

St John G5 Quick Troubleshooting Guide

St John G5 iCPR Fully Automatic Defibrillator



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 X

Battery Life

4 years from installation

Pad Life

2 years

Pediatric Function

Pediatric pads available

Shock Function

Semi and fully automatic available

Service indicator



Battery indicator



Pads indicator



What to do if...

Status indicator shows device is not ready for use

Rescue Ready status indicator is red and the service indicator is NOT illuminated

- ▶ Close and reopen the lid of the AED. The Rescue Ready indicator may return to green.

Pads indicator is illuminated

- ▶ Ensure that the pads are connected securely to the AED and check the pads are in date (expiry date printed on the pad packaging).

Battery indicator is illuminated red

- ▶ The battery capacity is low. Contact St John for a new battery.

Both the Rescue Ready status indicator and the service indicator are red

- ▶ Contact ZOLL technical support at 1800 605 555.

AED is beeping

- ▶ Battery capacity is low, and/or the expiry date on the pads has passed, or the pads are no longer suitable for use. Contact St John for assistance.

AED is giving low battery indication less than four years after battery installation

- ▶ Contact ZOLL technical support at 1800 605 555.

AED is displaying Error Code (EC) 501

- ▶ AED IS NOT RESCUE READY. REMOVE FROM SERVICE AND NOTIFY ZOLL ASAP.



Diagnostic mode

Press and hold both buttons on the AED display panel for three seconds.

- ▶ The following prompts appear when the AED is in Diagnostic mode.
- ▶ Use the table to resolve the reported conditions.



Text Display	Situation	Resolution
SERVICE REQUIRED CONTACT TECH SUPPORT	The AED detects a condition that can prevent the AED from continuing a rescue.	Contact ZOLL technical support at 1800 605 555
EXTREMELY LOW BATTERY REPLACE BATTERY	The battery charge is too low to support a rescue.	Replace the battery immediately
MAINTENANCE REQUIRED CONTACT TECH SUPPORT	The AED detects a condition that has no negative effect on the ability to perform a rescue.	Contact ZOLL technical support at 1800 605 555
TEMP TOO HOT ADJUST STORAGE TEMP	The AED is hotter than its allowable storage temperature.	Move the AED to a cooler location
TEMP TOO COLD ADJUST STORAGE TEMP	The AED is colder than its allowable storage temperature.	Move the AED to a warmer location
BATTERY LOW CHECK BATTERY	The battery charge is low, but a rescue can continue for approximately 9 more shocks.	Replace the battery before the next rescue
PADS EXPIRED REPLACE PADS	The AED detects that the connected defibrillation pads are older than their "use by" date.	Replace the defibrillation pads
PADS USED REPLACE PADS	The AED detects that the connected pads have been used in a rescue.	Replace the defibrillation pads
CHECK PADS	The AED detects an issue with the defibrillation pads.	Ensure the connector is securely plugged into the AED. Replace pads if necessary
NEXT	The AED detects more than one error.	Press lighted button to view next error
CLEAR	The AED displays a TEMP TOO HOT or TEMP TOO COLD error.	Press the lighted button to remove the error message from the AED

If your AED is still not ready for use after following this guide, reach out to St John Ambulance Victoria's service team at 03 8588 8590, or check the full manufacturer manual for more.

