



# DEFIBRILLATORS IN STRATA

A complete, step-by-step guide for the purchase, installation, demonstration and maintenance of defibrillators within strata.

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This guide provides strata managers and owners with the information and tools required to confidently approve, install, and maintain defibrillators in strata communities, ensuring a smooth and seamless process from start to finish

If you have any questions, our team is here to help.

## **Pulse Defibs - The Strata AED Specialists**

✉ [info@pulsedefibs.com.au](mailto:info@pulsedefibs.com.au)

☎ (02) 8488 5221

🌐 [www.pulsedefibs.com.au](http://www.pulsedefibs.com.au)



# CHOOSING A DEFIBRILLATOR

With so many AEDs on the market, how do you know which devices are **truly reliable**? We recommend prioritising the following features:

- Ease of use & CPR feedback,
- An adequate shock (200 Joules)
- Long life pads & batteries (5 years)
- Compliance with current & future regulations
- Supplier support & manufacturer warranty (7 years minimum)

Rest assured, we've done the research for you and provide a small, **carefully selected** range of three devices we truly trust, **with an option for every budget**.





## Premium Defib Bundle

**ZOLL AED 3: ~~\$3,280.00~~ \$2,952.00**

GST FREE

**Included:**

- Zoll AED 3
- Standard cabinet
- CPR flow chart
- AED Signage
- First aid kit
- In-person demonstration

**Optional extras/upgrades:**

- Alarmed cabinet: \$250 + GST
- Installation: \$249 + GST

FREE 30-minute onsite demonstration included with installation

The AED 3 is the premium option for strata communities. Its LCD screen delivers superior visual CPR feedback, providing clear prompts and real-time guidance throughout the rescue. **The AED 3 is the most user friendly device on the market.**



## Midrange Defib Bundle

**ZOLL AED PLUS: ~~\$2,699.00~~ \$2,430.00**

GST FREE

**Included:**

- Zoll AED Plus
- Standard cabinet
- CPR flow chart
- AED Signage
- First aid kit
- In-person demonstration

**Optional extras/upgrades:**

- Alarmed cabinet: \$250 + GST
- Installation: \$249 + GST

FREE 30-minute onsite demonstration included with installation

The AED Plus is the trusted choice for strata communities, offering an economical, user-friendly solution with clear audio and visual CPR feedback. **It's an industry benchmark with a long track record in real-world emergencies.**



## Value Defib Bundle

**MINDRAY C1A: ~~\$2,199.00~~ \$1,980.00**

GST FREE

**Included:**

- Mindray C1A
- Standard cabinet
- CPR flow chart
- AED Signage
- First aid kit
- In-person demonstration

**Optional extras/upgrades:**

- Alarmed cabinet: \$250 + GST
- Installation: \$249 + GST

FREE 30-minute onsite demonstration included with installation

The Mindray C1A is an excellent option for value focused strata communities. It delivers all the essential functions of a defibrillator without the flashy features, making it a **reliable & affordable choice without compromising safety.**

**\*Special strata only offer\***  
 Provide your strata plan number for **10% off all defib bundles**

# FREQUENTLY ASKED QUESTIONS

1

**Why should a defibrillator be installed?**

Each year, 25,000 Australians experience sudden cardiac arrest (SCA), with 80% of cases occurring at home. Having a defibrillator nearby can increase survival chances by up to 70%.

SCA is as common as a house fire, yet often overlooked. We invest heavily in fire safety but rarely in protecting residents from SCA. In strata, a single defib can safeguard many homes, at a minimal & shared cost to owners.

2

**Is there liability attached to owning a defib?**

If used in good faith and kept in working order, a defibrillator poses low liability risk to an Owners Corporation. All States and Territories have Good Samaritan laws protecting those who give reasonable emergency assistance. Similar to fire safety equipment, further protection can be achieved through yearly test & tag maintenance & audit record keeping - a service offered by pulse defibs.

3

**What happens if we don't know how to use the defibrillator and someone is injured or worse?**

You cannot harm someone by using a defibrillator, in fact it is far more likely that you will improve a patient's condition. Defibrillators are easy to use and cannot deliver a shock unless necessary. Anyone using a defib in good faith is protected by Good Samaritan Laws, no matter the outcome.

Plus, every device supplied by Pulse Defibs includes a free demonstration and a short instructional video to share with residents & owners.

4

**Is there ongoing maintenance associated with owning a defibrillator?**

Owners Corporations should consider the following ongoing maintenance before purchasing a defibrillator:

Servicing: Defibrillators need annual audits and servicing to meet manufacturer's guidelines and maintain warranty coverage. Pulse Defibs offers this for \$299 GST FREE per year.

Replacement Pads & Batteries: Defibrillators have consumables that require replacement after use or expiry. Our models use industry-leading long-life consumables, needing replacement only every 5 years at an approximate cost of \$400 (price varies by model).

# 5

## How long does a defibrillator last before it needs to be replaced?

With regular maintenance, a defibrillator should last 10–15 years, and our ZOLL defibrillators come with 7- and 8-year warranties for peace of mind. Be aware that some defibrillators on the market have lifespans as short as two years, so it's important to review this before purchasing.

# 6

## There are many brands & models of defibrillator, why choose ZOLL?

ZOLL defibrillators are the only clinically tested units sold in Australia, meeting ANZCOR guidelines where many others fall short. With over 20 years of proven performance, ZOLL has set the industry benchmark.

While ZOLL defibrillators come with a slightly higher upfront cost, we confidently recommend them to our clients, knowing they are the best devices and will perform reliably for years with minimal fuss. Put simply, they are easy to use, cost-effective in the long run, and proven to save lives.

# 7

## Can a defibrillator be used on someone with a pacemaker?

A defibrillator will only deliver a shock if the heart is in specific rhythms: ventricular tachycardia or ventricular fibrillation.

People with pacemakers typically won't enter these shockable rhythms. If they do, it means the pacemaker has failed, and they should be treated like any other patient.

# 8

## Why don't we just call an ambulance or use the defibrillator from down the road?

Statistics show that for every minute that passes, a victim's chances of survival decrease by 10%. While publicly accessible community defibrillators are great, time is of the essence.

The first step of a successful resuscitation is calling an ambulance. The second step is immediate treatment with CPR and a defibrillator. It is crucial that a defibrillator is applied to the patient within 3 minutes and retrieving one from a public space is often too time-consuming in an emergency.

# 9

## How many defibrillators do we require?

All residents should be able to access the defibrillator and return to their apartment within three minutes. We recommend a site assessment to ensure the best location and accessibility.

However, don't let this delay your decision if your strata needs multiple devices but doesn't have the funding. Having one defibrillator on-site is far better than none and can serve as a starting point for adding more in the future.

# GENERAL MEETING NOTICE & VOTING FORM

Owners Corporations can use a General Meeting Notice and Pre-Meeting Voting Form to **propose and approve decisions** without everyone attending in person.

This transparent process allows owners to review motions, such as installing a defibrillator, and **vote in advance, streamlining community decisions.**

Strata Schemes Management Act 2015

## GENERAL MEETING NOTICE AND PRE-MEETING VOTING FORM

Motions to be considered at a General Meeting of:

Owners Corporation: [Strata Plan No. \[XXXXX\]](#)

Meeting Location: [\[INSERT ADDRESS\]](#)

Date & Time: [\[INSERT DATE & TIME\]](#)

Date of this notice: [\[INSERT DATE OF NOTICE\]](#)

**PLEASE NOTE THIS MEETING WILL BE DETERMINED BY SUBMISSION OF THIS PRE-MEETING VOTING FORM. YOUR ATTENDANCE IN PERSON IS NOT REQUIRED. PLEASE COMPLETE AND RETURN THIS FORM BY EMAIL OR POST TO THE STRATA MANAGING AGENT, BEFORE THE MEETING START TIME TO INDICATE YOUR VOTE.**

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## **Motion 1. MINUTES OF PREVIOUS MEETING**

That the minutes of the previous general meeting of the Owners Corporation be confirmed as a true and accurate record of the proceedings of that meeting.

IN FAVOUR

AGAINST

ABSTAIN

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## **Motion 2. CHANGE TO COMMON PROPERTY – INSTALLATION OF DEFIBRILLATOR**

That the Owners Corporation of Strata Plan XXXXX, by special resolution in accordance with Section 108 of the Strata Schemes Management Act 2015, appoint Pulse Defibs Pty Ltd to provide an automated external defibrillator (AED) to be installed on the common property, in accordance with the proposal prepared by Pulse Defibs as attached to the notice of this meeting.

*Explanatory Note: Immediate access to a defibrillator and treatment can significantly increase chances of survival, following sudden cardiac arrest. This motion proposes to appoint Pulse Defibs Pty Ltd to provide an automated external defibrillator (AED) to be installed on the common property.*

IN FAVOUR

AGAINST

ABSTAIN

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**Motion 3. ANNUAL SERVICING AGREEMENT - APPOINT PULSE DEFIBS**

That the Owners Corporation of Strata Plan XXXXX, by special resolution in accordance with Section 108 of the Strata Schemes Management Act 2015, appoint Pulse Defibs Pty Ltd to provide annual servicing for automated external defibrillator/s (AED) installed on the common property, in accordance with the Annual Servicing Agreement prepared by Pulse Defibs as attached to the notice of this meeting.

*Explanatory Note: Maintaining defibrillators is vital to ensure their functionality, reliability, and compliance with legal requirements. It helps ensure that the devices will perform as expected in a critical situation, potentially saving lives. An annual servicing agreement ensures the devices meet the manufacturer's warranty requirements, reduces the risk of malfunction, and ensures that emergency responders can use the defibrillator with confidence.*

IN FAVOUR

AGAINST

ABSTAIN

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Submission of my/our vote with regard to the motions listed above.

Name: ..... Lot # .....

Signature ..... Date .....

# SPECIAL BY-LAW

An Owners Corporation can adopt a special By-law to manage defibrillator **installation, maintenance, and use**, ensuring clear guidelines for **costs, servicing, and responsibilities**.

**However, this isn't always necessary.** If the strata can handle installation and upkeep informally, or if existing by-laws already cover common property changes, **a new By-law may add unnecessary complexity.**

## Strata Plan [insert number]

[Explanatory Note: This is a by-law governing the installation of a defibrillator in the common property and makes owners and occupiers responsible for the cost of installation, maintenance, training in respect of, and repair of any damage caused to, the defibrillator. The by-law also contains the directions and procedure to apply in respect of use of the defibrillator.]

## Motion [insert number]

The Owners – Strata Plan No. [insert number] SPECIALLY RESOLVE pursuant to section 136 of the Strata Schemes Management Act 2015 to make a by-law as follows and that notification of this change of by-law be lodged for registration in accordance with section 141 of the Strata Schemes Management Act 2015 at NSW Land Registry Services and registered on the Common Property certificate of title:

## Special By-law [insert number]

Purchase, Installation, Maintenance and use of Defibrillator

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# 1. Definitions

In this by-law:

- (a) **Act** means the Strata Schemes Management Act 2015 (NSW).
- (b) **Authority** includes a federal, state or local government, a provider of public utility services and any other body having jurisdiction over the Land.
- (c) **Common Property** means the common property located in and forming part of the Strata Plan.
- (d) **Defibrillator** means the automated external defibrillator(s) installed on the Common Property.
- (e) **Land** means the whole of the land containing the Strata Plan including lots and the Common Property.
- (f) **Lot** means a Lot in the Strata Plan.
- (g) **Owner or Occupier** means the owner or occupier of the Lot in the Strata Plan from time to time.
- (h) **Owners Corporation** means the owners corporation of the Strata Plan.
- (i) **Strata Committee** means the strata committee of the Owners Corporation as set out the Strata Schemes Management Act 2015.
- (j) **Strata Manager** means the representative of the strata management company appointed by the Owners Corporation to manage the Strata Plan or if there is no appointment, the secretary of the Owners Corporation.
- (k) **Strata Plan** means the strata plan registration number [\[insert number\]](#).

## **2. Interpretation**

- (a) In this by-law, any terms used have the same meaning as in the Act.
- (b) In this by-law, all references to legislation include references to all amending and replacing legislation.
- (c) In construction of this by-law, references to the singular includes the plural and any reference to a gender includes all other genders.
- (d) Headings are inserted for ease of reference only.

## **3. Cost and installation of Defibrillator**

### **3.1 Authorisation of installation of Defibrillator**

- (a) The Owners Corporation is authorised to:
- Purchase a Defibrillator; and
  - Install the Defibrillator in the Common Property.
- (b) The location and installation of the Defibrillator will be determined by the Strata Committee based on recommendations from suitably qualified and licensed tradespeople, and if required any relevant Authority.

### **3.2 Cost of Defibrillator**

The cost of purchasing and installing the Defibrillator will be apportioned in accordance with the unit entitlements of the Strata Plan.

## **4. Maintenance of Defibrillator**

(a) The Owners Corporation must:

- Repair, test, maintain and continue to keep the Defibrillator in a good state of condition and repair as required by the manufacturer's recommendations and warranty guidelines; and
- Conduct, or engage a suitably qualified contractor to conduct, annual auditing and inspections; and
- maintain a log of all maintenance, inspections, testing, and any usage of the Defibrillator for auditing purposes.

(b) The cost of maintaining the Defibrillator will be apportioned in accordance with the unit entitlements of the Strata Plan.

## **5. Rights granted and obligations imposed**

(a) An Owner or Occupier (or visitor thereof) is granted the right to use the Defibrillator at any time.

(b) An Owner or Occupier must not alter, cause damage to, or interfere with the Defibrillator or anything connected to the Defibrillator that may inhibit, prevent or delay the use of the Defibrillator.

(c) If an Owner or Occupier causes damage to or interferes with the Defibrillator, the Owner or Occupier will be liable for the full cost of repairs to and rectification of the Defibrillator.

(d) The Owners Corporation may recover the costs of repair of the Defibrillator as a debt from the Owner or Occupier and may include reference to the debt on notices under section 184 of the Strata Schemes Management Act 2015.

## **6. Conditions of use of Defibrillator**

### **6.1 Use of Defibrillator**

When using the Defibrillator, every Owner and Occupier must only use the Defibrillator:

- (a) for the purposes of reviving someone who is (or is suspected to be) experiencing a sudden cardiac arrest;
- (b) in accordance with the specific audio and visual directions from the Defibrillator; and
- (c) in good faith and in accordance with all relevant legislation.

### **6.2 After use of Defibrillator**

After an Owner or Occupier has (or becomes aware that another person has) used the Defibrillator, it must provide the Strata Manager with written details of use of the Defibrillator including information as to the time, person and any other information about the event reasonably required by the Strata Committee.

### **6.3 Damage to Defibrillator**

(a) If there has been damage caused to the Defibrillator or Common Property during its use (other than fair wear and tear), the Owner or Occupier who used the Defibrillator will be liable for and must rectify and repair any such damage arising out of or in connection with the use of the Defibrillator.

(b) The Owners Corporation may recover the costs of repair of the Defibrillator as a debt from the Owner or Occupier and may include reference to the debt on notices under section 184 of the Strata Schemes Management Act 2015.

## **6.4 Training and Awareness**

- (a) The Owners Corporation is not obligated to provide training to Owners or Occupiers in relation to the use of the Defibrillator.
  
- (b) Notwithstanding this, the Owners Corporation may (at its discretion) provide training, training materials or the like in relation to the use of the Defibrillator.

### **Copyright Statement:**

This By-law is the intellectual property of Pulse Defibs Pty Ltd and is protected by copyright law. It is strictly intended for use in conjunction with defibrillators supplied by Pulse Defibs. Unauthorized reproduction, modification, distribution, or use of this By-law with defibrillators not supplied by Pulse Defibs is prohibited. Any such unauthorized use will result in legal action.

# SERVICING AGREEMENT

Proper servicing of defibrillators is essential to ensure **functionality, reliability,** and **compliance with legal requirements.**

Our annual servicing program takes care of that for you.

Providing peace of mind, that your device will **perform as expected in a critical situation** and remain fully compliant..

## ANNUAL SERVICING AGREEMENT: DEFIBRILLATOR/S

**Summary:** Maintaining defibrillators is vital to ensure their functionality, reliability, and compliance with legal requirements. It helps ensure that the device/s will perform as expected in a critical situation, potentially saving lives. An annual servicing agreement ensures the device/s meet the manufactures warranty requirements, reduces the risk of malfunction, and ensures that emergency responders can use the defibrillator with confidence.

**To engage Pulse Defibs in this annual servicing agreement,** please review & execute on the details set out in this agreement. This **Annual Servicing Agreement** is made and entered into as of the date signed, by and between:

**Service Provider:**

Company: Pulse Defibs Pty Ltd  
Address: 37/90 Mona Vale Rd, Warriewood NSW 2102  
Phone: (02) 8488 5221  
Email: info@pulsedefibs.com.au

**Client:**

Strata Plan: **Strata Plan No. [XXXXX]**  
Address: **[INSERT ADDRESS OF STRATA SCHEME]**  
Phone: **[Insert Phone Number]**  
Email: **[Insert Email Address]**

## 1. Purpose of Agreement

The Client owns one or more defibrillators and wishes to ensure the device/s remain in optimal working condition and ensure their functionality, reliability, and compliance with legal & warranty requirements. The Service Provider is qualified to provide inspection, maintenance, and servicing of the defibrillators.

## 2. Scope of Services

The Service Provider agrees to provide the following services for the Defibrillators during the term of this Agreement:

**Inspection:** A thorough inspection of the defibrillator, cabinet, signage, and prep-kit is conducted. This includes checking the expiration dates of electrode pads and batteries, as well as assessing overall operational status.

**Biomedical Testing:** The defibrillator's functionality is tested by running simulated heart rhythms through the device to ensure accurate analysis of cardiac waveforms and correct guidance for action. Shock output (joules) is measured to confirm it is within the specified range, and battery voltage is tested to ensure optimal performance.

**Maintenance:** Expired or faulty components, including batteries, electrode pads, and other parts, are replaced as required. This also includes repair or replacement of cabinets, signage, and accessories where necessary.

**Software Updates:** The defibrillator software is updated to the latest version.

**Service Record:** After each service, the service record is updated to reflect any repairs or replacements made, along with the overall status of the device(s). A copy of the service record is kept with the device, and an archive of all services is securely maintained.

**Compliance Certificate:** A compliance certificate is issued following each service, with records securely retained for the life of the device.

**Device Labelling:** The device is labelled as compliant, clearly indicating the next service due date and contact details for any enquiries.

**Support:** Ongoing support is available between services. In the event of a defibrillator malfunction, expert guidance and troubleshooting are provided to ensure the device remains operational.

### **3. Term of Agreement**

This Agreement shall continue for a period of Five (5) years, unless terminated earlier in accordance with the terms of this Agreement. This Agreement will automatically renew for successive five-year periods, unless either party provides written notice of its intention not to renew at least [30 days] before the end of the current term.

### **4. Schedule**

For operational and scheduling purposes, Pulse Defibs Pty Ltd operates on a tri-annual servicing program consisting of the following service rounds:

**Round 1:** January–February

**Round 2:** June–July

**Round 3:** October–November

While the initial service may be conducted outside of these service rounds, all subsequent annual services will be scheduled in accordance with the nearest applicable service round.

To maintain compliance with annual servicing requirements, services will be brought forward where necessary to ensure that the interval between services does not exceed twelve (12) months.

*Example: If the initial service is completed in April, future annual services will be scheduled in Round 1 (January–February) in each subsequent year.*

## **5. Limitation of Liability**

Pulse Defibs Pty Ltd makes all reasonable efforts to maintain defibrillators in proper working order. Notwithstanding these efforts, Pulse Defibs shall not be liable for any loss, damage, injury, or claim arising from a defibrillator malfunction, failure, or reduced performance.

Clients acknowledge that the ongoing readiness and functionality of a defibrillator is dependent on adherence to the recommended servicing schedule, and that unforeseen issues may arise despite proper maintenance.

## **6. Fees and Payment Terms**

The total fee for annual servicing of the Defibrillators under this Agreement is \$299 (GST FREE), due annually post service. The annual fee covers one defibrillator, with an additional charge of \$99 (GST-FREE) for each additional defibrillator. The pricing set out in this agreement applies to metro areas only. Pricing for rural and regional locations may vary. For rural and regional pricing, please contact Pulse Defibs for a tailored quote based on your location.

Consumables (pads & batteries) will be replaced when expired (or when due to expire before the next scheduled annual service) and billed for based on the Service Provider's standard rates. The Client shall make payment to the Service Provider within [30 days] of receiving the invoice. Approval must be obtained from the Client before any additional services outside the scope of this Agreement are rendered.

## **7. Client's Obligations**

The Client agrees to:

Provide access to the Defibrillators in a safe and secure environment for servicing and promptly notify the Service Provider of any issues or malfunctions with the Defibrillators.

## 8. Liability and Insurance

The Service Provider will maintain appropriate insurance coverage, including general liability and workers' compensation insurance, throughout the term of this Agreement.

## 9. Termination

This Agreement may be terminated by either party upon giving [30 days] written notice to the other party. Upon termination, the Client will pay for all services rendered up to the termination date.

## 10. Confidentiality

Both parties agree to maintain the confidentiality of any confidential information disclosed during the course of this Agreement. Neither party will disclose such information to third parties without prior written consent, unless required by law.

## 11. Dispute Resolution

In the event of a dispute, the parties agree to first attempt resolution through negotiation. If unresolved, the parties agree to submit the dispute to mediation before seeking legal recourse.

## 12. Miscellaneous

**Governing Law:** This Agreement shall be governed by and construed in accordance with the laws of the state in which the service takes place.

**Entire Agreement:** This Agreement constitutes the entire understanding between the parties with respect to the subject matter hereof, and supersedes all prior agreements or understandings, whether written or oral.

**Amendment:** Any amendment to this Agreement must be made in writing and signed by both parties.



# GET IN TOUCH



(02) 8488 5221



[info@pulsedefibs.com.au](mailto:info@pulsedefibs.com.au)



[www.pulsedefibs.com.au](http://www.pulsedefibs.com.au)

