



# Laerdal®

helping save lives



Technical Services

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## Loaner Program

Our **Loaner Program** offers an effective way to minimize disruptions to your training and simulation schedule. If your product requires immediate service, we can provide a Loaner unit for your use while your equipment is at Laerdal for evaluation and/or repair.

We also have Loaner components (compressors, linkboxes and simulation laptops) available. Individual parts (i.e., arm, leg, head, etc.) are unavailable.

### **Available for the following products:**

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  
ASL 5000™ Lung Solution

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### Loaner Program includes:

- The **Shipment** of Loaner product to your facility (*for your staff's temporary use only, not for loan to other staff, facilities or locations*)
- **Prepaid ground shipping** covering return of your product to Laerdal, return of your product back to your facility, as well as return of the Loaner unit back to Laerdal
- **All expenses incurred to prepare** the Loaner for you
- **All expenses to inspect, clean and re-stock** our Loaner unit when returned

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### Services not covered by this agreement:

- Repairs to your product and/or other Customer-owned property
- Damage to Loaner while in your care resulting from accident, abuse, misuse, introduction of foreign objects and/or failure to follow manufacturer's Directions for Use
- Simulator and manikin accessories, 3rd party items/parts, computer, non-Laerdal operating software
- Fees resulting from failure to return Loaner within expected timeframe\*
- Additional shipments of your property
- Products located outside the United States or Canada

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The **Loaner Program** is included in a simulator or manikin ValuePlus™ 2, 3 and 5 year packages and is also available as individual coverage in single and multiple year options. The 1-year manufacturer's warranty does not provide a Loaner service. If services are purchased separately (not via ValuePlus), a Loaner policy must be purchased for each product and each year of use. For the ASL 5000™ Lung Solution, the Loaner Program must be purchased separately in yearly increments for each year of use.

\* Ship back to Laerdal within 5 business days from receipt of your returned property to avoid potential assessment of late Loaner fees of \$175 for each day the Loaner remains at your site past 5 business days.

### 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 Loaner Program,  
please contact your Laerdal Representative.**

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