



Laerdal®

helping save lives



Technical Services

Simulator Installation

Designed to provide professional set up of your new simulator and basic in-service training at your facility, this service gets you up and running quickly.

Get your simulation program off to a healthy start for maximum utilization and efficiency. Professionally trained Service Engineers will visit your facility to properly setup your new simulator and prepare you with the baseline knowledge needed to effectively operate it.

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

Installations include the following:

- External quality inspection
- Product assembly
- Installation of:
 - Laerdal supplied system PC
 - Laerdal application software
 - Laerdal supplied peripherals and accessories
- Functional tests
- Basic product overview of:
 - Assembly/disassembly instructions
 - Packaging and storing instructions
 - PC, software, and peripheral installations/connections
 - Product registration, licenses or module activations
 - Basic software navigation including:
 - Help files
 - Locating/accessing Laerdal pre-loaded scenarios
 - Vocal sounds, recording, storing and playback
 - Patient monitor screen functionality
 - Customer Service policies and programs

Installations do not include the following:

- Non-Laerdal product or software application installations or re-installations
- Support or service for third party systems
- Troubleshooting of non-Laerdal applications or application compatibility
- Installations in a non-standard application or instances where the installation does not meet factory specifications
- Customization of end user's equipment, configuration of third party items
- Network cabling (excluding cable from Laerdal system to network jack) or any other environmental or power related activities
- Software application installation, configuration, or data transfer on any non-Laerdal products

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 Installation Program,
please contact your Laerdal Representative.**

Laerdal.com/TechnicalServices