



Laerdal

helping save lives



Technical Services

Periodic Maintenance

Periodic 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

On-Site Periodic 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

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

- **One Return to Bench Service** per year (One-way shipping will be covered by Laerdal. The customer is responsible for the remaining shipping costs.)
- **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

Please note that all PMs are valid for 12 months from the day of purchase. PMs not used within the 12 month validity will expire thereafter. Please contact the Laerdal Scheduling team to schedule your PM at pssc@laerdal.com or 845-217-4267.

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.

Periodic Maintenance On-Site is included with the ProTech package.

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

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 more information about Laerdal's Periodic Maintenance, please contact your Laerdal Representative.

[Laerdal.com/TechnicalServices](https://www.laerdal.com/TechnicalServices)



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