

Heartsine Gateway Service Package

AVAILABLE SERVICE	SERVICE PLAN		
	BASIC	STANDARD	PLUS
Email Notifications - Readiness			
AED Low battery failure		✓	✓
AED fails weekly self-test		✓	✓
Outside of temperature range		✓	✓
Check in failure		✓	✓
Connection failure		✓	✓
Gateway battery status		✓	✓
Pad-Pak nearing expiration	✓	✓	✓
Post-Event Services			
Replacement Pad-Pak despatch*	✓	✓ (Automatic)	✓ (Automatic)
Pad-Pak expiry date updated	✓	✓	✓
Post-Expired Pad-Pak Services			
Automatic replacement Pad-Pak & AED Prep Kit despatch			✓
Pad-Pak expiry date updated			✓
Account Support			
Customer Service	✓	✓	✓
Dedicated Account Support Representative		✓	✓
Proactive Oversight/Calls, Dashboard Reporting and Benchmarking			✓
Training Record Management - Track Training Requirements/ Certificate Expiry			✓
Devices Available on Portal			
HeartSine	✓	✓ (including LifePak CR2 & HeartSine Gateway)	✓ (including LifePak CR2 & HeartSine Gateway)
Existing units including from other manufacturers	✓	✓	✓
Training & Implementation			
LifeLink Portal Training		✓	✓
Implementation and training via Skype/Zoom		✓	✓
Implementation and training visit			✓
Prices			
Annual RRP per Device	Free of Charge	£70.00	£241.17