

Extended Warranty

The SmartMan BLS Products, SmartMan Airway ALS Products, Megacode products, SIM1 for SCA and SmartMan Infant Products come with a standard manufacturer's one year warranty. This Extended Warranty extends the standard one year warranty to cover the second and third year. The SmartMan extended warranty is a third party back to base warranty.

To qualify for this Extended Warranty, it must be purchased within 60 days of the original purchase of the manikin. The original invoice, serial numbers and proof of shipment must be provided to support the start date. The warranty is not valid unless these are registered with SmartMan.

SmartMan Extended Warranty is available for all Adult Manikin Training Systems and for the Baby and Neonate products.

Key Features

- Covers defects and excessive wear of the manikin during the 2nd and 3rd year from date of original invoice.
- This is on a per manikin basis.
- It is a back to base warranty, where you are responsible for shipping it to the SmartMan warehouse in Los Angeles, California.
- SmartMan is responsible to ship it back to you.
- This warranty is provided through V4EMS Inc.
- We have the right to fix or replace the manikin.
- This warranty must be purchased within 60 days of the purchase of the manikins.

The start date shall be calculated from the shipment date of the manikins.

Back to base. This means that you pay to ship the manikin(s) to SmartMan. SmartMan pays for parts and labor and to ship it back to you.

What It Does Not Cover

This extended warranty is subject to fair use. The manikin has many moving parts and normal wear and tear is expected as a natural occurrence through normal use. We recommend a regular service roughly every couple of years to maintain the manikin in a high performance state.

It does not cover changes made to the manikin by someone other than a qualified SmartMan technician.

It does not cover changes to the manikin which modifies how the manikin performs beyond the specification as originally purchased.