



Laerdal®

helping save lives

Technical Services

Extended Warranty



Extended Warranty programs continue the Standard 1 Year Manufacturer Warranty for your manikin, simulator or system. Simulator Extended Warranties are offered in either one-year or two-year increments, up to a maximum of seven years*. Please note—the Extended Warranty is not an insurance policy and does not cover misuse, normal wear and tear, and/or accidental damage.

Available for the following product:

- | | |
|----------------------------|-------------------------|
| SimMan® 3G | SimJunior® |
| SimMan® 3G Trauma | SimBaby® |
| SimMan® Essential | SimNewB® |
| SimMan® Essential Bleeding | Nursing Anne Simulator |
| SimMan® ALS | ASL 5000™ Lung Solution |
| SimMom® | VitalsBridge™ |
| Resusci Anne® Simulator | Next Generation Harvey® |
| Nursing/MegaCode manikins | |

Extended Warranty includes (starts after the 1-year Manufacturer's warranty):

- Per year coverage for Laerdal branded products, Laerdal designed or produced products, and Partner products**
- Materials, manufacturing or workmanship issues
- Return to Bench service only
- Prepaid ground shipping from and back to your facility

Services not covered by this agreement:

- Simulator or manikin accessories and 3rd party items/parts (i.e., batteries, cables, clothing, etc.)
- Computers, monitors, and accessories; and non-Laerdal operating software
- Normal wear and tear, stains, cosmetic irregularities
- User abuse or damages

Extended Warranty is included in a simulator or manikin ValuePlus™ 2, 3 and 5 year packages and is also available as an individual coverage in single and multiple year options. For Partner products, Extended Warranty is purchased separately in one or two year increments.

** Laerdal offers coverage for a maximum of 8 contiguous years (1 year standard warranty and up to seven (7) additional years of purchased Extended Warranty). The standard manufacturer warranty covers the first year of ownership. Products without contiguous coverage may require inspection, evaluation, repair and servicing to restore warranty eligibility. Restoration service is at additional cost provided at prevailing rates. Discontinued and CPO (Certified Previously Owned) product may not be eligible for extended warranty.*

*** Partner products include ASL 5000, VitalsBridge and Next Generation Harvey.*

US Customer Service

Laerdal Medical

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

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

Phone: (416) 298-9600

Fax: (416) 298-8016



For assistance with Extended Warranty, please contact your Laerdal Representative.

Laerdal.com/TechnicalServices