



# Concierge

# Peace of mind maintenance

Always ready to respond. Always shock ready.

You're taking care of your community. Let us take care of your defibrillator. The AED Authority Concierge program takes away the administrative duties involved in keeping your life-saving device shock ready. Our two levels of cover mean you can choose the level of help that best suits your needs. Your dedicated Concierge assistant will ensure you never miss a vital equipment check and is your first call for support.

You need to be prepared to save a life. We're here to help.

## OPTIONS

**\$28** per month

### **ESSENTIAL CONCIERGE**

- Full replacement of expired adult batteries and pads\*
- Full access to AED Authority online portal
- Aids in keeping your defibrillator in a 'Shock Ready' State
- Makes administration and tracking of defibrillators simple
- Assists in keeping your defibrillator compliant and up to date with manufacturer's inspection requirements

**\$20** per month

### **CLASSIC CONCIERGE**

- Full access to AED Authority portal
- Aids in keeping your defibrillator in a 'Shock Ready' State
- Makes administration and tracking of defibrillators simple
- Assists in keeping your defibrillator compliant and up to date with manufacturer's inspection requirements

\* Replacement/replenishment does not apply if joining program within 1 year of battery + pads expiring





SUPPLY REPLENISHMENT	ESSENTIAL	CLASSIC
<b>Battery &amp; Pads:</b>		
Replenishment of batteries and adult pads after use in an event	⚡	
Replenishment of batteries and adult pads after expiration*	⚡	
<b>*First Responders Kit:</b>		
Replacement after use in an event	⚡	
<b>POST EVENT SERVICES</b>		
Data download, ECG report for further insights-where applicable	⚡	
Inspection/check unit	⚡	
Replacement unit whilst checking your unit	⚡	
Assistance with the steps required to get your unit shock ready again	⚡	⚡
<b>AED TRACKING</b>		
Site (address)	⚡	⚡
Location on premises	⚡	⚡
Serial number	⚡	⚡
Expiry dates of battery & pads	⚡	⚡
<b>ACCESS TO OUR AED CONCIERGE WEB PORTAL</b>		
Documented inspection histories	⚡	⚡
Immediate action for AED error inspections	⚡	⚡
Monthly inspection email reminders	⚡	⚡
CPR certification tracking	⚡	⚡
Automated email notifications and alerts	⚡	⚡
30 day battery and or electrode expiry date notifications	⚡	⚡
30 day CPR Certification expiry date notifications	⚡	⚡
<b>SOFTWARE UPDATES</b>		
Latest software updates and device configurations-where applicable	⚡	⚡
<b>ASSIGNED AED CONCIERGE SPECIALIST</b>		
Dedicated Concierge support officer for all troubleshooting & queries	⚡	⚡
Support for error icons	⚡	⚡

# Next Steps

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Talk to the team  
at **AED Authority**  
to speak with a  
professional.



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