



Mindray Medical Australia Pty Ltd
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January 28, 2026

URGENT PRODUCT CORRECTION

Mindray BeneHeart C Series Automated External Defibrillator Operator's Manual Update
BeneHeart C2, BeneHeart C2 Fully Automatic, BeneHeart C1A, BeneHeart C1A Fully
Automatic

ARTG: 166368 (BeneHeart C Series Automated External Defibrillator)
TGA Ref: RC-2026-RN-00021-1

Dear Valued Customer,

Mindray would like to inform you of an urgent product correction to several models of Mindray BeneHeart C Series Automated External Defibrillator (AED)

Description of the problem:

The operator's manual is being updated to help users better understand the impact of the Wi-Fi/cellular settings on battery life, and clearer information on the electrode pads In-position detection function. Details of the modifications are as follows:

1. Relevance Between Battery Life and Network Configurations

When the equipment is configured with the Wi-Fi/cellular module, it automatically sends self-test reports at preset intervals by default, which consumes battery power. Information has been updated in the manual to remind users that incorrect configuration of the wireless network would cause extra power consumption. Low battery power may cause the device to fail to power on, delaying therapy. If this function is not needed, it is recommended to contact Mindray Medical service personnel via email at service.au@message.mindray.com to disable it.

2. Electrode Pads In-position Detection

The information relating to the electrode pads in-position detection in the manual has been updated to be clearer. Before turning off the equipment, plug in the pads connector of new electrode pads. The status indicator will flash red if an auto test failure is detected or if the pads connector is not connected and thus electrode pads

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cannot be detected. This could lead to a delay in providing therapy, as the failure must be resolved before delivering therapy.

This revision of the manual includes only rewording and refining of the contents. No modification is made to the product or the way of operation, thus no new clinical risks are introduced.

Action to be taken by the customers/users:

1. Please review and distribute this information, along with the document “List of Impacted products”, to the relevant people within your organisation(s) or to any facilities/end users to whom you have sold the affected products.
2. Review the new electronic manual supplied by Mindray Medical Australia - https://www.mindray.com/content/dam/xpace/en_au/media-center/press-center/news/beneheart-c-series-aed--non-rechargeable-public-automated-external-defibrillator/beneheart-c-beneheart-s-series-automated-external-defibrillator-operators-manual.pdf
3. As outlined in the manual, if the on-screen battery symbol indicates battery power is low or almost depleted, replace the battery **immediately**.
4. Contact Mindray Medical Australia to disable the automatic sending of self-test reports via WiFi/cellular, if this function is not needed.
5. The Mindray BeneHeart C Series AED can be used as per routine practice.
6. Complete the Response form and return to Paul.w@mindray.com, and ashor.khoshaba@mindray.com

This action is being conducted in consultation with the Therapeutic Goods Administration (TGA).

Should you have any queries or concerns throughout this process, please get in touch with us anytime.

Yours sincerely,



Ashor Khoshaba

Quality Assurance and Regulatory Affairs Specialist



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In conjunction with

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