



Careline365 Q20 GPS Pendant Alarm	
Aspect	Details
Images	
PSD Number	2511-0244
Product Type	Gadgets – Body Alarms
Product Identifiers	Brand: Careline365 Model: Q20 Supply dates: 30 September 2025 – 28 October 2025
Product Description	Small pendant alarm with solid lanyard. Clip between the lanyard and alarm.
Country of Origin	Unknown
Counterfeit	No
Risk Level	Not provided
Risk Type	Strangulation and Injuries
Risk Description	The product presents a risk of strangulation as the lanyard does not include a quick-release safety break. This could lead to the user (who may be vulnerable or of limited mobility) becoming entangled and unable to release themselves safely, potentially leading to strangulation and/or injuries. The lanyard does not meet the requirements of the General Product Safety Regulations 2005.
Corrective Measures	The product has been recalled from end users. Careline365 have contacted users directly and advised that a replacement lanyard and pendant will be provided. They have advised that users can continue to use their original pendant if the lanyard is removed. Once a new GPS pendant and lanyard is delivered, users should perform a test call on the new unit before returning the original product in the prepaid envelope provided. For further information, please contact Careline365 via 0808 304 4183 or info@careline.co.uk.
Online Marketplace	N/A
Notifier	Local Authority Trading Standards