



## Heartsaver® Bundle Webinar FAQs

The FAQs contained in this document are from the Heartsaver Bundle introductory webinar that was presented by the American Heart Association on June 16, 2025.

Q: If the students are sent everything together at one time, does that mean the eCard also?

A: No. The bundle allows you to purchase the materials together. The materials will still be delivered and distributed separately.

Q: Will the student be able to claim the eBook and the eCard together, or will they still have to claim in 2 different places?

A: Students will continue to claim each individual product through their respective systems (eBook Reader and eCard portal).

Q: How will TCCs get eBooks ordered as a bundle to Instructors?

A: While eBooks can be purchased as part of a bundle, they are still assigned separately via Training Central or distributing individual URLs.

Q: Is this bundle pricing for TCs only?

A: A security ID is required to purchase the Heartsaver Bundles.

Q: Can we receive the eBook codes in a download, or do they have to go through Training Central?

A: If you enter a Purchase Code during checkout, your eBooks will go through Training Central. If you do not enter a Purchase Code, they will be available as a downloadable spreadsheet.

Q: Do you have a side-by-side of the cost of eCards vs. traditional book per student?

A: To view the suggested retail prices (SRPs) for the eCards and physical student workbook that are effective July 1, 2025, please visit the [ECC Training Materials Price List webpage](#).



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Q: Will bundle purchases have eBooks go to Training Central and eCards to the eCard system?

A: The bundle allows you to purchase the materials together. The materials will still be delivered and distributed separately.

Q: Are the bundles for Heartsaver only? If we teach primarily BLS it does not apply, correct?

A: These new bundles only apply to the Heartsaver product line. All other Association courses, such as BLS or ACLS, will remain unchanged at this time.

Q: We still be able to purchase hard copy manuals, correct?

A: Yes, you can still buy the print versions of the student workbooks a la carte.

Q: How does the bundle work? Are the digital books and eCards sent separately? Can we send a bulk amount of digital books to an Instructor who can then send to their students? I need information to determine if this is the right fit.

A: The bundle enables you to purchase the items together. The individual items will still be delivered and distributed separately. eBooks can be delivered in a downloadable spreadsheet to be shared with an Instructor to distribute to their students.

Q: When you were showing the bundles, you showed 2 different packages, and they looked like the same products, both had eBooks and eCards, but were different pricing. What is the difference?

A: The Heartsaver Digital Bundle includes the eBook and the eCard. The Heartsaver Blended Learning Bundle includes the eLearning Course (which includes student access to the eBook) and the eCard.

Q: For eLearning First Aid CPR AED, can the bundle be for either Total or Basic First Aid?

A: When purchasing the Heartsaver First Aid CPR AED Blended Learning Bundle, you will be able to choose which course to include: Total or Basic.



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Q: eCard prices are going up from \$17.00 to \$18.75 correct? Is this just for the bundle or will this be for purchasing just eCards in bulk?

A: Yes, there is a minimal price adjustment on Heartsaver eCards, which will be effective July 1, 2025. The eCard price noted in your question is correct, which will be effective July 1, 2025. Please visit the [ECC Training Materials Price List webpage](#) to view the list of suggested retail prices for the bundle options.

The new bundle options combine the Heartsaver student course completion eCards and materials (student workbook eBooks or Blended Learning courses) at a lower price.

Q: Do the students have the ability to access the eBook before the class, or do they get the link in the same email as their eCard? And as a TC, how would we issue bundles to our aligned Instructors' students?

A: Individual products purchased as part of the bundle will continue to be distributed separately. Access to their eBook via their online course is included with the Heartsaver Blended Learning Bundle. With the Heartsaver Digital Bundle, you can assign or send the eBook prior to their class as long as you have the student's email address.

Q: Just to clarify an email received that bundled eBooks WILL update in February to the new guidelines eBooks?

A: Unused Heartsaver student eBooks that were purchased as part of the new Heartsaver Bundle offerings are expected to transition at 11:59 p.m. February 28, 2026 to reflect new, updated information from the 2025 American Heart Association Guidelines for CPR and ECC.

Q: Is this for HS CPR AED with F/A only?

A: Bundle options include Heartsaver First Aid CPR AED (Total & Basic), Heartsaver CPR AED, Heartsaver First Aid, Heartsaver for K-12 (Heartsaver Total) courses and Heartsaver Pediatric First Aid CPR AED.



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Q: If we want to buy 6 bundles for an upcoming class, can we change the quantity to 6 or do we have to purchase each bundle one at a time?

A: You can purchase the bundles in any quantity in a single order.

Q: Do we have to order these bundles for our Instructors for each class since they are not allowed to order their own eCards?

A: A security ID is required to purchase the Heartsaver Bundles.

Q: Are the bundles specific to HS FA CPR AED, HS FA, HS CPR, HS pediatric courses? Or is this only for the full class?

A: Bundle options include Heartsaver First Aid CPR AED (Total & Basic), Heartsaver CPR AED, Heartsaver First Aid, Heartsaver for K-12 (Heartsaver Total) courses and Heartsaver Pediatric First Aid CPR AED.

Q: If only 5 of the 6 students show up for the class or only 5 pass, what happens to that 6th eCard? Does it get added to the TC eCard inventory?

A: If the eCard is not assigned by the TC, it remains in the inventory.

Q: We train a number of day care centers. I don't always have all student names prior to the class. Is it possible to send more than one eBook to an email address?

A: The eBooks are for individual learners, so each individual learner will need their email address to access the eBook. You just need to have the eBook in that student's hand before you start teaching the class, so if you get there and then get people's names and email addresses, they can pull out their phones and access their eBooks right then.

Q: Can we assign these bundles to Instructors who then in turn assign them to students or does it have to be assigned by the TC?

A: The individual products purchased as part of the bundle can be shared with Instructors to share with their students.



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Q: Would students still be able to purchase on their own?

A: The new Heartsaver Bundles require a Training Center Security ID for purchase.

Q: If a student purchases a bundle directly, how does the eCard get added to the TC inventory to issue?

A: The new Heartsaver bundles require a Training Center Security ID for purchase.

Q: Okay - will there also be the option to purchase as a non-bundle if Instructors prefer that for a last-minute reason?

A: Yes, you can continue to purchase the products a la carte.

Q: If I assign an eLearning code to a student from a bundle, then that student changes their mind, I would normally revoke the code. Will that still be possible? Will the ecard code from that bundle be connected to a particular eLearning code? Or just end up in my inventory?

A: Yes, it will still be possible to revoke the code. You will still manage your eLearning inventory in the same way that you are today. If you have the need to revoke that license, you are still able to do that and it will not affect the eCard that was purchased as part of that bundle. You will still have those components of the bundle as part of your separate inventory as you do today.

Q: We have community and hospital Instructors, and the TC processes all eCards. How can community Instructors participate?

A: There are no changes to the way eCards are processed or issued.

Q: Will students be able to still do the First Aid, CPR, AED course/purchase on their own, for just the online course, or is this going to be done all by bundle now?

A: Heartsaver Online courses are still available for individual purchase.

Q: Will the Bundle codes go to my Training Central account?

A: If you enter a purchase code during checkout, the eLearning or eBooks inventory will go to Training Central. eCards will continue to go to the eCard inventory associated with the security ID that was entered during checkout.



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Q: So, if we are using Training Central for eBook assignment- will that information transition or be able to come over and be used on the eCard issue side?

A: If you are issuing eBooks from Training Central, you will continue to be able to do that there, and you will continue to assign eCards from the eCard system or Atlas the way that you are doing today. eCards are not in Training Central, but your eBooks, even if you are buying eBooks as part of a bundle are in Training Central.

Q: I think the confusion is how the eBooks and eCard are linked together. I believe you purchase as a "set" but they are distributed individually. Is that correct?

A: Yes, that is correct. You will still purchase them as a set, but the materials within the bundle will still be distributed individually.

Q: My TC uses Direct Link for eLearning. Is there any support for the bundle using that?

A: No, we do not have bundles for Direct Link at this time.

Q: Are we charging sales tax on digital products now?

A: Sales tax is added to digital products where applicable tax laws apply.

Q: So, this only applies if we want to use eBooks instead of hard copy books... otherwise, we can continue our current purchasing process for hard copy books and eCards separately. Is that correct?

A: We do not offer a print bundle. If you prefer the print student workbook, you can continue to purchase those and the eCards separately as you have done.

Q: Also is there any way to see in our eCard inventory that these eCards bought as a bundle are viewed or pulled out separately if we are having both bundle classes or not?

A: No, you will not see separate eCard inventory for eCards purchased as part of a bundle.

Q: How does this affect classes being taught in areas with little to no internet access? Such as remote reservation locations.

A: You will continue to have the option to purchase print student workbooks individually.



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Q: Can you tell me what 'purchase code' is for - I'm sorry I missed it when you said it and to date I haven't been using the purchase code.

A: A Purchase Code enables you to have your eBooks and eLearning inventory delivered directly to Training Central, our digital inventory management and assignment platform. For more information about Training Central, please contact your Account Lead.

Q: Bundles are only for eCourses and eBooks and eCard?

A: Yes, we're providing the Heartsaver bundle options for Heartsaver student digital materials to make it easier and more affordable for TCs and Instructors to deliver high-quality training. The new bundle options combine the Heartsaver student course completion eCards and materials (student workbook eBooks or Blended Learning courses) at a lower price.

Q: Do the bundles include the pediatric course?

A: Yes. There are bundles available for Heartsaver Pediatric.

Q: We teach at a lot of factories and farms. They will call and say they have 12 students- we send Instructors, but don't know what students will show up until we get there. How do we issue the eBooks on the spot?

A: As you are thinking through setting up your classroom, please note that you just need to have that eBook in that student's hand before you start teaching the class, so if you get there and then get people's names and email addresses, they can pull out their phones and access their eBooks right then.

Q: Will the printed student workbook cost remain \$2.50?

A: There is a price adjustment for the physical student workbook. To view the suggested retail prices (SRPs) that are effective July 1, 2025, please visit the [ECC Training Materials Price List webpage](#).

Q: If we issue an eBook to a student but they cancel the class, can we reissue the eBook to another student. If not what happens to the attached eCard?

A: The eCard is not attached to the eBook.



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Q: Is the bundle the only way to purchase as of 7/1? Or can you still order individual Heartsaver eCards (HSFACPR/AED, or HSCPR/AED, or HSFA)?

A: Starting July 1, 2025, you have the option of purchasing Heartsaver Bundles. You can also continue to purchase course completion cards, print versions of the student workbooks, eLearning courses, or eBooks individually in the Heartsaver product line.

Q: Instructor Bundles seem to be costly, are there better HS bundles for Instructors that train HS, HSFA and HS Pediatric FA?

A: The new Heartsaver Bundle offerings are for Heartsaver student digital materials only.

Q: I believe I see an \$18.75 price listed for an eCard within the Bundle pricing. Is the cost of a Heartsaver eCard increasing from \$17.00 on July 1st?

A: To view the suggested retail prices (SRPs) that are effective July 1, 2025, please visit the [ECC Training Materials Price List webpage](#).

Q: Is the eBook mobile friendly?

A: Yes. The AHA eBooks reader app is available for iOS and Android devices.

Q: Is the individual Heartsaver eCard price going up?

A: There is a minimal price adjustment on the Heartsaver eCards as well as a small price adjustment for Heartsaver K-12 eCards. To view the suggested retail prices (SRPs) that are effective July 1, 2025, please visit the [ECC Training Materials Price List webpage](#).

Q: Will this still work when we assign the eLearning through an education platform such as HealthStream?

A: At this time, these bundles are not available for use with Direct Link.

Q: Verifying the eLearning bundle still requires the in-person skills check-off?

A: Yes, the in-person skills check-off is still required. Course completion standards and requirements remain unchanged. All updated materials and course cards fully comply with the Association's rigorous training standards.



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Q: Can you share the prices for the Bundles vs purchasing individually?

A: To view the suggested retail prices (SRPs) for the bundle options and individual products that are effective July 1, 2025, please visit the [ECC Training Materials Price List webpage](#).

Q: Will Heartsaver Pediatric also be included in these bundles? or Just Heartsaver First Aid/CPR/AED?

A: Yes, there are bundles available for Heartsaver Pediatric.

Q: The eLearning course and eBooks that are sent to the TC, would be sent to Instructors via eLearning site - correct? How does the Instructor then send the course and books to the student?

A: eBooks and eLearning can be delivered as a downloadable spreadsheet, which can be shared with the Instructor for them to distribute to students.

Q: I might have missed this as I just logged in but will the bundle also be available for those that due the first part online and include the eCard?

A: Yes, Heartsaver Blended Learning Bundles are available.

Q: If we send the bundle to the person's email will they be able to open it from their email or will they have to sign onto Atlas claim it?

A: The bundle is not assigned to the student. Each individual product is assigned to the student and claimed or accessed on the appropriate platform.

Q: Can the eBooks be used more than once?

A: Each individual student must be assigned their own individual eBook. The student may access the eBook as much as they like.

Q: Does the no price adjustment apply to only the Heartsaver products or to all products?

A: Effective July 1, 2025, there will be a minimal price adjustment to the suggested retail price (SRP) for most of our American Heart Association CPR, first aid, and emergency cardiovascular care (ECC) training materials. Additionally, there will be adjustments to prices for the Heartsaver courses, Heartsaver eBooks and print student



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workbooks, and Heartsaver eCards to better reflect value and remain cost-competitive with alternative providers.

We are pleased to let you know there will not be an additional price adjustment on the new, updated courses and materials that reflect the new science in the 2025 American Heart Association Guidelines for CPR and ECC, which are expected to launch on October 22, 2025. Therefore, the SRPs that become effective July 1 will remain the same for the new, updated courses and materials when they release on October 22, 2025.

Q: Great for accountability. If Basic was checked and they need a Total course, is the Instructor able to change this?

A: No

Q: Will you have options for the Heartsaver K-12 Blended Learning Bundle for both CPR AED and for First Aid CPR AED?

A: The K-12 Blended Learning Bundle includes Heartsaver First Aid CPR AED, either Total or Basic.

Q: You are not mentioning a price for bundle with eLearning, eCourse, eBook and eCard K-12?

A: To view the suggested retail prices for the Heartsaver for K-12 Digital Bundle and Heartsaver for K-12 Blended Learning Bundle that are effective July 1, 2025, please visit the [ECC Training Materials Price List webpage](#).