



# PRESTAN Professional Adult Series 2000 Manikin

## USE AND CARE INSTRUCTION SHEET

THANK YOU for buying the  
**PRESTAN Professional Adult Series 2000 Manikin!**

Please read through these instructions and keep them with your manikin(s). For information on PRESTAN's Authorized Distributors, help guides, resources and more, visit the PRESTAN website at [www.prestan.com](http://www.prestan.com).



*PRESTAN Professional Adult Series 2000 Manikin*

\*Mobile device not included



*PRESTAN Professional Adult Series 2000 Manikin 4-Pack*

\*Mobile device not included

For future reference, make note below of the PRESTAN Authorized Distributor where you purchased your manikins. Call your PRESTAN Authorized Distributor for product questions, reordering parts/accessories, or warranty issues:

PRESTAN Authorized Distributor

Distributor Phone

Purchase Date

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. FCC ID# QOQ-BGM220S2 / FCC ID# 2ASY3AK2G-PA

# PRESTAN Professional Adult Series 2000 Manikin



## MODELS COVERED BY THIS INSTRUCTION SHEET

| PRODUCT#<br>(MODEL)                | MANIKIN<br>PACK | MANIKIN<br>QTY/SIZE | INCLUDED CPR<br>MONITOR(S)* | INCLUDED<br>CARRY CASE | INCLUDED FACE-<br>SHIELD/LUNG-BAGS |
|------------------------------------|-----------------|---------------------|-----------------------------|------------------------|------------------------------------|
| PP-AM-2000-1-MS<br>PP-AM-2000-1-DS | SINGLE          | 1 ADULT             | YES                         | SINGLE CASE            | 10-PACK                            |
| PP-AM-2000-4-MS<br>PP-AM-2000-4-DS | 4-PACK          | 4 ADULTS            | YES<br>1 PER MANIKIN        | 4-PACK CASE W/STRAP    | 50-PACK                            |

### REGARDING THE ABOVE CHART AND THE CONTENTS OF YOUR ORDER:

\* The **CPR Monitor** is a patented feedback feature for the **PRESTAN Professional Adult Series 2000 Manikins** that consists of an LED light bank that responds to compressions (see the section on the CPR Monitor). The CPR Monitor *(requires two (2) 'AA' batteries; not included)* is pre-installed in the left shoulder of the adult manikin.

\* **Available Skin Tones:** Any of the above models may be available in one of two Skin Tones:

- A model number with a “-MS” at the end (i.e. PP-AM-2000-MS) signifies a Medium Skin Tone
- A model number with a “-DS” at the end (i.e. PP-AM-2000-4-DS) this signifies Dark Skin tone

If anything is missing, please contact the PRESTAN Authorized Distributor where you made your purchase.

### WARNING:

- When installing batteries into the CPR Monitor, make sure that they are installed correctly matching the positive (+) and negative (-) markings inside the battery compartment.

# PRESTAN Professional Adult Series 2000 Manikin



## CLEANING

- The face and the body skin of the PRESTAN® Professional Adult Series 2000 Manikin is made out of the same material and can be cleaned in the same manner.
- If the material becomes dirty, clean with a mixture of soap and water. If the area is extremely dirty, common household cleaners such as Formula 409®, Windex® or Vim® may be used. Non-bleach wipes such as Clorox® or Lysol® disinfecting wipes are convenient and work well. It is recommended that the use of these cleaners be done cautiously with minimum amount of abrasion to insure the life of the skin.
- A melamine foam eraser such as Mr. Clean® Magic Eraser® or Scotch-Brite™ Easy Erasing Pad may be used cautiously for stains.
- Cleaners containing wax, oil, or citrus (d-Limonene) are not recommended.
- Any cleaner not listed/recommended above may be tested in a non-visible area of the manikin. Open the manikin's torso chest and test the cleaner on the underside. Monitor for 24 hours. Should there be an undesirable reaction, the cleaner should not be used on the manikin.
- The face skin may also be sanitized with alcohol wipes or soaked in a solution of 1/4 cup bleach mixed with one gallon of water for 10 minutes. Between student uses, the instructor (or student) may clean the faces off with an alcohol wipe as an extra measure of safety.
- Don't forget to wipe the upper chest foam and skin in the same way in order to sanitize the inside of the manikin as well.
- Replacement skins for the face and torso may be purchased from your PRESTAN Authorized Distributor.

## STORAGE

- Store the PRESTAN Professional Adult Series 2000 Manikin(s) in the nylon carry bag(s).
- The manikin head should be removed for protection of the facial features, specifically the nose.
- For added protection, store the manikin inside the carry bag, and place the carry bag inside the original shipping box.
- Do not stack the manikins unless they are inside the original shipping box or other protective container.
- The nylon carry bag for the PRESTAN Professional Adult Series 2000 Manikin(s) is not meant to store or transport belongings (i.e. books) in addition to the manikin(s) - please use the carry bag only for the intended manikin(s) to prevent damage to the bag.
- Store the manikin(s) in a cool, dry area, at temperatures between 50°-70° F and 50% relative humidity.
- For storage longer than 1 month, it is recommended that the batteries be removed from the CPR Monitor.

## FACE-SHIELD/LUNG-BAG FOR VISIBLE CHEST RISE

- The Face-Shield/Lung-Bag for Ventilation Feedback (PP-VALB-10, PP-VALB-50) combines the Face Shield and the Lung Bag into a single, t-shaped airway for the manikin. Air goes in through the Face-Shield opening to inflate the Lung- Bag, which provides the visible chest rise in response to administered CPR breaths and is required for Ventilation feedback with the PRESTAN CPR Feedback app.
- Face-Shield/Lung-Bag for Ventilation Feedback are sized specifically to fit each PRESTAN Professional Adult Series 2000 Manikin.
- The Face-Shield portion covers the mouth of the manikin. It stays in place by hooking the ends onto buttons located at each side of the head under the ears.
- The Lung-Bag portion is placed on the manikin chest (under the torso skin) and fills with air from administered CPR breaths. This provides a visual chest rise for the student.
- Face-Shield/Lung-Bags are a consumable item and should be changed depending on how they are used:
  - If breaths are being administered by mouth, either directly or via rescue mask adaptor, the Face-Shield/Lung-Bag should be changed between classes due to accumulation of bacteria-causing moisture inside the neck and bag. This change is advised for both sanitary and performance purposes.
  - If breaths are being administered by a manual resuscitator (Bag Valve Mask, there is no need to change the Face-Shield/Lung-Bag.
- When a manikin is being shared by more than one student, it is recommended that each student be provided with their own sanitary and disposable mouth protector:
  - If direct mouth contact is being used to give CPR breaths, students should be supplied with their own Face Shield (PP-AFS-50) (sold separately and disposable). The fitted Face Shield can be placed over the already-installed Face-Shield/Lung-Bag on the mouth of the manikin when it is that student's turn to give breaths. Generic, non-fitted face shields may also be used, but may slide around on the mouth and possibly cover the mouth opening if not held in place.
  - If rescue masks are being used to give CPR breaths, students should be supplied with their own Rescue Mask Adaptor (10076-PPA, 10076-PPA-50) (sold separately and disposable). The adaptors can be inserted into any standard mask when it is that student's turn to give breaths.

# PRESTAN Professional Adult Series 2000 Manikin



## CPR MONITOR GUIDE

- The CPR Monitor provides feedback for both rate and depth and when connected to a smart device via Bluetooth®, can also provide recoil, hands-off time and ventilations.
- At 2" depth you will hear an audible "beep" to indicate that the recommended depth has been reached.
- The lights in the left shoulder area of the torso will light to indicate the rate and will show two green lights when the recommended rate has been reached.
- The CPR Monitor (requires two (2) 'AA' batteries; not included) is a patented feedback feature that comes pre-installed in the shoulder area of the PRESTAN Professional Adult Series 2000 Manikin. If you have purchased a PRESTAN Professional Adult Manikin with or without the CPR Monitor and later decide you want to upgrade to the Series 2000 Manikin with recoil, ventilation, hands off time, depth, and rate of compressions – the Series 2000 Upgrade Kit may be purchased and installed separately by contacting your PRESTAN Authorized Distributor.
- To start the PRESTAN Professional Adult Series 2000 Manikin a single, one (1) second long compression is required at which time you will hear a beep and see the LED lights illuminate according to the table below. This will signal that the manikin is ON and ready for use.
- The PRESTAN Professional Adult Series 2000 Training Manikin CPR Monitor has a unique way of monitoring and providing CPR Feedback for both rate and depth using a series of LED lights and sounds. Advanced CPR Feedback is provided for rate, depth, recoil, ventilation, and hands-off time through the use of LED lights, sounds, and the PRESTAN CPR Feedback app available on both iOS and Android devices. Operation of the LED lights and the PRESTAN CPR Feedback app can be found below and on the following pages.

**PRESTAN Series 2000 Manikin LED Sequence Table**

|                                                                                   | Connected Mode | Disconnected Mode |
|-----------------------------------------------------------------------------------|----------------|-------------------|
| Sleep Mode/No Power                                                               |                |                   |
| Smart Device Connected Mode<br>(Cycles in sequence left to right)                 |                | n/a               |
| 1 <sup>st</sup> Full Compression, Not Connected Mode<br>(Wake mode/LED Test Mode) | n/a            |                   |
| CPM* < 60                                                                         |                |                   |
| CPM* 60 – 79                                                                      |                |                   |
| CPM* 80 – 99                                                                      |                |                   |
| CPM* 100 – 120                                                                    |                |                   |
| CPM* > 120                                                                        |                |                   |
| Compressions Stopped, Not Connected Mode                                          |                |                   |
| Compressions Stopped, Not Connected Mode<br>Low Battery Mode                      |                |                   |
| Compressions Stopped, Connected Mode                                              |                |                   |

\*CPM = Compressions per minute  
 = Flashing

# PRESTAN Professional Adult Series 2000 Manikin



## PRESTAN CPR FEEDBACK APP

- The PRESTAN CPR Feedback app provides high quality, real time, advanced CPR feedback via a Bluetooth® connection with the PRESTAN Professional Adult Series 2000 Manikin. Advanced CPR feedback (includes rate, depth, recoil, ventilation, hands-off time, and chest compression fraction) is monitored, easily displayed and available for reporting allowing students to self-monitor performance and gain confidence during CPR training.
- The PRESTAN CPR Feedback app allows instructors to provide comprehensive CPR training while monitoring CPR performance for up to six (6) students at a time. This app is also equipped with a reporting feature that allows for CPR training results to be downloaded directly from the app.
- The PRESTAN CPR Feedback app is for Instrumented Directive Feedback Devices (IDFD) that meet the requirements of the latest American Heart Association and Heart & Stroke Foundation of Canada CPR Feedback Guidelines.
- Languages currently supported by the PRESTAN CPR Feedback App include German, English (Intl), English (US), Spanish, French, Italian, Dutch, Russian, Korean, Arabic, Malay, Thai, Vietnamese, Belarusian, Croatian, Czech, Danish, Finnish, Greek, Hungarian, Norwegian, Polish, Portuguese, Romanian, Slovak, Slovene, Turkish, Ukrainian, and Chinese.

## Downloading the PRESTAN CPR Feedback App

Please visit <https://prestan.app> to download the PRESTAN CPR Feedback app from the Android/iOS App stores or scan the QR code below.



## FACE-SHIELD / VENTILATION LUNG-BAG INSTALLATION

1. Unlatch the torso of the PRESTAN Professional Adult Series 2000 Manikin by popping the 'tabs' located at the top of the shoulders (Figure 1). Carefully lift the torso frame open by the neck. **Note: Do not pull on tabs (past popping the latch). Doing so may break the tabs or stretch out the frame over time, impairing the latching function.**



Figure 1

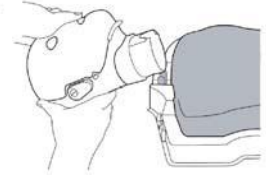


Figure 2

2. Attach the head to the torso by placing the neck of the head onto the two spindles on the neck portion of the torso (Figure 2).
3. Fold the Lung-Bag portion of the Face-Shield/Lung-Bag (Figures 3a-3d):
  - The Face-Shield/Lung-Bag has four 'dotted lines' printed on one side of the bag (along with an oval)
  - Using the four dotted lines, fold the Face-Shield/Lung-Bag into fourths, following the diagram below

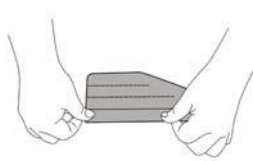


Figure 3a

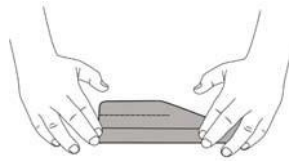


Figure 3b

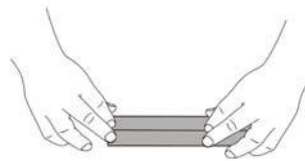


Figure 3c

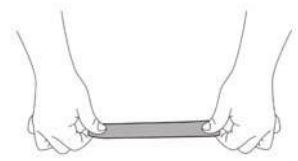


Figure 3d

4. Tilt back the head of the manikin (Figure 4).
5. Insert the folded Lung-Bag into the mouth of the manikin. The plastic adaptor must face away from the manikin for connection to the ventilation monitoring cord (Figure 5).
6. Push the Lung-Bag into the mouth until the bag exits through the neck of the manikin (Figure 6).
7. Grasp the Lung-Bag and finish pulling it through the neck of the manikin. Connect the plastic adaptor to the ventilation monitoring cord. (Figure 7).
8. Attach the Face-Shield tabs to the 'buttons' located on the side of the manikin head (Figure 8).
9. Lightly pull down on the Lung-Bag to help open the mouth hole on the Face-Shield.
10. Then position the Lung-Bag on top of the compression plate (the semi-rigid circular piece found on top of the torso foam core) with the circular imprint on the Lung-Bag aligning with the compression plate (Figure 9).
11. With proper positioning, the neck of the Face-Shield/Lung-Bag will have slack. Make sure it is not twisted.
12. Close the torso and secure the latch by pushing on the shoulder tabs until they snap into place.

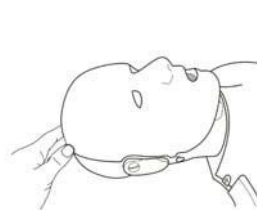


Figure 4

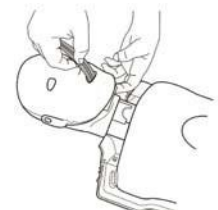


Figure 5

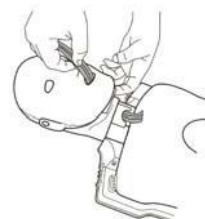


Figure 6

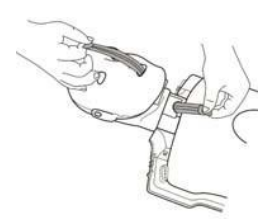


Figure 7



Figure 8

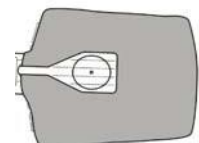


Figure 9

# PRESTAN Professional Adult Series 2000 Manikin



## TROUBLESHOOTING GUIDE

| SYMPTOM                                                                                                                                                                                                                                                                                                                        | POSSIBLE ISSUES OR COMMENTS                                                                                                                                                                                                                                                                                                                                  | SOLUTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>CPR MONITOR</b>                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <p>CPR Monitor lights are not working properly</p> <p><i>To help understand how the CPR Monitor works, please note that the CPR Monitor lights are powered by a small current generated by the CPR Monitor</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"> <li>Chest compressions are not deep enough to signal CPR Monitor</li> <li>Batteries are not installed, need replacing or are not inserted correctly in the CPR Monitor</li> <li>CPR Monitor may be clogged with plastic dust, interrupting the signal to the Monitor</li> <li>CPR Monitor needs to be replaced</li> </ul> | <ul style="list-style-type: none"> <li>Compress the chest until the beep is audible from the CPR Monitor at 2"-2.4"</li> <li>Install or replace batteries into CPR Monitor (back of manikin, left shoulder area) - requires 2-AA (1.5V) batteries</li> <li>Remove CPR Monitor and blow out dust – then replace CPR Monitor and reconnect</li> <li>Exchange CPR Monitor with working manikins (if available) to determine if CPR Monitor needs to be replaced</li> </ul> |
| CPR Monitor lights are all on                                                                                                                                                                                                                                                                                                  | <ul style="list-style-type: none"> <li>Batteries are running low</li> </ul>                                                                                                                                                                                                                                                                                  | <ul style="list-style-type: none"> <li>Replace batteries</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                     |
| CPR Monitor red light is blinking                                                                                                                                                                                                                                                                                              | <ul style="list-style-type: none"> <li>This is normal after replacing batteries, manikin is paused or is connecting to CPR Feedback app - may blink up to 10 minutes to indicate ready status</li> </ul>                                                                                                                                                     | <ul style="list-style-type: none"> <li>Commence or resume compressions - blinking will stop and feedback rate signals will begin</li> </ul>                                                                                                                                                                                                                                                                                                                             |
| <b>MANIKIN TORSO AND FACE-SHIELD/LUNG-BAG</b>                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Cannot hear a beep when doing compressions                                                                                                                                                                                                                                                                                     | <ul style="list-style-type: none"> <li>Hand position and/or compression angle may be incorrect</li> <li>Compressions may not be deep enough to activate the CPR Monitor</li> <li>CPR Monitor may be broken</li> <li>Batteries may be dead or misassembled</li> </ul>                                                                                         | <ul style="list-style-type: none"> <li>Confirm correct hand placement and compress straight down from directly above the manikin</li> <li>Compress between 2 and 2.4 inches depth</li> <li>Replace batteries</li> </ul>                                                                                                                                                                                                                                                 |

# PRESTAN Professional

## Adult Series 2000 Manikin



### TROUBLESHOOTING GUIDE

(Continued)

| SYMPTOM                                                                                     | POSSIBLE ISSUES OR COMMENTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | SOLUTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|---------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>MANIKIN TORSO AND FACE-SHIELD/LUNG-BAG (<i>continued</i>)</b>                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Chest will not rise when breaths are given                                                  | <ul style="list-style-type: none"> <li>Head is not tilted back enough to open airway</li> <li>Face Shield is not attached</li> <li>Lung Bag may be damaged or torn (Note: there are holes in the Adult Lung Bag necks by design to allow deflation)</li> <li>Lung Bag is not lying flat or properly positioned over the compression plate and/or neck of bag is twisted</li> <li>Lung Bag has accumulated moisture in the neck, which may cause the sides to stick together and prevent air passage</li> <li>Neck of Lung Bag twisted</li> <li>Excessive residual moisture in Lung Bag</li> <li>Breath Sensor not connected to Lung Bag properly</li> </ul> | <ul style="list-style-type: none"> <li>Push on forehead and/or lift at chin to tilt head back enough to open airway</li> <li>Attach Face Shield at “buttons” on the side of the manikin’s head below ears</li> <li>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</li> <li>Revisit instructions for installing a Face- Shield/Lung-Bag earlier in this manual</li> <li>A new Face-Shield/Lung-Bag should be installed after each class, or more often if needed due to excessive moisture buildup</li> <li>Remove Lung bag and reinstall in accordance with the Face-Shield / Ventilation Lung-Bag instructions</li> <li>Replace lung bag, see Face-Shield / Ventilation Lung-Bag instructions</li> </ul> |
| <p>Manikin torso will not stay closed</p> <p>Manikin torso opens when breaths are given</p> | <ul style="list-style-type: none"> <li>Tabbed latches at shoulders may not be securely closed</li> <li>Chest frame may be stretched from improper opening of torso</li> <li>Tabbed latches at shoulders are broken from improper opening of torso</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                | <ul style="list-style-type: none"> <li>Close tabs at shoulders – a snap will be heard when shoulder tabs are properly latched</li> <li>Open torso and attempt to reverse stretched out frame by pushing it in the opposite direction</li> <li>Torso Frame needs to be replaced (RPP-AFRAME-1)*</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

# PRESTAN Professional

## Adult Series 2000 Manikin



# TROUBLESHOOTING GUIDE

(Continued)

| SYMPTOM                                                          | POSSIBLE ISSUES OR COMMENTS                                                                                                                                                                                                                                                               | SOLUTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>MANIKIN TORSO AND FACE-SHIELD/LUNG-BAG (<i>continued</i>)</b> |                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Rattling in chest                                                | <ul style="list-style-type: none"> <li>Piston Plug may be loose inside manikin</li> </ul>                                                                                                                                                                                                 | <ul style="list-style-type: none"> <li>Remove CPR Monitor Assembly, reposition Piston Plug and reinstall CPR Monitor per Series 2000 Add-On Kit Installation Guide</li> </ul>                                                                                                                                                                                                                                                                                                            |
| Chest Plate is broken                                            | <ul style="list-style-type: none"> <li>Typically results from a combination of incorrect (not centered) hand placement, compression angle not straight down from directly above and/or overzealous compression force</li> </ul>                                                           | <ul style="list-style-type: none"> <li>Replace sleeve in chest with part RPP-APLATE-1 (compression assembly includes chest plate, screw and sleeve)*</li> </ul>                                                                                                                                                                                                                                                                                                                          |
| <b>PRESTAN CPR BLUETOOTH ENABLED APP</b>                         |                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| "Unable to download app" error from App Store on iOS device      | <ul style="list-style-type: none"> <li>No/Poor Wi-Fi signal</li> <li>Not enough storage on smart device</li> <li>App Store malfunctioning</li> <li>Smart device malfunctioning</li> <li>Smart Device needs updated</li> <li>Setting on Smart Device blocking download/purchase</li> </ul> | <ul style="list-style-type: none"> <li>Check Wi-Fi Connection</li> <li>If unable to get Wi-Fi, make sure the device has a strong mobile data connection</li> <li>Check Wi-Fi Connection</li> <li>Check Storage Space in your iPhone</li> <li>Restart App Store</li> <li>Restart iPhone</li> <li>Update iOS</li> <li>Pause and restart app download</li> <li>Disable Restrictions for Installing Apps</li> <li>Allow App Store purchases in Content &amp; Privacy Restrictions</li> </ul> |

# PRESTAN Professional Adult Series 2000 Manikin



## TROUBLESHOOTING GUIDE

(Continued)

| SYMPTOM                                                         | POSSIBLE ISSUES OR COMMENTS                                                                                                                                                                                                                                                                                                                                                            | SOLUTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>PRESTAN CPR BLUETOOTH ENABLED APP (<i>continued</i>)</b>     |                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Unable to download app from Google Play Store on Android device | <ul style="list-style-type: none"> <li>No/Poor Wi-Fi signal</li> <li>Not enough storage on smart device</li> <li>App Store malfunctioning</li> <li>Smart device malfunctioning</li> <li>Smart Device needs updated</li> <li>Setting on Smart Device blocking download/purchase</li> </ul>                                                                                              | <ul style="list-style-type: none"> <li>Check Wi-Fi Connection<br/>If unable to get Wi-Fi, make sure the device has a strong mobile data connection</li> <li>Clear the cache &amp; data of the Play Store</li> <li>Restart Android Device</li> <li>Check Storage Space in your Android Device</li> <li>Check your SD card if your device has one. Try ejecting and reinserting card.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                             |
| Manikin won't connect to smart device                           | <ul style="list-style-type: none"> <li>Smart device battery and/or CPR Monitor battery may be low</li> <li>Bluetooth (BT) is not enabled or not available on smart device</li> <li>Smart device too far from manikin</li> <li>Smart device not compatible</li> <li>Smart device / CPR Monitor needs reset or restarted</li> <li>Smart device not finding CPR Monitor signal</li> </ul> | <ul style="list-style-type: none"> <li>Change batteries in manikin</li> <li>Make sure BT is enabled on your Smart Device and you can see the BT symbol at the top of the screen; If you do not see the symbol, go into the settings on your device and enable BT</li> <li>Make sure manikin is within operating distance of approximately 20 feet from the smart device. During the connection process you may need to have the devices within 5 feet for easier connection</li> </ul> <p>Ensure your device is running the latest version of its operating system.</p> <p>For Apple devices: Compatible with iPhone, iPad and iPod touch. Requires iOS or iPadOS 13.0 or newer.</p> <p>For Android devices: Requires Bluetooth® LE or 5.0 enable device running Android 5.0 or newer.</p> |

# PRESTAN Professional Adult Series 2000 Manikin



## TROUBLESHOOTING GUIDE

(Continued)

| SYMPTOM                                              | POSSIBLE ISSUES OR COMMENTS | SOLUTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------------------------------|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>PRESTAN CPR BLUETOOTH ENABLED APP (continued)</b> |                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Manikin won't connect to smart device<br>(continued) |                             | <ul style="list-style-type: none"> <li>Attempt soft restart of devices:<br/> Manikin - remove batteries and reinstall<br/> Smart Device - put device into and out of Airplane mode</li> <li>Remove some older BT connections that you no longer use on your device by unpairing:<br/> iOS settings - remove a device by tapping on its name and then tap "Forget this Device"<br/> Android settings - remove a device by tapping on device name, then tap "Unpair"</li> <li>After removing a device start again to rediscover the device when needed</li> <li>Make sure your smart device is charged and not in low power mode.</li> <li>You may need to rediscover a device to get it to start working again:<br/> iOS settings - Remove a device by tapping on name and then tap "Forget this Device".<br/> Android settings - Remove a device by tapping on device name, then tap "Unpair".<br/> After removing a device start again to rediscover the device when needed.</li> </ul> |

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

# PRESTAN Professional Adult Series 2000 Manikin



## 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](http://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.