

Via Heart Project AED Quick Troubleshooting Guide

Cardiac Science Powerheart G3



Status Indicator: Status symbol (non-illuminated)



Status indicator when AED is ready for use:

Status symbol is green ball

Status indicator when AED is NOT ready for use:

Status symbol is red with X

Battery Life:
4 years from installation

Pad Life:
2 years

Pediatric Function:
Pedi pads available

Shock Function:
Semi and fully automatic available



Battery indicator



Service indicator



Pads indicator



Shock button

What to do if...

Rescue Ready status indicator is red with X

Pads indicator is illuminated red

♥ Ensure pads are properly connected. Remove and reinsert pads.

Battery indicator is illuminated red at last bar

♥ The battery capacity is low. Contact Via for a new battery.

Service indicator is illuminated red

♥ Contact Cardiac Science/ ZOLL technical support at 800-348-9011.

AED is beeping

♥ The audible alert indicates that the self-test detected an issue.

♥ Open the device lid and view the indicator on the diagnostic panel.

♥ Follow steps above to resolve the issue.

If your AED is still not ready for use after following this guide, reach out to Via's service team at info@viaheartproject.org or 800-284-0125, or check the [full manufacturer manual](#) for more.