



# Laerdal®

helping save lives



## Technical Services

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# Preventive Maintenance

**Preventive Maintenance (PM)** packages are a simple way to control costs through annually scheduled routine servicing. Delivered by trained Laerdal Service Engineers, each PM service includes extensive assessment, testing, and replacement of components to ensure your products maintain peak performance levels.

We offer two PM packages (described on back): choose to have your service at your facility (On-Site) or send your manikin in to the Laerdal Service Center (Return to Bench)—whichever package best fits your requirements.

### Available for the following Laerdal simulators:

- SimMan® 3G
- SimMan® 3G Trauma
- SimMan® Essential
- SimMan® Essential Bleeding
- SimMan® ALS
- SimMom®
- Resusci Anne® Simulator



- Nursing/MegaCode manikins
- SimJunior®
- SimBaby®
- SimNewB®
- Nursing Anne Simulator

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### On-Site Preventive Maintenance Service includes *(available on select products)*:

- **One On-Site Service visit** by Laerdal Field Service Engineer per year
- **Replacement of basic parts and components** (specific to your simulator) and **routine maintenance**. Please note, if your manikin needs any repair, the Engineer will facilitate its return to the Laerdal Service Center.
- **Inspection** of Compressor, LinkBox and/or SimPad *(as applicable)*
- **Laerdal software upgrades** to the latest version
- **Manikin software updates**
- **Product cleaning**
- **Final test and inspection** of manikin
- **Documentation** of findings and further recommendations as applicable

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### Return to Bench Service includes *(available on select products)*:

- **One Return to Bench Service** per year (send your manikin to Laerdal for service, paying the cost of shipping)
- **Replacement of basic parts and components** (specific to your simulator) and routine maintenance. Please note, if your manikin needs any repair, the Technician will contact you to discuss.
- **Laerdal software upgrades** to the latest version
- **Manikin software updates**
- **Product cleaning**
- **Final test and inspection** of manikin
- **Documentation** of findings and further recommendations as applicable
- Laerdal pays **return shipping** of manikin to your facility

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### Services not covered by this agreement:

Coverage does not include repair or replacement of items due to product "end-of-life" (i.e. batteries are not replaced during PM when they reach end-of-life—see Directions for Use recommendations); failure/damage resulting from external causes; failure/damage of non-Laerdal equipment; or failure/damage resulting from operation/activity not defined/recommended in the product's Directions for Use.

**Preventive Maintenance On-Site** is included in ValuePlus™ Platinum 2, 3 and 5 year packages.

**Preventive Maintenance Return to Bench** is included in ValuePlus™ Gold 2, 3 and 5 year packages.

**Preventive Maintenance** packages are also available individually in single and multiple year plans.

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#### US Customer Service

##### Laerdal Medical

[us-techsupport@laerdal.com](mailto:us-techsupport@laerdal.com)

Monday – Friday 8:00 a.m. – 8:00 p.m. EST

Saturday 10:00 a.m. – 6:00 p.m. EST

Phone: 877-LAERDAL (523-7325)

Fax: 1-800-227-1143

#### Canada Customer Service

##### Laerdal Medical Canada, Ltd.

[savelives@laerdal.ca](mailto:savelives@laerdal.ca)

Monday – Friday 8:30 a.m. – 16:30 p.m. EST

Phone: (416) 298-9600

Fax: (416) 298-8016

**For more information about Laerdal's Preventive Maintenance, please contact your Laerdal Representative.**

[Laerdal.com/TechnicalServices](http://Laerdal.com/TechnicalServices)