

Lifeline Defibrillator Troubleshooting Guide



Every second counts in a cardiac emergency. That's why maintaining your Lifeline defibrillator's readiness is crucial. This guide empowers you to troubleshoot common errors so you can be confident your defibrillator will be there when you need it most.

Spotting Trouble: Signs Your Lifeline Defibrillator Needs Attention

Although Lifeline defibrillators run internal diagnostics every day and raise the alarm if anything needs attention, you can proactively check at least once a week for potential problems in three key ways:

- 1. Visual Checks:** During your routine inspection, keep an eye out for anything unusual, like missing components, unexpected markings, or loose connections. Dates on your AED pads and battery pack should be checked to make sure they've not expired.
- 2. Error Messages (VIEW & ECG models only):** If the screen displays an error message, it's time to investigate further.
- 3. A Flashing Red Light and beeps:** A flashing red Active Status Indicator (ASI) light, possibly accompanied by short beeping sounds, indicates a problem. Remember, the ASI light should usually flash green every 10-15 seconds when everything is okay.

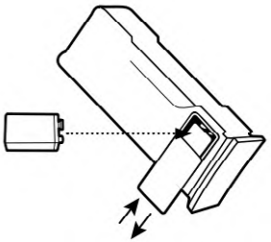



Simple Checks to Resolve Common Issues

Think you might have spotted an issue? Here are a few simple things you can troubleshoot yourself.

<p>Step 1</p>	<p>Eject the battery and unplug the pads.</p>	
<p>Step 2</p>	<p>Check the expiry date printed on the rear of the pads. If the pads are in date, plug them back into the defibrillator. If the pads are out of date, contact us or your original supplier to purchase replacement pads.</p>	
<p>Step 3</p>	<p>Check the expiry date printed on the front of the main yellow battery. If the battery is past the expiry date, contact us or your original supplier to purchase a replacement.</p>	

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<p>Step 4 (N/A IF YOU HAVE A VIEW AED)</p>	<p>Open the 9V battery compartment on the rear of the battery.</p> <p>Is a 9v battery present and under 12 months old? If not, contact us or your original supplier to purchase a 9v battery or purchase one from a reputable store/brand.</p> <p>If the 9v battery is in good condition and still in date, reinsert it, ensuring it is in the correct orientation, and has all protective packaging/rubber caps removed, then return the compartment cover.</p>	
<p>Step 5</p>	<p>Firmly insert the yellow battery and allow the unit to complete its battery pack self-test. If the unit reports 'AED OK' or 'UNIT OK' and the Green ASI light flashes, any issue is resolved.</p>	

Still Facing Issues? We're Here to Help.

If the troubleshooting steps above haven't resolved the error, or if you have any doubts, please reach out to our Warranty and Technical Support Team, who will assist you and get your Lifeline Defibrillator back in rescue-ready shape as quickly as possible.

Contact us right away:

Email: warranty@martek-marine.com

To expedite the process, please include the following information in your email:

- Serial number located on the rear of the AED unit.
- Serial number located on the AED battery pack.
- Full expiration date printed on the AED battery pack.
- Lot number printed on the pads.
- Full expiration date printed on the pads.
- Details of the issues you're encountering, including any service codes displayed.



Warranty Support: What to Expect After You Reach Out.

1. The Martek Warranty & Technical Support Team will respond with a set of instructions to carry out a further check of the unit, which may clear the fault. If the fault does not clear, the individual warranty status of the AED, battery pack and pads will be checked.
2. If the affected items are still under warranty, Martek will request details from you to facilitate a collection of the AED from an address of your choosing within mainland Great Britain, this collection will be free of charge.
3. Once the AED has reached Martek's offices, the unit will be assessed by a technician and the data files stored within the unit will be reviewed by the manufacturer, Defibtech.
4. Based on the outcome of the assessment and review of the data files, certain items may require replacement. These will be provided free of charge if covered under the warranty.
5. You will receive an update from Martek, with a summary of the outcome of the AED's assessment.
6. The AED and any applicable replacement items will be dispatched back to your chosen address using Martek's courier, free of charge.

