal, transfer, and reinstallation of your sensors to ensure proper functionality.
4. **Confirm Insurance Coverage:** Check with your home insurance provider to confirm if your sensors are covered during the relocation process.

IMPORTANT CONSIDERATIONS

- Your existing Vitara CarePilot service will continue at your current address until your move is finalised.
- Service at your new residence will commence once installation and setup are completed.
- If any additional fees apply for relocation or service transfer, we will notify you in advance.

WHAT WE DON'T COVER

Vitara CarePilot does not cover:

- Loss or damage to sensors during the transition period.
- Any period in which the sensors are not installed and operational.
- Relocation to areas outside our service coverage.

CONTINUING SERVICE AT YOUR NEW HOME

To ensure a seamless transition of service, please contact our support team prior to your move. Our team will assist you in determining the best approach to maintain your monitoring solution at your new address.

NEED ASSISTANCE?

If you require guidance on safely relocating your Vitara CarePilot sensors, or would like to discuss relocation support options, please contact our support team at support@vitaracarepilot.com.

IMPORTANT INFORMATION

At Vitara CarePilot, we want to ensure you fully understand your responsibilities and the important limitations that apply to your service. Please review these important notes carefully:

MINIMUM SENSOR PURCHASE REQUIREMENT

To ensure effective environmental coverage and proper service functionality, a minimum purchase of **three (3)** Vitara CarePilot sensors is required per subscription. This baseline setup enables accurate monitoring across critical areas of the home and supports the core features included in your selected package.

SUBSCRIPTION PRICING NOTICE

- All Vitara CarePilot subscription package prices are calculated based on a minimum configuration of **three (3)** sensors.
- Subscription costs will increase with each additional sensor purchased, reflecting the expanded monitoring coverage, increased data usage, and added support services.
- The listed subscription fees **do not** include sensor costs or installation. For a personalised cost estimate, visit our online calculator at <https://vitaracarepilot.com/smart-care-cost-calculator/> or refer to your Key Facts Sheet.
- Pricing details will be outlined in your Service Agreement.

SENSOR PRICING AND PER SENSOR MONTHLY CHARGE

- **One time sensor cost:** Each Vitara CarePilot sensor costs \$519 AUD per sensor, excluding any applicable discounts or promotions.
- **Multi sensor purchase discount:** If you purchase 4 or more sensors, a 10% discount applies from the 4th sensor onwards (on the sensor purchase price only).
 - That means:
 - Sensors 1 to 3 are \$519 each
 - Sensors 4+ are \$467.10 each (10% off \$519)
 - You save \$51.90 on each discounted sensor
 - **Example:** 6 sensors purchased
 - **Sensors 1 to 3:** 3 × \$519 = \$1,557.00
 - **Sensors 4 to 6:** 3 × \$467.10 = \$1,401.30
 - **Total sensor cost:** \$2,958.30
 - **Total without discount:** 6 × \$519 = \$3,114.00
 - **Total savings:** \$155.70

Discount eligibility is subject to the terms of the promotion, including that it applies to new sensor purchases under the same account and service address.

ONGOING PER SENSOR CHARGE ADDED TO YOUR SUBSCRIPTION

Your subscription fee is based on your chosen package and billing frequency. If you add sensors above your minimum included configuration, an additional recurring charge applies for each additional sensor. Where a billing discount applies, it is reflected below.

- **Monthly billing:** \$10 AUD per month per additional sensor
- **Quarterly billing** (5% discount applied): \$28.50 AUD per quarter per additional sensor
- **Annual billing** (10% discount applied): \$108.00 AUD per year per additional sensor

HOW THIS SHOWS UP ON YOUR INVOICE

Your total payable amount will be:

Sensor purchase price (less any applicable discounts) + base subscription price (your package and billing frequency) + per sensor recurring charge (additional sensors × the amounts above)

HOME INSURANCE RECOMMENDATION

While Vitara CarePilot sensors are built for reliability, accidental damage, theft, or loss is not covered by Vitara CarePilot.

We strongly recommend you maintain a suitable home and contents insurance policy that includes protection for your Vitara CarePilot equipment.

SENSOR CARE AND MAINTENANCE

You are responsible for ensuring proper care of your Vitara CarePilot sensors, including:

- Handling sensors with care.
- Avoiding unauthorised modifications or third-party repairs without Vitara CarePilot's approval.
- Keeping sensors free from obstruction and environmental hazards (e.g., water exposure, extreme temperatures).

Failure to maintain sensors appropriately may affect warranty eligibility and service performance.

CUSTOMER RESPONSIBILITIES

As a Vitara CarePilot customer, you must:

- Keep your contact details updated.
- Make timely payments according to your chosen billing cycle.
- Notify Vitara CarePilot of changes such as moving home or appointing a representative.
- Arrange suitable site access and obtain any necessary landlord or building approvals for sensor installation.
- Follow usage guidelines for the proper use of monitoring equipment.

Failure to meet your responsibilities may result in service interruptions, additional charges, or cancellation of services.

EXCLUSIONS AND LIMITATIONS OF LIABILITY

To the maximum extent permitted by law, Vitara Guardians excludes all liability for any indirect, consequential, incidental, or special loss or damage, including loss of data, revenue, or profits. Nothing in this agreement excludes, restricts, or modifies any right or remedy you may have under the Australian Consumer Law.

Vitara CarePilot's services are designed to enhance safety and monitoring but do not replace professional healthcare or emergency services.

Our services do not cover:

- Personal injuries (including falls, health deterioration, or delayed emergency response).
- Property damage during installation, environmental damage, or device malfunction.
- Third-party injuries (visitors, carers, others inside the monitored premises).
- Data security breaches or service outages beyond our reasonable control.

You should maintain suitable personal, health, and property insurance to protect yourself against these risks.