



PROTECT YOUR INVESTMENT

Service Solutions for the
Puritan Bennett™ 980 ventilator

WHAT WE OFFER: QUALITY, CONSISTENCY, AND RESPONSIVENESS

With the Puritan Bennett™ 980 ventilator, you've invested in one of the most advanced life-supporting devices available. To protect your investment, you need the right company and the right people to provide service and support. Our Service Solutions engineers are the experts in Puritan Bennett™ ventilators, and are committed to partnering with your organization to provide the most comprehensive support possible.

Our service team knows best

For more than 50 years, we have manufactured and serviced Puritan Bennett™ ventilators and protected customer investment with preventive maintenance, software updates, and repair services with Puritan Bennett™ parts and test equipment. The service team offers support for the Puritan Bennett™ 980 ventilators onsite and by telephone, now enhanced by cloud-based technology, and in a variety of service options.

Premium coverage standard with purchase

The Puritan Bennett™ 980 ventilator offers innovative breath delivery technologies. This ventilator is built to last, and our Service Solutions team is trained and ready to help you get the most from your investment, now and in the future.

Service contracts available:

- Platinum
- Gold
- Silver
- Partnership








When you buy a Puritan Bennett™ 980 ventilator, our maintenance plans are designed to help you reduce your total cost of ownership — and 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. You will have our entire Service Experienced team available to assist you via phone or email.

Advantages of Service Coverage

- Simplifies our purchase process and decision
- Facilitates timely preventive maintenance and repair services
- Helps reduce unplanned, incremental service and repair costs
- Reduces total cost of ownership
- Provides the highest possible investment protection



Service Maintenance Contract

		Contract types			
		Platinum Extended Warranty	Gold	Silver	Partnership Program
Service offering		1	2	3	4
	Onsite installations	✓	✓	✓	✓
	Planned maintenance incl. mandatory parts replacement (oxygen sensor)	✓	✓	✓	
	Software updates	✓	✓	✓	✓
	Diagnostic & repairs onsite	✓	✓	✓	
	10,000-hour PM kit*	✓	✓	✓	
	Repair labor costs covered	✓			
	Spare parts covered	✓			
	Discount on labour costs and call out charges		✓		✓
	PM battery replacement (when applicable)	✓	✓		
	Battery replacement (repair)	✓			
	Decommissioning of system	✓			
	Standard service hours & remote troubleshooting (*if applicable)	✓	✓	✓	
	Extended service hours & remote troubleshooting (*if applicable)	✓			
	Biomed technical training availability (ability perform PM and to replace parts (except restricted parts))				✓
	Technical support				✓
	Time of reaction	24h	48h		
	Maximum repair time per case (until device is fixed or loaner is provided)	72h	72h		

Some limitations or specific plans will be applied at local level. For the full list offers and part, please contact your local Medtronic representative.

Partnership Contract

Individual and flexible service offerings tight to the customers needs which includes 1st level support training of customer's engineers (troubleshooting and simple PMs).

YOUR NEEDS AT THE CENTRE OF OUR OFFERINGS



COST PREDICT ABILITY



PEACE OF MIND



TECHNICAL TRAINING
& SUPPORT



MAXIMISE RETURN
ON INVESTMENT

CONFIDENCE IN KNOWING

You provide the expert care that patients rely on. We provide the expert equipment care that you depend upon. With a long history of innovation and a reputation for quality, you can feel confident in knowing we're focused on your patient's best interests and their best health.



PLATINUM SERVICE PROGRAM



With the Platinum maintenance program you **have the certainty** of the most comprehensive service.



Planned Maintenance

Make sure your device has been checked and maintained according to the maintenance requirements.



Repairs & Parts' Replacement

Avoid having to use your emergency budget to fully cover all repair costs.



Software Updates

The latest software is installed on your equipment so you can leverage its most recent functionalities.

GOLD SERVICE PROGRAM



The Gold maintenance program offers you a **flexible solution** with the help of a number of optimal services.



Planned Maintenance

Make sure your device has been checked and maintained according to the maintenance requirements.



Cover of Labour Costs For Repairs

Hassle-free repair with labor and call-out coverage for standard repairs.



Privilege Rates

Take advantage of privilege rates with discount on parts and loan equipment.

SILVER SERVICE PROGRAM



The Silver maintenance program offers **guaranteed performance** of your equipment through preventive maintenance.



Planned Maintenance

Ensures that your equipment is periodically tested to ensure optimum performance.

PARTNERSHIP AGREEMENT

WHAT WILL IT LOOK LIKE?



Medtronic will carry out 1 x annual service per annum

- Full Performance verification (PVT)
- EST & SST
- Calibrations
- Error Log reset
- O2 cell replacement
- 2 X Lithium Ion battery replacement every 3 years
- 2 x USB Drive



Technical Training

We offer a technical training course for up to 6 of your on site engineers, providing them with the knowledge required to maintain your devices on site*.



Repairs

There may be times when your engineers require further technical assistance for repairs and replacement of certain spare parts. Our engineers will be there to support you with these requirements**.



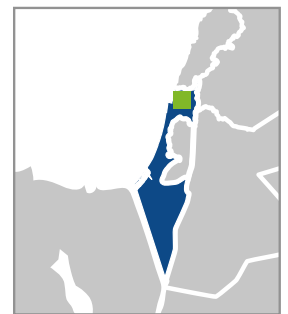
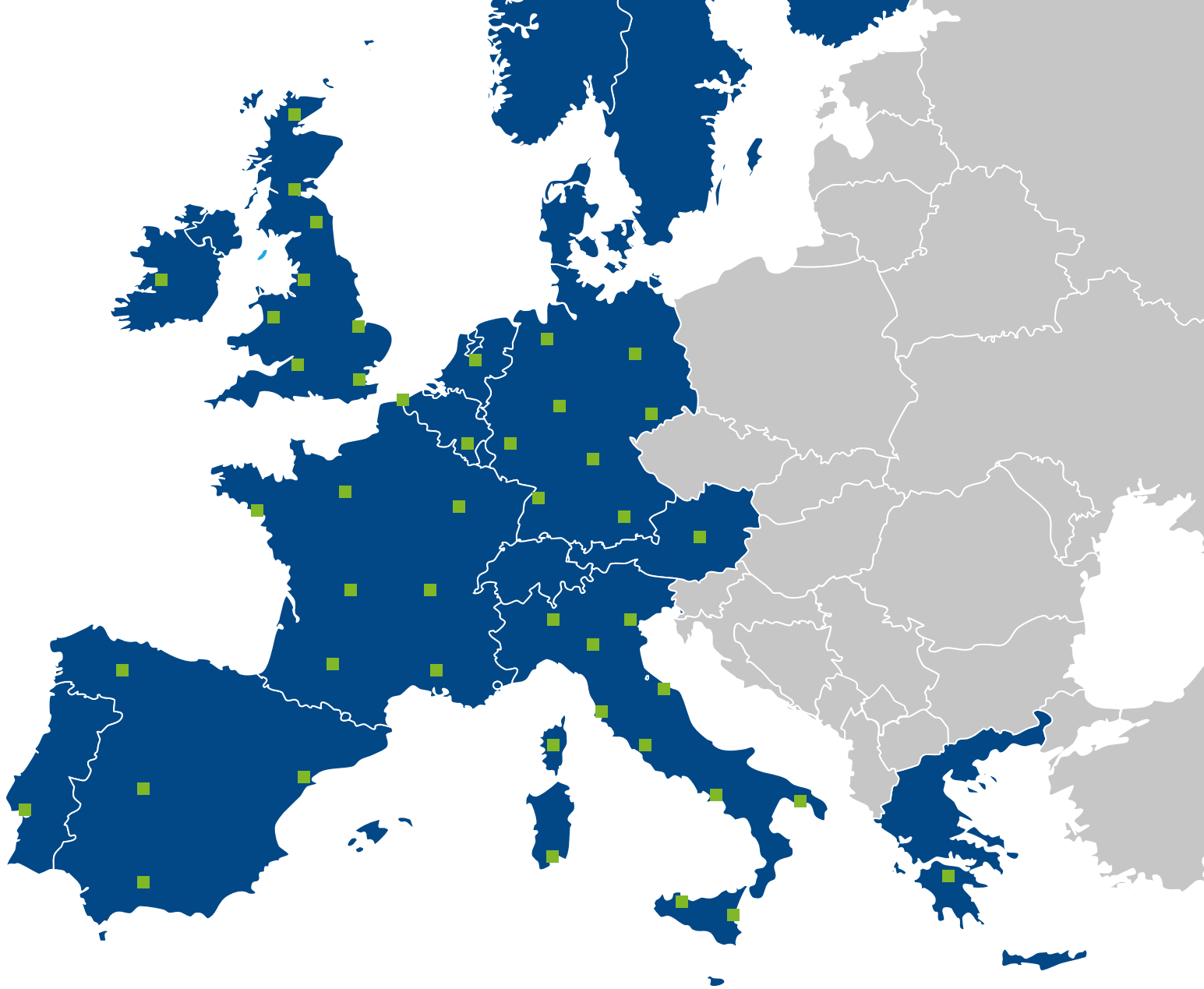
Software Updates

The latest software is installed on your equipment so you can leverage its most recent functionalities.



Planned Maintenance

Our Engineers will attend your site and conduct 1 x Full PPM visit, per vent, per annum.



RESPONSIVENESS

Onsite

If onsite help is required, a Service Solutions engineer will respond within 24 hours to schedule the appointment. We have approx. 200 Medtronic Field Service Engineers in EMEA countries and we have their presence in 27 countries, so help is always nearby. Each field location maintains an extensive parts inventory, which means engineers can complete repairs accurately and efficiently on the first call.



TEAM APPROACH: DEVICE DESIGN AND SERVICEABILITY

Our Service Solutions engineers and R&D teams work together to ensure continuous improvement of ventilator performance, serviceability, and patient safety. With this collaboration, the service engineers develop optimum expertise in diagnosing and resolving issues, subsequently increasing ventilator uptime, and ultimately decreasing total cost of ownership.

Efficiency

Our Service Solutions team is always looking for ways to perform preventive maintenance and repairs most efficiently. The faster preventive maintenance and repairs can be performed, the faster ventilators can be made available for patient care.

Quality standards

Our quality management system is compliant with regulatory standards established by governmental agencies and international standards committees. Our Service Solutions engineers are held to the highest standards of quality – and go above and beyond.

Our commitment to quality provides customers with another reason to have confidence in our maintenance and service.

Training

We develop this base of experience by providing each engineer with comprehensive initial and ongoing training. As a result, our engineers know the Puritan Bennett™ 980 ventilator best, and have access to additional resources to expedite diagnosis and resolution.

Our Service Solutions engineers have a breadth of support resources to back them up. Third-party repair personnel may not be as familiar with the product, which means the repair process could take longer, add unexpected costs, and or yield sub optimal service quality.

UNDENIABLE EXPERTISE. DELIVERED WITHOUT COMPROMISE

Because what's important to you is just as important to us.

United by a common goal that all patients have access to life-improving, preserving, and sustaining therapies when they need them. You're driven to provide quality and optimal patient care. We're just as driven when it comes to providing quality and optimal equipment care. **This is central to our Medtronic Mission.**

Like you, we understand that capital equipment is more than a purchase. It's a life cycle investment. This is why we've intentionally aligned our expertise with our resources, enabling us to achieve our Mission while providing significant value to you:

Consistency

Inconsistent, improper, or untimely preventive maintenance and repairs can increase your total cost of ownership. Our Service Solutions engineers adhere strictly to manufacturer-recommended specification and periodic maintenance schedules. Additionally, we use only genuine Puritan Bennett™ parts. We maintain your ventilator to the same high standards every time.

Service standards

At the end of every onsite service call, the Service Solutions engineer performs testing to verify the ventilator is functioning as designed before it is returned to use.

Device service history

To validate consistency and thoroughness of repairs, our engineers can view a device's service history onsite. With testing, diagnostic, and resolution details at their fingertip, engineers can quickly determine how to get the ventilator ready for patient care.

Dedicated account management teams

As a Medtronic customer, you receive support from a comprehensive team of sales professionals, clinical specialists, and service engineers. This approach to account management and focus on the customer experience helps ensure rapid response and prompt resolution.



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References

* Technical Training can only be offered to Hospital Employees (no third party companies will be trained) and all attendees must have a minimum professional requirement of Hospital in Electronic / Electro Mechanical Discipline.

** Repairs carried out by Medtronic Engineers will be on any PCB's that require ESS software, all other repairs would be required by the engineers we have trained in the technical training course.

Medtronic

IMPORTANT: Please refer to the package insert for complete instructions, contraindications, warnings and precautions.

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