



HeartStart AED Services Maintenance Program

This program is designed to provide comprehensive annual maintenance for your HeartStart AEDs. Service includes device inspections at your facility and replacement of pads, cartridges and batteries at the end of their useful lives.

HeartStart AEDs automatically perform a series of daily, weekly and monthly self-checks so the devices are ready to go when sudden cardiac arrest strikes. The HeartStart AED Services Maintenance Program offers additional reassurance through yearly device inspections* performed on-location by a Philips-certified inspector.

The HeartStart AED Services Maintenance Program includes the services described. All HeartStart AED services are invoiced at time of purchase. Service initiation is contingent upon Philips receipt of all required HeartStart AED Services Maintenance Program documentation from you.

Included services

AED inspection

On-location AED inspection tasks include the following:

- Confirm your AEDs are in good working condition and accessible
- Verify defibrillator pads, cartridges and batteries are within the expiration period
- Perform a battery insertion test to check the AED
- Provide your Site Coordinator with an inspection report

Loaner device service is available if your device is removed from service for any reason.

Replacement accessories

In addition to yearly device inspections, your HeartStart AED services representative will ship replacement pads, cartridges and batteries to the appropriate site 60 days prior to the scheduled expiration date as outlined below:

- One-year program: no pads, cartridges or batteries replacement
- Three-year program: replacement of two sets of pads and cartridges
- Five-year program: replacement of four sets of pads, cartridges and one battery
- An email is sent confirming shipment of replacement pads, cartridges and/or battery shipment

HeartStart AED Services Maintenance Program

Product numbers

One-year program	861353
Three-year program	861354
Five-year program	861355

* For a one-year program, you will receive one device inspection. For the three- and five-year programs, you will receive annual device inspections in years two and beyond.



SMART Track program management

Successful AED program management requires ongoing monitoring of the program status. Through regular review of your program information in the SMART Track system, the HeartStart AED services representative will identify and inform you of important events and requirements. While managing the data associated with your AED program, the HeartStart AED services representative will track:

- Device model, serial number, location and warranty status
- Defibrillator pads, cartridges and battery expiration dates
- Responder refresher and re-certification training dates
- Site contact names, phone numbers and email addresses

You also receive periodic program notices and reports with reminders for necessary actions such as training and supplies replenishment.

The HeartStart AED services representative will also perform quarterly courtesy calls to:

- Inquire about your program status and answer questions or inquire about recent AED events
- Verify the accuracy of program data in the program management system
- Schedule future training or supplies replenishment

State AED regulatory support*

State requirements for AED ownership and use vary dramatically. To help make you aware of AED ownership requirements in your state(s), maintenance includes access to AED regulatory information. Services include web-based access to the HeartStart AED services state AED regulatory summaries and statutes.

Customer service

Dedicated HeartStart AED services representatives are available to provide live support during regular business hours, 8:00 AM – 8:00 PM Eastern Standard Time, by dialing **800-263-3342** and selecting **Option 1**.

For medical emergencies, dial 911 or the number designated for activating EMS in your area.

* Philips provides this information as a service to assist customers with compliance with local requirements. Ultimate responsibility to understand and comply with specific local requirements is the customer's responsibility.