



## **TECHNICAL SUPPORT**

If technical assistance is necessary, our service technicians will attempt to resolve your issue via toll free phone. If necessary, we will arrange for an on site service visit or replacement of our product.

*\*Please have serial and model numbers available when phoning. These numbers are found on the underside of the AED unit.*

- Service Technicians are available 24 hours a day, 7 days a week.

Phone: 1-800-426-0337 or 888-466-8686

Fax: 425-402-2022

Email: techsupport@cardiacscience.com

- Repairs, when necessary, will be made at our Deerfield, Wisconsin facility:

Cardiac Science Corporation  
500 Burdick Parkway  
Deerfield, WI 53531

**RETURN INSTRUCTIONS:** \*Please obtain a valid Return Maintenance Authorization (RMA) prior to returning your equipment for repair. The RMA number will need to be noted on the outside of your box and sent to the attention of Technical Support.

Upon receipt of your equipment, you can expect a 2-week turn-a-round time for repair. If and when the equipment is not covered by our 7 year industry leading warranty, customer shall incur a \$195.00 evaluation fee plus the cost of parts.

- Loaner units will be provided at no charge (at the customer's request) within 24 hours.

## **PREVENTATIVE MAINTENANCE**

All devices come with the industry's only seven (7)-year parts & labor warranty. Our patented proprietary RescueReady feature performs daily, weekly, and monthly self-checks. An audio and visual alarm will alert the user if the AED is not ready for use in a rescue situation. Self- tests automatically check the battery, pads (presence and function), internal electronics, energy charge cycle, SHOCK/CONTINUE button, and software. This information can be found in the operations & service manual.