

Data Sheet

Nexa Smart Plug



What is it?

The Nexa Smart Plug allows Lifeline Digital to control power to nominated devices around a service user's home. Supporting clear communication between a resident and Alarm Receiving Centre (ARC) Operator, whilst offering additional support through simple lighting control.

Nexa Smart Plug allows the automatic removal or restoration of power to an electrical socket to support a service user e.g. temporarily turning a television off during an alarm call, or switching a bedside lamp on, during bed vacancy.

Intelligence built into the Lifeline Digital, coupled with Nexa, allows service users unimpeded communication with an ARC operator, and peace of mind for movement around the home. Care providers can reduce the number of no contact calls that may otherwise require further investigation, often through responder services.

Who is it for?

All service users with a Lifeline Digital will benefit from clearer communication during alarm calls, where the telecare hub is located in close proximity to a television or radio.

In addition, service users at a higher risk of a slip, trip, or fall, may benefit from using Nexa Smart Plug to activate lighting to guide their way, upon vacating a bed or chair.

How does it work?

Activated via an alarm button press on the Lifeline, the pendant or a telecare sensor (Universal Sensor in combination with Chair or Bed Occupancy Sensor). Nexa Smart Plug is easily configurable in DMP to turn power to a connected appliance, on or off, when an alarm is raised.

Features and Benefits

Automatic television and radio switch off to remove background noise

- **Improved alarm call experience for both service user and ARC operator** – less scope for misunderstanding or user frustration
- **Reduced frequency of 'no voice' / 'no contact' alarm calls coming into an ARC** – accurate and timely escalation
- **Reduced need for escalation to responder services** – protects finite resources, focuses support where needed
- **Effective service delivery and performance against SLAs for customers** – efficient service delivery, supporting TSA requirements

Automatic lighting based upon chair or bed vacancy

- **Peace of mind** – service users feel supported and get reassurance around the home
- **Reduced falls** – Lifeline Digital and Nexa help guide the way so service users getting up at night are less likely to trip or fall over an unseen object

In short



Additional
Lifeline Digital
functionality



Automatically
remove power



Automatically
restore power



Better alarm
call experience



Practical support
around the home

Manufacturer's Specification

Technical

Dimensions (L × H × W): 52 mm × 50 mm × 57 mm
53 mm × 53 mm × 58 mm

Switch type: Relay

Power supply: 220-240 V-50 Hz

Maximum load: UK: 2400 WRL / EU: 3500 WRL

Frequency: 433,92 MHz

Range: Up to 30m from Lifeline Digital

Power consumption: < 1 W (standby)

Built in protective device: Temperature fuse (UK version only)

IP rating: Indoor use only

Manufacturer: NEXA AB

Environmental

Do not expose Nexa Smart Plug to moisture, water, excessive heat or cold, as this may affect performance or shorten the life of the product.

Part Numbers

92199/156: Nexa Smart Plug UK version

92199/157: Nexa Smart Plug EU version

01420801: Nexa Smart Plug EU/Nordic version

Standards

EN 60669-1:2018, EN 60669-2-1:2021, EN 50663:2017, EN 62479:2010, EN IEC 55015:2019+A11:2020, EN IEC 61000-3-2:2019+A1:2021, EN 61000-3-3:2013+A2:2021, EN 61547:2009, ETSI EN 301 489-1 V2.2.3 (2019-11), ETSI EN 301 489-3 V2.3.2 (2023-01), ETSI EN 300 220-1 V3.1.1 (2017-02), ETS EN 300 220-3 V3.2.1 (2018-06)

CE / UKCA:

Compliance confirmed by manufacturer.

Safety:

Never connect lights or equipment that exceed the maximum load of the receiver, as it can result in defects, a short circuit or fire.

Do not attempt to repair this product, there are no user serviceable parts.

All wireless devices may be subject to interference, which could affect performance. The minimum recommended distance between two receivers is at least 50cm.

Do not use Nexa Smart Plug to control the power of life critical support devices.

Use a dry cloth to clean, moisture will corrode inner electric and can result in short circuit, defects and shock hazard.

Avoid harsh chemicals, cleaning solvents, or strong detergents.



ABOUT TUNSTALL HEALTHCARE

Tunstall works with social care providers, healthcare services, housing and retirement living providers and charities in 18 countries, improving the lives of more than five million people, including those living with dementia, learning disabilities, physical disabilities and long-term health conditions.

As technology advances and solutions become increasingly digital and cloud-based, we will work closely with our customers and partners to enable them not just react to events, but to predict and even prevent them, using data-driven insights. Our focus is on creating a more connected world that fulfils the potential of technology to offer intelligent care and support, and give people greater choice and control about how they live their lives.

enquiries@tunstall.com tunstall.co.uk

**For more
information
please visit**



Tunstall

©2025 Tunstall Group Ltd. Our policy of continual development means that product specifications and appearance may change without notice. Tunstall does not accept any responsibility for any errors and omissions contained within this document.