

SIMBODIES®



User Guide

by SAFEGUARDMEDICAL™

Know your SIMBODIES® manikin inside and out

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My SIMBODIES®

Name your SIMBODIES manikin

Unique body code

Delivery date



Instructional Videos

Explore our library of instructional videos.



Unboxing your
SIMBODIES
manikin



Unboxing your
Maintenance Kit



Unboxing your
Instant
Moulage Kit



Unboxing your
Skin Repair Kit



Unboxing your
Ultimate
SIM-Sleeve Kit



Remove/apply
Amputation
Sleeve &
SIM-Sleeve

We're here to support you. Questions? Contact Customer Care.
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Congratulations on the purchase of your SIMBODIES® manikin!

■ The best medical training starts with simulation, and the best simulation is the closest to real patients and real injuries as humanly possible. As global leaders and game-changers in the first responder industry, we provide the most hyper-realistic trauma training experience available.

By purchasing a SIMBODIES manikin, you've made a critical investment in your trainees, in your skills, and in countless lives. Thoughtfully designed and detailed by clinical experts, scientists, and artists, your SIMBODIES manikin is a precise replica of human anatomy both inside and out.

This guide details how to properly care for your SIMBODIES manikin, apply and remove moulage and makeup, operate the Integrated Bleeding System, customize applications, and more.

SIMBODIES manikins are hand built, from head to toe, by a team of experienced artisans using the highest quality, prosthetic-grade silicone, real human hair, and acrylic teeth.

The result: True-to-life features that make SIMBODIES the world's most advanced, hyper-realistic medical manikins.

Get ready to experience the most realistic, highly-immersive training scenarios possible with SIMBODIES by Safeguard Medical.

SIMBODIES—the only patients that give you a second chance.



General Care & Maintenance

■ **Unique, hand-produced medical manikins.** We use the highest quality, most-innovative materials that are built to last and can be reused and repurposed for a multitude of training scenarios. You may notice tiny imperfections in the skin, air bubbles and creases in the silicone, as well as slight variations in the seams, skin colors, and textures. This is all normal and will not affect the short or long-term function of your SIMBODIES® manikin.

Keep it clean

We recommend regular cleaning to ensure the longevity of your products.

- Be gentle. **Do not** rub or forcibly scrub the silicone skin as this may result in damaging the silicone layers and details.
- For best results, use a non-abrasive cleaner such as baby shampoo or another PH-neutral cleaning solution. Carefully wipe down the skin surface with a sponge, hot water, and cleaning solution.
- Pat dry your SIMBODIES manikin or product before storing.
- Once your SIMBODIES manikin is dry, use the Setting Powder located in your SIMBODIES Maintenance Kit to lightly powder the skin to return it back to its natural look and feel.

Take good care

Eyes: Your SIMBODIES manikin's eyes are removable. Be careful not to pull the eyelashes out when removing.

Limbs: Your SIMBODIES manikin's limbs can be partially moved at the joints. Shoulders are fixed and do not articulate.

Hair: Hand wash your SIMBODIES manikin's hair with a mild baby shampoo and leave to dry. Keep hair away from bleach or any cleaning products.

Storage: Store your SIMBODIES manikin lying flat on its back in a body bag or body case until ready for use. Store in a cool dry room with an average temperature range of 50°F–77°F (10°C–25°C). Do not place wet or damp body parts in a sealed body bag or box, and allow to dry before storing.

Transporting: Transport your SIMBODIES manikin in a body bag or in the box supplied. Do not pull on or manipulate the legs and arms in an unnatural way.

Do's & Don'ts



■ Make sure your SIMBODIES® manikin stays in excellent shape.

Do's

- ✓ **Do** handle your SIMBODIES manikin like a real patient, and take care when performing specific medical procedures.
- ✓ **Do** keep your SIMBODIES manikin and products well maintained, clean, and dry.
- ✓ **Do** make sure to flush the bleeding tubes with water after each use. Flush until water runs clear and blood is removed.
- ✓ **Do** use a lubricant to assist with the removal and replacement of IO pods. 100% pure alcohol is recommended.
- ✓ **Do** wash Silicone Stickers in soapy water and leave to dry with the sticky side facing upward. Stickers can be reused once dry.
- ✓ **Do** use metal lubricant on amputation fasteners to ease screwing (we recommend WD-40).

Don'ts

- ✗ **Don't** submerge in water.
- ✗ **Don't** pour any liquids (i.e. simulated blood, vomit, or fluids) into the mouth, nostrils, or surgical airway.
- ✗ **Don't** cut or use bladed instruments on your SIMBODIES manikin.
- ✗ **Don't** draw or write on your SIMBODIES manikin or product skins.
- ✗ **Don't** drag your SIMBODIES manikin by the arms or legs, manipulate the limbs into unnatural positions, or raise the arms above the shoulders.
- ✗ **Don't** hang your SIMBODIES manikin by the neck.
- ✗ **Don't** use moulage products that are not recommended by SIMBODIES.
- ✗ **Don't** breathe directly (i.e., mouth-to-mouth) into the airway.
- ✗ **Don't** store or leave your SIMBODIES manikin face down.
- ✗ **Don't** rub or forcibly scrub the silicone skin—this may result in damage to the silicone layers and details.
- ✗ **Don't** use harsh chemicals (i.e., bleach or abrasive detergents).
- ✗ **Don't** pull on or overtighten amputation limbs—instead use the screw-on connectors.

Moulage & SIM-Sleeves

■ **Maximum injury realism that leaves no trace.** Our moulage products are designed to simulate blood and enhance the realism of injuries on SIMBODIES® manikins, SIM-Sleeves, or human skin. All of our products are formulated to be skin-safe and non-staining on SIMBODIES manikins. This allows you to simulate complex wounds without leaving a trace of product, helping to maintain realism for future training and longevity of use.



Scan for an instructional video

Moulage removal

Remove moulage and simulation products using normal washing methods, including skin soap and warm water. Use a dry cloth to assist in removing stubborn effects.

- **Soft-wax simulation products:** Gently peel soft wax off of the skin and wash as above.
- **Activator palette colors:** Remove with activator spray (alcohol spray) or alcohol wipes.
- **Non-SIMBODIES manikins:** Only use recommended skin-safe moulage and simulation products on non-SIMBODIES manikin skins and be aware that some products can stain plastic skins.

SIM-Sleeves

SIM-Sleeves are made from prosthetic-grade PlatSil silicone, reinforced with a rip-resistant layer, and are intended for casualty simulations with a permanently-rendered injury or wound.

- **Application:** Dust a small layer of Setting Powder on the inside of the SIM-Sleeve and roll onto the limb.



- **Removal:** Gently roll the SIM-Sleeve down from the top edge and remove. Do not use excessive force when removing SIM-Sleeves.



- **Maintenance:** Wash the SIM-Sleeve with non-abrasive, bleach-free soap and water. Pat dry with a towel and ensure the SIM-Sleeve is fully dry before reapplying.
- **Allergies & suitability:** This product does not contain any latex material and is skin safe, however, patch test if in doubt. SIM-Sleeves are also suitable for use on SIMBODIES manikins.
- **Our promise:** Our SIM-Sleeves are handmade, therefore, their appearance and wound design can vary slightly from the advertised product. We take pride and care when creating each SIM-Sleeve to ensure realism in quality and appearance.

Note: Be careful when removing products from sensitive areas such as eyes and mouth. Never apply makeup to damaged or broken skin. Always wash hands with warm water and soap before eating or drinking. If you have any concerns related to product allergies or sensitivities, please perform a patch test on a small area of skin before use. CASSIM makeup products and synthetic bloods may stain clothing, fabrics, and other materials. Be careful when using these products and, if in doubt, patch test for best removal methods. SIMBODIES can accept no responsibility or liability for any damage or staining caused by incorrect use of casualty simulation products. Always follow the correct product application guidelines as instructed and remove products from skin immediately after you have finished your training exercise.

Integrated Bleeding System

■ **Real-world bleeding control training starts here.** Our SIMBODIES® Integrated Bleeding System enables you to practice bleeding control in a variety of trauma situations. Integrated Bleeding Systems are built into SIMBODIES manikins with amputations or catastrophic bleeding wounds, as well as our line of task trainers. A manual, self-pressurized blood pump is included as part of the system.

Each Integrated Bleeding System includes:

- (1) Blood pump
- (1) Tubing
- (1) I-shaped connector for single-tube training
- (1) T-shaped connector for double-tube training

Operating the blood pump:

1. Locate the blood pump.
2. Attach tubing to the nozzle of the blood pump.
3. Unscrew the red top and fill the blood pump with SIMBODIES Simulated Blood Product (*sold separately*). Screw the red top back on the bottle and prime the blood pump by pressing down on the plunger several times. This will build pressure within the bottle.
4. Firmly depress the trigger (located above the blood pump handle) to activate the flow of simulated blood.

Connecting the blood pump to your SIMBODIES manikin:

1. Locate the bleeding connection point on your SIMBODIES manikin (*see below*).
 2. Use the desired connector (I-shaped or T-shaped) to connect the blood pump tubing to the bleeding connection point.
- **Lower-limb bleeding connection point:** Lower-limb bleeding connection points on your SIMBODIES manikin are located at the back shoulder (amputation side).
- **Upper-limb bleeding connection point:** Upper-limb bleeding connection points on your SIMBODIES manikin are located at the hip (amputation side).

Connecting the blood pump to your SIMBODIES Amputation Sleeve/Packable Wound Sleeve:

1. Locate the desired limb on your SIMBODIES manikin and remove the plain cover sleeve.
2. Unscrew and remove the limb.
3. Locate the Amputation Sleeve and place it onto the limb. Fold the sleeve back over itself, fully exposing the bleeding connection point.
4. Use the desired connector (I-shaped or T-shaped) to connect the blood pump tubing to the bleeding connection point.
5. Unfold the Amputation Sleeve back to its original form, fully covering the limb.

Connecting the blood pump to your SIMBODIES Task Trainer:

1. Locate the bleeding connection point on your SIMBODIES Task Trainer (*see below*).
 - **Red:** Large wounds.
 - **Blue:** Small wounds.
2. Use the desired connector (I-shaped or T-shaped) to connect the blood pump tubing to the bleeding connection point.

Note: Do not over-pressurize the blood pump. A maximum of ten pumps is sufficient to prime the blood pump. Use of non-SIMBODIES simulated blood products may result in damage. Please see Moulage & SIM-Sleeves (pg. 9–10) for details.

Additional Features

■ **Take the realism of your training even further.** SIMBODIES® offers a built-in Bluetooth® speaker that seamlessly connects with our SIMBODIES App for a next-level training experience. Additionally, some SIMBODIES manikins feature integrated surgical airway and IO (intraosseous) bone exchange capabilities.

Bluetooth® speaker

SIMBODIES Advanced Manikins include a built-in Bluetooth speaker, located at the upper back.

To remove speaker:

1. Expose the speaker by folding back the protective skin flaps at your SIMBODIES manikin's upper back.
2. Pull the speaker out of the speaker pocket.
3. Turn the speaker on/off.
4. Charge the speaker or connect to a device.

To insert speaker:

1. Expose the speaker pocket by folding back the protective skin flaps at your SIMBODIES manikin's upper back.
2. Ensure the speaker is on, then, insert the speaker into the speaker pocket.

SIMBODIES® app

Features:

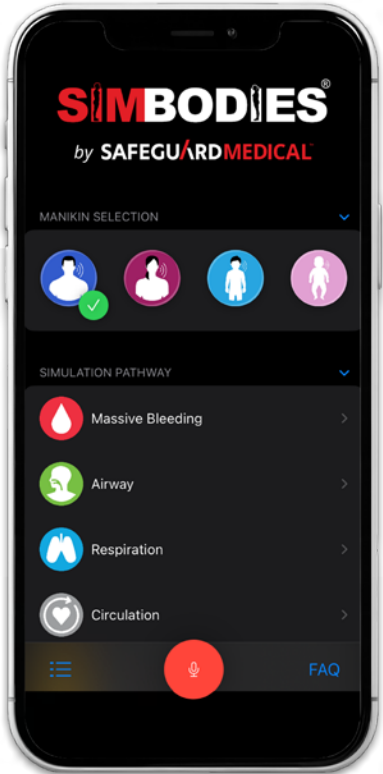
- Pre-recorded voices and trauma sounds for adults, children, and infants for a variety of patient types.
- Built-in mic allows for real-time response and the ability to record custom audio with push-to-talk function.
- Seamlessly connects to your SIMBODIES speaker.



Scan to learn more



Scan for an instructional video



Surgical Airway

(Surgical Airway may not be available on all manikin types.)

Required equipment: (1) Airway Ring Kit or Surgical Airway Kit; (1) Film Tape; (1) Neck Simulation Sleeve; (1) Sticky Blood A (not included); (1) Scissors (not included)

Overview

If your SIMBODIES Manikin has a surgical-capable airway for simulation and surgical airway access training, this section discusses preparation, management, and resetting for multiple uses.

Male vs. Female Airway Ring



Note the minor differences between the male and female manikin Airway Rings.

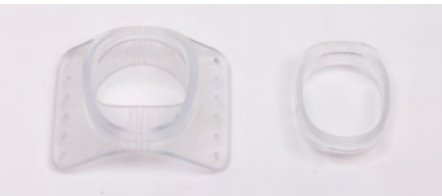
Additionally, note that, for both male and female manikin Airway Rings, an M or F differentiates the two.

(This section depicts preparing and managing the Airway Ring for a Pro Female Manikin, however, the process is identical for male configurations.)

Preparation



1. Remove silicone neck plug and set it aside. **Do not discard neck plug—store in Surgical Airway Kit.**



2. Separate cap from Airway Ring.



3. Carefully lift outer silicone skin and insert Airway Ring between skin and airway. Airway Ring should be inserted with prongs positioned vertically and the identifying letter at the bottom left.



4. Locate roll of film tape. Cut a 3 inch square piece of film and apply to Airway Ring.



5. Place cap securely in Airway Ring over tape to close Airway Ring.



6. Pour a small amount of Sticky Blood A from the bottle with your finger.*



7. Using Sticky Blood A and your finger, lightly dab a finger-tip amount of blood on film inside of Airway Ring.*



8. Gently stretch Neck Simulation Sleeve over manikin's head and onto neck. Wider part of sleeve should be used to cover Airway Ring. Avoid overstretching or tearing sleeve.**



9. Smooth out any wrinkles or creases in sleeve. Manikin is now ready for surgical airway procedure.



Note: During surgical airway procedure, keep incisions inside Airway Ring to prevent cutting silicone skin of manikin, as shown above. Cuts to skin around airway will diminish hole and over time, no longer hold Airway Ring.***

* Only a small amount of blood is necessary for this simulation. Using too much blood can flood the airway. ** This technique (similar to putting on a swim cap) is encouraged, as it prevents overstretching or tugging of the silicone. It also prevents the neck sleeve from getting stuck in the hair of the manikin. *** If your airway opening (or any part of your manikin) needs repair, please consider our [service packages](#) (see pg. 28).

Surgical Airway (cont.)

Resetting



1. After cricothyrotomy incision has been made, wipe blood and rotate or change Neck Simulation Sleeve to reset for another procedure.



2. Pull up Neck Simulation Sleeve and clean any leftover Sticky Blood A. Then, pull up outer edge of film tape to remove Airway Ring cap. Repeat steps 4–8.

Note: Neck Simulation Sleeves can be used for multiple airway procedures by simply rotating it left or right 1 inch when recovering the airway.



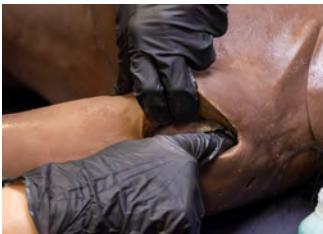
Humeral Head IO Bone Exchange

(IO bone exchange may not be available on all manikin types.)

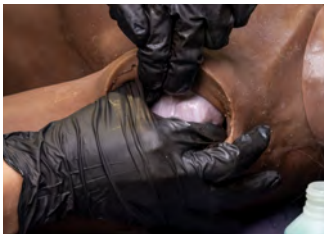
■ **SIMBODIES® 3D-printed IO bones contain enough synthetic blood to perform about fifty IO procedures.** The absence of blood flash after proper device placement indicates IO bone replacement is required. Humeral head intraosseous (IO) bone exchange is only available with SIMBODIES Pro Manikins. To replace the IO bones for other SIMBODIES manikins, contact Customer Care at sales@safeguardmedical.com.



Removal



1. Locate the humeral head IO bone site on your SIMBODIES manikin. Lubricate the site using the Sweat and Tears Fluid included in your Maintenance Kit.



2. Use your fingers to separate the edges of the IO bone site, gently pulling in opposite directions to expose the IO bone. **Do not overstretch or tear the skin.**



3. With your dominant hand, gently grab the IO bone and extract it from the cavity.
Note: The humeral head IO bone is comprised of an upper and lower bone. These bones may be removed either together or separately.



4. Once extracted, the upper bone (humeral head) should be detached from the lower bone and replaced.
Note: Only the upper bone (humeral head) should be replaced. Do not discard the lower bone.

Insertion



1. Locate the humeral head IO bone site on your SIMBODIES manikin. Lubricate the site using the Sweat and Tears Fluid included in your Maintenance Kit.
Note: The IO cavity should be wiped and cleaned before inserting a new bone.



2. First, ensure both the upper and lower bone correctly correspond to your SIMBODIES manikin's right or left side. Then, use your fingers to separate the edges of the IO bone site and insert the IO bone into the site until it reaches the end of the cavity.

Note: Humeral head IO bones are not interchangeable. Ensure that the upper bone (humeral head) is positioned toward the inside of the shoulder (midline) of the cavity. Incorrect placement of the IO bone may result in bulging or protrusion at the IO bone site.



3. Ensure that the IO bone is properly seated in the cavity. Silicone Stickers may be applied to cover the IO bone site (*optional*).

Note: SIMBODIES synthetic blood and IO bones are non-hazardous. Used bones may be disposed of with normal waste materials.

Note: Our two-piece humeral head IO bone includes an upper (humeral head) and lower bone, both of which correspond to either the right or left side of your SIMBODIES manikin, and are thus, not interchangeable. Each bone is marked with an "R" or "L".

Tibia IO Bone Exchange

(IO bone exchange may not be available on all manikin types.)

■ **SIMBODIES® 3D-printed IO bones contain enough synthetic blood to perform about fifty IO procedures.** The absence of blood flash after proper device placement indicates IO bone replacement is required. Tibia intraosseous (IO) bone exchange is only available with SIMBODIES Pro Manikins. To replace the IO bones for other SIMBODIES manikins, contact Customer Care at sales@safeguardmedical.com.



Removal



1. Locate the tibia IO bone site on your SIMBODIES manikin. Lubricate the site using the Sweat and Tears Fluid included in your Maintenance Kit.



2. Use your fingers to separate the edges of the IO bone site, gently pulling in opposite directions to expose the IO bone. **Do not overstretch or tear the skin.**



3. With your dominant hand, gently grab the IO bone and extract it from the cavity. You are now ready to replace the tibia IO bone.

Insertion



1. Note: The IO cavity should be wiped and cleaned before inserting a new bone.

Locate the tibia IO bone site on your SIMBODIES manikin. Lubricate the site using the Sweat and Tears Fluid included in your Maintenance Kit.



2. Use your fingers to separate the edges of the IO bone site and insert the IO bone into the site until it reaches the end of the cavity.

Note: Ensure that the wider portion of the tibia IO bone is positioned superior (proximal) to your SIMBODIES manikin's knee. Tibia IO bones are interchangeable with either the left or right side of your SIMBODIES manikin.



3. Ensure that the IO bone is properly seated in the cavity. Silicone Stickers may be applied to cover the IO bone site (*optional*).

Note: SIMBODIES synthetic blood and IO bones are non-hazardous. Used bones may be disposed of with normal waste materials.

Note: Tibia IO bones are interchangeable for either left or right side replacement.

Minor Skin Repair



Note: Minor silicone skin repairs are intended for small lacerations and puncture wounds. Every SIMBODIES® manikin is handcrafted and unique, thus, slight color imperfections should be expected. If you have questions about a repair, please contact Customer Care at sales@safeguardmedical.com.



1. Gather all materials, including color-matched Silicone A and B, alcohol wipes, disposable cups, sculpting spatula, and cling wrap. Ensure silicone matches the skin tone of your SIMBODIES manikin.



2. Wipe area clean with alcohol pads and allow to completely dry.



3. In a disposable cup, thoroughly mix equal parts Silicone A and B for at least 30 seconds. Do not cross-contaminate Silicone A and B. Wipe clean or use a separate spatula to dispense product.



4. Once properly mixed, silicone will begin its curing process. Warmer temperatures will lead to faster curing times. **Note:** It is important to work efficiently—do not let product sit for extended periods.



5. Use the sculpting spatula to apply a small amount of mixed silicone to the repair site.



6. Cover the entire site with plastic cling wrap. Stretch the cling wrap until there are no visible wrinkles, then, push out any air bubbles.



7. At room temperature, silicone will cure in 2–6 hours (approx.). To expedite the curing process, use a blow dryer to cure in 15–20 minutes (approx.). **Note:** If silicone sticks to cling wrap, it is not cured.



8. Once silicone has cured, remove the cling wrap. Using the fluffy brush, apply Translucent Powder from your Maintenance Kit onto the cured silicone. This will remove residual oils and mattify the skin.

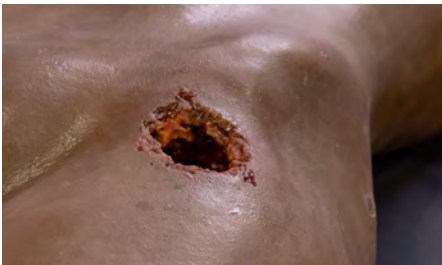
Note: Setting Pins are provided for larger or deeper rips or tears to your SIMBODIES manikin. It is recommended to contact Safeguard Medical for technical advice prior to attempting any repairs beyond the superficial skin surface.

Silicone Sticker Application

Note: Use of Silicone Stickers is optional. Silicone Stickers may be cut to size.



Large, rectangular Silicone Stickers can be used to cover IO bone sites to keep out dirt and debris and prevent trainees from mistaking the landmark as a wound.



Small, square Silicone Stickers can be used to cover wounds that are not meant to be treated as part of a training scenario.

FAQ

How do I care for my Silicone Stickers?

Silicone Stickers are reusable and can be washed with warm water and a mild, neutral pH-balanced soap. To air dry, lay Silicone Stickers on a flat surface, sticky side up. Once dry, place Silicone Stickers sticky side down on the clear sheets provided at the time of purchase.

When should I replace my Silicone Stickers?

Silicone Stickers should be replaced once the sticky side has lost its tackiness and no longer adheres to your SIMBODIES manikin.

Intended Medical Procedures



Airway suction: Can be performed and simulated, however, avoid putting any fluids into mouth and airway. **Supraglottic airway device insertion:** Different devices will have varying degrees of realism in insertion and ventilation, depending on device used. **Artificial ventilation:** Chest expansion during ventilation can be variable depending on SIMBODIES manikin type, or airway and ventilation device used. **Chest seal application:** Some chest seals may not adhere to silicone skin in the same manner as human skin. **Finger thoracostomy site:** Right side only—limited chest tube insertion. **Needle thoracostomy:** Adult SIMBODIES manikins—2nd and 5th intercostal. Child and infant SIMBODIES manikins—2nd intercostal. **Chest compressions – manual:** Manual chest compressions can be performed on all SIMBODIES manikins, however, SIMBODIES manikins are not designed solely for CPR training. Depth and feedback of compressions varies by SIMBODIES manikin type. **AED application:** Some pads may not adhere to silicone.

■ **SIMBODIES® offer the most lifelike medical manikins available for medical simulation.** While SIMBODIES manikins provide an immersive simulation experience, they may have limitations based on the specific technical medical intervention being practiced.

Intended Medical Procedures	Adult				Pediatric			Infant		Lifeless
	Pro	EMS-Man	EMS-TT	Advanced	Advanced (10 y/o)	Standard (10 y/o)	Advanced (5 y/o)	Advanced	Pre-term (28 wk)	Burnt & Blasted
Catastrophic / Life-Threatening Hemorrhage										
Tourniquet application	✓	✓		✓	✓	✓	✓			
Wound packing	✓	✓		✓*	✓*					
Junctional bleeding	✓			✓*	✓*					
Airway Management										
Surgical airway (cricothyroidotomy)	✓		✓	✓*						
Airway examination	✓	✓	✓	✓	✓		✓	✓	✓	
Head-tilt / chin-lift / jaw-thrust	✓	✓	✓	✓	✓		✓	✓	✓	
Airway suction	✓	✓	✓	✓	✓		✓	✓	✓	
Postural / nasopharyngeal / oropharyngeal airway management	✓**	✓**	✓**	✓**	✓**		✓**		✓**	
Supraglottic airway device insertion	✓	✓	✓	✓	✓		✓	✓		
Laryngoscopy / tracheal intubation	✓	✓	✓	✓	✓		✓	✓	✓	
C-Spine Control										
Spinal collar application	✓	✓	✓	✓	✓	✓	✓	✓		
Manual inline stabilization application	✓	✓	✓	✓	✓	✓	✓	✓		
Breathing Assessment										
Artificial ventilation – BVM	✓	✓	✓	✓	✓		✓	✓		
Artificial ventilation – intubated	✓	✓	✓	✓	✓		✓	✓		
Chest seal application	✓	✓	✓	✓	✓	✓	✓	✓		
Finger thoracostomy site	✓		✓	✓*						
Needle thoracostomy	✓	✓	✓	✓	✓		✓	✓		
Circulation Assessment										
Dressing application (various)	✓	✓		✓	✓	✓	✓	✓		
Pelvic binder application	✓	✓		✓	✓	✓	✓	✓		
Traction device application – femoral	✓	✓		✓	✓	✓	✓	✓		
Intraosseous access – tibia	✓	✓		✓	✓		✓	✓		
Intraosseous access – humeral head	✓	✓	✓	✓	✓		✓			
Chest compressions – manual	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Chest compressions – automated	✓**	✓**	✓**	✓**	✓**		✓**	✓**		
AED application / training defibrillator pads	✓	✓	✓	✓	✓	✓	✓	✓		✓

* Add-on option
** For most current medical devices



Warranty & Service Packages

■ **Our support and dedication doesn't end once your product leaves our facility.** All SIMBODIES® products come with a one-year warranty and optional service packages. We're confident that you will be satisfied with your SIMBODIES products as the precise replicas of human anatomy you need for life-saving training. Should your SIMBODIES product not meet the expected standard, we'll make it right.

Warranty

Subject to these terms, SAFEGUARD MEDICAL warrants to the original purchaser of new SIMBODIES products only, that SAFEGUARD MEDICAL SIMBODIES products shall be of good quality and free from defects that impact intended procedures, in design, materials or workmanship under normal use and proper maintenance for one (1) year from the date of original purchase, provided that if an expiration date is indicated on disposable items, the warranty period shall instead be the date of expiration (collectively "Warranty Period").

Our manikins are designed to be lifelike simulators for the teaching and training of intended medical procedures. The manikins are not intended to be identical to humans. Aspects of the manikins are intentionally anatomically different from humans to enable them to be multi-use manikins that can be used for intended medical procedures. Variations from human anatomy are not deemed to be errors or a breach of this warranty.

All SIMBODIES manikins are handmade with great care and pride. Due to their hand made nature, all manikins will have aesthetic differences and not be exact replicas of each other. Such aesthetic differences that do not interfere with the intended procedures of the manikin are not deemed to be errors or a breach of this warranty. We manufacture all of our products to meet our superior standards. However, regardless of how carefully you care for your SIMBODIES product, it will eventually begin to show age and wear. A non-limiting example of such wear may occur after repeated needle insertion for needle decompression or IO insertion. Even though the SIMBODIES skin can close over after the needle use, eventually after numerous procedures, these sites will show wear. Consequently, the SIMBODIES warranty does not cover normal wear and tear.

This warranty includes repairs due to manufacturing defects to the outer skin (i.e., split seams). This warranty shall not be effective if the product has been subject to non-intended medical interventions, physical abuse, misuse, abnormal use, use not consistent with SIMBODIES published directions, fraud, tampering, unusual physical stress, negligence or accidents. If a manikin is returned for repair and inspection indicates that the damage through the misuses above any repair will be outside of warranty. The customer will be informed and additional charges will be agreed with the customer before any repair to the manikin is made.

To obtain warranty service:

1. Give written notice to Safeguard Medical at: simbodies.repair@safeguardmedical.com detailing the defect and request a Return Material Authorization (RMA) number.
2. Return the product, properly repackaged, freight pre-paid to SAFEGUARD MEDICAL. The valid RMA number must be displayed on the outside of the shipping container. If the defect is found to be covered by the warranty, a full repair will be performed and the product will be returned free of charge. The initial freight cost will be reimbursed. If the repair falls outside of the warranty, a quotation for the repair will be provided. This repair will only be performed under the authorization of the customer and an invoice will be issued (including return freight costs) in the usual manner. Notwithstanding anything to the contrary in this notice, the repair or replacement of the nonconforming products by SAFEGUARD MEDICAL as provided herein under shall be customer's sole and exclusive remedy for a failure of a product to conform to the warranty set forth above.

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).

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		BEST VALUE
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	

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)

Additional services quoted on demand.

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, EMS-Man/Woman, EMS-TT, and Advanced Child Manikins. **Pro Manikin only.

Pro Manikin Service Package Example

	Gold	Silver
Service Type		
Complete SIMBODIES manikin assessment (before and after repair)	✓	✓
Intended-medical-procedures function assessment	✓	✓
Full-body deep clean (front and back surface clean; all areas and skin-mattifying)	✓	✓
Hair maintenance (wig/hair wash, condition, and repair to anchor stitches)	✓	✓
Eye socket / eyelash repair (repair lashes if necessary)	✓	✓
Skin repairs (multiple areas throughout the body of surface-level damage, tears, delamination, scuffs, and holes; needle decompression and IO sites)	✓	✓
Genitalia surface repair & pubic hair reinsertion	✓	✓
Amputation & limb-cover sleeve repairs (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)	✓	✓
Limb repairs (includes hands and feet; minor repairs, damage from exposed framework, and around the stump)	✓	✓
Facial-color detailing refresh (including beard, eyebrows, and skin tone)	✓	✓
Internal mouth-area clean & repair (based on visual assessment; functional, nasal passage, gums, or tongue surface)	✓	✓
Armpit / neck / ear tears (minor surface damage)	✓	✓
Wound packing assessment (assess damage to silicone tissues and refresh blood effects)	✓	✓
External lip & nasal repairs (corner splits, top and bottom lip tears, and nostril splits)	✓	✓
Loose teeth (rebonding loose teeth from roof of mouth and/or lower jaw)	✓	✓
Integrated Bleeding System assessment & clean	✓	✓
Bluetooth® speaker assessment	✓	✓
Full-body skin detailing & color refresh (veins, freckles, nipples, skin color and tone, and general contouring)	✓	✓
IO pod replacement & insertion-site skin repair (adult & child: [2] humeral pods, [2] tibia pods; infant: [2] tibia pods, [2] femur pods)	✓	
Mouth & accessible airway clean & repair (mouth, throat, and nasal tube clean; minor repairs to internal/accessible parts only, including surgical airway models)	✓	
Blood pump & bleeding tube replacement (broken/damaged/well-used bleeding tubes and connectors)	✓	
Wig / hair replacement	✓	
Surgical airway replacement (replace neck plug, cuff, and neck sleeve)	✓	
Amputation repair (repair damaged gooseneck framework; replace missing/lost parts)	✓	
Limb-cover sleeve replacement	✓	
Skin detachment repairs (large air pockets between skin and internals, when detachment has caused the skin to become loose)	✓	

A continued standard-of-care, while in our hands and yours.

**SIMBODIES®, a SAFEGUARD MEDICAL Company,
is the global leader in medical simulation.**

Safeguard Medical is home to the world's leading and trusted brands for emergency medical product technologies and skills training. We bring together life-saving knowledge with world-class equipment to help responders improve patient outcomes and reduce preventable death.

Driven by innovation and real-world experience, Safeguard Medical aims to solve not only the emergency medical needs of today but prepare for the demands of tomorrow.

Our Mission:

To equip and enable responders at every skill level to preserve life in any environment.

Our innovative **RAMPART™ Color-Coded Trauma Care System** reduces the stress and uncertainty that can stand in the way of life-saving, making it faster and easier for individuals to choose the right product—and preserve life.



We're here to support you. Questions? Contact Customer Care.
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