

FAQ

HeartSine Technologies guarantees best-in-class customer and product support. Some of the most common questions relating to HeartSine products are answered below.

Product Information

Do each of the HeartSine samaritan PAD AEDs use the same Pad-Pak and Pediatric-Pak?

Yes. Our innovative Pad-Pak and Pediatric-Pak are common to all the HeartSine samaritan PAD AEDs.

What is the warranty for the HeartSine samaritan PAD?

Each HeartSine samaritan PAD comes with an eight-year lifetime warranty. Proof of date of purchase is required for warranty support.

Your devices offer either real-time CPR feedback or CPR coaching. Why is CPR so important?

The most frequent initial rhythm witnessed during an SCA is ventricular fibrillation (VF), for which the only treatment is defibrillation. The chance of successful defibrillation, however, diminishes rapidly over time as VF tends to deteriorate to non-shockable pulseless electrical activity (PEA) or asystole without treatment.

For every minute that passes between collapse and defibrillation, survival rates from a witnessed VF SCA decrease 7% to 10% if no CPR is provided. However, when early and effective bystander CPR is provided, survival rates can double or triple.

This highlights the importance of both fast defibrillation coupled with effective CPR during resuscitation attempts as key links in the chain of survival for SCA victims. In addition to providing a therapeutic shock, the HeartSine samaritan PAD devices either deliver real-time verbal and visual feedback or CPR Coaching to the rescuer to help improve CPR, thus increasing overall CPR quality.

Currently HeartSine offers the only AED device available on the market that uses only the defibrillator electrodes to provide real-time verbal voice prompt-directed CPR rate feedback to the rescuer, beyond metronome capability.

What is the charging time for the HeartSine samaritan PAD?

The charging time from analyzing is typically less than eight seconds at 150J and 12 seconds at 200J.

What is recorded in the Event File record?

The Event File records 90 minutes of ECG and event/incident recording.

What is the operating/standby temperature of the HeartSine samaritan PAD?

The operating/standby temperature is 0°C – 50°C (32°F – 122°F).

What is the shipping/transportation temperature of the HeartSine samaritan PAD?

The shipping/transportation temperature is -10°C – 50°C (14°F – 122°F) for up to two days. If the device has been stored at temperatures below 0°C (32°F), it should be returned to an ambient temperature of 0°C – 50°C (32°F – 122°F) for at least 24 hours before use.

What is the capacity of the Pad-Pak battery?

The capacity of the Pad-Pak battery is 60 shocks at 200J or six hours of continuous monitoring.

What is the default password for Saver EVO software?

The default password for Saver EVO software is 'password'. You can change this password to personalize your device; instructions on how to do this can be found [here](#). If you change the password, please make note of the new password and store it in a safe place as HeartSine cannot retrieve lost or forgotten passwords.

Maintenance

What should I do if my Pad-Pak is out-of-date? Where can I get a new Pad-Pak?

Our Pad-Pak can be purchased directly or from your local Physio-Control/HeartSine representative.

Is an update available to make the HeartSine samaritan PAD device compatible with the AHA 2015 CPR guidelines?

The HeartSine samaritan PAD devices are compliant with 2015 AHA guidelines so no update is required.

Does the HeartSine samaritan PAD perform an automatic self-test?

Yes. This automatic self-test occurs weekly on Sunday at midnight GMT. If the HeartSine samaritan 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.

What are the recommended maintenance checks for the HeartSine samaritan PAD?

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.

Why is the Status Indicator not flashing green or flashing red?

If the status indicator is not flashing or is flashing red, a problem with the AED has been detected. Check the expiration date of your Pad-Pak and replace the Pad-Pak if the expiration date has passed.