

# Troubleshooting for Your Defibtech AED



**Your AED is there for the moments that matter most — but only if it's ready to use. Regular checks take just minutes and ensure your device performs exactly as it should in an emergency.**

**This simple checklist helps you stay on top of battery life, pad expiry, and general upkeep, so your AED is always ready to save a life.**

# Ensuring Your AED Performs When It Matters

## Step One

### Check the Status Indicator / Readiness Light

- Flashing green = AED is ready to use.
- Red light or no light = Attention needed.
- The AED may also provide audible prompts when the unit is turned on, then off.

## Step Two

### Inspect the Battery

- Make sure the battery is fully inserted and locked in place.
- If the unit says, "battery low" or "replace battery", install a new one.
- If the unit says "9 volt battery low"; replace the 9v battery – part of the main battery pack.
- Check battery expiration date (a white label found on the battery pack).

## Step Three

### Check the Electrode Pads

- Ensure the pads are properly connected to the AED.
- Verify expiration date (found on a white label on the rear of the pad packet) – expired pads must be replaced.
- If the pad package is torn, dried, or open, replace immediately.

## Step Four

### Listen to Voice Prompts

- If the AED speaks warnings like "maintenance required" or "replace pads", follow them directly – they're designed to guide users.

## Step Five

### Inspect for Physical Damage

- Look for cracks, corrosion, moisture, or missing components.
- Ensure the AED is stored in a clean, dry, easily accessible location.

## Step Six

### Run a Self-Test

**Note: The above checks must be completed before performing a self-test. Self-tests drain the AED battery, so only one should be done before contacting Ortus Technologies. Excessive self-testing may void the battery warranty.**

Hold the power button until the unit announces "Performing unit self-test." It will then prompt you to press the shock button (if applicable – AUTO units will skip this). The device will complete its internal checks in about 10–15 seconds.

- Listen for error messages or prompts.
- In most cases, the unit will say "Unit OK" and all visual audible warnings will stop. If it doesn't, the unit will either advise how to fix the error, IE "Replace 9V Battery", or will give a service code, which requires further attention.

## When to Contact Support

If after the following checks:

- The status light remains red
- The AED won't power on even with a full battery
- It continues to give error messages
- You see visible damage
- The device continues to give error messages

Simply follow this link: <https://ortus-group.atlassian.net/servicedesk/customer/portal/5/group/7/create/29> or scan the QR Code to open a support ticket.



# Your AED. Always Ready. Always Reliable.

