



# Heart One & Heart Two

## Quick Start Guide



# Thank you

## For choosing St John Ambulance Heart One/Heart Two Defibrillator

This guide is designed to help anyone respond quickly and effectively in a cardiac arrest using the St John Ambulance **HEART Series** Semi-Automatic AED. It provides the core instructions in English only, aligned with the full user manual.

Before you get started, please register your device.

### This helps us:

- Keep you up to date with safety notices
- Remind you when to replace pads and batteries
- Give you access to training and updates
- Make support and servicing fast and simple.

### Quick and easy registration:

**Step 1:** Open your phone camera

**Step 2:** Point it at the QR code on the right

**Step 3:** Tap the link and complete the short form



### That's it! You're registered.

We'll send reminders straight to your email.

### Prefer to register on a computer?

**Visit:** [www.cardi-link.com/SJAdefib](http://www.cardi-link.com/SJAdefib)

**We also recommend you registering your HEART series defibrillator with:**

#### The Circuit

**Visit:** [www.thecircuit.uk](http://www.thecircuit.uk)



#### GoodSAM

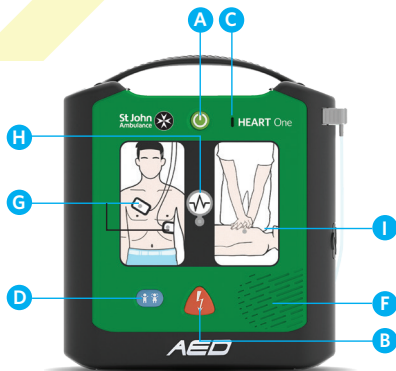
**Visit:** [www.goodsamapp.org/cardiac](http://www.goodsamapp.org/cardiac)



**Keep this page with your defibrillator.**

**Your registration helps ensure your device stays rescue-ready.**

# Heart One AED Control Panel



- A:** Power Button
- B:** Shock Button
- C:** Status Indicator
- D:** Child Button
- E:** Pads Cable Connector
- F:** Speaker



- G:** Pads Indicator
- H:** Heart Rhythm Analysis Indicator
- I:** CPR Indicator
- J:** Device Label
- K:** USB Interface
- L:** Pads

# Heart Two AED Control Panel



- A:** Power Button
- B:** Shock Button
- C:** Status Indicator
- D:** Child Button
- E:** Pads Cable Connector
- F:** Speaker



- G:** Info Soft Button (Left)
- H:** Language Soft Button (Right)
- I:** LCD Screen
- J:** Device Label
- K:** USB Interface
- L:** Pads

# When to **use** your AED



## If a person is:

- Unresponsive
- Not breathing normally

## In these situations:

1. Call emergency services (999 in the UK).
2. Start CPR immediately.
3. Retrieve and activate the AED.

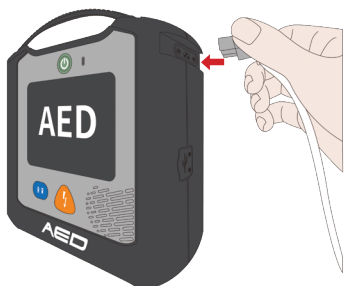
# Preparing the AED

## Follow these steps:

1. Open the carry case and remove the AED.
2. Press the green **POWER** button to turn on the device.
3. Follow the voice prompts. The device will guide you step by step.

# Connecting/disconnecting the electrodes

Check whether the pads connector is connected to the socket. If not, follow the instructions below to connect the pads.



Inserting the Pads connector



Removing the Pads connector

Before connecting the pads, ensure that the battery is **NOT** connected to the device, the battery **MUST** be connected **AFTER** the pads have been connected. Check the seal and expiration date on the package. Do not use the pads if the package is damaged or the pads are expired; replace them immediately. Then, insert the pads connector into the socket and ensure it is fully inserted.

**Note:** The pads connector is designed with a locking mechanism to ensure a secure and stable connection during use. This may result in a tight fit when removing the connector, especially during first use. To disconnect the connector, firmly grasp and pull the cable (not the plug housing).

## Daily status check

### Check the AED regularly:

- **GREEN** status indicator = Ready for use.
- **RED** indicator or no light = Device requires service.

### Also check:

- Electrodes are sealed and not expired.
- Battery is within its expiration date.
- AED and case are clean, dry, and undamaged.

# Attaching the electrode pads

## 1. Remove the patient's upper clothing:

Make sure the skin is clean and dry. Shave excess hair if necessary.



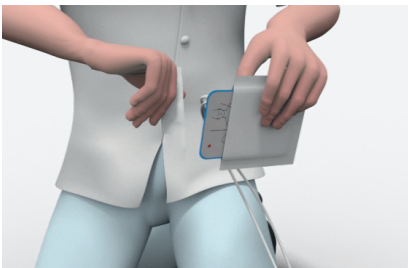
## 2. Remove electrodes:

Take out the electrodes package from the back of the device.



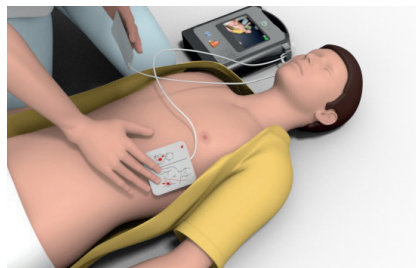
## 3. Preparing the electrodes:

Tear open the pads packet, take out the pads and peel one pad at a time off the backing.



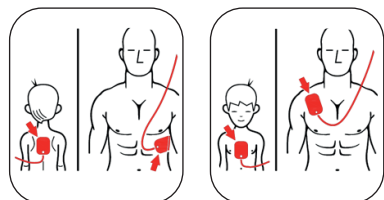
## 4. Apply electrodes firmly:

Follow the voice prompts to attach pads to patients' chest.



## 5. Positioning of the pads:

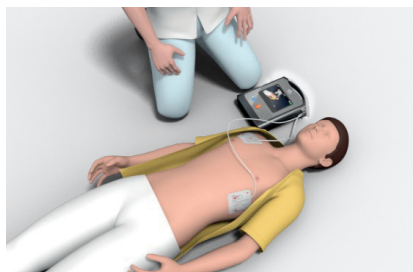
One pad on the upper right chest (below collarbone) and one pad on the lower left side (in line with the armpit).



# Analysis and shock delivery

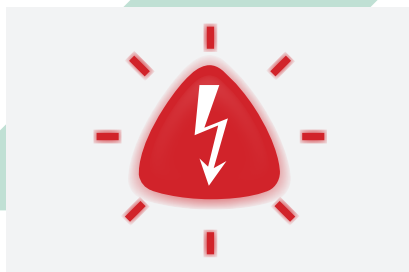
## 1. Heart rhythm analysis:

Ensure no one is touching the patient. The AED will automatically begin rhythm analysis.



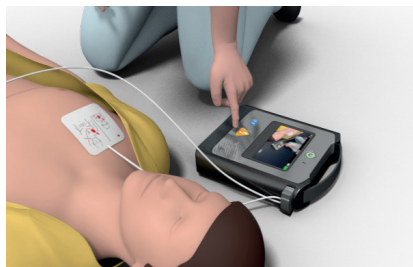
## 2. Shock advised:

If a shock is advised, the shock button will flash. Loudly state, **"Do not touch the patient"**, and ensure no one is in contact with them.



## 3. Press the SHOCK button:

When the red SHOCK button flashes and the AED prompts **"Press Flashing Shock Button"**, press it immediately.



## 4. Perform CPR:

Resume CPR immediately after shock or if no shock is advised.



**Important:** An AED will only work on bare skin. They should remove or cut through clothing to get to the patient's bare chest. **This includes removing bras, bindings or restrictive clothing the patient is wearing.** The helper needs to cut up the middle or side of the clothing.

## After use

1. Leave the AED on until instructed by a healthcare professional.
2. Replace used electrode pads with a new set.
3. Check battery status and replace if necessary.
4. Clean the AED using a soft, damp cloth.
5. Contact your AED coordinator or supplier to download event data and confirm service.

## Electrodes and battery replacement

### Also check:

- Electrodes must be replaced after each use or before expiry (check label).
- Battery life is typically 4–5 years. Replace before expiry or after use if low.
- Always use approved **HEART Series** replacement parts.
- Record maintenance and replacements in your AED log.



# About St John Ambulance

St John Ambulance wants to put the power of first aid into everybody's hands. Our vision is a world where everyone in a health crisis receives the help they need from those around them.

We are the charity that steps forward in the moments that matter. To save lives, keep communities safe and empower people with life-saving skills.

We are a market leader in the provision of workplace first aid training, supplies and event and ambulance services. Money from our commercial operations is used to fund our charitable purpose to keep people safe and protected.

**Visit:** [sja.org.uk](http://sja.org.uk)

## Meet Robin

### One of our Badgers



Robin won our 'Name the Defib' competition, with his entry **The St John Heart**.

The competition was open to St John Ambulance people and saw over 50 brilliant entries.

As a prize, Robin received the first ever St John Heart Defib to donate within his community, spreading the gift of lifesaving even further.



# Your HEART saved a life

## Let's celebrate that together

If a life is saved using a St John Ambulance HEART defibrillator, we want to hear about it.

As a heartfelt thank you, our manufacturer will donate a **brand-new HEART AED** to be gifted to the community by the person whose life was saved - **turning one life saved into many more protected.**

And to support the hero who made the save, they'll also send a **complimentary replacement set of pads** for the defibrillator used.

### To share your story:

**Step 1:** Point your phone camera at the QR code on the right

**Step 2:** Share your story with St John Ambulance

**or visit** [sja.org.uk/defibstory](https://sja.org.uk/defibstory)



// **Together, we're building a  
safer, stronger community -  
one heartbeat at a time.** //

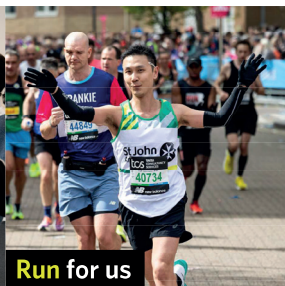
# Ways you can support us



**Volunteer with us**



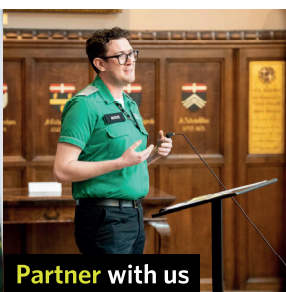
**Learn with us**



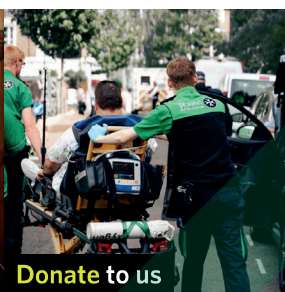
**Run for us**



**Fundraise for us**



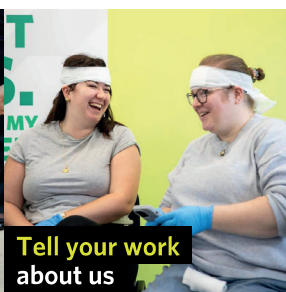
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**Donate to us**



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St John's Gate, St John's Lane,  
London, EC1M 4DA

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