

MSE Group Technical Services

Terms & Conditions

Your Service

A flexible provision of Warranty and Technical Services. Designed by the Simulation Community.

Obligation to the Simulation Community. Mission Statement on Technical Services.

We recognise that the most important element for a simulation provider is “continuation of service” which must be supported with functioning simulation products inclusive of audio visual products. The MSE team shall endeavour to ensure that our customers have the ability to supply simulation education using products that have been purchased from us.

It is MSE’s determination to provide technical services for sold patient simulators in the most conscientious manner possible that adheres to the customer’s requirements and helps promote the facilitators need to provide “continuation of service” to their learners and students. MSE are not the experts, our customers are the experts.

Environmental Statement

We at MSE intend to protect the environment when and where we can. Therefore, if possible, resolutions shall be carried out remotely to minimize the environmental impact of unnecessary travel and use of resources.

By pre-commissioning before delivering to the End User, MSE ensure that we take full responsibility for the disposal of packing material and minimize the disposal responsibilities of the End User. By solving technical issues remotely where possible, but adhering to strict resolution time commitments, we ensure efficient service without purposely adding to the environmental impact. As we grow as a company, we will ensure regular assessment of our environmental impact and monitor our carbon footprint and shall in the future apply policies to reduce both our environmental impact and carbon footprint.

- 1. Technical Services.**
- 2. Product Pre-Commission.**
- 3. Product installation & Orientation Training.**
- 4. Simtech empowerment, commitment to the community.**
- 5. Warranty & Services Combined.**
- 6. Service outside warranty & Service agreements**
- 7. Disclaimers.**

1. Technical Services

In establishing the MSE technical services offering, we did an extensive “listening” exercise with multiple simulation users. The simulation community told us what is important to them, and we designed a technical service offering that we feel meets the needs of the simulation community as much as possible.

1.1. To meet the needs of the listening exercise, we have focussed on:

Response Time: We shall endeavour to respond by phone, email or online call to any technical issue or query within 2 hours.

Online Resolution Time: For an online resolution, we shall endeavour to complete the resolution same day, working hours permitting.

Customer Site Resolution Time: Should an engineer be required to visit. We shall endeavour to book an engineer on site within 4 working days of initial reporting of the technical issue. This is dependent of required parts being available or needed and the urgency stated by the customer.

1.2. Reporting a technical issue. There are a number of ways in which you can report a technical issue or make an enquiry about your product.

- QR code scan of simulator.
- Phone or WhatsApp chat your local customers services.
- Email support@mse-group.co

1.3. Ways to repair:

- Online diagnostics and technical resolution where possible.
- Assisted repair carried out by your simulation technician.
- Repairs on customer site. A qualified technician will come to you.
- Though some repairs may have to be carried out within MSE service centres in the UK or EU region. (We endeavour to keep this to a minimum).

1.4. End User reporting of service or technical issue must contain the following content:

Contact details of reporting End User. Including:

- Name and title of Person(s) responsible
- Account details.
- Email address
- Contact Telephone number.
- Availability times for call back with technical services within the hours 8 am to 6 pm within the working week of Monday to Friday. We will call back within 2 hours.

About the Product

- Serial number of Simulator Product.
- Nature of product failure or technical issue.
- Some contexts of applied remedies tried.

2. Product Pre-Commission

Prior to the booked delivery and installation of the purchased Simulator Product to you, the End User. MSE will complete an extensive and comprehensive Pre-Commission of the Simulator product before reaching you (The End User), at an MSE supported technical service centre. This will be done under a strict process of "Quality Control". This is to ensure that the Simulator product reaches you in peak condition and to assure that any technical faults or issues that have not been diagnoses on production or that may have occurred during transit, are then addressed prior to delivery.

With Audio Visual products because of local networking calibration. Commissioning shall be carried out with installation.

2.1. The Commissioning Technician shall have passed a certificated course provided by the manufacturer for technical services engineers on the "specific" Simulation Product. The Commissioning and Quality Control process shall be documented fully by the commissioning technician. All functionality will be tested as in "good working order" before delivered to the End User.

2.2. A functionality checklist shall be completed covering the following "grouped" functions:

- Airway (patency and leak tested).
- Breathing
- Auscultation
- Neurology.
- Circulation.
- CPR.
- Defibrillation.
- ECG.
- Fluids.
- Vascular Access.
- Sound.
- Articulation of Limbs and Movement of Head.
- Skin will be checked for abrasions and tears.

2.3. Computers, Monitors, and computer peripherals.

The computers and Monitors shall be fully Commissioned, software loaded and will tested with the simulator to be in working order.

Connectivity

All connectivity shall be pre-assigned for both Bluetooth and Wi-fi with the provided Wi-fi router. The router shall pre-configured for the specific Patient Simulator. The Wi-fi will be tested to ensure that Patient Simulator, Computer and Simulated Patient Monitor have an established simulator specific Wi-fi network.

As an additional service, an MSE technician can also offer advice and technical solutions for Customer Wi-fi connectivity on the customer site, which could also include existing simulators.

3. Installation and Orientation training.

At MSE, we wish to assure that the Customer is completely happy with the purchased product on the day installation. All we ask is protected time for any attendees that wish to be present for the installation and orientation of the simulation product.

The installation and orientation shall be a commitment from MSE for 1 day inclusive within the purchase price.

Within the installation service the customers shall receive the following:

3.1. Before we get there. Customers Services shall book “at the customer’s convenience.

- An appropriate time for the delivery of the Simulation Products.
- A date for the Installation and orientation when all learners are available. This will also depend on the availability of MSE technical Service Engineers.
- Pre-reading to be sent for attending staff who will be present for the Installation and orientation.

3.2. What is in it for you? For the Installation and Orientation, the customer will receive Orientation training for up to 8 people within a group for 1 full day which shall cover the following:

- General “customer site” Wi-fi test and evaluation.
- Connectivity test. Product Wi-fi and Bluetooth.
- *Network test specific to audio visual products.*
- First Start-up of simulator.
- “Complete” Functionality walk-through.
- Software orientation.
- “Complete” Functionality demonstration
- Scenario building.
- Dry Run scenario.
- Trouble Shooting session.

3.3. Above and beyond the call of duty, our commitment to the community:

We recognise that our technicians, sales, and support staff may be able to help outside of the normal services offered:

- Re-installation of Simulation Products or Software. ***We recognise that there may be times when your situation changes before the start of use of a purchased simulator. Within 6 months of the first installation, MSE will re-install the simulator on your site if you must relocate to a different room or building within your organisation.***
- If you have compatible computers, not purchased through MSE, that meet the specification required for simulation products purchased from MSE. MSE will install additional software “free of charge” associated with the purchased product installed only and limited to 2 additional computers (*However, this is at the customer’s own risk, as we cannot take responsibility for computers not sourced by MSE).*

- Wi-Fi connectivity optimisation. MSE recognise that historically, using Wi-fi networks associated with high fidelity patient simulators, can sometimes be prone to interference. MSE shall endeavour to assess and consult on the corrected associated Wi-fi channels.
- 3rd party product integration. If compatible, the installation technician can assist (if trained) on integration with 3rd party products such as audio-visual installations. Or we would happily do this in conjunction with other service providers you may use. (example, feeding sound through an audio mixer).

3.4. Installation organisational requirements given by Customer:

- Delivery instructions: location specifics and building entry and access, including security passes for the delivery team and the technical team must be organised and provided prior to the delivery, and installation and orientation dates.
- Please ensure that there is adequate and appropriate space for the simulator and work surfaces for the computer components and simulated patient monitor.
- Please ensure that customers services are informed of the brand and type of defibrillator monitor used in your simulation centre and it is communicated prior to arrival of MSE team. This is to ensure that the corrected defibrillation connectors are provided with your purchase.
- If wi-fi integration is required, please provide all site or facility specific infrastructure configuration information and instructions (such as TCP/IP address, DHCP and CIDR address, network access).
- Customer Attendees for the installation and orientation must agree to protected time. Please ensure this with the available personnel as pre-determined in the installation booking that will be involved in the installation and training of your simulator installation. It is recommended that "stand-in" personnel are pre-arranged in case of unforeseen circumstances preventing people from attending.
- Attendees for the installation and orientation must be named prior to the installation date.
- Installations must be booked by the customer if possible, when delivery date is agreed with the customer.
- Installation on customer site must be booked no longer than 26 weeks (6 months) after delivery of the product unless otherwise specified on purchase of product.
- Dates for installations are subject to availability within the MSE technical services calendar. However, MSE will do their best to meet the customer needs for specific dates.
- If the installation requires cancellation due to customer requirements or unforeseen circumstances, MSE ask to be informed prior, a minimum of 5 working days in advance.

3.5. What is not covered or supported for the installation:

- Installation services cannot be booked on a bank holiday or public holiday unless a request is accepted by MSE customer services upon specific consultation of the MSE team. This is down to the discretion of the technician allocated.
- If for any reason within or beyond the Customer's control, the scheduled installation cannot be completed at the agreed and booked time, MSE reserves the right to charge (within reason) the customer for additional costs associated with travel and accommodation for the technician.

4. Warranty & Services Combined.

MSE, provides standard 12-month warranty and service commitment from the date of delivery and mutual signing of End User receiving simulator(s) for all base products including audio visual related simulation products.

The 12 months warranty and service are inclusive within the purchase price of the simulator(s) and audio visual products. All parts covered under warranty, will be repaired, or replaced with new or recycled parts under warranty conditions FOC.

Excluding defined wear-and-tear parts as well as parts defined as consumable.

4.1. MSE guarantees correct functioning of the product for 12 months from the date of Commissioning from MSE Technician who is certified competent by the manufacturer.

4.2. Included in Year 1 warranty & Service Combined:

- The first year of warranty is included within the price.
- Comprehensive pre-delivery Commissioning.
- Installation on Customer site.
- Administrator/Facilitator Orientation on the day of installation for 1 day. With Certificate of attendance for up to 8 team members.
- Remote Trouble shooting support.
- Preferential treatment when MSE respond to technical issues logged by customers with warrant and service agreements.
- Customer site resolution or repair: Within a 12-months warranty, the customer shall be entitled unlimited onsite visits from a technical engineer.
- Replacement or repair of faulty or defective components.
- *Software support and relevant software updates and updates to new software for all simulation products. This will include any enhancement to software.*

4.3. Additional Warranty years:

2nd year (month 13 to 24), **3rd year** (month 25 to 36 months), **4th year** (month 37 to 48 months) and **5th year** (month 49 to 60 months) extended warranty cover can be purchased upon request within the original purchase of capital equipment agreed.

Past month 60 warranty shall be negotiable and can be provided, upon purchase by End User if requested.

- If Customer has made commitment to warranty and service agreement beyond year 5 which is purchased upon original purchasing of simulator. MSE commit to complete service and rejuvenation of simulator product at the end of year 5. This is to ensure that the simulator product is in working order as new, but within the boundaries of “used state”. This excludes wear and consumable parts.
- Commitment to extended warranty after month 13, also includes Administration “refresher training” if requested for 1 day. For up to 8 members of Staff. This will be offered on an annual basis for all additional years by End User for Warrant and Service agreement.
- Additional warranty can be agreed beyond year 5 after month 60. Provided there is no break in the original agreement.
If there is a break in the original agreement, MSE reserve the right to request inspection of the proposed simulators before agreeing to additional warranty.

Please refer to the warranty and service price list, provided by MSE. List Prices of additional Warranty and Service contracts shall be subject to review on a 12-month basis internally in MSE.

5. Disclaimers:

MSE shall not be liable for (including within the warranty period) for any breakdowns or other malfunctions or issues, “wear and tear” beyond repair, caused by reasons stated below.

- 5.1** Infringement by the Customer or End Users of rules of operation, storage, or transportation of the goods.
- 5.2** Actions of third parties including:
 - Repair by any unauthorized third party or any unauthorized alterations to the original design.
 - Deviation from the State Technical Standards (individual for each country) and the norms of supply, telecommunication, and cable networks.
 - Incorrect installation or connection of the product.
- 5.3** Acts of nature are not covered under warranty (elements, fire, lightning, flood, earthquake etc.) outside of the influence of MSE. It is recommended that the customer seeks insurance coverage for their medical simulator.
- 5.4** Contamination by software that may be incompatible with the provided simulator software. Any malicious programs (for example, computer viruses, spyware, trojans etc.) must be protected against by the customer, by insuring that supplied firewalls are in continuous use.
- 5.5** Additional software installed on the simulator computers must be checked to be compatible with the simulator original software. It is advised that no other software is installed on related to the

simulators.

- 5.6 Incorrect software update performed by the customer or End User unless under warranty, incorrect software update that led to the damage of the product, both by the customer or End user themselves and/or by any unauthorized person.
- 5.7 Loss of data on End user products: MSE shall hold no liability for the loss of data associated with a computer supplied with simulator products. It is the responsibility of the End User to ensure that all data is regularly backed up at sufficient intervals.
- 5.8 It is the responsibility of the Customer/End User to check the Simulator Products for full functionality, with sufficient time prior to the commencement of a scheduled course or activity where a simulation product is needed. This is to ensure that there is the best chance possible for resolution of technical issues
- 5.9 Damage caused by users within the customer's charge or damage caused by tools such as intubation equipment, dropping, impact or over extension of limbs and any other damage caused by malicious or ill treatment, shall not be covered under the service of warranty agreement.

For a longer lasting simulator

We at MSE believe that if you treat your simulator like a real patient, your simulator will last longer.
Please care for these machines.

MSE International Healthcare Systems GmbH
Spaces Square One
Leopold Unger Platz 2
1190
Vienna
Austria

Service Guide valid from 1st January 2021, MSE International Healthcare Systems GmbH.
Warranty and Service guide may be subject to regional variations.
MSE International Healthcare Systems GmbH have the right to alter service condition.

