

# Hugs® Tag User Sheet

PART NUMBERS:  
TAG-HGS-1000B (I, C, W)

## INTRODUCTION

The Hugs Tag with BabySense™ functionality is part of the Hugs infant protection system. The Hugs Tag is applied to the infant using a tamper-proof band. From the moment it is activated, the tag begins to send "check in" messages indicating that it is OK. The infant is automatically enrolled in the system and protected against abduction.

The Hugs Tag incorporates special sensors to detect if:

- The tag is removed from the infant.
- The band is cut.

In addition, attempting to remove the infant without authorization from the protected area will immediately cause an alarm.

The Hugs Tag is reusable, and does not interfere with other hospital or personal medical equipment.

The patented asymmetrical shape of the tag ensures that it does not pinch or irritate the baby's skin, and also helps prevent it from being kicked off, while still allowing the ankle joint to move freely.

The Hugs Tag is water-resistant and waterproof to 1m for 30 minutes, which allows time for bathing of the infant. It is also resistant to soiling and UV light.

The Hugs Tag has an expiration date of 2 years from the time it is first activated into the Hugs system. After 2 years, you will not be able to admit the tag into the Hugs system.

## CLEANING THE TAG

Note: The tag is not sterilized at the factory. You may wish to clean it before first use.

The Hugs Tag can be cleaned using a soft-bristle brush. Follow these guidelines for cleaning the tag:

- First, consult with your Infection Control representative for cleaners available to your hospital that are approved for plastics.
- Then refer to the Tag Maintenance Cleaning and Sanitization Guide (KB #8269, p/n 0970-090-000) to confirm that the cleaning material is approved for use with the Hugs Tag.
- Do not use pathogenic cleaners specified for TB.
- Do not soak the Hugs Tag.
- Do not use an autoclave to clean the tag or serious damage may result.

**NOTE: It is very important to thoroughly dry all tags after cleaning. Any cleaner residue remaining on the tag may cause the surface to crack or may irritate the infant's skin.**

## ITEMS REQUIRED

- Hugs Tag (3 part numbers available)
  - TAG-HGS-1000B (I, C, W)
- Hugs Tag bands (2 part numbers available)
  - 806A1421
  - 806A2021
- Safety scissors
- Hugs Tag Charger CGS-HGS-1000 (U, E, UK, J)

## APPLYING THE TAG

The Hugs Tag should be placed on the opposite limb or below other hospital bracelets.

- 1 Align band with tag slot.
- 2 Make sure "This side out" is on the outside, away from infant's skin.
- 3 Insert the band into the tag slot starting from the bottom of the tag and pull through until the little black line appears as shown in Figure 1.
- 4 Wrap the tag around the baby's ankle (rounded side pointing toward the knee), with the tag on the outer aspect of the ankle and insert loose end of band into the second tag slot.
- 5 Pull the band through, and listen for the battery status chime (two short beeps). Check that the tag is snug and won't rotate. The bottom (black) side of the tag and the band must be in light contact with the baby's skin.
- 6 Trim both ends of the band. No need to round the edges since they do not come in contact with the infant's skin.



## ASSESSING TAG FIT

When you apply a tag to the infant, make sure that a secure fit is obtained. A secure fit is defined as a fit snug enough to prevent the tag from slipping over the heel while ensuring that the back of the tag maintains light contact with the infant's skin.

- 1 The tag site should be assessed at least every 8 hours and in accordance with hospital policy.
- 2 If skin irritation is noted, relocate the tag immediately.
- 3 If the Hugs Tag appears to be too tight, as evidenced by tag or band impressions on the infant's skin or the inability to move the tag on the skin surface, remove the tag immediately and apply a new band.

## REMOVING THE TAG

- 1 Discharge the baby (tag) from the Hugs system.
- 2 Cut the band on the Hugs Tag using safety scissors. Push the band pieces through from the bottom to the top of the tag, using a rocking motion. Ensure no band debris remains around the gold contacts in the slots of the Hugs Tag.
- 3 Return the tag for cleaning.
- 4 Return the tag to the Charger.

## BATTERY INFORMATION

The Hugs Tag uses a non-replaceable rechargeable battery (Lithium battery 4.2V). The Hugs system software automatically displays a Low Battery notification if the Hugs Tag enters a low battery state during use.

Battery Life: Fully charged, 10 days under typical use.

Charging Time: Maximum 3 hours.

If you hear the low battery status chime (Mismatch tone) when you apply the tag, immediately pull the tag from service and place it in the charger.

For more information about tag charging, please refer to the Hugs Tag Charger User Guide, Part Number 0980-041-000.

## HANDLING INFORMATION

**Battery Handling:** This device contains a lithium battery. Do not force open, heat to 212°F (100°C), or dispose of in fire.

**X-rays:** Do not directly expose the tag to X-rays. (The tag is not affected by stray radiation.)

**MRI:** This tag contains metal components and is not approved for use near MRI equipment.

## STORAGE

Store Hugs Tags at room temperature in a controlled humidity/temperature environment. The battery self-discharges during storage. Storing tags at temperatures greater than 30°C will reduce battery storage life. Do not leave tags unused (or unopened for new tags) for an extended period of time greater than 6 months.

## WARRANTY

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| <b>Warrantor</b><br>("Securitas Healthcare") | Securitas Healthcare LLC or the Securitas Healthcare LLC corporate affiliate that sold the Hardware  |
| <b>Hardware</b>                              | Hugs® Tag hardware   |
| <b>Warranty Period</b>                       | This Product is warranted against defects in materials and workmanship and shall perform in accordance with published specifications for a period of 2 years from date the tag is first activated in the software or 27 months from the product ship date, whichever comes first. Securitas Healthcare reserves the right to change specifications without notice. |

### 1. Limited Hardware Warranty.

Securitas Healthcare warrants to the original purchaser ("Customer") that the Hardware ("Hardware") shall be free from defects in material and workmanship under normal use for Warranty Period. This Limited Hardware Warranty shall not apply to, and the term Hardware shall not include, any embedded or accompanying software or services. This Limited Hardware Warranty extends only to the original purchaser of the Hardware and is non-transferrable or assignable. This Limited Hardware Warranty shall not be enlarged and no obligation shall arise out of Securitas Healthcare's rendering of technical advice or service in connection with the purchase of the Hardware.

### 2. Conditions of Warranty and Exclusions.

This Limited Hardware Warranty applies only if the Hardware was purchased from Securitas Healthcare or its authorized distributor. Securitas Healthcare reserves the right to reject warranty claims for Hardware purchased from unauthorized sellers. This Limited Hardware Warranty is conditioned upon proper use of the Hardware. This Limited Hardware Warranty shall not apply to Hardware provided for beta, evaluation, testing, or demonstration purposes.



for which Securitas Healthcare does not receive a payment of purchase price or license fee.

The Limited Hardware Warranty does not cover:

- Hardware that has not been installed, operated, repaired, or maintained in accordance with the documentation instructions supplied by Securitas Healthcare
- Defects or damage caused by accident, misuse, abuse, abnormal use, abnormal conditions, improper storage, negligence, neglect, or unusual physical, electrical or electromechanical stress
- Defects or damage caused by exposure to liquid or moisture that is inconsistent with the specifications and instructions applicable to the Hardware according to the applicable documentation and terms and conditions
- Defects or damage to plastics (including defects in appearance, cosmetics, decorative or structural items including framing and non-operative parts)
- Equipment that has the serial number removed, defaced, damaged, altered, or made illegible
- Ordinary wear and tear
- Defects or damage caused by the use of accessories, products, or ancillary/peripheral equipment not furnished or approved by Securitas Healthcare
- Defects or damage caused by service, testing, adjustment, installation, maintenance, alteration, or modification in any way by anyone other than Securitas Healthcare, or its authorized partner
- Defects or damage resulting from external causes such as collision with an object, fire, flooding, windstorm, lightning, power surge, and earthquake
- Batteries (other than Dead on Arrival for batteries provided by Securitas Healthcare) and defects or damage caused batteries not provided by Securitas Healthcare

### 3. Warranty Remedy and Procedure.

Customer's sole and exclusive remedy and Securitas Healthcare's sole obligation under this Limited Hardware Warranty is, in Securitas Healthcare's sole discretion, repair or replacement of the Hardware or refund of the purchase price. Securitas Healthcare replacement parts may be new or refurbished. Securitas Healthcare reserves the right to provide replacement Hardware or components of similar form and function, as long as the functionality is equal or better than Customer's original Hardware or components. Securitas Healthcare's obligations under this Limited Hardware Warranty are contingent on Customer returning the affected Hardware in accordance with Securitas Healthcare's then-current Return Material Authorization (RMA) procedures. Customer shall be responsible for all insurance, postage and shipping costs incurred in returning affected Hardware to Securitas Healthcare.

Any replacement or repaired Hardware will be covered by this Limited Hardware Warranty only for the remainder of the original Warranty Period.

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### 4. Hardware and Warranty Disclaimers.

a. This Hardware has been designed for use to assist in the prevention of patient abduction and/or wanderings. Securitas Healthcare does not guarantee that this Hardware will detect some or all of patient abduction and/or wandering attempts. Securitas Healthcare also does not guarantee that this Hardware will not return false reports of calls for patient abductions and/or wanderings. Monthly testing and maintenance of this Hardware, as described in the Hardware documentation, is essential to verify the system is operating correctly and to ensure that the probability of detecting an alarm and/or locating the transmitter are maximized. The failure to undertake regular testing and maintenance will increase the risk of system failure and failure to detect patient abductions and/or wanderings. The failure to undertake regular testing and maintenance will increase the risk of false reports of patient abductions and/or wanderings.

b. The range, accuracy, function and performance of this Hardware may vary from the published specifications due to many factors, including, without limitation, site impairments from structural effects, metal objects in the vicinity, placement of the receiver and transmitter, interference from other electrical devices, atmospheric effects, installation, and maintenance. There may be other factors, which also affect performance of this Hardware.

c. EXCEPT AS SPECIFIED IN THIS LIMITED WARRANTY, ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS, AND WARRANTIES INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, SATISFACTORY QUALITY, NON-INTERFERENCE, ACCURACY OF INFORMATIONAL CONTENT, OR ARISING FROM A COURSE OF DEALING, LAW, USAGE, OR TRADE PRACTICE, ARE HEREBY EXCLUDED TO THE EXTENT ALLOWED BY APPLICABLE LAW AND ARE EXPRESSLY DISCLAIMED BY SECURITAS HEALTHCARE, ITS SUPPLIERS AND LICENSORS.

TO THE EXTENT AN IMPLIED WARRANTY CANNOT BE EXCLUDED, SUCH WARRANTY IS LIMITED IN DURATION TO THE EXPRESS WARRANTY PERIOD. BECAUSE SOME STATES OR JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, THE ABOVE LIMITATION MAY NOT APPLY. THESE WARRANTIES GIVE CUSTOMER SPECIFIC LEGAL RIGHTS, AND CUSTOMER MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION. This disclaimer and exclusion shall apply even if the express warranty set forth above fails of its essential purpose.

### 5. Limitation of Liability.

IN NO EVENT WILL SECURITAS HEALTHCARE, ITS AFFILIATES, OFFICERS, DIRECTORS, EMPLOYEES, AGENTS, SUPPLIERS AND LICENSORS BE LIABLE FOR THE FOLLOWING, REGARDLESS OF THE THEORY OF LIABILITY OR WHETHER ARISING OUT OF THE

USE OR INABILITY TO USE THE HARDWARES OR OTHERWISE, EVEN IF A PARTY BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES: (A) INDIRECT, INCIDENTAL, EXEMPLARY, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES; (B) LOSS OR CORRUPTION OF DATA OR INTERRUPTED OR LOSS OF BUSINESS; OR (C) LOSS OF REVENUE, PROFITS, GOODWILL OR ANTICIPATED SALES OR SAVINGS. All liability of Securitas Healthcare, its affiliates, officers, directors, employees, agents, suppliers and licensors collectively, to Customer, whether based in warranty, contract, tort (including negligence), or otherwise, shall not exceed the purchase price paid by Customer to Securitas Healthcare or its authorized distributor that gave rise to the claim. This limitation of liability is cumulative and not per incident. Nothing in this Limited Hardware Warranty limits or excludes any liability that cannot be limited or excluded under applicable law.

### 6. Severability.

If any portion of this Limited Hardware Warranty is held to be illegal or unenforceable, such partial illegality or unenforceability shall not affect the enforceability of the remainder of the Limited Hardware Warranty.

## STATEMENTS

### United States—Federal Communication Commission (FCC)

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

WARNING: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. In cases where the manual is provided only in a form other than paper, such as on a computer disk or over the Internet, the information required by this section may be included in the manual in that alternative form, provided the user can reasonably be expected to have the capability to access information in that form.

### Canada—Industry Canada

The term "IC:" before the certification/registration number only signifies that Industry Canada technical specifications were met.



Certified for Type BF Applied Parts



RCM certified

### Product Information

FCC Part 15, sub-part C class B, sub-part B (US), EN 300 328, EN 301 489, Radio Equipment Directive 2014/53/EU (RED), RoHS 2 Directive 2011/65/EU, The Radio Equipment Regulations 2017, S.I. 2017/1206 (as amended), The Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012, S.I.2012/3032 (as amended) Safety: CE, UKCA, ETL approved for EN62368, Conforms to UL Std 62368-1:2019 Ed.3 and CSA StdC22.2#62368-1:2019 Ed.3, UL294

For more information, visit us at [securitashealthcare.com](https://securitashealthcare.com)

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