



Standard service

Respironics BiPAP Vision Ventilator service agreements

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

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 and humidifier accessories.

Standard Service Agreement Package

- All repair and preventive maintenance* parts
- All repair and preventive maintenance* labor
- All repair and preventive maintenance* travel
- Free upgrades of base software during repair or preventive maintenance visit (upon request)
- Repair priority
- Service Agreement Uptime Guarantee

* Included only if a preventive maintenance plan is purchased

Service Agreement Uptime Guarantee

Philips Hospital Respiratory Care Services guarantees that any Respironics BiPAP Vision Ventilator will not be out of service due to a failure for more than 4 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	1013798	Standard Service Agreement package
2 years	1013799	Standard Service Agreement package
3 years	1013801	Standard Service Agreement package
4 years	1013802	Standard Service Agreement package

Service Agreements with preventive maintenance		
Period	Part Number	Features
1 year	1013803	Standard Service Agreement package plus one on-site annual preventive maintenance
2 years	1013804	Standard Service Agreement package plus two on-site annual preventive maintenances
3 years	1013825	Standard Service Agreement package plus three on-site annual preventive maintenances
4 years	1013826	Standard Service Agreement package plus four on-site annual preventive maintenances

Please visit www.philips.com/bipapvision



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