

Preventive Maintenance

Preventive Maintenance programs are the simplest way to control costs with planned maintenance services. With each yearly service, our Field Service Engineers will ensure that your products maintain peak performance through our extensive testing process and replacement of worn consumable.

Options and Services: (For each year purchased)

I. Return to Bench

Includes:

- 1 Service per year (product returned to Laerdal)
- Full refurbishment or replacement of all consumables and pad sets
- Refurbishment of skin and/or veins on I.V. arm
- Product cleaning
- Final test and inspection of manikin
- Documentation of findings and recommendations (if applicable)

II. On-Site (For simulation products only)

Includes:

- 1 Service per year (on-site visit by Field Service Engineer)
- Full refurbishment or replacement of all consumables, some bladders and pad sets
- Includes head skin and airway
- Refurbishment of skin and/or veins on I.V. arm
- Internal inspection of Compressor and Linkbox
- Upgrades of Laerdal product software to latest version applicable to platform
- Manikin/link box software updates
- Product cleaning
- Final test and inspection of manikin
- Documentation of findings and recommendations (if applicable)

Services not covered by this agreement

Under the Laerdal Preventive Maintenance program, coverage does not include repair or replacement of items due to product failure or damage resulting from external causes, failure to non-Laerdal equipment, or failure resulting from operation other than as defined in the Directions for Use.

Preventive Maintenance may also be purchased as part of a ValuePlus Platinum or Gold Package available as 2, 3, or 5-year options.

For a copy of the Laerdal Preventive Maintenance Service Agreement, please contact your Laerdal representative at 1-877-LAERDAL (523-7325).

customerservice@laerdal.com

Monday – Friday 8:00 AM – 8:00 PM EST

Saturday 10:00 AM – 6:00 PM EST

Ph: 1-877-LAERDAL (523-7325)

Fx: 1-800-227-1143

In Canada:

Monday – Friday 8:30 AM – 4:30 PM EST

Ph: 1-888-523-7325



Laerdal[®]
helping save lives