

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

Level of Support Offered:

Express

Scope of Services:

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

Express Level Services
Unlimited technical phone/ email support
Unlimited clinical phone/ email support
Shipment on replacement components of the simulator as described below
Parts and labor at CAE facility
Software Updates
Pathology Software Updates

Exclusions

CAE Healthcare's Express Warranty's Services do not include or cover:

- On-site repair work and associated travel costs. 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, laptops, tablets, and routers that are over five (5) years old. Replacements of batteries that are over one (1) year old. Replacements on probes that are over three (3) years old. The age of the device is based upon the date of initial shipment of the simulator to the Customer.
- Travel costs associated with any onsite services. If a Customer requests a technician visit, Customer shall be required to pay CAE Healthcare for the visit at the then-current list price.
- Preventative Maintenance Visits
- 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 damage to tablets or other portable devices resulting from dropping or mishandling.
- 3rd party devices (such as Microsoft HoloLens), if purchased, shall only receive the warranty provided by the original manufacturer.
- Consumable Material.
- 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.

CAE Healthcare will not provide on-site repair work for products covered under an Express level of service.

Customer Support Contact Information:

North America Customer Support Contact Information:

Hours: US 8:00 AM – 6:00 PM EST (Monday-Friday) | CAN 8:00 AM – 5:00 PM EST (Monday-Friday)
Phone: US +1.866.462.7920 | CAN +1.877.223.6237
Email: US srgcustomerservice@cae.com | CAN srgcansupport@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.

Pricing for your warranty program is only fixed for the term for which you have purchased. CAE Healthcare may elect to change pricing for any warranty programs at any time, which may impact your subsequent warranty renewal costs.