



# SIMBODIES® Service Packages

With a service package, your SIMBODIES manikin can work as hard as you do

## Options to meet your needs:

Choose between two different packages, for a term of either two or three years (in addition to the standard one-year manufacturer's warranty). Save even more when you add a service package at the time of purchase.

## One fee, one time—countless savings:

A one-time fee covers repairs to your SIMBODIES® manikin, amputation sleeves and durable accessories, whereas a single repair without a service package could cost hundreds—even thousands.

## Convenient & efficient:

We'll plan repairs around your schedule, ensuring minimal downtime for your training initiatives. Plus, our repair team will provide regular updates so you know exactly when your repairs will be complete.

## Service Packages

### Gold Service Package



**3-Year Service Package, Gold\*** *functionality + aesthetics*

**2-Year Service Package, Gold\*\*** *functionality + aesthetics*

### Silver Service Package

**3-Year Service Package, Silver\*\*** *aesthetics*

**2-Year Service Package, Silver\*\*** *aesthetics*

**Save 10%† when you bundle a service package + SIMBODIES manikin!**

For a custom quote based on your manikin type, contact your SIMBODIES Sales Representative or email Customer Care at:

**sales@safeguardmedical.com** (US & Americas)

**sales.admin@safeguardmedical.com** (International)

See reverse for example service package. Additional services quoted on demand.

\*Pro Manikin, EMS-Man/Woman, EMS-TT, and Advanced Child Manikins. \*\*Pro Manikin only. †Service package and SIMBODIES manikin must be purchased synchronously. 10% discount applied to service package. SIMBODIES service packages are available in various contract lengths (including 2- and 3-year options). Contact your sales representative for details. Gold service packages include up to two (2) services per 12-month period within the contract, while Silver service packages include one (1) service per 12-month period within the contract. Each contract begins on the date of purchase and lasts for the chosen contract length. Service periods are not based on the calendar year. Additional services are available upon request and will be quoted separately. This service agreement excludes expandable and consumable items, as well as damage resulting from accident or misuse of your SIMBODIES manikin. Customers are responsible for all shipping costs associated with sending and receiving their SIMBODIES manikin for service.

# Pro Manikin Service Package Example

	Gold	Silver
<b>Service Type</b>		
<b>Complete manikin assessment</b> (before and after repair)	✓	✓
<b>Intended-medical-procedures function assessment</b>	✓	✓
<b>Full-body deep clean</b> (front and back surface clean; all areas and skin-mattifying)	✓	✓
<b>Hair maintenance</b> (wig/hair wash, condition, and repair to anchor stitches)	✓	✓
<b>Eye socket / eyelash repair</b> (repair lashes if necessary)	✓	✓
<b>Skin repairs</b> (multiple areas throughout the body of surface-level damage, tears, delamination, scuffs, and holes; needle decompression and IO sites)	✓	✓
<b>Genitalia surface repair &amp; pubic hair reinsertion</b>	✓	✓
<b>Amputation &amp; limb-cover sleeve repairs</b> (repair small holes/tears to the securing cover in areas that will not affect the function of the sleeve; does not include repairs to trauma sleeves)	✓	✓
<b>Limb repairs</b> (includes hands and feet; minor repairs, damage from exposed framework, and around the stump)	✓	✓
<b>Facial-color detailing refresh</b> (including beard, eyebrows, and skin tone)	✓	✓
<b>Internal mouth-area clean &amp; repair</b> (based on visual assessment; functional, nasal passage, gums, or tongue surface)	✓	✓
<b>Armpit / neck / ear tears</b> (minor surface damage)	✓	✓
<b>Wound packing assessment</b> (assess damage to silicone tissues and refresh blood effects)	✓	✓
<b>External lip &amp; nasal repairs</b> (corner splits, top and bottom lip tears, and nostril splits)	✓	✓
<b>Loose teeth</b> (rebonding loose teeth from roof of mouth and/or lower jaw)	✓	✓
<b>Integrated Bleeding System assessment &amp; clean</b>	✓	✓
<b>Bluetooth® speaker assessment</b>	✓	✓
<b>Full-body skin detailing &amp; color refresh</b> (veins, freckles, nipples, skin color and tone, and general contouring)	✓	✓
<b>IO pod replacement &amp; insertion-site skin repair</b> (adult & child: [2] humeral pods, [2] tibia pods; infant: [2] tibia pods, [2] femur pods)	✓	
<b>Mouth &amp; accessible airway clean &amp; repair</b> (mouth, throat, and nasal tube clean; minor repairs to internal/accessible parts only, including surgical airway models)	✓	
<b>Blood pump &amp; bleeding tube replacement</b> (broken/damaged/ well-used bleeding tubes and connectors)	✓	
<b>Hair / wig replacement</b>	✓	
<b>Surgical airway replacement</b> (replace neck plug, cuff, and neck sleeve)	✓	
<b>Amputation repair</b> (repair damaged gooseneck framework; replace missing/lost parts)	✓	
<b>Limb-cover sleeve replacement</b>	✓	
<b>Skin detachment repairs</b> (large air pockets between skin and internals, when detachment has caused the skin to become loose)	✓	