

Warranty Specifications

Patient Simulators

Apollo, iStan, Lucina, Athena, Caesar, PediaSim, BabySim, METIman, HPS

Introduction to Your Warranty Specifications

It is our goal to make sure you have a full and complete understanding of the services we provide under any warranty program which you have purchased. The specifications provided herein describe the details related to the level of warranty service you have purchased for your specific product, and shall consist of the support of the hardware, software, and supporting infrastructure of your simulator system. Along with the Warranty Services Agreement (found here <https://caehealthcare.com/legal/>), these Specifications govern the terms of the warranty services you have purchased.

Description of Services

Levels of Support Offered:

Value and Premier

Scope of Services:

CAE Healthcare's Value and Premier Warranty Services include and cover the following services:

Service	Value	Premier
Unlimited technical phone/ email support	X	X
Unlimited clinical phone/ email support	X	X
Parts and labor	X	X
Software Updates	X	X
Learning Module Software Updates	X	X
Shipment on replacement components of the simulator, as described below	X	X
Shipment of full simulator for repairs - one way, as described below	X	
Shipment of full simulator for repairs - both ways, as described below		X
Annual Preventative Maintenance		X
On-Site Repairs at customer site		X
Loaner unit (at CAE Healthcare discretion and availability)		X
Priority scheduling for on-site repairs		X
Training-For-Life (if available for simulator) *	X	X

* Training-For-Life is currently only available for Apollo, Athena, Lucina, and HPS patient simulators. Training-For-Life may be offered in varying formats (virtual or in-person) and at select locations at the discretion of CAE Healthcare.

HPS simulator Warranty Service is only offered at a Premier level.

For Customers with three or more simulators, CAE Healthcare offers Premier Plus, which includes all the features of the Premier program at a discounted rate.

Exclusions

CAE Healthcare's Support and Maintenance Services do not include or cover:

- On-site repair work and associated travel costs (if under Value). If a Customer wishes to purchase a technician visit, Customer shall be required to pay CAE Healthcare for the visit at the then-current list price.
- Replacements of computers and tablets that are over five (5) years old and are no longer supported/repairable due to obsolescence.
- Preventative Maintenance Visits (if under Value).
- Software Upgrades.
- Any damage resulting from excessive heat or light exposure, or resulting from rips, punctures, blemishes, or tattoos affixed to the product by the Customer.
- Any normal wear and tear due to normal use and aging, included but not limited to fading, scuffing, stains, or rips to the skin and airways of the simulator.
- Any broken limbs or joints resulting from non-standard use of the product.

- 3rd party devices (such as Microsoft HoloLens), if purchased, shall only receive the warranty provided by the original manufacturer.
- Consumable Material, which includes but is not limited to: skins, lubrication, food coloring, tapes, defib pads, batteries, plugs and commonly misplaced parts such as genitalia.
- Any additional exclusions set forth in the Warranty Services Agreement.

Customer's Responsibilities

In order for CAE Healthcare to provide these Warranty Services, Customer will:

- Maintain network connectivity when required for the product.
- Designate a point of contact at Customer's premises.
- Carry out the procedures indicated by CAE Healthcare in answer to queries made by Customer within a reasonable time after such procedures have been communicated to Customer.
- Ensure easy access and availability to the Products by CAE Healthcare personnel when required.
- Return any defective hardware components, per the instructions of CAE Healthcare.

Delivery of Support

General:

At CAE Healthcare's discretion, CAE Healthcare shall repair or replace a defective hardware component with a current configuration of an identical or equivalent hardware component. Replacement hardware components may be refurbished.

Procedure:

Customer should contact their Customer Experience Specialist (CXS) via telephone or online for technical assistance and repairs. Customer may be asked to provide photographic confirmation of the broken part or functionality.

If CAE Healthcare determines that the defective hardware component requires repair and replacement, CAE Healthcare will provide procedures to the Customer in order to assist in the component replacement process, which shall require the following:

- CAE Healthcare will provide the Customer with a return label along with the replacement component for the defective component. Customer must inform the CXS of when the defective component is shipped for return.
- Customer will reuse the packaging in which the replacement component is sent to the Customer for the return of the defective component.
- Customer must return the defective component within seven (7) days, or otherwise will be charged for the defective component.
- CAE Healthcare is responsible for all costs for shipment of the replacement component to and from the Customer.
- CAE Healthcare will retain the original defective parts.
- In the event the Customer wishes to receive back the repaired defective component rather than a replacement component, the Customer must wait for the defective component to be repaired, and a replacement component will not be provided.

If CAE Healthcare determines that an on-site repair or a shipment of the entire simulator is required for in-house repairs, CAE Healthcare's CXS will contact Customer with further details.

Customer Support Contact Information:

North America Customer Support Contact Information:

Hours: US 8:00 AM – 8:00 PM EST (Monday-Friday) | CAN 8:00 AM – 8:00 PM EST (Monday-Friday)
 Phone: US +1.866.462.7920 | CAN +1.877.223.6237
 Email: US srqcustomerservice@cae.com | CAN srqcansupport@cae.com

Europe, Middle East, Africa Direct Customer Support Contact Information:

Hours: 8:00 AM – 5:00 PM CET (Monday-Friday)
 Phone: +49 (0) 6131 4950354
 Email: international.service@cae.com

United Kingdom and Ireland Direct Customer Support Contact Information:

Hours: 9:00 AM – 5:00 PM GMT (Monday-Friday)
 Phone: +44 (0)800-917-1851
 Email: uk.service@cae.com

France Direct Customer Support Contact Information:

Hours: 8:00 AM – 5:00 PM CET (Monday-Friday)
Phone: +49 (0) 6131 4950354
Email: france.service@cae.com

Updates: System Software Support: Periodic system updates for Maestro are available at:
<https://caehealthcare.com/support/software-updates>.
You may download software updates from any Windows computer with an internet connection.