



TROUBLESHOOTING GUIDE

SYMPTOM	POSSIBLE ISSUES OR COMMENTS	SOLUTIONS
CPR Rate Monitor		
Cannot find CPR Rate Monitor (Monitor) – no lights in the shoulder area	<ul style="list-style-type: none"> You have purchased a Prestan Professional Adult Manikin without the CPR Rate Monitor 	<ul style="list-style-type: none"> If you were expecting a monitored manikin, check with the distributor where you purchased the manikin to insure you received what you paid for <p>Note: CPR Rate Monitors may be purchased separately from your Prestan Authorized Distributor</p>
<p>CPR Rate Monitor (Monitor) lights are not working properly</p> <p><i>To help understand how the Monitor works, please note that the Monitor lights are powered by a small current generated by the Clicker</i></p> <p><i>Please follow the troubleshooting tips at right in the order they are listed for best results</i></p>	<ul style="list-style-type: none"> Chest compressions are not deep enough to signal Monitor Batteries are not installed, need replacing or are not inserted correctly in the CPR Rate Monitor The Clicker-Monitor connection is broken Clicker may be clogged with plastic dust, interrupting the signal to the Monitor Either the Clicker or the Monitor needs to be replaced 	<ul style="list-style-type: none"> Compress the chest until the click is audible from the Clicker at 2"-2.4" Install or replace batteries into Monitor (back of manikin, left shoulder area) - requires 2-AA (1.5V) batteries On the manikin's back, remove the long skinny Wire Cover between the Clicker and Monitor – squeeze connectors to disconnect the wires then reconnect to insure Clicker-Monitor communications Remove Clicker and blow out dust – then replace Clicker and reconnect with Monitor Exchange Clickers and Monitors with working manikins (if available) to determine whether the Clicker (RPP-ACLICK1) or the Monitor (RPP-AMON-1) needs to be replaced*
CPR Rate Monitor (Monitor) lights are all on	<ul style="list-style-type: none"> Batteries are running low 	<ul style="list-style-type: none"> Replace batteries
CPR Rate Monitor (Monitor) red light is blinking	<ul style="list-style-type: none"> This is normal after replacing batteries or manikin is paused - may blink up to 16 times to indicate ready status 	<ul style="list-style-type: none"> Commence or resume compressions - blinking will stop and feedback rate signals will begin

* Contact your Prestan Authorized Distributor to either purchase the replacement part or receive it at no charge if the manikin is within Prestan's 3-year warranty period and is a qualifying warranty repair.



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SYMPTOM	POSSIBLE ISSUES OR COMMENTS	SOLUTIONS
Torso and Face-Shield/Lung-Bag		
Cannot hear a click when doing compressions	<ul style="list-style-type: none"> • Hand position and/or compression angle may be incorrect • Compressions may not be deep enough to activate the clicker • Clicker may be broken 	<ul style="list-style-type: none"> • Confirm correct hand placement and compress straight down from directly above the manikin • Compress between 2 and 2.4 inches depth • Replace Clicker in back of manikin (RPP-ACLICK-1)*
Chest will not rise when breaths are given	<ul style="list-style-type: none"> • Head is not tilted back enough to open airway • Face Shield is not attached • Lung Bag may be damaged or torn (Note: there are holes in the Adult Lung Bag necks by design to allow deflation) • Lung Bag is not lying flat or properly positioned over the compression plate and/or neck of bag is twisted • Lung Bag has accumulated moisture in the neck, which may cause the sides to stick together and prevent air passage 	<ul style="list-style-type: none"> • Push on forehead and/or lift at chin to tilt head back enough to open airway • Attach Face Shield at “buttons” on the side of the manikin’s head below ears • Blow into the Face-Shield/Lung-Bag while it is outside the manikin to make sure it inflates properly – if not, discard and use another Face-Shield/Lung-Bag • Revisit instructions for installing a Face-Shield/Lung-Bag earlier in this manual • A new Face-Shield/Lung-Bag should be installed after each class, or more often if needed due to excessive moisture buildup
<p>Manikin torso will not stay closed</p> <p>Manikin torso opens when breaths are given</p>	<ul style="list-style-type: none"> • Tabbed latches at shoulders may not be securely closed • Chest frame may be stretched from improper opening of torso • Tabbed latches at shoulders are broken from improper opening of torso 	<ul style="list-style-type: none"> • Close tabs at shoulders – a snap will be heard when shoulder tabs are properly latched • Open torso and attempt to reverse stretched out frame by pushing it in the opposite direction • Torso Frame needs to be replaced (RPP-AFRAME-1)*



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(Continued)

SYMPTOM	POSSIBLE ISSUES OR COMMENTS	SOLUTIONS
Torso		
Rattling in chest	<ul style="list-style-type: none"> • Compression Sleeve may be broken 	<ul style="list-style-type: none"> • Replace sleeve in chest with part RPP-ACOM-1 (compression assembly includes chest plate, spring, sleeve and clicker)*
Chest Plate is broken	<ul style="list-style-type: none"> • Typically results from a combination of incorrect (not centered) hand placement, compression angle not straight down from directly above and/or overzealous compression force 	<ul style="list-style-type: none"> • Replace chest plate with RPP-ACOM-1 (compression assembly includes chest plate, spring, sleeve and clicker)*

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WARRANTY

Three Year Limited Warranty

1. **WARRANTY COVERAGE:** Prestan offers a LIMITED WARRANTY against any defects in workmanship or materials under normal use with respect to its PRESTAN TRAINING MANIKIN.
2. **WARRANTY PERIOD:** Prestan warrants the PRESTAN TRAINING MANIKIN for three (3) years from the date of purchase. Any component of the PRESTAN TRAINING MANIKIN which proves defective with thirty-six (36) months from the date of purchase will be repaired or replaced, at Prestan's option, free of charge to the owner. The owner is responsible for shipping and handling fees to the place which Prestan designates.
3. **WARRANTOR'S RESPONSIBILITIES:** Prestan will repair or replace (at Prestan's option) a defective warranted component subject to the provisions of Section 2 without charge except for transportation costs. **OWNER'S SOLE AND EXCLUSIVE REMEDY AGAINST PRESTAN SHALL BE FOR THE REPAIR OR REPLACEMENT OF DEFECTIVE GOODS AS PROVIDED HEREIN.** Repair or replacement of any component of any PRESTAN TRAINING MANIKIN does not extend this limited warranty or begin a new limited warranty period.
4. **CIRCUMSTANCE NEGATING WARRANTY AND OTHER LIMITATIONS:**
 - a. Prestan reserves the right to refuse warranty service or replacement when product failure is due to misuse, mishandling, misapplication, accident, neglect, improper installation, modification, use of unauthorized parts or attachments, adjustments or repair performed by anyone other than Prestan or its authorized agent, or any causes other than defective workmanship or material.
 - b. This limited warranty does not cover abrasion, abnormal use, damage caused by mishandling, neglect or unauthorized modification. This warranty is void if the PRESTAN TRAINING MANIKIN is structurally altered.
 - c. Owner must provide proof of the date of purchase, place of purchase and the purchase price in order to obtain service under this limited warranty.
 - d. Prestan makes no warranty other than as contained herein. No agent, representative, dealer or employee of Prestan has the authority to alter the obligations or limitations of this limited warranty.
5. **LIMITATIONS OF IMPLIED WARRANTIES AND DAMAGES:**
 - a. Any and all implied warranties on the PRESTAN TRAINING MANIKIN, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL NOT EXCEED IN DURATION THE RESPECTIVE TERMS OF THIS LIMITED WARRANTY WHICH BEGINS WITH THE DATE OF PURCHASE. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.
 - b. PRESTAN SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF THE PRESTAN TRAINING MANIKIN OR THE BREACH OF THIS OR ANY OTHER EXPRESSED OR IMPLIED WARRANTY. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Any and all damages awarded for any breach of this limited warranty shall be limited to the amount of the purchase price.
6. **WARRANTY SERVICE.** To obtain warranty service contact your Prestan Authorized Distributor, or for information about Prestan, visit our website at www.prestanproducts.com.
7. **RIGHTS UNDER STATE LAW:** This warranty gives you specific legal rights and you may have other rights which vary from state to state.