

Frequently Asked Questions

Who is LogicMark?

LogicMark is a Virginia based company that specializes in the design and manufacture of innovative Home Healthcare products.

Why did you create Guardian Alert 911?

We created this product because of the great need of loved ones or a disabled person to be able to instantly contact a 911 operator in the event of an emergency. These individuals want to lead more independent and safer lives. Countless accidents and deaths occur every year that could have been prevented if 911 was able to be reached quickly.

How does Guardian Alert 911 work?

It is very simple. You just push the blue button on the wearable pendant and you can speak directly to a 911 operator from anywhere in or around the home. You do not need to use your regular telephone.

Does Guardian Alert 911 use Cellular Service?

No! The Guardian Alert 911 uses your home phone line.

Do you have to be near a base station for 911 to hear you?

No! Because the Guardian Alert 911 is the world's smallest cordless speakerphone, you can speak directly to an operator instantly from anywhere in or around the home. This is the only product that allows you to speak from ANYWHERE in your home, not just within 50 feet of a speakerphone. The pendant range is up to 600 feet in a free-space environment! It will cover large homes and even a short distance outside your home.

Are there any monthly charges or contracts?

Absolutely Not! There are no monthly charges, no monitoring fees, no contracts, ever. You purchase the Guardian Alert 911 and it is yours to keep and use forever.

What happens if I am unable to speak?

If you are unable to speak, the Guardian Alert 911 can still give the 911 operator your location by utilizing the caller ID function. Because of this "enhanced 911" system, you can feel even safer that your location is known even before you speak.

How do I install Guardian Alert 911?

Just plug it into your existing phone jack.

Is Guardian Alert 911 legal to use?

Yes! The Guardian Alert 911 is completely legal to use in all 50 states and Canada.

Does Guardian Alert 911 use a battery?

Yes, the Guardian Alert 911 uses an AAA alkaline battery, which is included. The battery life is one-year and it can be tested at any time with the test button on the unit.

How can I deal with power outages?

You can purchase our optional Battery Back-up unit (#30912) which will provide over 24 hours of back-up protection. It simply plugs between the wall and the base unit.

Is Guardian Alert 911 water resistant?

Yes, the Guardian Alert 911 can be used in the shower even though we don't recommend it as a normal practice.

What is the warranty on Guardian Alert 911?

One Year Limited Warranty