



## True Phantom Solutions Inc.

787 Ouellette Avenue  
Windsor, Ontario, Canada, N9A 4J4  
[info@truephantom.com](mailto:info@truephantom.com)

# FREQUENTLY ASKED QUESTIONS

**True Phantom Solutions** aims to make sure you have all the information you need. We understand that navigating through various aspects of our products and services may raise questions. To assist you better, we've compiled a list of frequently asked questions about our products and services, along with detailed answers. Please review the FAQs below for details on policies, product features, and troubleshooting. If you have additional questions, our team is available to assist you.

## SALES AND BILLING QUERIES

### How can I place an order for a phantom?

There are multiple ways to go about this-

1. If you want to directly purchase any of our standard products, you can visit our website at [www.truephantom.com](http://www.truephantom.com), add the products to your cart, and proceed to checkout.
2. For customised orders or for requesting a quote, you can reach out to us via our website chat assistance, or click on the "Get a Quote" button available on all product pages, or you can reach out to our sales team via e-mail at [sales@truephantom.com](mailto:sales@truephantom.com).
3. We also work with several official distributors from different parts of the world, as listed on our website, to whom you can reach out for easier assistance with duties and shipments.

### In what currencies are the prices listed on the website?

All the prices shown on the website are in US Dollars.

### Do the prices listed include sales taxes or customs and import duties?

No, the prices on our website do not include any taxes or duties that may be applicable, as any such duties are determined by the customs authorities in your country and can vary based on the value, type, and origin of the items.

### What is the expected lead time for the delivery of a phantom?

Lead times of the phantom vary depending on the product and the current demand. To know a more precise lead time, please reach out to us for a formal quote via email at [sales@truephantom.com](mailto:sales@truephantom.com).

### Do you offer phantoms for rentals?

We do offer rental phantoms upon availability. Renting is only applicable for standard products that do not include any customization. The maximum rental duration allowed is 4 weeks. For pricing and other details, please contact us at [sales@truephantom.com](mailto:sales@truephantom.com).

### What if I have requirements that require customization to the phantom?

If you require any phantoms to have some customized features, please reach out to us via the website or email. Our products are highly customizable, and we do our best to fit the needs of our clients.

### What are the acceptable payment methods?

We accept the following payment methods: US bank checks, ACH, Credit Cards (Visa, MasterCard, American Express, Discover), PayPal, and Stripe.



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### PHANTOM QUERIES

#### **What are the technical properties of my phantom?**

All technical properties of the phantom are listed on the website under the product description. For additional information regarding technical properties, please contact us at [sales@truephantom.com](mailto:sales@truephantom.com) / [info@truephantom.com](mailto:info@truephantom.com)

#### **What are the materials used to create the phantoms?**

The soft tissues and organs are a composition of urethane-based soft resin. The synthetic bones are made of a patented ceramic-reinforced epoxy-based composite material. For any other parts in the phantom, the materials used are listed on the website under the product description.

**Note:** On request, we can further customize the materials used in certain parts of the anatomy.

#### **What imaging modalities can be used on my phantom?**

Depending on the product purchased, the phantoms may be scanned using X-Ray, CT, Ultrasound and MRI. The actual imaging modality is mentioned on the product name in your invoice and on the website.

#### **Which MRI imaging methods are suitable for my MRI-compatible model?**

Standard TPS Phantom tissues have realistic T2 relaxation time values, which make them fit for any T2-weighted MRI imaging methods.

Proton Density imaging methods also provide very reliable scans.

#### **Can I scan my MRI phantom using T1 weighted MRI method?**

The MRI phantoms can be imaged using T1 weighted methods, but the results are less realistic than those of human tissues and are within the range of 100ms.

#### **If my phantom is only compatible with X-Ray and CT, can I still scan it using US and MRI?**

Scanning only X-Ray CT compatible models using US or MRI will not provide any imaging results.

#### **If my phantom is only compatible with X-Ray, CT, and US, can I still scan it using MRI?**

Scanning only X-Ray CT US-compatible models using MRI will result in less realistic values.

#### **If my phantom is only compatible with X-ray, CT, and MRI, can I still scan it using the US?**

Scanning only X-Ray CT MRI compatible models using US will result in less realistic values.

#### **Why is the image quality not like what is shown on the website or during email conversations?**

Please make sure you are using the recommended imaging modality settings as mentioned on the website. If the issue persists, it might be due to air in the tissue or vessels which will result in less realistic images. Please reach out to us regarding steps to remove it.

#### **What is the maximum temperature the phantom can be held at?**

The maximum temperature safe for the phantoms is 63°C (145.4F)



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### **Can I perform invasive surgical procedures on my phantom?**

Yes, that is possible. However, please note that invasive surgical procedures done on the phantom might leave permanent cuts, marks, or damage on its surface or underneath. The tissue-mimicking materials are not self-healing.

### **Can we do a biopsy on the phantom?**

Yes, but the needle traces will become more noticeable after multiple attempts under ultrasound.

### **What kind of needles can be used on the phantom?**

The smaller the needle, the better.

### **Can the heart and lung pumps emulate complex waveforms?**

Currently, the pumps are only capable of producing sinusoidal wave profiles. But stay tuned as we are working to develop pumps that will be capable of doing so.

### **Can I use any liquid on the TPS pumps?**

We recommend using water or blood-mimicking fluids for the phantoms, but any liquids that are not solvent-based can be used.

### **What pressure values do the pumps generate?**

The pump generates realistic pressure inside the heart and lungs. For additional details, please contact us at [sales@truephantom.com](mailto:sales@truephantom.com) / [info@truephantom.com](mailto:info@truephantom.com)

### **Do you have any warranties against your products?**

We provide a 2-year warranty with all our products against manufacturing defects. To know more, please refer to the policy on our website at [www.truephantom.com/warrantypolicy](http://www.truephantom.com/warrantypolicy).

### **What if I wanted to return my phantom after receiving it?**

Please refer to our return policy published on our website at [www.truephantom.com/returnpolicy](http://www.truephantom.com/returnpolicy).

### **What is the expected life of the product?**

Our products are provided with a 2-year warranty policy against all manufacturing defects. Even beyond the warranty period, our products are built to last, boasting a lifetime exceeding 10 years.

### **The colour of my phantom has changed. What should I do?**

It is normal for the colour of the phantom to change over time. Rest assured, the imaging performance is not affected by this.

### **How should I clean my phantoms?**

The phantom is water resistant and can be cleaned with water or soapy water after use. For disinfecting the surface, ethanol or isopropyl alcohol can be used. The phantoms are also resistant to many chemicals, but we recommend doing a test on a small part of it first.

### **Can the tissue of my phantom be repaired if it's damaged?**

Yes, in most cases, the phantom can be repaired, whether the repair can be done on your own or at our lab; please contact us at [info@truephantom.com](mailto:info@truephantom.com)



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### LOGISTICS QUERIES

#### **Do you ship worldwide?**

Yes, we offer worldwide shipping.

#### **Do you charge GST/HST for Canadian customers?**

For our non-tax-exempt Canadian customers, we apply GST/HST based on their provincial tax rates. The same will be provided on the quotes and invoices.

#### **Can you estimate the duties and taxes for me?**

For our international customers, we are unable to estimate the taxes and duties for your shipment, as these charges are determined by the customs authorities in your country and can vary based on the value, type, and origin of the items. These fees are typically billed to the recipient upon delivery, based on the regulations of your country. We recommend checking with your local customs office for more information on import regulations and potential charges. If you have any questions or need assistance with your shipment, please feel free to contact us at [logistics@truephantom.com](mailto:logistics@truephantom.com).

#### **Can I use my shipping carrier, or do I have to use your shipping carrier?**

You have the option to provide us with your preferred shipping carrier's account details for direct billing. Alternatively, we can use our own carriers and invoice you for the accumulated charges.

#### **Are shipping charges included by default?**

No, our prices do not include shipping charges.

#### **What shipping terms do you work with?**

We are well-versed in a variety of shipping terms, with a particular emphasis on Ex Works (EXW), Delivered at Place (DAP), and Free on Board (FOB). These terms are among the most frequently used in our operations.

For further logistics queries, please reach out to us at [logistics@truephantom.com](mailto:logistics@truephantom.com).



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### STORAGE AND MAINTENANCE QUERIES

#### **How/Where should I store my phantom?**

The phantom is made of urethane-based material and should be protected from direct exposure to any intense UV light.

The experiments conducted on the phantom can be performed in a sunny lab, if the phantom is not in use, we recommend storing it in a dry and dark place or covering it with a plastic sheet/foil. Direct exposure to intense UV light can lead to discoloration.

#### **Does my phantom require onsite installation?**

Our products do not require on-site installation. The product will be ready to use, and a user manual will be provided that describes the functionality and basic maintenance procedures.

If required, on-site service installation is available at an extra cost. Please contact us at [info@truephantom.com](mailto:info@truephantom.com) if you require more information on this service.

#### **What temperature range can the phantoms be held at?**

The phantoms should be used and stored between 10°C and 63°C (50F- 145.4F)

#### **Should I remove the fluid from the phantoms when storing it for long-term use?**

For shorter durations (up to 1 week), it is okay to leave fluid in the phantom. For longer durations, however, it is recommended to remove the fluid to prevent the growth of mold inside the phantom.

**If you still have any questions regarding your product or our services, please reach out to us at: [info@truephantom.com](mailto:info@truephantom.com) and we will be happy to assist you.**