

Technical Services



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Laerdal Technical Services

This document covers the delivery specifications for Laerdal Technical Services for the Europe, Middle East & Africa area (EMA).

In this document 'the Service Agreement' means the Agreement that will be fulfilled for the various Services and the actual product for this Service. The Service Agreement will always be product specific.

When the Customer orders a Technical Service described in this document, the Customer will receive a folder with the signed Service Agreement with reference to the serial number for the actual product it covers.

Product Installation

Product Installation

Product installation is an effective and efficient method to ensure correct assembly and operation of the simulator. The comprehensive installation covers a range of areas including set-up tips, troubleshooting and advice for use in the field. This is delivered by trained service engineers who can support your technicians. The installation process sets the standard for Laerdal service support.

Service Description

Laerdal's Standard Installation service provides for a comprehensive installation, as set out more specifically in this document.

Services covered by a Product Installation include the following:

- Product quality inspection
 - Product assembly
 - Installation of:
 - Laerdal application software
 - Laerdal supplied system PC (*)
 - Laerdal supplied peripherals (*)
 - Functional test
 - Basic Customer training on:
 - Assembly / disassembly instructions
 - Packaging and storing instructions
 - PC, software and peripheral installation/connections (*)
 - Product registration, licenses or module activations (*)
 - Basic software and user interface navigation
 - Brief introduction to the product
 - Help Files
 - Vocal sounds, recording, storing and playback
 - Patient monitor screen functionality (*)
- (*) = Only relevant for Simulators operated by PC / Laptop

Installation of Laerdal produced Software Packages: Installation on Laerdal Supplied PC (*):

For systems supplied by Laerdal Medical, a thorough design and testing programme has been executed to ensure quality and functionality. If technical difficulties should arise, Laerdal Medical will make every attempt to restore the system to its original configuration and operating condition.

Terms of Coverage

Coverage is valid for one on-site Standard Installation service per purchase of each new service agreement. Services do not extend to re-installations unless additional service agreements are purchased.

This Service will be provided during Laerdal Medical's normal working hours, Monday to Friday, excluding holidays unless an alternate, mutually-agreed, schedule has been arranged. The cancellation of any scheduled installation must be done at least three (3) full business days in advance with the designated Laerdal Service Representative to eliminate additional charges.

In the event Laerdal is directed to perform activities that are outside the scope of this Service description, separate pricing of itemised services must be obtained from your Laerdal Service Representative.

Product Installation

Services not Covered by this Agreement

- Non-Laerdal application installations
- Re-installation of product(s) or software application(s) other than Laerdal produced items
- Support or service for third party systems
- Troubleshooting of non-Laerdal applications or application compatibility issues
- Installations in a non-standard application or instances where the installation does not meet factory specifications
- Customisation of end user's equipment or configuration of third party items
- Network cabling (excluding cable from Laerdal system to network jack) or any other environmental or power related activities
- Any activities not expressly stated in this document or in the Product Installation Service Agreement

Coordinating installation services:

- Generally within seven (7) business days of dispatching the Customer order, a Laerdal Representative will contact the Customer to review the specifics of the Service and schedule the installation date
- Installation schedules will be based upon the Technical Service Representatives availability, location and Customer needs. Customer installations will generally be completed within thirty (30) calendar days from date of product delivery
- A Laerdal Representative will contact the Customer within five (5) business days prior to scheduled installation date to re-confirm
- If additional communications or follow-up contact with Laerdal is required, all contact should be directed to local Laerdal Customer Service
- Hours of Operation: Within Laerdal Medical's normal working hours

Re-Scheduling Due to Customer:

- If for any reason within the Customer's control, the scheduled installation cannot be completed at the scheduled time, Laerdal reserves the right to invoice the Customer for any change fees associated with airfare, hotel, rental car or other accommodations associated with the schedule modifications
- If such schedule modifications occur, Laerdal will make every reasonable attempt to re-schedule within a reasonable time period

Limitations:

Maximum liability under the Service Agreement shall be the provision of all labour and parts associated with the Installation and repair of the product covered by the Service Agreement.

Product Installation

Customer's responsibilities:

Prior to Laerdal arriving on-site for installation:

- Receive new system equipment shipped from Laerdal
- Please ensure that all received boxes remain intact and unopened
- Verify that there is appropriate staff available to assist in the installation Laerdal system is being interfaced with existing customer equipment
- Procure all hardware components required to interface the Laerdal system to Customer equipment
- Ensure that all required additional cabling is installed and sufficient electrical outlets are provided
- Ensure that there are facilities capable of supporting the system
- Ensure that there are tables or beds available for placement of equipment and/or manikins

During the on-site installation:

- Please make available the personnel (listed in the Service Agreement) that will be involved in the installation and training phases of your simulator installation. Also, please provide backup individuals who may be contacted in case of schedule changes, holidays or other unforeseen circumstances
- Ensure that new equipment is located in a central storage area or at the end-user's lab on the same floor where the systems will be installed. As necessary, make all keys available to any cable locks to remove or secure systems during installation
- Provide appropriate access to buildings (including lift access if equipment must be moved between floors), and access to parking facility during the performance of the Service
- Provide Laerdal personnel with safe and adequate work space and supplies within reasonable proximity to where the Installation Service is to be performed. This includes ensuring systems and related equipment are easily accessible by the Laerdal Representative without the need to move furniture or other equipment
- Provide all site or facility specific hardware and/or software, infrastructure configuration information and instructions (such as TCP/IP address, DHCP and CIDR address, network access), and internal resources to support the delivery of the Installation Services (*)

When applicable, it is the Customer's responsibility to back up data on Customer's computer system(s).

LAERDAL WILL NOT BE RESPONSIBLE FOR LOSS OF OR DAMAGE TO DATA OR LOSS OF USE FOR ANY COMPUTER OR NETWORK SYSTEMS

Administrator:

Laerdal Medical will administer all responsibilities under the Service Agreement, except where noted.

Transfer:

The Service Agreement is not transferable.

(*) = Only relevant for Simulators operated by PC / Laptop

Preventive Maintenance

Preventive Maintenance

Preventive Maintenance (PM) programmes are the simplest way to control costs with planned services vs. unplanned corrective repairs and services. With each PM, our Service Engineer will ensure that your Simulator or Manikin maintains peak performance through our extensive testing and calibration process and the predictive replacement of maintenance and wear items.

The Preventive Maintenance will be provided by an authorised Laerdal Technical Service provider and as defined by Laerdal's local set-up. In case of On-site this service will be provided during Laerdal Medical's normal working hours, Monday to Friday, excluding holidays, unless an alternate, mutually-agreed schedule has been arranged. In the event Laerdal is directed to perform activities that are outside the scope of this Service Description, separate pricing of itemised services must be obtained from your Laerdal Service Representative.

Terms of Coverage

Coverage is valid for one year from the original date of the Product Installation. Please refer to your original invoice for exact dates.

Products Covered by the Service Agreement

All Laerdal manufactured products for which a Preventive Maintenance programme has been defined with a part number and price.

Agreement includes:

The scope of this maintenance work includes (some of the checks and parts may not be relevant for all models or could vary from product to product):

- Exchange of:
 - functional bladders
 - functional filters
 - facemask and airways
 - chest skin
 - IO pads/modules
 - air filter/water filter of compressor
- Check of:
 - all tubes and tube connectors
 - ECG and defib. connectors
 - loudspeakers and sound signals
 - all system functions
 - functional check of compressor
- Documented inspection

Note: In addition some wear and tear parts specific for the actual product will be exchanged, all parts will be listed in the products Preventive Maintenance Service Agreement.

Preventive Maintenance

Services that are not covered by the Service Agreement

Under the Laerdal Preventive Maintenance Service Agreement, coverage does not include repair or replacement of items due to product failure or damage resulting from external causes or failure to follow the Directions for Use.

Additional items not covered are:

- Cost of installation, removal or reinstallation of the Products
- Repair of non-Laerdal systems resulting from product failure, software or hardware errors or incorrect installations
- Products located outside the Country where the product was sold, unless otherwise agreed
- Any activities not expressly stated in the Service Agreement

Coordinating services:

- At the time the Customer's order is dispatched, a Laerdal Service Representative will generate an advance Preventive Maintenance Service Call with a tentative schedule date of 10-11 months post delivery of the original product or within 1-2 months of the PM purchased.
- When the Service Call becomes due, a Laerdal Representative will contact the Customer to coordinate the actual scheduled date
 - 4-5 months post technical installation for biannual PM
 - 10-11 months post technical installation for annual PM
 - A Laerdal Representative will contact the Customer within five (5) business days prior to scheduled Service date to re-confirm
 - If additional communications or follow-up contact with Laerdal is required, all contact should be directed to local Laerdal Customer Service

Re-Scheduling Due to Customer:

- If for any reason within the Customer's control, the scheduled installation cannot be completed at the scheduled time, Laerdal reserves the right to invoice the Customer for any change fees associated with airfare, hotel, rental car or other accommodations associated with the schedule modifications
- If such schedule modifications occur, Laerdal will make every reasonable attempt to re-schedule within a reasonable time period

Preventive Maintenance

Customer's responsibilities:

For On-site Preventive Maintenance service:

- Make an on-site contact person available during normal business hours
- Ensure that equipment is located in a central storage area or at the end-user's lab on the same floor where the system was installed. As necessary, make all keys available to any cable locks to remove or secure systems during installation
- Provide appropriate access to buildings (including lift access if equipment must be moved between floors) and access to parking facility during the performance of the Service
- Provide Laerdal personnel with safe and adequate work space and supplies within reasonable proximity to where the Service is to be performed. This includes ensuring systems and related equipment are easily accessible by the Laerdal Representative without the need to move furniture or other equipment

When applicable, it is the Customer's responsibility to back up data on Customer's computer system(s).
LAERDAL WILL NOT BE RESPONSIBLE FOR LOSS OF OR DAMAGE TO DATA OR LOSS OF USE FOR ANY COMPUTER OR NETWORK SYSTEM

Administrator:

Laerdal Medical will administer all responsibilities under the Service Agreement, except where noted.

Transfer:

The Service Agreement is not transferable.

Preventive Maintenance

Repair service

Laerdal Medical will provide a repair service in conjunction with the standard preventive maintenance routines for these products. Repair labour time is covered by the service agreement and the customer will only be invoiced for defective parts. However, please note that if the Simulator or Manikin needs to be sent to a Service department for repair, normal service rates and transportation costs will apply.

If the Simulator is operated by a PC / Laptop, note that the PC System, patient monitor, PDA and web camera is not covered by the Preventive Maintenance Service Agreement.

Additional service

Upgrade of standard software to the latest version for the simulator and link box will be performed during the yearly maintenance. Safety upgrade of the simulator will be included if necessary. Both updates are included in the service agreement without additional cost.

Working time

Preventive Maintenance will be performed during Laerdal Medical's normal working hours.

Business terms

If the basis for the Preventive Maintenance prices should change, for example, part prices, labour rates and taxes, Laerdal prices will be altered accordingly for any renewal of the service agreement. If the service agreement is renewed, the new prices will be valid for the new service agreement.

Extended Warranty Coverage Plan

Extended Warranty:

This is a valuable agreement option that serves to reduce or eliminate unexpected repair expenses. Your peace of mind is assured. Should an issue arise, you will have the confidence of knowing it will be handled properly and promptly by the original manufacturer. Please keep a copy of the Contract in a safe location for future reference. The effective date starts the day your original manufacturer's warranty expires. For specific questions regarding your manufacturer's warranty, please refer to the original documentation that accompanied your product.

Coverage:

The Extended Warranty Agreement offers a comprehensive continuation of the factory warranty providing 'Peace of Mind' for the owner.

Terms of Coverage

Coverage extends from the expiration of the manufacturer's warranty. Please refer to your original manufacturer's warranty documentation for questions involving coverage during that time period. Extended Warranties are available on products that are up to five (5) years old, and only available for purchase when the Product is still inside current warranty period and in combination with a Preventive Maintenance Agreement.

What is Covered

This warranty provides coverage against defects in manufacturing, materials or workmanship associated with construction of all Laerdal branded products. In addition, Extended warranties will also cover all costs for repair and replacement of parts associated with normal training use with exceptions as stated below.

What is not Covered

- Damage caused by using the equipment in non-realistic simulations
- Damage caused by using medical equipment in a non-realistic manner in conjunction with the Simulator or Manikin
- Damage caused by students who were not supervised by suitably qualified trainers or medical personnel
- Damage caused by personnel performing procedures outside of recognised medical protocols
- Damage caused by personnel making modifications so unit can be used outside its scope of intended use

Additional items not covered are:

- Third-Party systems or non-Laerdal manufactured products where the original Manufacturer maintains the warranty responsibility and associated support to the Customer. These items include but are not limited to items like computer systems, ELO monitors, operating software, PDA's and related software
- Consumable parts covered under the Preventive Maintenance programme
- Cosmetic damage to structure of the Product or to any non-operating parts including decorative parts resulting from normal use of the product
- Cost of installation, removal or reinstallation of the Products
- Consequential damage to non-Laerdal systems resulting from product failure, software or hardware errors or incorrect installations
- Products located outside the Country where the product was sold, unless otherwise agreed

Miscellaneous:

- Under this policy, Laerdal Medical will (unless otherwise agreed) provide ground freight for all warranty repairs, to and from the Service Department. Air freight will be the responsibility of the Customer.
- Packaging and associated materials for products returned to Laerdal will be the responsibility of the Customer.
- All repaired product will be shipped back to the Customer in original manufacturer's packaging or other of equal type. Additional charges may apply if the original packaging is missing or needs to be replaced due to misuse.
- If we determine that the issue is not covered under the terms of the Agreement, we will notify and inform you of the other fee-based service alternatives.

To obtain services:

- Have the original invoice and Service Agreement available
- Register the issue and schedule the Services
- If additional communications or follow-up contact with Laerdal is required, all contact should be directed to local Laerdal Customer Service
- Hours of Operation: Within Laerdal Medical's normal working hours

Limit of liability:

Maximum liability under the Service Agreement shall be the provision of all labour and parts associated with the repair of the product covered by the Service Agreement.

Expiration and renewal:

Extended Warranty Service Plans expire upon the defined expiration date stated in the Service Agreement. The service agreement may be extended if applicable warranties are active, limited to five (5) years. The service agreement may not be renewed once the existing one has expired. Neither party are obliged to renew the service agreement.

Administrator:

Laerdal Medical will administer all responsibilities under the Service Agreement, except where noted.

Transfer:

The Service Agreement is not transferable.

Insurance:

The Service Agreement is not an insurance, but merely a representation of reasonable and expected services to be provided by Laerdal Medical to the End User/Customer of Laerdal Products.

Laerdal Services

Consulting • Education • Support



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helping save lives

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