



FAQS KENAIGO 2019

How is the device connected? By mobile?

The device has its own SIM card. You don't need a mobile or a local SIM card in your mobile to be able to use KenaiGo PULSE®. This is a great advantage because it means that even when you are without your mobile (if it gets stolen, or because you don't have a local SIM card), you can still use KenaiGo PULSE®.

How long does the battery last?

The battery lasts two days in moderate use, and one day if you have many incoming calls. That's why it's important to charge the device overnight. You can also charge the device while on the go with a power bank.

Can I save the device with me?

The geo-localization device is easy to carry around with you – as a key chain, as a necklace or by attaching it to a piece of your clothing.

Are shipping costs included in the purchase price or do I have to pay for the return of the product?

Yes, the price includes delivery and collection.

Who will be contacted when I press the panic button?

You can choose three emergency contacts, that the device will call one after the other. We always recommend that the first emergency contact should be a member of the KenaiGo team. Others could be your hotel or accommodation, your travel companion, family or friends.

What should I do if I lose my device?

If you lose the device, please contact KenaiGo immediately on. We will issue you with a new device as soon as possible. Unfortunately, in this case we will also need to charge a 70 Euro fee to your credit card.

What is the approximate value per days of deposit I must leave for the device?

We will provisionally block a deposit of 70 Euros on your credit card.

Is the device waterproof?

The device is resistant against rain, but you cannot swim or shower with it, or wash it in the washing machine.

Can I use the device elsewhere in Spain and Europe?

At the moment, we are offering this service in Barcelona only. Very soon we will expand our service to the rest of Spain and Europe, and eventually also to other continents.

Can I receive international calls on the device?

Yes. You will be able to choose up to 10 contact numbers that can call you for free on the device, regardless of whether these are international or Spanish numbers.