

Ventilator Technical Training Seminars

The Esprit technical training seminar is a four-day course.

Esprit seminar topics include:

- Theory of Operation for Pneumatics/Electronics
- Basic Clinical Operation
- Troubleshooting
- Hands-on Workshops
- Diagnostics
- Short and Extended Self Test
- Configuration
- Software
- Performance Verification
- Preventative Maintenance
- Part Replacement Procedures

The BiPAP Vision technical training seminar is a two-day course.

BiPAP Vision seminar topics include:

- BiPAP Vision Overview
- Theory of Operation for Pneumatics/Electronics
- Troubleshooting
- Hands-on Workshops
- Diagnostics
- Final Test
- Preventative Maintenance
- Part Replacement Procedures

These seminars are intended for qualified service personnel. It is strongly suggested that attendees be already familiar with medical equipment (electromechanical/pneumatics) and have a good understanding of electronics.



Customer Service: 1-800-345-6443 or 724-387-4000
Respironics Europe: +33-(0)1-55-60-19-80
Respironics Asia Pacific: +81-3-5800-0724

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Seminar materials include: A training manual, operator's manual, service manual and a variety of specialized tools* and adapters needed for servicing the Esprit or BiPAP Vision.

* charged separately in the Basic and Premium classes.

Electronic Technical Services Update

All attendees receive a free* periodic electronic technical services update designed to keep them current on any technical changes, service and troubleshooting tips, training schedules, discounts and promotional offerings.

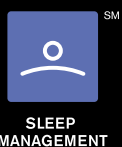
* provided at no charge for six months to a year (depending on level of course selected); continued delivery of the update may be renewed for a fee.

Technical Training Packages

Choose from one of our four Technical Training Packages. The training content in all four packages is identical. The packages differ only in their levels of offerings and discounts. Attendees receive the same high quality training as Respironics' Service Representatives.

- **Basic** – for customers who want no frills training
- **Premium** – for customers who wish to save money in repair parts
- **Deluxe** – provides everything you need to test and repair your Esprit and BiPAP Vision ventilators
- **Combination** – for customers needing both Esprit and BiPAP Vision training

For specific details on these packages and for information about technical seminar schedules, email us at: hospital.services@respironics.com



Technical Product Support & Training

Respironics' Hospital Services Technical Group

Respironics' Hospital Division Technical Support team is comprised of a multi-functional group of highly qualified technicians and professionals who provide technical training and product support for the full line of Respironics hospital products. These services are designed to:

- Properly train customers to maintain and repair their Respironics' ventilators and monitors
- Keep customers regularly apprised of the latest technical updates, troubleshooting procedures and service offerings
- Minimize equipment downtime
- Provide around-the-clock technical assistance
- Keep the customer's Respironics' ventilators and monitors operating smoothly and efficiently
- Assist the customer in fulfilling their in-house service and quality requirements

Technical Product Support

Our knowledgeable biomedical professionals provide around-the-clock product support to assist you with any technical questions. With one call to 1-800-345-6443 (option 5; then option 1), you are connected with an experienced Technical Specialist at our Clinical and Technical Product Support Center who can assist with a range of issues, such as:

- Step-by-step fault diagnosis
- Troubleshooting difficult problems
- Technical specifications
- Proper setup
- Part number inquiries
- Proper installation and disassembly procedures

In many cases our specialists are able to simulate, in our on-site product lab, the situation you are experiencing and thoroughly walk you through the necessary corrective steps to resolve the situation. Technical and Clinical Specialists are available 24 hours a day, 365 days a year ensuring you have the information you need when you need it to keep your fleet running smoothly and efficiently.

Technical Training

Technical training seminars for the Esprit® and BiPAP® Vision® ventilators are provided on a quarterly basis at our Carlsbad, California facility. Regional seminars are also available throughout the year but are contingent upon adequate local interest.

Our seminars are led by experienced technical training professionals with more than 20 years of combined experience in technical education and ventilation support. By the end of the training seminar, attendees are qualified to confidently troubleshoot, repair and maintain their facility's Esprit and BiPAP Vision ventilator fleet.

