Healthcare Defibrillators

Frequently Asked Questions - Maintenance

Aero Healthcare guarantees best-in-class customer and product support. Some of the most common questions relating to maintenance of defibrillators and HeartSine products are answered below. If you have a question that is not covered here, feel free to contact Aero's Technical Support Team at sales@aerohealthcare.co.uk or call 0845 604 8280.

1. **What should I do if my defibrillator has been deployed?**

   The Pad-Pak should be immediately replaced to render the defibrillator ready to deploy again in emergency. Replacement Pad-Pak's are available from Aero Healthcare on the Network Rail framework please contact sales@aerohealthcare.co.uk or call 0845 604 8280.

2. **What is the TELL US, Get a Free Pad-Pak?**

   If your defibrillator has been used a free replacement Pad-Pak is available in exchange for the Saver® EVO file download of the event. Contact sales@aerohealthcare.co.uk or call 0845 604 8280

   Visit http://www.aerohealthcare-aed.co.uk/aero-uk-news/tell-us-get-a-free-pad-pak for further information.

   Pad-Pak's are available from Aero Healthcare on the Network Rail framework please contact sales@aerohealthcare.co.uk or call 0845 604 8280.

3. **What are the required maintenance checks for the HeartSine Samaritan Public Access Defibrillator?**

   On a weekly basis, verify that the Status Indicator is flashing green approximately every five seconds. If it is not flashing green or is flashing red, a fault has been detected. Replace the Pad-Pak and if the status indicator continues to flash red or not flash, contact sales@aerohealthcare.co.uk or call 0845 604 8280.

4. **Does the Public Access Defibrillator perform a self-test?**

   Yes. This self-test occurs weekly on Sunday at midnight GMT. If the PAD passes the self-test, the status indicator will continue to flash green every five seconds. If a fault is detected during self-test, the status indicator will flash red or will stop flashing. If this occurs, please contact sales@aerohealthcare.co.uk or call 0845 604 8280.

5. **Why is the Status Indicator not flashing or flashing red?**

   If the status indicator is not flashing or flashing red, a problem with the device has been detected. Check the expiration date of your Pad-Pak™ and replace the Pad-Pak if the expiration date has passed. If the status indicator is still not flashing or flashing red, contact sales@aerohealthcare.co.uk or call 0845 604 8280.