



S104 SUSIE SIMON NEWBORN

CPR NEWBORN PATIENT SIMULATOR

USER GUIDE

SUSIE SIMON Newborn Simulator is an interactive educational system developed to assist a certified instructor. It is not a substitute for a comprehensive understanding of the subject matter and not intended for clinical decision making.

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1. INTRODUCTION

1.1 Specifications

- Length: 22 inches
- Weight: 5.2 Lbs
- Power Supply Input: 100-240V ~ 50-60 Hz 0.48A
- Power Supply Output: 5.9V, 3A

1.2 Care & Maintenance



Damage caused by misuse is not covered by your warranty. It is critical to understand and comply with the following guidelines.



The accessories provided are for use with the accompanying patient simulator only. The accessories are not suitable for human use or medical treatment/diagnosis and should never be used for such purposes.

General

- Ball point pens, ink, and markers permanently stain the skin.
- Do not wrap this or any other Gaumard product in newsprint.
- Only use Gaumard's provided simulated blood for fluid features. Any other simulated blood containing sugar or any additive may cause blockage and/or interruption of the vasculature system.



Vein tubing in the Susie & Simon Newborn simulator contains latex which may cause allergic reactions. Users allergic or sensitive to latex should avoid contact. Discontinue use of this product and seek medical attention if an allergic reaction occurs.

- Replacement parts are available from Gaumard Scientific or from your Distributor.

Operating Conditions

- The simulator will only power on when connected to the AC power supply.
- Operating temperature: 50°-95° F (10°-35° C)
- Humidity: 5%-95% (non-condensing)

Storage Conditions

- Store the simulator in a cool, dry place. Extended storage above 85 degrees Fahrenheit (29 Celsius) will cause the simulator to soften and slowly warp.
- Humidity: 40%-60% (non-condensing)
- Do not stack or store heavy materials on top of the case the simulator is stored in.



To avoid damage to the simulator, please store and ship it in the clear poly bag provided.

Procedures

- Mouth-to-mouth resuscitation without a barrier device is not recommended, as it will contaminate the airway.
- Treat the simulator with the same precautions that would be used with a real patient.

General Cleaning

- The compatible simulator is "splash-proof" but not water-proof. Do not submerge or allow water or other liquids to enter the interior of the simulator.
- The simulator should be cleaned with a cloth dampened with diluted liquid dishwashing soap.
- Dry thoroughly after every cleaning.
- A secondary cleaning with a cloth dampened with 70% isopropyl alcohol can be performed if required.
- Do not clean with harsh abrasives.
- Dry thoroughly after every cleaning.
- After drying, application of talcum powder can return the simulator to its lifelike feel.

2. OVERVIEW

2.1 Features

SUSIE SIMON Newborn is a full-body newborn patient simulator used to practice and hone proper newborn CPR and other airway management skills.

An overview of the newborn's features and package include:

- Fully articulating head and jaw with tongue
- SAFE CPR™ individual disposable airways to practice hygienic mouth-to-mouth ventilation
- OMNI™ Code Blue® pack monitors and logs the cadence and depth of cardiac compression and airway ventilation
- Arterial pulse points
- Soft, lifelike face skin with molded hair
- T-shirt and shorts
- Instruction Manual
- Custom nylon carrying bag

2.2 Terminology

Facilitator

The person conducting the simulation; an instructor or lab staff member.

Provider

A person participating in the simulation as a healthcare provider.

Code Blue®

Feature of the OMNI controller to monitor, train, and evaluate CPR.

eCPRLink™

The software application to monitor, train, and evaluate CPR on a PC.

3. INITIAL SETUP

3.1 Power Supply

Always operate SUSIE SIMON Newborn with the provided power supply.

To connect the power supply to SUSIE SIMON:

1. Obtain the Power Supply.
2. Plug the Power Supply into the left side of the Susie Simon's torso.
3. Plug the other end of the Power Supply into an appropriate outlet.



3.2 Connecting the OMNI to SUSIE SIMON

OMNI is the controller device that can obtain feedback information via the cadence and depth of chest compressions and airway ventilations.

The OMNI controller is powered by the simulator (which has to be plugged into its Power Supply in order to operate).

To connect the OMNI:

1. Obtain the 15' blue RJ45 cable and connect one end to the Ethernet port located on the left side torso of Susie Simon.



2. Connect the other end of the RJ45 cable to the Ethernet port located on the side of the OMNI controller.

A startup screen is shown while OMNI is detecting SUSIE SIMON's features.



4. WORKING WITH SUSIE SIMON® NEWBORN

4.1 Airway

The SUSIE SIMON Newborn is built to be used with individual disposable airways to practice hygienic mouth-to-mouth ventilation.



Always use a different disposable airway for each provider. Use only Gaumard Scientific disposable airways. Products manufactured by other suppliers are not compatible.



Removing & Replacing Disposable Airways

It is best practice to change the disposable airway for each provider prior to providing mouth-to-mouth ventilations.

To change the disposable airway on the SUSIE SIMON Newborn:

1. Gently peel the chest skin from its Velcro attachments to reveal the inside chest cavity.



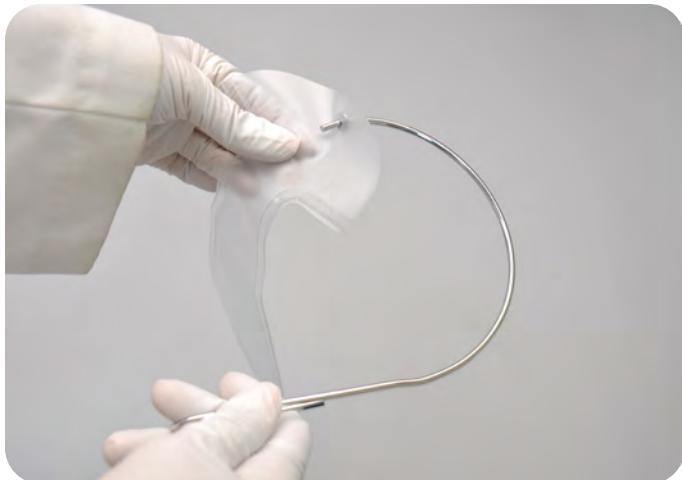
2. Remove the ribcage.



3. Remove the disposable airway by grasping and pulling it away from the simulator.



4. Thread the **Introducer** through the hole at the curved end of a fresh, new disposable airway.



5. With SUSIE SIMON's head tilted back, ease the **Introducer** up through the neck using an upward curving motion.



6. Remove the **Introducer** and adjust the new disposable airway to the mouth and chest cavity.



7. Replace the ribcage back in the chest cavity on top of the disposable airway.

8. Reattach the chest skin to the Velcro attachments on the torso.



4.2 Breathing

Ventilations

SUSIE SIMON Newborn supports mouth-to-mouth and BVM ventilations (use an appropriately sized infant mask with a good seal) which will present bilateral chest rise.

Train CPR with the SUSIE SIMON Newborn and obtain feedback information via the OMNI controller on the cadence, depth of chest compressions, and airway ventilations.



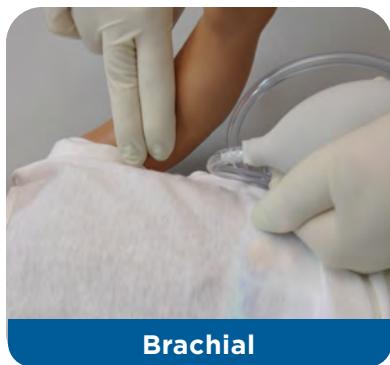
4.3 Circulation

Pulses

SUSIE SIMON Newborn has manually simulated RIGHT brachial and femoral and LEFT brachial and popliteal pulses.

There is an option to purchase SUSIE SIMON Newborn with radial and tibial pulses (subject to additional cost).

The manually simulated pulse locations are activated by squeezing and pulsating the squeeze bulb attached to the SUSIE SIMON Newborn's left side.



Brachial



Popliteal



Femoral

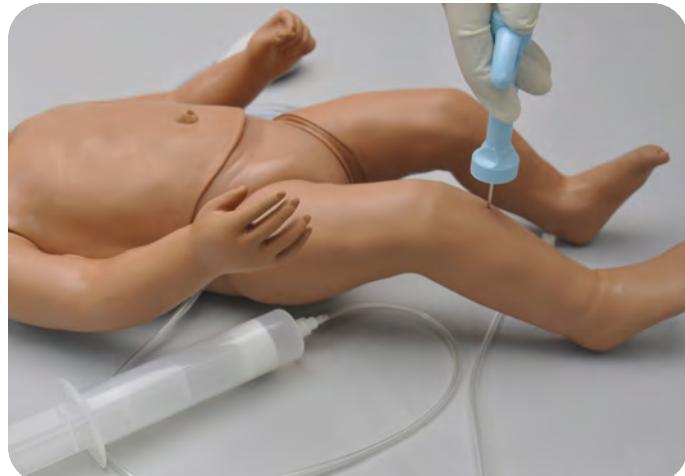
4.4 Newborn Femoral Venous & Intraosseous Access Option

For the Newborn Femoral Venous & Intraosseous Access feature, tubing is installed on SUSIE SIMON Newborn's RIGHT side torso and LEFT heel. The tube on the RIGHT side torso is the Fill and the tube on the LEFT heel of the foot is the Drainage.

The RIGHT femoral venous and RIGHT intraosseous access points are part of the same fluid system so, you fill both, simultaneously, with the following procedure.

To fill the Femoral Venous & Intraosseous system for fluid/blood withdrawal:

1. Place the end of the **Drainage Tube** into a waste container and open the adjustable clamp on the tube.
2. Fill the **Dispensing Syringe** with fluid (can be clean water or Gaumard Artificial Blood Concentrate).
3. Connect the **Dispensing Syringe** to the **Fill Tube** and push fluid into the system.
4. Allow the fluid to flow through the system and out the **Drainage Tube**.
5. Close the adjustable clamp on the **Drainage Tube**.
6. Perform a RIGHT femoral IV and/or RIGHT intraosseous procedure using appropriately sized needles.



Continuous Infusion

For continuous IV infusion simulations at the femoral and/or intraosseous access locations:

1. Place the end of the Drainage Tube into a waste container and open the adjustable clamp on the tube.
2. Leave the clamp on the Drainage Tube open.

The vasculature of SUSIE SIMON Newborn's femoral vein and tibial bone hold a very small amount of fluid. Therefore, the adjustable clamp on the Drainage Tube MUST remain open when continuously infusing so that the additional fluid has somewhere to go.

3. Set up an IV line as usual.



Do not use povidone-iodine on SUSIE SIMON Newborn. It will permanently discolor the skin and make it brittle.



Drain & Clean the Newborn Femoral Venous & Tibial Intraosseous System

It is recommended to drain and clean the Newborn Femoral Venous & Tibial Intraosseous system at the end of each simulation day to prevent the formation of mold or system blockages.

To drain and clean:

1. Place the **Drainage Tube** into a waste container and open the adjustable clamp on the tube.
2. Fill the **Dispensing Syringe** with clean water and connect to the **Fill Tube**.
3. Push the clean water through the Femoral Venous & Tibial Intraosseous system until the fluid exiting the system runs clear.



4. Disconnect the **Dispensing Syringe**

and fill the syringe with air.

5. Connect the **Dispensing Syringe**

back to the Fill Tube.

6. Push air through the Femoral Venous &
Tibial Intraosseous system until all fluid
exits through the **Drainage Tube**.

Replacing the Tibia Bone

After draining and cleaning the femoral venous and tibial intraosseous system, replace the tibia bone as needed.

To remove and replace the tibia bone:

1. Remove the right leg skin and right tibia skin cover.
2. Rotate the tibia bone to use the other end of the bone or obtain a new tibia bone and replace the used one.
3. Re-attach the tibia skin cover.
4. Slip the right leg skin back onto SUSIE SIMON's leg.



4.5 Patient Care

Bandaging

The fingers and toes of the SUSIE SIMON Newborn are separate to permit bandaging exercises.

SUSIE SIMON's skin is smooth and resistant to water, oil, and liniments.

Eyes/Ophthalmologic Exercises

The head has separately inset eyes, permitting the following exercises:

- Administration of orbital medicines
- Simulation of removal of foreign bodies
- Eye irrigation

Tongue

The SUSIE SIMON Newborn has a soft tongue that can be gently moved for simulation exercises.

Range of Movement

The arms and legs are soft and rotate within the torso body. The head, neck, and jaw may also be articulated.

5. SUSIE® & SIMON® NEWBORN OPTIONS

5.1 Newborn Training Arm Option

The Newborn Training Arm Option simulates the arm of a newborn for intravenous and certain arterial exercises.

The training arm contains anatomically located venous and arterial grooves which are fitted with soft latex tubes closely simulating the consistency of the veins.

A translucent, pliable latex skin, which is removable and washable, is stretched over the training arm.

The Newborn Training Arm provides:

- A medial venous antecubital vein for IV exercises
- Radial and brachial pulse points
- Two veins in the dorsum of the hand for additional intravenous training techniques

When filling the Training Arm with fluid, simulate pressurized veins (like a clenched fist or a tourniquet situation) by clamping the drain and pushing a small amount of additional fluid to the system.

Release this pressure to simulate collapsed veins.

It is recommended to use a 23 gauge needle to prolong the life of the Training Arm skin.

Only use Gaumard Scientific Artificial Blood Concentrate with SUSIE SIMON Newborn to prevent clogging the system.

Package Contents

- Blood Dispensing Syringe
- Gaumard Scientific Artificial Blood Concentrate
- Spare Arm Skin

Fill the Newborn Training Arm System

When the option for the Newborn Training Arm is purchased, additional tubing will be installed on SUSIE SIMON Newborn's RIGHT shoulder. One is the Fill Tube and the other is the Drainage Tube for the Training Arm.

To fill the Newborn Training Arm system for fluid/blood withdrawal:

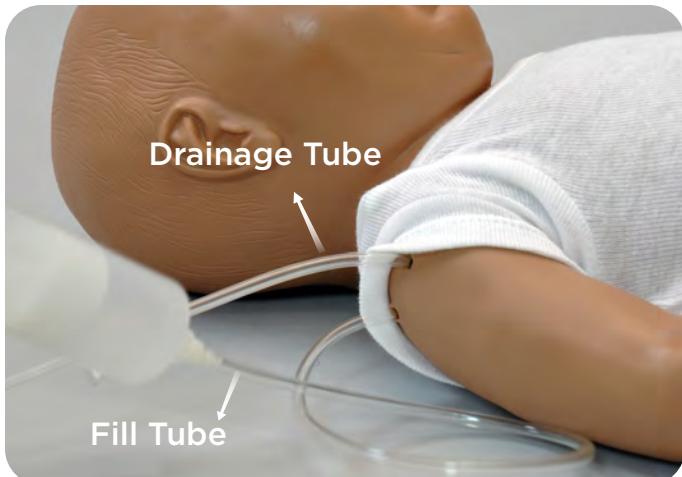
1. Place the end of the **Drainage Tube** into a waste container and open the adjustable clamp on the tube.
2. Fill the **Dispensing Syringe** with fluid (can be clean water or Gaumard Artificial Blood Concentrate).
3. Connect the **Dispensing Syringe** to the **Fill Tube** and push fluid into the system.
4. Allow the fluid to flow through the system and out the **Drainage Tube**.
5. Close the adjustable clamp on the **Drainage Tube**.

At this point, to simulate bulging veins push a little more fluid into the system while the adjustable clamp on the Drainage Tube is closed.

To simulate collapsed veins, pull back on the Dispensing Syringe to pull out some of the fluid from the system (while the adjustable clamp on the Drainage Tube is closed).

6. Remove the **Dispensing Syringe** from the **Fill Tube**.
7. Use a 22 or 23 gauge needle to perform the fluid/blood withdrawal exercises.

Smaller needle sizes prolong the life of the arm skin.



Continuous Infusion

For continuous IV infusion simulations:

1. Place the end of the **Drainage Tube** into a waste container and open the adjustable clamp on the tube.
2. Leave the clamp on the **Drainage Tube** open.

The vasculature of SUSIE SIMON Newborn's veins holds a very small amount of fluid. Therefore, the adjustable clamp on the Drainage Tube MUST remain open when continuously infusing so that the additional fluid has somewhere to go.

3. Set up an IV line as usual.



Do not use povidone-iodine on SUSIE SIMON Newborn. It will permanently discolor the skin and make it brittle.

Drain & Clean the Newborn Training Arm System

It is recommended to drain and clean the Newborn Training Arm system at the end of each simulation day to prevent the formation of mold or system blockages.

To drain and clean:

1. Place the **Drainage Tube** into a waste container and open the adjustable clamp on the tube.
2. Fill the **Dispensing Syringe** with clean water and connect to the **Fill Tube**.
3. Push the clean water through the Training Arm system until the fluid exiting the system runs clear.
4. Disconnect the **Dispensing Syringe** and fill the syringe with air.
5. Connect the **Dispensing Syringe** back to the **Fill Tube**.
6. Push air through the Training Arm system until all fluid exits through the **Drainage Tube**.

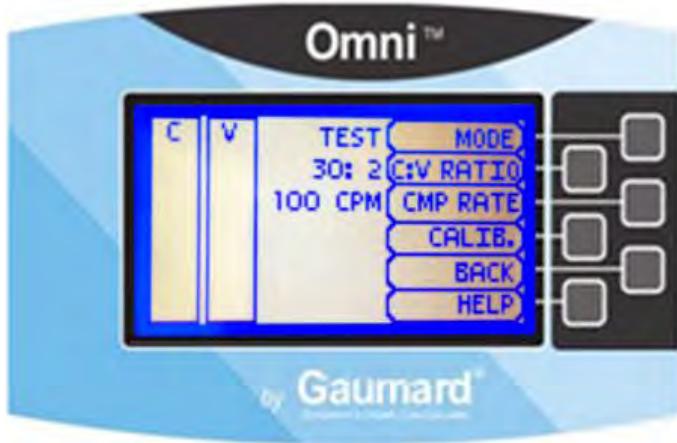
6. WORKING WITH OMNI

6.1 Main Screen

The OMNI main screen is divided into three sections which are:

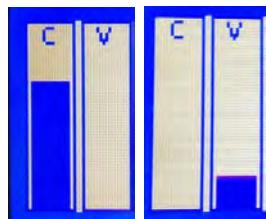
- Feedback graphics
- Current Settings
- Navigation Menus

Pressing each button will display each menu item in detail.



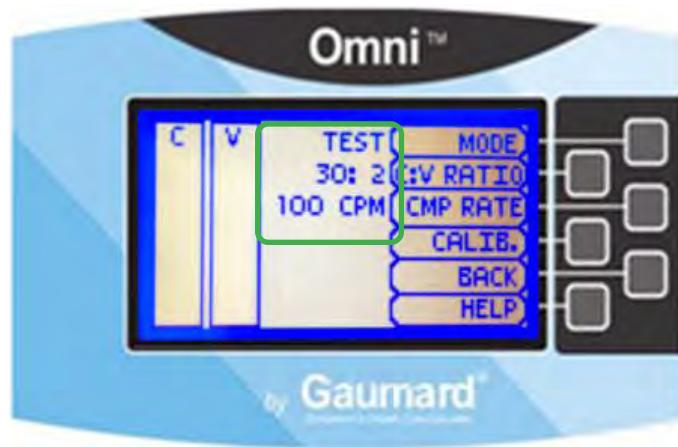
Feedback Graphics

Monitor and evaluate depth and cadence of compressions and ventilations in real time.



Current Settings

Current Settings information is listed in the center of the screen.



6.2 Navigation Menus

Edit SUSIE SIMON Newborn settings using the navigation menus and buttons.

Select a menu item by pressing the soft key buttons located on the right side of the controller. Each menu has additional submenus or toggle selections.

Use the submenus to decrease, increase, accept, or cancel values. Use the toggle selection to switch between available options in the menu.



Mode: Test/Coach

The **COACH** mode generates audible tones to coach CPR ratio. A high pitched short beep signals the care provider to perform a chest compression and a low pitched long beep signals to perform a ventilation.

The **TEST** mode operates without the audible cues so that the care provider can be assessed.

Toggle between COACH and TEST mode as desired.

C:V (Compression to Ventilation) Ratio

Adjust the compression to ventilation ratio using the + and - buttons.

Press OK to save the changes and return to the previous screen. The default value for the C:V Ratio is 30 compressions to 2 ventilations.

CMP Rate Menu

The default value for the compression rate is 120 compressions per minute. Adjust the rate using the + and - buttons. Press OK to save the changes and return to the previous screen.

Calibration Menu (CALIB.)

Click on the **CALIB.** menu to perform calibrations for either chest compressions (**C CAL.**) or ventilations (**V CAL.**)

Calibrating Chest Compressions (C CAL)

SUSIE SIMON comes pre-calibrated to the current CPR guidelines at the time of manufacturing. If the CPR guidelines change, calibrate the sensors inside SUSIE SIMON Newborn using the calibration menu.

To calibrate the chest compressions:

1. Select **C CAL.**
2. Press **START** to begin the calibration procedure.

OMNI will ask you to perform several correct chest compressions for the system to be calibrated to. The facilitator should follow the text cue on the screen to perform just one chest compression at a time until finished.

When OMNI is ready to calibrate it will display **COMPRESS**.

3. Perform a correct chest compression.



Follow the text cues on the OMNI screen to perform the remaining four chest compressions. When the calibration is complete OMNI will display **DONE**.

4. Press **SAVE**.

Calibrating Ventilations (V CAL)

To calibrate the airway ventilations:

1. Select **V CAL**.
2. Press **START** to begin the calibration procedure.

OMNI will ask you to perform a number of correct airway ventilations. The facilitator should follow the text cue on the screen to perform just one ventilation at a time until finished.

When OMNI is ready to calibrate it will display **VENTILATE**.

3. Perform a ventilation.

Follow the text cue on the screen to perform the remaining four ventilations. When the calibration is complete OMNI will display **DONE**.

4. Press **SAVE**.

Resetting OMNI's Pressure Sensor

It is recommended that the OMNI's pressure sensor is reset at altitudes greater than 1000 feet to avoid inaccurate compressions and ventilations readings.

Perform the sensor reset procedure only as part of the initial calibration process.

To reset the sensor:

1. Select **RESET** within the compression/ventilation calibration menu.

After resetting the sensor, OMNI will display **DONE**.

2. Select **SAVE** to finish.

Help

The HELP window provides access to backlight timer and the OMNI/SUSIE SIMON newborn serial number.

The default value for OMNI's backlight timer is 10 minutes. After 10 minutes the backlight will turn OFF.

To increase the backlight duration, adjust the backlight timer with the + or - buttons.

Press **OK** to accept the changes.

Select the **SERIAL** option to view the OMNI and SUSIE SIMON Newborn serial number. This information is very useful when contacting technical support or ordering replacement parts.

Press **OK** to return to the HELP menu.

6.3 eCPR™ Link

eCPR™Link is an application that enables monitoring and logging of compressions and ventilations performed in real time by the user on a PC.



This software aims to provide additional testing and teaching tools for CPR using an interface to display a waveform graph of the compressions and ventilations.

eCPR™Link Minimum System Requirements

- **Operating System:** Windows 7 or above
- **Computer and Processor:** 1 gigahertz (GHz) or faster 32-bit (x86) or 64-bit (x64) processor
- **Memory:** 1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)
- **Hard disk:** 4 gigabyte (GB) available disk space
- **I/O Ports:** USB port
- **Install media:** website download at:

<https://www.gaumard.com/gaumard-software>

eCPR™Link Software Installation

1. If installing the eCPR™Link software for the first time, follow the instructions listed below:

2. Connect the tablet/PC to an internet network.

3. Open a web browser and navigate to the following webpage:

<https://www.gaumard.com/gaumard-software>

4. Scroll down on the webpage to reach the **CPR Feedback Applications** section.

5. Check the EULA box and click **Download**.

6. Once the zip folder downloads, right click and extract all.

7. Click on the extracted **eCPR** folder and run the **eCPR** application.

8. Follow the installation wizard to complete installation.

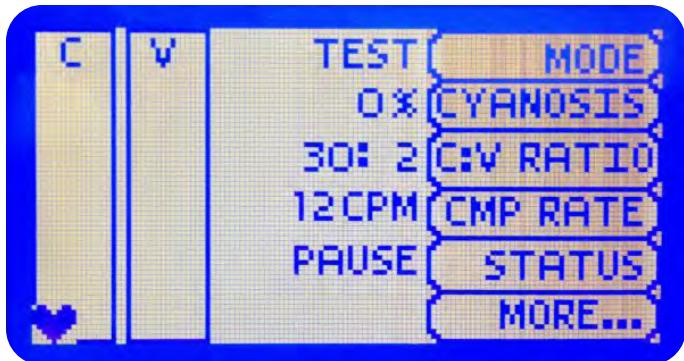
eCPR™Link Equipment Setup

1. Connect the power supply to the power input on the simulator, and then connect the power supply to the wall outlet.

2. Connect the communication cable to the simulator and to OMNI.

3. Connect the USB cable to OMNI and to the USB port of your PC.

4. OMNI will display a heart icon on the lower left side of the screen, when a connection with the PC has been established.



Do not start the eCPRLink application until OMNI is connected to the PC.

Starting eCPRLink

Double click on the eCPR™Link icon on the desktop of your PC.



For further instructions on how to use eCPRLink, refer to the OMNI user guide.

7. APPENDIX

7.1 Consumables and Replacements

Item No.	Type	Item Description
S104.709	Replacement	15' RJ45 Cable
S104.807	Replacement	Carrying Bag
S104.812	Consumable	Artificial Blood Concentrate
S104.816	Replacement	Squeeze Bulb
S104.817.D	Replacement	Outer Face and Skin Cover (Dark Skin Tone)
S104.817.M	Replacement	Outer Face and Skin Cover (Medium Skin Tone)
S104.817.L	Replacement	Outer Face and Skin Cover (Light Skin Tone)
13111704A	Consumable	Intraosseous Tibial Bones
S104.836L.D	Consumable	Left Leg Skin Cover (Dark Skin Tone)
S104.836L.L	Consumable	Left Leg Skin Cover (Light Skin Tone)
S104.836L.M	Consumable	Left Leg Skin Cover (Medium Skin Tone)
S104.836R.D	Consumable	Intraosseous Skin and Bone Cover (Dark Skin Tone)
S104.836R.L	Consumable	Intraosseous Skin and Bone Cover (Light Skin Tone)
S104.836R.M	Consumable	Intraosseous Skin and Bone Cover (Medium Skin Tone)
S104.841	Consumable	Disposable Airways (Package of 10)
S104.842	Consumable	Disposable Airways (Package of 100)
S104.854	Replacement	Disposable Airway Introducer
S104.918	Replacement	Filling Syringe

7.2 Gaumard Sales terms and conditions

These Gaumard Scientific Company, Inc. (“Gaumard”) Sales Terms and Conditions (“Terms”) apply to the sale or use of Gaumard equipment (“Equipment”), Software (“Software” as defined in paragraph 13), and supplies (“Supplies”), collectively referred to as “Product” or “Products” between Gaumard and the entity named on the applicable Gaumard Purchase Order (“Customer”) (collectively, “Party” or “Parties”). The Parties, intending to be legally bound, agree as follows.

1. **Agreement.** Customer agrees to purchase from Gaumard the Products set forth in quotes and purchase orders accepted by both Customer and Gaumard. These Terms, along with any Exhibits, any applicable Gaumard Purchase Order documents, Gaumard Warranty documents, Gaumard Cares Service Plan documents, and any other purchasing or service documents executed by the Parties constitute the complete and entire agreement between Gaumard and Customer (collectively referred to herein as the “Agreement”). This Agreement will supersede all other quotations, agreements, understandings, warranties, and representations (whether written or oral) between the Parties with respect to the subject matter set forth in the Agreement. Any Customer documentation (including Customer’s purchase order terms and conditions) that conflicts with or attempts to modify the Agreement in any way is hereby rejected and of no effect unless specifically agreed to in writing and signed by the Parties. No provision of this Agreement shall be waived, amended, modified, superseded, canceled, terminated, renewed, or extended except in a written document signed by both Parties or signed by the Party against whom the modification is sought to be enforced. This agreement can be terminated by Gaumard without cause by giving thirty (30) days prior written notice to Customer.

2. **Prices.** Prices, fees, and charges for Products and services (including maintenance, installation, and training as described in the applicable Gaumard Purchase Order documents, Gaumard Warranty documents, Gaumard Cares Service Plan documents) (“Service” or “Services”) are payable in United States (U.S.) Dollars only, and do not include any applicable taxes or shipping charges. If Customer claims any tax exemption, it must furnish a valid tax exemption certificate before shipment of Products. Unless such certificate is furnished, Customer agrees to pay at its sole expense all applicable taxes, assessments, fees, penalties, import duties, and merchandise processing fees that may be levied or assessed upon Customer or Gaumard with respect to this Agreement, the Products, or any interest thereon. Gaumard reserves the right to increase prices on thirty (30) days written notice to Customer.

3. **Payment.** Customer shall pay all invoiced amounts within twenty (20) days from the invoice date, unless otherwise agreed upon by Gaumard in writing. Gaumard may require some or all of the purchase price to be paid in advance by Customer, unless Gaumard grants credit approval as determined in Gaumard’s sole discretion on a case by case basis (taking into account factors such as credit rating, payment history, and size of order). A late charge will be due on any unpaid balance at a rate of 1.0% per month or the maximum rate otherwise permitted by law, whichever is lower. Gaumard may charge interest at the maximum rate permitted by law on all amounts not paid by the invoice due date. Gaumard retains a purchase money security interest in all Products sold to Customer to secure payment of the total purchase price thereof. Customer hereby grants Gaumard the right to file a copy of this Agreement with any appropriate authorities to evidence this security interest. Customer agrees to execute and deliver such other documents as Gaumard may request in connection therewith. Gaumard shall not be obligated to deliver any Product or perform any Service during any period when Customer payment is past due. Customer will be responsible for all costs (including reasonable attorneys’ fees) incurred by Gaumard to collect overdue payments and/or to take possession or otherwise dispose of Products for which payment is overdue.

4. **Product Shipment and Risk of Loss.** Unless otherwise agreed to in writing by Gaumard All Products will be shipped

F.O.B. Origin, regardless of any provisions for payments of freight, insurance, the form of shipping documents, or selection of carrier by Gaumard. F.O.B. Origin means title to the Products passes to the Customer at the shipping dock of Gaumard or Gaumard's supplier or authorized agent. Customer is responsible for shipping charges and for the cost of insurance paid to cover any losses from Gaumard's shipment point to Customer's receipt. Gaumard will assist Customer in processing any loss claims. Gaumard shall use reasonable efforts to meet the specified delivery dates. If Gaumard fails to make delivery within a reasonable time for reasons other than Customer's fault or circumstances beyond Gaumard's reasonable control, then Customer's only remedy is the right to terminate the applicable Purchase Order, whereupon Gaumard will refund any prepayments received from Customer relating to such Purchase Order.

5. Installation and Acceptance. Product orders are subject to 1) written acceptance by Gaumard, 2) receipt of specified deposits, as applicable and 3) continuing credit approval. If applicable, Gaumard will install Equipment at an agreed upon location ("Installation"). Installation shall be complete upon Gaumard's demonstration that the Equipment meets Gaumard's then-current operating specifications ("Installation"). Installation is subject to Customer cooperating in preparing and maintaining the site in compliance with Gaumard specifications, including but not limited to, applicable electrical and other connection regulations and all environmental conditions. If Customer fails to accept shipment of

Products other than for breach of warranty, Customer shall immediately pay the full purchase price as if shipment and Installation had occurred. If Customer fails to accept Products and if Gaumard decides to store ordered Products, Customer shall be responsible for Gaumard's reasonable insurance, handling, and storage charges. If Gaumard elects not to store ordered Products, Gaumard may arrange shipment and storage in a bonded warehouse at Customer's sole risk and expense.

6. Delay of Performance. The Parties' obligations under this Agreement are subject to force majeure, including but not limited to, civil insurrection, terrorism, fire, flood, labor disputes, shortages, delays of suppliers or contractors, or government priority systems, actions taken or threatened by any governmental agencies, acts of God or other contingencies or acts not within the sole control of the Parties. Gaumard reserves the right during any shortage period to (a) make Supplies available to Customer (as it sees fit) without any liability to Customer, and (b) to make substitutions and modifications in the specification of any Products, provided such substitutions or modifications do not materially affect the performance of Products.

7. WARRANTIES. Gaumard warrants that if a Product proves to be defective in material or workmanship within one year from the date on which title to the Product passes to the Customer ("Warranty Period"), Gaumard will, at Gaumard's option, repair or replace the Gaumard product. This limited warranty covers all defects in material and workmanship in the Gaumard product, except: (a) Damage resulting from accident, misuse, abuse, neglect, or unintended use of the Gaumard product; (b) Damage resulting from failure to properly maintain the Gaumard product in accordance with Gaumard product instructions, including failure to properly clean the Gaumard product; and (c) Damage resulting from a repair or attempted repair of the Gaumard product by anyone other than Gaumard or a Gaumard representative. Replacement parts are warranted for the remainder of the Warranty Period or ninety (90) days from shipment, whichever is longer. Services are warranted to be supplied in a workman-like manner. Gaumard does not warrant that use of the Products will be uninterrupted or error-free, or that the Products will operate with non-Gaumard authorized third-party products. THE FOREGOING WARRANTIES ARE IN LIEU OF AND EXCLUDE ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED BY OPERATION OF LAW OR OTHERWISE, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. SUCH LIMITED WARRANTY IS GIVEN SOLELY TO THE ORIGINAL CUSTOMER AND IS NOT GIVEN TO ANY THIRD PARTY INCLUDING, WITHOUT LIMITATION, SUBSEQUENT PURCHASERS OR USERS OF THE PRODUCTS OR CUSTOMERS OF THE CUSTOMER. THIS WARRANTY IS VOID UPON TRANSFER OF PRODUCT BY

CUSTOMER TO ANY OTHER ENTITY. SOME STATES DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES SO THE ABOVE EXCLUSIONS MAY NOT APPLY TO CUSTOMER. These warranties do not apply to any Products that are supplied on a pre-release or “as-is” basis.

8. **Warranty Claims and Remedies.** In the event of any warranty claim, Gaumard will replace with new or repaired items any Product part or component that is in breach of the above limited warranties. Alternatively, Gaumard may elect to repay or credit to Customer an amount equal to the purchase price of the defective Product. Items replaced shall become Gaumard property. All claims shall be initiated by contacting Gaumard within the applicable Warranty Period and within thirty (30) days after discovery of the non-conformity. If Customer has failed to notify Gaumard within the Warranty Period, then Customer shall be barred from instituting any action thereafter. Customer shall not return the Product to Gaumard without prior authorization from Gaumard. If the necessary repairs to the Product are covered by this limited warranty, then Customer will pay only the incidental expenses associated with the repair, including any shipping, handling, and related costs for sending the product to Gaumard and for sending the product back to the first purchaser. However, if the repairs are not covered by this limited warranty, then Customer will be liable for all repair costs in addition to costs of shipping and handling. Upon request, Gaumard must be given access to and an opportunity to inspect the Product and any working areas and storage areas. These remedies shall comprise Gaumard’s entire liability and Customer’s exclusive remedy for breach of warranty and are in lieu of any other remedies at law or equity.

9. **LIMIT OF LIABILITY.** GAUMARD SHALL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, PUNITIVE, EXEMPLARY, OR CONSEQUENTIAL LOSSES, DAMAGES, OR EXPENSES (INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, DATA, OR USE), DIRECTLY OR INDIRECTLY ARISING FROM THE SALE, HANDLING, SERVICE, OR USE OF PRODUCT OR SERVICES ORDERED OR FURNISHED, OR FROM ANY CAUSE RELATING THERETO. EXCEPT FOR PERSONAL INJURY OR DEATH TO THE EXTENT RESULTING FROM GAUMARD’S NEGLIGENCE OR INTENTIONALLY WRONGFUL ACTS OR OMISSIONS, IN NO EVENT SHALL GAUMARD BE LIABLE UNDER ANY LEGAL THEORY OR FOR ANY CAUSE RELATED TO A PRODUCT OR SERVICE, WHETHER BASED UPON WARRANTY, CONTRACT, TORT, NEGLIGENCE, OR OTHER THEORY, EVEN IF ADVISED OF THE POSSIBILITY THEREOF, FOR ANY AMOUNT IN EXCESS OF THE PRICE, FEE, OR CHARGE RECEIVED BY GAUMARD FOR SUCH PRODUCT OR SERVICE.

10. **Governmental Authorizations.** Customer is responsible for compliance and costs associated with all required licenses, permits, or other governmental authorizations, including but not limited to, any license or certification needed for Customer to use the Product, and any export or import license, exchange permit, or the like (“Licenses”), even if applied for by Gaumard on Customer’s behalf. If any authorization is delayed, denied, revoked, restricted, or not renewed, Gaumard shall not be liable, and Customer is not relieved of its obligations. Customer represents and agrees that it will handle all Product and technical data related to the Licenses so that it conforms to all applicable U.S. laws and regulations, including U.S. export licensing laws and the U.S. Foreign Corrupt Practices Act. Customer shall not trans-ship, divert, re-export or otherwise dispose of any U.S. origin goods or technology obtained from Gaumard except as U.S. laws and regulations expressly permit.

11. **Indemnity.**

Gaumard agrees to indemnify, defend and hold Customer, its officers, directors, employees, agents and contractors harmless from and against all loss, damage, liability, cost and expense (including reasonable attorneys’ fees and expenses) by reason of any claims or actions by third parties against Customer for (1) bodily injury or death, and damage, loss or destruction of any real or tangible personal property, which third party claims arise out of or relate to Gaumard’s gross negligence or willful misconduct or (2) infringement or misappropriation by Gaumard of any intellectual property rights under this Agreement.

a. Customer agrees to indemnify, defend and hold Gaumard, its officers, directors, employees, agents and

contractors harmless from and against all loss, damage, liability, cost and expense (including reasonable attorneys' fees and expenses) by reason of any claims or actions by third parties against Gaumard for (1) bodily injury or death or damage, loss or destruction of any real or tangible personal property, which third party claims arise out of or relate to Customer's gross negligence or willful misconduct; (2) infringement or misappropriation by Customer of any intellectual property rights; or (3) Customer's or its customer's use of the Products or Services, including without limitation, defamation, libel, slander, obscenity, pornography, or violation of the rights of privacy or publicity, or spamming or any other tortious or illegal conduct.

12. Software License. For purposes of these Terms, the term "Software" includes all Gaumard computer software, firmware, and associated documentation, whether in printed or machine-readable form, supplied by reason of this Agreement or for use in connection with Equipment or Services. To the extent the Product includes Software, Customer's use of the Software is governed by the Gaumard End User License Agreement attached as Exhibit A to these Terms.

13. Confidential Information. Customer shall maintain the confidentiality of any information provided or disclosed by Gaumard relating to the Software (as defined above), business or customers of Gaumard, as well as this Agreement and its terms (including the pricing and other financial terms under which the Customer will be obtaining the Services hereunder). Customer shall use reasonable care to protect the confidentiality of Gaumard's information disclosed, but no less than the degree of care it would use to protect its own confidential information, and shall only disclose Gaumard's confidential information to its employees and agents having a need to know this information and who are subject to confidentiality agreements having terms at least as restrictive as those contained herein. The obligations of confidentiality set forth herein shall not apply to any information in the public domain at the time of disclosure.

14. Intended Uses. Products are only intended for the uses described in the applicable user's manual or instructions for use. Customer assumes all risks associated with non-listed uses of Products and hereby indemnifies and holds Gaumard harmless from any claim associated with such non-listed uses.

15. Compliance with Laws. Gaumard and Customer agree to comply with all federal and state laws that govern the enforceability and performance of this Agreement.

16. HIPAA Compliance. As of the Effective date, the Parties are not planning to transfer any personal patient information between them. However, the Parties understand and agree that this Agreement may become subject to the Health Insurance Portability and Accountability Act of 1996 as amended ("HIPAA"), the privacy and security regulations promulgated thereunder, including 45 C.F.R. 160, 162 and 164, as amended (the "HIPAA Regulations"), and Title XIII of Division A and Title IV of Division B (the "Health Information Technology for Economic and Clinical Health Act ("HITECH"), part of the American Recovery and Reinvestment Act of 2009 (Pub. L. 111-5) ("ARRA"). The Parties agree to strictly comply with HIPAA and to execute any documents that may be required by HIPAA, HITECH, and any other applicable federal or state privacy laws and regulations. The Parties agree that if they directly or indirectly gain access to Protected Health Information ("PHI") held by the other Party during any interaction, the receiving Party will keep the PHI confidential under the terms of this Agreement.

17. State Reporting and Disclosure Laws. Unless otherwise noted in this Agreement, the cost of any Product training provided by Gaumard shall be included in the purchase price of the Product where applicable. Customer acknowledges and agrees that state reporting laws may require Gaumard to disclose certain aspects of this arrangement.

18. Fraud and Abuse. Gaumard hereby certifies that it is not currently a listed vendor in the: (a) Federal General Services Administration's "List of Parties Excluded from Federal Procurement or Nonprocurement Programs" in accordance with

Presidential Executive Orders 12549 and 12689 “Debarment and Suspension;” and (b) in the Office of the Inspector General of the Department of Health and Human Services’ “List of Excluded Individuals/Entities.” Any discounted pricing terms offered under this Agreement may be a “discount or other reduction in price” under the Federal Anti-Kickback Statute, 42 U.S.C. § 1320a-7b(b). Customer shall take all actions necessary to comply with the Anti-Kickback Statute discount safe harbor regulations, 42 C.F.R. § 1001.952(h), including but not limited to, (1) maintaining accurate records reflecting the pricing terms of items and Services purchased under this Agreement, (2) fully and accurately report any discount received under this Agreement if applicable, and (3) make available information provided to Customer by Gaumard concerning cost reports and other filings with the government, including but not limited to, the Secretary of the U.S. Department of Health and Human Services or other state agencies.

19. **Bankruptcy.** Except as may be prohibited by applicable bankruptcy laws, a Party to this Agreement may elect to terminate this Agreement (including any Purchase Orders) if any of the following situations arise: (1) the other Party becomes insolvent or is unable to pay debts as they become due; (2) a voluntary or involuntary bankruptcy proceeding is instituted by or against a Party hereto; or (3) an appointment of a receiver or assignee for the benefit of creditors occurs on behalf of a Party hereto.

20. **Waiver and Severability.** If either Party fails to perform obligations under this Agreement, such nonperformance shall not affect the other Party’s right to enforce performance at any time. Waiver of any remedy or material breach of any subject matter contained in this Agreement shall not be viewed as a waiver unless agreed to by the Parties in writing. Each provision of this Agreement is separate and independent of one another, and the unenforceability of any provision will not affect the enforceability of any other provision. If any provision is held to be excessively broad or unenforceable, such provision shall be modified so that it is enforceable to the fullest extent possible by law.

21. **Assignment.** Customer shall not assign this Agreement without the prior written consent of Gaumard, which consent shall not be unreasonably withheld or delayed. Subject to the foregoing, the rights and obligations herein will be binding upon the successors and assigns of Customer.

22. **Notices.** Any required notices will be given in writing to Gaumard as set forth in the applicable Gaumard Purchase Order or other purchasing document.

23. **Governing Law.** Upon execution, this Agreement shall be governed and viewed under the laws of the State of Florida without reference to its conflict of laws provisions. Customer and Gaumard specifically agree that any action relating to the relationship between the Parties, the Agreement, or Products provided, purchased or licensed hereunder, shall be brought and tried in the Courts of Dade County, Florida. Customer waives all objections to, and consents to the jurisdiction of such Courts.

24. **Miscellaneous.** See applicable Gaumard Purchase Order documents, Gaumard Warranty documents, and Gaumard Cares Service Plan documents for other terms and conditions, which may include, but are not limited to: Term, Termination, Customer Training and Support, and Product Repairs and Tune Ups.

7.3 End User License Agreement

GAUMARD END USER LICENSE AGREEMENT

This End User License Agreement ("EULA") sets forth the respective rights and responsibilities between the entity named in the Purchase Order associated with this EULA ("End User") and Gaumard Scientific Company, Inc., a Florida corporation ("Gaumard"), relative to the Gaumard Software (as defined below). This EULA is effective as of the date Gaumard accepts and confirms the Purchase Order (the "Effective Date"). BY USING THE GAUMARD SOFTWARE, END USER IS AGREEING TO BE BOUND BY THE TERMS OF THIS EULA. IF END USER DOES NOT AGREE, END USER MAY NOT USE THE GAUMARD SOFTWARE.

1. Definitions.

1.1 "Gaumard Documentation" means the Gaumard user and operations manuals, guides, and related materials provided by Gaumard to End User to facilitate use of the Gaumard Products.

1.2 "Gaumard Equipment" means Gaumard hardware components for medical simulation and training, including manikins and associated instrumentation, and other hardware and tangible products sold by Gaumard to End User.

1.3 "Gaumard Products" means Gaumard Software licensed and Gaumard Equipment sold or otherwise made available by Gaumard to End User currently or in the future.

1.4 "Gaumard Software" means the object code form of computer programs and Gaumard Documentation owned by Gaumard or its licensors and licensed to End User in accordance with this EULA. Gaumard Software includes (a) computer programs embedded in firmware in the Gaumard Equipment; (b) computer programs embedded in a separate medium (such as CD or flash drive) for use in conjunction with the Gaumard Equipment; (c) computer programs downloaded or received via mail from Gaumard; (d) computer programs used on servers storing or processing data related to the Gaumard Products; and (e) computer programs used to create and manage a network for the Gaumard Equipment, interface with the components of the Gaumard Equipment, manage and compute location information related to the Gaumard Equipment, and monitor health of the Gaumard Equipment.

2. Software License and Restrictions.

2.1 License. Subject to End User's compliance with the terms and conditions of this EULA, the Gaumard Sales Terms and Conditions, the Purchase Order, and the Gaumard Cares Service Plan Agreement, Gaumard grants End User a non-exclusive, non-transferable (except as otherwise set forth herein), personal license to execute and use the Gaumard Software for End User's internal purposes, but only so long as the Gaumard Software is installed on the Gaumard Product on which it was originally installed. End User may not, directly or indirectly, sell, sublicense, display, timeshare, loan, lease, distribute, or create derivative works of the Gaumard Software.

2.2 Ownership. All rights, title, and interest in and to the Gaumard Software, and any derivative works thereof, whether created by Gaumard, End User, or a third party, will remain at all times solely and exclusively owned by Gaumard. Nothing in this EULA or the Purchase Order will be construed to grant End User any rights of any kind with respect to the Gaumard Software, except as expressly set forth in this EULA.

2.3 Reverse Engineering and Other Restrictions. End User will not, and will not allow any third party to, tamper with, modify, decompile, disassemble, derive the source code of, reverse engineer, or attempt to obtain the internal design of the Gaumard Software or Gaumard Products for any purpose whatsoever (collectively, "Restricted Acts"). If applicable law permits End User to take any of the Restricted Acts notwithstanding the previous prohibition, and End User wishes to take any Restricted Act notwithstanding the previous prohibition, End User will first provide Gaumard with thirty (30) days prior written notice. Gaumard may terminate this EULA at any time during such notice period without liability arising from such termination. The parties agree that all information needed for interoperability is available from Gaumard in accordance with applicable government directives.

2.4 Updates. From time to time Gaumard may develop new versions or updates for the Gaumard Software that may be made available to the End User as agreed under the terms of the Gaumard Sales Terms and Conditions, Gaumard Purchase Order documents, Gaumard Warranty documents, or Gaumard Cares Service Plan documents. Unless otherwise agreed to by Gaumard, End User shall be responsible for installing the provided new versions or updates for the Gaumard Software.

2.5 Proprietary Notices. End User agrees to maintain and reproduce on all copies of the Gaumard Software, any names, logos, copyright notices, trademarks, other proprietary markings, and legends that appear on the Gaumard Software.

2.6 Control of Duplication. End User will not, nor will it allow any third party to, circumvent the protection controlling the duplication or use of the Gaumard Software, for example and without limitation, any software lock controlling the number of copies End User may make of the Gaumard Software.

2.7 No Source Code. End User acknowledges and agrees that its rights under this EULA do not include rights to source code. In its exercise of the rights granted under this EULA, End User agrees not to take any action that would result in any requirement to disclose or make available to other parties the Gaumard Software in source code format.

2.8 Certification. Upon thirty (30) days written notice to End User from Gaumard, End User shall certify End User's compliance with the restrictions and obligations in this EULA. Such requests will not occur more frequently than once per calendar year. If End User has used the Gaumard Software in violation of this EULA, End User shall, in addition to any other remedies Gaumard may have, pay Gaumard additional fees for the excess use according to Gaumard's then-current price list and policies, plus a late payment charge of one percent (1.0%) per month (or the highest amount allowed by applicable law, if lower) for each month of excess use from the date of initial excess use.

2.9 Privacy and Recordings. End User will comply with all applicable laws, rules and regulations related to privacy, publicity and data protection related to use of the Gaumard Products. End User shall not use the Gaumard Software to record or collect personal data from any person in violation of End User's policies or privacy statements. End User shall receive express consent from all persons recorded by the Gaumard Software sufficient for End User's use, storage, and distribution of such recordings.

3. Term and Termination

3.1 Term. This EULA commences on the Effective Date and continues perpetually, unless terminated earlier in accordance with the terms hereof.

3.2 Termination for Cause. This EULA is automatically terminated by Gaumard if the other party materially breaches this EULA, the Gaumard Sales Terms and Conditions, the Purchase Order, or the Gaumard Cares Service Plan Agreement. In addition, Gaumard may terminate this EULA if (a) End User becomes insolvent or makes an assignment for the benefit of End User's creditors; or (b) a receiver is appointed or a petition in bankruptcy is filed with respect to End User and such petition is not dismissed within thirty (30) days.

3.3 Effect of Termination. Upon the termination of this EULA for any reason, all licenses granted in Section 2 above will immediately cease and terminate. Upon termination, End User will immediately cease using the Gaumard Software.

3.4 Survival. Sections 3 through 6 will survive the termination of this EULA.

4. Confidential Information; Trademarks.

4.1 Confidential Information. End User acknowledges and agrees that the Gaumard Software is confidential information and contains trade secrets of Gaumard. End User agrees to (i) hold the Gaumard Software in the strictest confidence, (ii) not disclose the Gaumard Software to any third party for any purpose, and (iii) use at least the same security measures as End User to protect its own confidential and trade secret information but no less than reasonable measures to protect the confidentiality of the Gaumard Software. End User agrees and acknowledges that any breach of the provisions regarding ownership or confidentiality contained in this Agreement shall cause Gaumard irreparable harm and Gaumard may obtain injunctive relief without the requirement to post a bond as well as seek all other remedies available to Gaumard in law and in equity in the event of breach or threatened breach of such provisions.

4.2 Trademarks. End User may not use Gaumard's trademarks, logos, service marks, or names in press releases, web sites, marketing, or other forms of public materials without the prior written consent of Gaumard. All use of the Gaumard trademarks and all goodwill associated with them will inure solely to the benefit of Gaumard.

5. Disclaimer; Limitation of Liability; Infringement Indemnification

5.1 Warranty and Disclaimer. For a period of twelve (12) months from the Effective Date, Gaumard will (a) provide all updates to the Software that are made available generally, and (2) use reasonable efforts to fix or provide a workaround for any Gaumard Software defect or bug which prevents operation in substantial conformity with the Gaumard Documentation. Other than the above, the Gaumard Software is provided "as-is," with no express or implied warranties of any kind, including the warranties of merchantability, fitness for a particular purpose, or non-infringement.

5.2 Limitation of Liability. THE TOTAL LIABILITY, IF ANY, OF GAUMARD TO END USER OR ANY THIRD PARTY FOR ALL DAMAGES BASED ON ALL CLAIMS, WHETHER ARISING FROM BREACH OF CONTRACT, BREACH OF WARRANTY, NEGLIGENCE, INDEMNITY, STRICT LIABILITY, TORT, OR OTHERWISE, ARISING FROM THE GAUMARD PRODUCTS IS LIMITED TO ONE HUNDRED DOLLARS. IN NO EVENT WILL GAUMARD BE LIABLE TO END USER OR ANY THIRD PARTY FOR ANY SPECIAL, INDIRECT, CONSEQUENTIAL, OR PUNITIVE DAMAGES, INCLUDING BUT NOT LIMITED TO, LOSS OF REVENUES, LOSS OF PROFITS, OR LOSS OF DATA, EVEN IF SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

5.3 Infringement Indemnification. Gaumard will, as further described below, indemnify, defend, and hold End User harmless, at its expense, against any claim or suit brought by a third party against End User alleging that any Gaumard Software furnished under this EULA infringes the United States patent, trademark, copyright or other intellectual property right of a third party. Gaumard will pay all settlements entered into or damages finally awarded, including attorneys' fees and costs, based on any such claim or suit; provided that End User gives Gaumard prompt written notice of such claim and gives Gaumard information, reasonable assistance, and sole authority to defend or settle the claim. In defense or settlement of the claim, Gaumard may obtain for End User the right to continue using the Gaumard Software, replace or modify the Gaumard Software so that it becomes non-infringing, or, if such remedies are not reasonably available, grant End User a refund for the associated Gaumard Products (depreciated over three years) and accept their return. Gaumard will not have any liability if the alleged infringement is based upon (a) the use or sale of the Gaumard Software in combination with other products or devices not furnished by or approved by Gaumard; (b) the use of the Gaumard Software in a manner for which they were not designed as described by the Gaumard Documentation; (c) any modification of the Gaumard Software not performed by or authorized by Gaumard;

(d) any use of Gaumard Software by End User after End User learns of such allegation of infringement; or (e) any failure by End User to utilize a non-infringing version of the Gaumard Software made available by Gaumard along with notice that such update is non-infringing. The obligations set forth in this Section 5.3 are Gaumard's sole obligations, and End User's sole and exclusive remedy, for the Gaumard Software infringing third party intellectual property rights.

6. Miscellaneous.

6.1 Binding Effect; Assignment. This EULA will be binding upon, and inure to the benefit of, End User's and Gaumard's respective permitted successors and permitted assigns. Neither party may assign or transfer this EULA or any of the rights, privileges, duties or obligations under this EULA without the prior written consent of the other party, except that either party may assign this Agreement to any entity controlled by, controlling, or under common control with such party at such time, as well as in connection with the sale, transfer, merger, or acquisition, whether by operation of law or otherwise, of substantially all of the assets of such party. In addition, if End User transfers the Gaumard Product on which the Gaumard Software is installed to a third party, End User may assign this EULA to such third party, provided that the third party agrees in writing with Gaumard to be bound by this EULA.

6.2 Notices. Any written notice required by this EULA will be deemed made (a) when delivered by personal service, (b) one (1) business day after being sent by recognized international overnight courier service (such as FedEx), or (c) when received, if sent by certified or registered mail, postage prepaid, return receipt requested. Any such notice given to a party shall be sent to the addresses on the attached Purchase Order. By giving to the other party written notice thereof, the parties hereto and their respective permitted successors and assigns will have the right from time to time to change by written notice their respective addressee or address for notices.

6.3 Applicable Law. The validity of this EULA and the rights, obligations and relations of the parties hereunder shall be construed and determined under and in accordance with the substantive laws of the State of Florida. All disputes arising under or related to this EULA shall be resolved exclusively in the State or Federal Courts located in Dade County, Florida. The parties consent to the jurisdiction and venue of such courts and waive any claims as to inconvenient forum. The judgments of such courts may be enforced in any court of competent jurisdiction.

6.4 Export Control. End User will not export or re-export the Gaumard Software, including any technical data, except as authorized and permitted by, and in compliance with, the laws and regulations, including but not limited to all export and re-export laws and regulations, of the United States.

6.5 Severability. If any provision of this EULA is invalid or unenforceable in any circumstances, it will be interpreted as much as possible to reflect the intent of the parties, and its application in any other circumstances and the remaining provisions of this EULA will not be affected thereby.

6.6 Entire Agreement. This EULA constitutes the entire agreement and understanding of the parties relating to the subject matter thereof. This EULA supersedes all prior written and oral agreements and all other communications between End User and Gaumard (or a Gaumard distributor) regarding the subject matter hereof. No contradictory terms and conditions of any purchase order, invoice, or other document issued by End User relating to the subject matter of this EULA shall be binding, unless agreed by the parties.

6.7 Waiver of Breach. No waiver by a party of any breach of this EULA will constitute a waiver of any other breach of the same or other provisions of this EULA. No waiver by a party will be effective unless made in a record signed or otherwise authenticated by an authorized representative of such party.

6.8 Relationship of the Parties. The parties are independent contractors. Nothing in this EULA or in the activities contemplated by the parties will be deemed to create an agency, partnership, employment or joint venture relationship between the parties. Neither party will have any responsibility nor liability for the actions of the other party except as expressly provided in this EULA. Neither party will have any right or authority to bind or obligate the other party in any manner or make any representation or warranty on behalf of the other party. This EULA is made and entered into for the sole protection and benefit of Gaumard, its licensors and suppliers, and End User, and no other person or entity shall be a direct or indirect beneficiary of or shall have any direct or indirect cause of action or claim arising from this EULA.

All rights not expressly granted in this license agreement are reserved by Gaumard.

ACKNOWLEDGMENT

By installation of this software, you acknowledge that you have read and understand the foregoing and that you agree to be bound by its terms and conditions. You also agree that this agreement is the complete and exclusive statement of agreement between the parties and supersedes all proposed or prior agreements, oral or written, and any other communications between the parties relating to the license described herein.

7.4 EXCLUSIVE ONE-YEAR LIMITED WARRANTY

Gaumard warrants that if the accompanying Gaumard product proves to be defective in material or workmanship within one year from the date on which the product is shipped from Gaumard to the customer, Gaumard will, at Gaumard's option, repair or replace the Gaumard product.

This limited warranty covers all defects in material and workmanship in the Gaumard product, except:

- » Damage resulting from accident, misuse, abuse, neglect, or unintended use of the Gaumard product;
- » Damage resulting from failure to properly maintain the Gaumard product in accordance with Gaumard product instructions, including failure to properly clean the Gaumard product;
- » Damage resulting from a repair or attempted repair of the Gaumard product by anyone other than Gaumard or a Gaumard representative.

This one-year limited warranty is the sole and exclusive warranty provided by Gaumard for the accompanying Gaumard product, and Gaumard hereby explicitly disclaims the implied warranties of merchantability, satisfactory quality, and fitness for a particular purpose. Except for the limited obligations specifically set forth in this one-year limited warranty, Gaumard will not be liable for any direct, indirect, special, incidental, or consequential damages, whether based on contract, tort, or any other legal theory regardless of whether Gaumard has been advised of the possibilities of such damages. Some jurisdictions do not allow disclaimers of implied warranties or the exclusion or limitation of consequential damages, so the above disclaimers and exclusions may not apply and the first purchaser may have other legal rights.

This limited warranty applies only to the first purchaser of the product and is not transferable. Any subsequent purchasers or users of the product acquire the product "as is" and this limited warranty does not apply.

This limited warranty applies only to the products manufactured and produced by Gaumard. This limited warranty does not apply to any products provided along with the Gaumard product that are manufactured by third parties. For example, third-party products such as computers (desktop, laptop, tablet, or handheld) and monitors (standard or touch-screen) are not covered by this limited warranty. However, third-party products are covered by the warranties provided by the respective third-party manufacturers and such warranties are transferred from Gaumard to purchaser upon purchase of the Gaumard product. Defects in third-party products are covered exclusively by the warranties provided by the third-parties. Gaumard does not provide any warranty, express or implied, with respect to any third-party products. Please contact the third-party manufacturer for information regarding the availability of extended warranties for third-party products.

Any waiver or amendment of this warranty must be in writing and signed by an officer of Gaumard.

- » In the event of a perceived defect in material or workmanship of the Gaumard product, the first purchaser must:
- » Contact Gaumard and request authorization to return the Gaumard product. Do NOT return the Gaumard product to Gaumard without prior authorization.
- » Upon receiving authorization from Gaumard, send the Gaumard product along with copies of (1) the original bill of sale or receipt and (2) this limited warranty document to Gaumard at 14700 SW 136 Street, Miami, FL, 33196-5691 USA.

If the necessary repairs to the Gaumard product are covered by this limited warranty, then the first purchaser will pay only the incidental expenses associated with the repair, including any shipping, handling, and related costs for sending the product to Gaumard and for sending the product back to the first purchaser. However, if the repairs are not covered by this limited warranty, then the first purchaser will be liable for all repair costs in addition to costs of shipping and handling.

Extended Warranty

In addition to the standard one year of coverage we offer a range of service plans through our Gaumard Cares program. For more information about Gaumard Cares service planes please contact customer service.

7.5 Contact Technical Support

Before contacting Technical Support, please make sure to have the following:

1. Your simulator's serial number
2. Access to the simulator for possible troubleshooting as needed

Technical Support

Email: support@gauvard.com

USA: 800-882-6655

INT: 01-305-971-3790

7.6 General Information

Sales and Customer Service

E-mail: sales@gauvard.com

USA: 800-882-6655

INT: 01-305-971-3790

Fax: 305-252-0755

Post

Gaumard Scientific

14700 SW 136 Street

Miami, FL 33196-5691

USA

Office Hours

Monday-Friday, 8:30am - 7:30pm EST (GMT-5)

