

Medtronic

# Protect your patients and your investment.

Service solutions for  
the Puritan Bennett™  
980 ventilator

## We've got you covered.

We know how critical Puritan Bennett™ ventilators are at your hospital. That's why we offer a range of service solutions to keep you — and your patients — covered.

Each of our service plans comes with the knowledge and skills of certified Field Service Engineers (FSEs) who are OEM trained to:

- Help increase uptime for your ventilators
- Adhere to regulatory and manufacturer standards during ventilator servicing
- Maintain thorough service logs to easily determine the right course of action
- Provide exceptional quality, consistency, and responsiveness



## There to help – when you need it

Available via phone or email, our Service Experience team is ready to help if you have questions or require a service visit. Our call center is open from 6:00 a.m. to 4:00 p.m. Pacific Time, and afterhours support is available. The Service Experience team can be reached at 800-255-6774, option 4.

When on-site support is needed, help is never far away. Our engineers are located in more than 50 cities across the United States and serve more than 50 countries worldwide. Plus, every field location has an extensive parts inventory using only OEM authorized parts. So if your ventilator needs repairs, our engineers can complete them accurately and efficiently – generally on the first visit.

## Coverage plans

When you buy a Puritan Bennett™ 980 ventilator, your initial one-year warranty term includes all repairs and preventive maintenance (PM) activities.

Our coverage plans are designed to help you reduce your total cost of ownership – and help increase the longevity of your ventilators. You can choose to purchase a service coverage plan when you buy your ventilator or at any time during ownership. All service is performed by our extensively trained and fully authorized FSEs, who use authorized Puritan Bennett™ ventilator parts and preventive maintenance kits only.

### Premium plus service coverage plan

Our Premium Plus service plan includes all parts, labor, and travel<sup>□</sup> associated with required preventive maintenance and repairs.<sup>§</sup> Repairs are performed either during preventive maintenance or upon request at arranged times during the coverage period.

In addition, this plan provides:

- **Software updates:** Receive all operating software updates at no charge during your annual preventive maintenance event.<sup>‡</sup>
- **Battery coverage:** Every three years, our FSEs will replace your Lithium-ion batteries at no additional cost.
- **EVQs:** Receive a quantity equivalent to up to 30% of your ventilator fleet per year in exhalation valve flow sensors (EVQs) at no additional cost. Additional EVQs can be purchased at a 50% discount.<sup>†</sup>
- **Cosmetic repair:** Cosmetic repairs are included as needed at no additional cost.
- **Accidental damage:** Should your ventilator become damaged due to factors external to the equipment itself, you can receive one of these repairs free of charge per vent per contract year.

### Premium service coverage plan

Our Premium service coverage plan includes all parts, labor, and travel associated with required preventive maintenance and repairs.<sup>§,□</sup> Repairs are performed either during preventive maintenance or upon request at arranged times during the coverage period. You will also receive all operating software updates at no charge during your annual preventive maintenance event.<sup>‡</sup>

### Supplemental support coverage plan

This plan covers repairs that can only be performed by Field Service Engineers (FSEs) who use specialized test equipment and proprietary software.<sup>††</sup>

With this plan, our engineers will perform these repairs as needed without costing you unplanned expenses throughout your coverage period.<sup>□</sup> This plan also provides:

- **Oxygen sensors:** To help you perform your annual preventive maintenance event, you will receive one oxygen sensor per ventilator per year included with your service plan.<sup>†</sup>
- **Renewal training discount:** You can renew your training certificate as required every two years with a 50% discount off the Service Renewal seminar. Note: initial training is not discounted and must be purchased at list price.
- **EVQ discount:** Receive a 50% discount on all EVQs purchased through the Service Experience team.<sup>†</sup>
- **Labor discount:** A 25% discount will be applied to any required labor that our FSEs perform outside of the included restricted repairs.<sup>†</sup>
- **Parts discount:** You will receive a 25% discount on all parts purchased to service your equipment. This includes all additional preventive maintenance parts and any repair parts required outside of the included restricted repairs.<sup>†</sup>
- **Test equipment discount:** Receive a 25% discount when you purchase a new Puritan Bennett™ PTS tester.<sup>†</sup>

## Repair coverage plan

Avoid unexpected expenses by reducing your repair costs with a service plan that includes all repairs associated with normal ventilator use. By allowing an FSE to perform all required repairs at one flat coverage rate, your biomed team are able to dedicate their attention to other responsibilities throughout the hospital.<sup>§, Ω</sup>

## Preventive maintenance coverage plan

This plan provides the annual preventive maintenance (PM) event as required by your ventilator's service or operator's manual.

- On an annual basis, our FSEs will inspect your ventilator and perform a PM per the manufacturer's specifications, including oxygen sensor replacement.
- During your annual PM, our team will update your fleet to the most current operating software, ensuring your fleet remains uniform.<sup>‡</sup>
- If a 10,000-hour preventive maintenance event is required in place of the annual PM (on-cycle 10k PM), you will receive a 35% discount off the event. Off-cycle 10k PMs, or 10k PMs that are required in addition to the annual PM, are not eligible for the discount.
- With a Puritan Bennett™ service contract that includes PMs, our team will manage your ventilator PM schedule for you. We will contact you prior to your service due date to schedule a time that is convenient for you to have us perform necessary maintenance.

## Add-ons

Battery coverage is available as an add-on to any service coverage that includes preventive maintenance coverage, and includes the replacement of your lithium-ion batteries as required every three years.

If you would like to have your equipment inspected more than once per year, you can add on a six-month extended self test (EST) check to the Premium Plus, Premium, or PM service coverage options.

## Per ventilator, per year

Premium Plus	Premium	Repair only	Supplemental support	Preventive maintenance only	Six-month EST add-on	Battery coverage add-on
SRVQ1-PB980PRMPLS	SRVQ1-PB980AI	SRVQ1-PB980RP	SRVQ1-PB980SSP	SRVQ1-PB980PM	SRVQ1-PB980ESTADD	SRVQ1-PB-980BATT
<b>Repairs</b>						
<ul style="list-style-type: none"> <li>• Standard repairs</li> <li>• Restricted repairs</li> <li>• Cosmetic repairs</li> <li>• Accidental damage</li> </ul>	<ul style="list-style-type: none"> <li>• Standard repairs</li> <li>• Restricted repairs</li> </ul>	<ul style="list-style-type: none"> <li>• Standard repairs</li> <li>• Restricted repairs</li> </ul>	<ul style="list-style-type: none"> <li>• Restricted repairs</li> <li>• 25% discount all other service parts and labor</li> </ul>			
<b>Preventive Maintenance</b>						
<ul style="list-style-type: none"> <li>• Annual PM (O<sub>2</sub> sensor included)</li> <li>• 10k PM (kit included)</li> <li>• 10k compressor PM (kit included)</li> <li>• Software updates</li> </ul>	<ul style="list-style-type: none"> <li>• Annual PM (O<sub>2</sub> sensor included)</li> <li>• 10k PM (kit included)</li> <li>• 10k compressor PM (kit included)</li> <li>• Software updates</li> </ul>	<ul style="list-style-type: none"> <li>• 50% PM parts discount</li> </ul>	<ul style="list-style-type: none"> <li>• O<sub>2</sub> sensor included (1/vent/year)</li> <li>• 25% discount all other service parts and labor</li> </ul>	<ul style="list-style-type: none"> <li>• Annual PM (O<sub>2</sub> sensor included)</li> <li>• Software updates</li> <li>• 35% discount on-cycle 10k PMs (when done in place of annual PM)</li> </ul>		
<b>Additional coverage</b>						
<ul style="list-style-type: none"> <li>• Battery replacement (ventilator; compressor)</li> <li>• EVQs up to 30% of fleet total per year; 50% discount on additional EVQs</li> </ul>		<ul style="list-style-type: none"> <li>• 50% discount on Service Renewal Seminar</li> <li>• EVQs up to 30% of fleet total; 50% discount on additional EVQs</li> <li>• 25% discount on PTS tester</li> </ul>	<ul style="list-style-type: none"> <li>• 50% discount on EVQs</li> <li>• 50% discount on Service Renewal Seminar</li> <li>• 25% discount on PTS tester</li> </ul>	<ul style="list-style-type: none"> <li>• 15% discount on PTS tester</li> </ul>	<ul style="list-style-type: none"> <li>• Additional mid-year extended self-test</li> </ul>	<ul style="list-style-type: none"> <li>• Battery replacement (ventilator; compressor)</li> </ul>



## Learn more

To discuss service plans and options, please contact our Service Agreements team at **800-255-6774 option 3** or **RS.ServiceAgreements@Medtronic.com**.

### Additional terms and conditions

- All work described in this brochure is performed at customer locations. To initiate service, customer must call our Service Experience team at 800-255-6774, option 4.
- Customer is responsible for maintaining the PM schedule as required by the service and/or operator's manual, including performing per-patient, weekly, and monthly maintenance. To facilitate service coverage, customer is responsible for making each ventilator available for regularly scheduled PM visits. If the customer does not make a ventilator available, Medtronic is not responsible for rescheduling the missed PM. It is the customer's responsibility to reschedule it. If the visit is not rescheduled by the customer prior to the expiration of the service contract, the missed PM will be forfeited.
- Any service performed on your device by a third-party service provider not authorized or certified by Medtronic may void the device's warranty, damage the device, or result in additional out-of-pocket costs.

† All labor and parts purchased through applicable service plans must be done through our Service Experience team to receive your discount. The Service Experience team can be reached at [RS.ServiceExperience@medtronic.com](mailto:RS.ServiceExperience@medtronic.com) to purchase these parts. Parts ordered through Customer Service will not be eligible for the above noted discounts.

†† Any repair involving one of the restricted boards will be covered by the Supplemental Support Coverage Plan. This includes all other parts that might be affected by said repair. If additional repairs are found during the time of service, those will not be included and are subject to additional charge. During the initial call to schedule service, every effort will be made to determine if the repair is caused by one of the restricted boards. If it is determined once onsite that the repair is not caused by a restricted board, this repair will not be included in the service plan and is subject to additional charges.

§ Except to the limited extent expressly provided in the Premium Plus service plan, the following parts and/or repairs are not provided for under this coverage and are subject to separate charge: (a) parts and/or repairs arising from customer misuse, negligence, accident, or causes external to the ventilator (including failure of or faulty electrical power); and (b) parts and/or repairs for cosmetic purposes.

Ω Additional travel fees may apply. These travel fees will be stated as zone charges on your quotation prior to purchase. Once your service agreement is in place, no additional travel fees will be assessed during the contract term for the included services being performed.

‡ All operating software updates released by Medtronic that consist of corrections or minor improvements to existing software are provided at no additional charge. Each software update is followed by an EST and all service mode calibrations. Software option upgrades are not included and are sold separately.

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