



Standard service

Respironics V200 and Esprit Critical Care Ventilators service agreements

Standard Service Agreements support customers who desire complete service on their Respironics V200 or Esprit Ventilators. You can be confident that your ventilators will be serviced on time and the right way by product experts.

Standard Service Agreement package

- All repair and preventive maintenance* parts
- All repair and preventive maintenance * labor
- All repair and preventive maintenance * travel
- Respi-Link (option B) - remote base software and enhanced option installation PLUS remote diagnostic support
- Repair priority
- Service Agreement Uptime Guarantee

* Preventive maintenance included only if a Ruby, Emerald or Diamond PM Plan is purchased

Items not covered by a Standard Service Agreement include accessories external to the ventilator such as, but not limited to carts, filters, oxygen sensors, oxygen hoses, patient circuit components, humidifiers, humidifier accessories, back-up batteries and external batteries.

Service Agreement Uptime Guarantee

Philips Hospital Respiratory Care Services guarantees that any Esprit or V200 Ventilator will not be out of service due to a failure for more than four days per calendar year or we will extend the service agreement on that device as indicated below.

Days out of service	Service agreement extension
5 to 6 days	1 month
7 to 8 days	2 months
>8 days	1 year

Repair-Only Service Agreements (preventive maintenance not included)		
Period	Part Number	Features
1 year	1010430	Standard Service Agreement package
2 years	1010433	Standard Service Agreement package
3 year	1010436	Standard Service Agreement package

Ruby Service Agreements (repair and annual preventive maintenance)		
Period	Part Number	Features
1 year	1026788	Standard Service Agreement package plus one on-site annual preventive maintenance
2 years	1026789	Standard Service Agreement package plus two on-site annual preventive maintenances
3 years	1026790	Standard Service Agreement package plus three on-site annual preventive maintenances

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Emerald Service Agreements (repair and 12,500-hour preventive maintenance)

Period	Part Number	Features
1 year	1026791	Standard Service Agreement package plus one on-site 12,500-hour preventive maintenance
2 years	1026792	Standard Service Agreement package plus one on-site 12,500-hour Preventive maintenance and one on-site annual preventive maintenance
3 years	1026793	Standard Service Agreement package plus one on-site 12,500-hour Preventive maintenance and two on-site annual preventives maintenances

Diamond Service Agreement (repair and 12,500-hour preventive maintenance)

Period	Part Number	Features
3 years	1026794	Standard Service Agreement package plus two on-site 12,500-hour preventive maintenances and one on-site annual preventive maintenance



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