

What to do if a Laerdal product is damaged or not working properly

1. Remove the device from use.
2. Contact facility/regional technicians for troubleshooting if available.
3. Share issue with Laerdal as soon as possible, without delay.

Responsible role: Facility Champion, or similar

You can do this in either of the following ways:



Email customer service

Send an email to LGH@laerdal.com.
Subject title: Product, country and facility name.
Include the details below in the email body.

OR



Fill out the online form

You can scan the QR code using your smart device, or visit the page in your browser at:
laerdalglobalhealth.com/support/product-support

What information will Laerdal need?

1. Name of the organization, company or facility.
2. Name of the person filing the complaint.
3. Laerdal product name.
4. The product serial number [SN] in full length, e.g.: "5322300000" or [LOT] "4323"
5. Your feedback, including:
 - Description of the problem, including broken parts
 - Error codes
 - Other problems
6. Describe what troubleshooting has been performed. If there is a troubleshooting form, include a picture.
7. If it is a medical device:
 - Was it being used on a patient when the problem(s) with the device occurred?
 - Was the patient treatment affected?
8. Attach photos of the device and its issue.

4. Wait for instructions from Laerdal.

