

## Spot FAQ

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Q. What is your Spot shipping and return policy?

A. Please allow 1 week for delivery. \$8.00 shipping with 30-day money back guarantee. Buyer pays return shipping. Must request a RMA# by e-mail before returns are authorized. We accept all credit cards including PayPal. Money order, cashier check must be made payable to: Senior Travel Aide, LLC. All returns must be made within 30 days with a \$25 restocking fee. We are setup to relay Spot messages to your family and friends by telephone at your request, and provide turn-by-turn driving directions if you call us.

Q: What is Spot good for?

A: Spot is useful for any car trip beyond your local area, and a great way to keep in touch when traveling by water, land or air. It will work where your cell phone doesn't by sending a check-in message to your loved ones, letting them know all is well, or to let them know you need help; In an emergency, press the 9-1-1 button dispatching emergency responders to your satellite-pinpointed location to get help.

Q: How do I let my friends/family know I will arrive soon?

A: Just check in with your Spot (allow for a lapse of 10-20 min. to be sure the signal arrives before you do!) Your contacts will receive a notification message.

Q: How do I let them know I am at my destination, safe and well?

A: Check-in with Spot upon arrival. You must remain at your destination for at least 20 minutes to make sure the check-in message is sent out before you move on. No need to worry about the difference in time zones, whether it is a good time to call, will your cell phone work and if so will there be extra charges, just push the button on your Spot and your loved ones will know all is well. Our tests with Spot confirmed that the location accuracy was usually "spot-on" but can be a block or so off.

Q: What is Spot not good for?

A: Because there can be a 5 to 20 minute delay when checking in, trying to stay in touch every few minutes on a short errand-running trip around town is somewhat ineffective. However a help message letting someone know you need roadside assistance would still come in handy, but it won't go out instantaneously because of the delay.

Q: I cannot check-in with Spot. What can I do?

A: When both lights (the check-in light and the on/off light) are blinking in unison, your signal is being sent, and until that stops you cannot send another signal. As noted, there can be a short delay before the signal goes out. Be aware that pressing and holding the check-in button for more than 5 seconds - will inadvertently activate "spotcasting". No check-in messages will be sent out with "spotcasting" activated.

Q: How do I let someone map my progress in detail?

A: Plan to check-in approximately every 10-20 min, or use "spotcasting" which will track your progress every 10 minutes or so automatically for 24 hours on a google map. Unlike check-in, "spotcasting" will not send out any notification messages at all. This is useful if your contacts do not want to receive frequent messages.

Q: How accurate is Spot in tracking my location?

A: For outdoor use, Spot is very accurate. Best results when there is a clear sky

above. If you are using Spot driving in a car, there is the occasional inaccurate reading. (we estimate from our experience less than a mile) The car itself can interfere with the signal and weaken it.

Q: What is the battery life?

A: Spot comes with 2 lithium AA (energizer) batteries. Other batteries will not work. Buy extra Energizer (the brand recommended by manufacturer) AA Lithium e2 Batteries (2-Pack) for your extended trips. Battery Life is as follows:

Lasts 12 months if turned-on and unused;

Spotcasting (continuous tracking): 14 days, continuous use;

Sending OK & Help messages: 30 days for 1,900 messages;

9-1-1 requests: lasts 10 days, signal goes out every 5 minutes.

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