



## Open VetSim Warranty

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### **I-Town Design**

David Weiner

V: 607 227 2958

E: [david@itowndesign.com](mailto:david@itowndesign.com)

Terry Kelleher

V: 607-351-6456

E: [terry@itowndesign.com](mailto:terry@itowndesign.com)

Sales

[sales@itowndesign.com](mailto:sales@itowndesign.com)

Tech Support

[tech@itowndesign.com](mailto:tech@itowndesign.com)

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# Open VetSim Warranty Statement

## 1. Warranty

Thank you for your purchase of the Open VetSim Canine Simulator.

This Limited Warranty applies to the listed components installed or provided by I-Town Design, LLC as part of the Open VetSim Canine Simulator.

The terms and conditions of this Warranty may change without notice.

## 2. What does the warranty cover?

This limited warranty covers any defects in materials or workmanship under normal use during the Warranty Period.

During the Warranty Period, I-Town Design, LLC will repair or replace at no charge, components that are external to the canine manikin, and will replace at no charge, defective components that are installed in the canine manikin.

Components external to the canine manikin include:

- Sim Controller and power supply
- Air Control Box and cable
- Pseudo scope (auscultation) and cable

Components that are internal to the canine manikin include:

- Femoral pulse units and cables
- CPR detector and cable
- RFID tags
- Transition card
- Lung lifters
- DB15 control cable
- Breathing tubes
- Breath detection tube
- Trachea plug

## 3. How long does the coverage last?

The Warranty Period is 90 days from date of delivery.

## 4. What does the warranty not cover?

This Limited Warranty does not cover any malfunctions, defects or damage due to misuse to any of the components listed above. Further, this Limited Warranty does not cover the following:

- Damage to the canine manikin internal foam, fur, or mouth assembly
- Air pump
- Sim Manager laptop
- Network router

The above components are covered under the original manufacturer's warranty.

***This limited warranty does not cover the provided software modules included with the Sim Manager or Sim Controller.***

## 5. How do I get service?

To obtain service, you must contact I-Town Design, LLC so we may determine the best way to resolve your problem. Please contact us at [tech@itowndesign.com](mailto:tech@itowndesign.com)

## 6. Additional support and resources

I-Town Design, LLC will provide 1 hour of free remote consultation within the Warranty Period. Software updates are available at any time no matter what the Warranty status is.

After the Warranty Period, requested support either remotely or on site will be billed at \$100 / hour. Onsite support will incur an additional fee to cover travel and incidental expenses.

I-Town Design, LLC offers development services for additional software features and scenario writing at \$100 / hour. Projects can be negotiated for a flat fee.

Documentation and guides can be found here:

<https://vetsim.net>

If you have any questions, please do not hesitate to email us:

[tech@itowndesign.com](mailto:tech@itowndesign.com)

Thank you!