



RESPONSE READYTM

Maintenance Plan Benefits

- 1. Fire extinguishers, computers, copy machines, fleet vehicles, as well as most everything an organization owns, is managed by agencies that specialize in maintaining those products. If there is one piece of equipment that must be maintained optimally, it is your lifesaving AED.
- 2. AEDs are life-saving devices. To mitigate risk and liability exposure, it is in an organization's best interest to have them maintained by professionals that manage and maintain only AEDs.
- 3 The liability in AED ownership is not with the deployment of the AED, it is in how well the AED has been maintained and managed. Our Response Ready Maintenance Plans ensure your safety!



- 4. Many organizations no longer task employees with the responsibility of AED management. Our Response Ready Maintenance Plans take the burden of responsibility off your most valued asset!
- 5. Many AED owners are not aware that they must perform the manufacturers recommended maintenance procedures to be protected under their indemnification policy. Our Response Ready offerings comply with manufacturer's specs, as well as with state and federal AED guidelines.
- 6. It is inevitable that the FDA will require organizations to outsource AED management in the way fire extinguishers are now managed. Implement our Response Ready Maintenance Plan today!
- Peace-of-Mind. There is no better feeling than knowing those you serve will be given the best possible chance to survive Sudden Cardiac Arrest because the devices that protect them are "Response Ready".

Response Ready Maintenance Options

Ensuring your AEDs are inspected and certified on an annual basis will mitigate risk, as well as give you peace of mind knowing; your AED equipment is present, operating and "**Response-Ready**" TM.

All our Response Ready preventive maintenance plans include data management of your AED pad and battery expiration dates, as well as responder certifications. You will have worldwide access 24/7/365 to your private web portal to view your deployment parameters. Whether you have one AED in a single location or hundreds of AEDs deployed across multiple locations, in all 50 states you can now view your deployment at your convenience, from any smartphone or computer.

1. Response Ready Bronze:

- Annual onsite inspection to perform manufacturer's specific maintenance recommendations to remain compliant with state and federal AED regulations.
- 2 Online data management to inspect; pad, battery and responder expiration dates 24/7/365.
- Bonus: 15% discount on pads, batteries and accessories.
 *2 to 8-year plans available. Multi-year discounts apply.

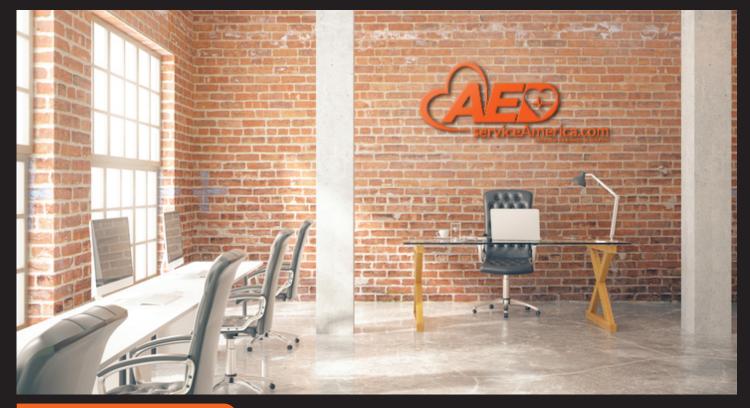
2. Response Ready Silver:

- Annual onsite inspection to perform manufacturer's specific maintenance recommendations to remain compliant with state and federal AED regulations.
- 2 Online data management to inspect pad, battery and responder expiration dates 24/7/365.
- 3 If AED is deployed, AED Service America technician will be dispatched to your location, to download AED event history, inspect devices, replace pads and batteries where required, certify, record and place back into service.
- **Recall notification:** If your AED is affected by an FDA recall, we will notify you immediately. Additionally, we will provide free onsite updates of any FCA (field corrective action) or any other update that may be required.
- **5** Submission of event history to any reporting agency your state may require as requested.

Bonus: 20% discount on replacement pads, batteries, and accessories.
 *2-8 to year plans available. Multi-year discounts apply.







3. Response Ready Gold:

- Annual onsite inspection to perform manufacturer's specific maintenance recommendations to remain compliant with state and federal AED regulations.
- 2 AEDreminders.com private online data management portal to inspect pad, battery and responder expiration dates 24/7/365 from your smart phone, tablet or computer.
- If AED is deployed for patient treatment, an AED Service America technician will be dispatched to your location to download event history, inspect device, replace pads and batteries as needed, certify, record and place back into service.
- Submission of event history to any reporting agency your state may require as requested when AED has been deployed for patient treatment.
- Service America technician will replace (free of charge) up to two pairs of adult pads, up to one pair of pediatric pads. If your AED battery needs to be replaced, it will also be replaced free of charge under the agreement.
- Becall notification: If your AED is affected by an FDA recall, we will notify you immediately. Additionally, we will provide free onsite updates of any FCA (field corrective action) or any other update that may be required.
- Loaner AED: We will provide you with a free loaner AED if you have a non-working device until our AED is repaired or replaced. (add on option)
- 8 Wall Mount Storage Cabinet Maintenance: We offer battery replacement service for your AED cabinets. (add on option)

AED Program Management:

When deploying a PAD (public access defibrillation) program, there are compliance issues at a federal and state level. The following four bullet points ARE mandated in many states to be protected under the law. Even in those States not requiring them, they are regarded as "best practices". It is optimal to have each implemented.

The following AED SERVICE AMERICA service offering is part of our Response Ready Program Management solution, which is designed to comply with all federal as well as state regulations.

A. Medical Prescription: An AED is a class-III medical device and as such, AED owners are required to have a medical prescription. AED SERVICE AMERICA provides clients with a medical prescription to cover your entire deployment.

B. Medical Oversight/Medical Direction: Many states require a physician to oversee your AED deployment. AED SERVICE AMERICA Medical Director will oversee and approve response protocols (pre-incident and post-incident), as well as oversee event reporting data as required.

- 1. Development of emergency response protocols
- 2. Medical Director to oversee AED program protocols as required by each state.
- 3. Assistance with state AED registration fulfillment requirement as requested.
- 4. Toll-free telephone access to non-critical medical consultation.
- 5. Assistance with submission of post-event paperwork per state requirements as requested.
- 6. Post-event Support and Data Review as requested.

C.AED/CPR/First Aid Certification: Each of our certified training educators must pass a rigorous background check. AED Service America provides the highest quality training to maintain continuity and security.

1. You will be sent a link to self-schedule the exact time and date of your training. You simply specify the date, time of day and location of your training.

2. You may elect to have as many as 12 students in your certification classes. Our Response

Ready Training solution includes AED & CPR (other options available). Duration of class depends on options selected and varies from 3-4 hours. Certificates are issued to each student at end of class and are valid for two years. Our classes are taught by accredited instructors that have been background tested and screened to instill confidence and security. Our classes are provided for up to twelve students per session.

D. Tracking of Equipment and Personnel: Compliance in most States requires clients to develop a reporting mechanism by which AED electrode pads, as well as battery expirations dates, are monitored to ensure that all dates have not expired. Additionally, this recording mechanism must also serve to notify clients when trained responders have reached the end of their certifications.



AED SERVICE AMERICA offers this service under our AED Reminders Web Portal. Client's data is inserted into our data management system and clients can access their specific portal 24/7/365. Clients are sent email reminders, notifying them when expiration dates are due, as well as responder certification expiration dates to ensure that you are always in compliance and protected. Clients may enter their private webpage to view their specific deployment logistics to view the following.

- Data Capture and Storage
- AED SERVICE AMERICA inputs all information into our AEDreminders.com database for:
- Equipment Location, Serial Numbers, and Expiration Dates
- Training Roster and Certification Dates and Expirations
- Post Incident Reports
- E-mail reminder notices sent to site contact
- Reminders to schedule training prior to certification expiration
- Reminder to order/change electrodes and/or batteries prior to expiration





If you would like a certified, AED Service America AED specialist to call or visit you to discuss your AED deployment needs regarding:

- Response Ready AED Preventive Maintenance Plans
- 2 AED Sales
- 3 Medical Direction and Oversight
- 4 Program Management
- 5 Site Analysis
- 6 Recall Management
- FDA Field Corrective Action Updates



Please contact us:

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Offices Serving:

- ♥ Hartford ♥ New York ♥ Boston ♥ Philadelphia
- Vashington DC VAtlanta Chicago
- ♀Los Angles ♀San Francisco ♀Houston ♀Dallas