



Service training catalog 2012



Our facility is ISO certified

The information in this publication covers Philips Respironics training courses at the time of this publication. We reserve the right to make changes to these classes, schedules, and pricing at anytime with or without notice or obligation.

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Welcome to Philips Respironics Home Healthcare Solutions

Philips Home Healthcare Solutions, a global leader in the sleep, respiratory and monitoring markets, is passionate about improving the quality of people's lives with solutions that are designed around the needs of our customers and their patients. For us, innovation is driven by gaining insight into the needs of the people who use our products. Building on our core strengths, we provide effective and intuitive solutions in the areas of:

- sleep management
- home respiratory management
- home monitoring, and
- respiratory drug delivery

For over 30 years, we have delivered solutions and technologies that are focused on people and the issues they face. Our tradition of people-focused innovation throughout the care cycle, combined with our ability to anticipate market needs, has made Philips Home Healthcare Solutions a name acknowledged worldwide as a principal innovator in the markets that we serve.

Philips Respironics training and development

Philips Respironics provides service training for homecare and hospital-service technicians. These training programs are taught by certified Philips Respironics Service Specialists and are designed to:

- Provide Technicians with hands-on training in a conducive learning environment
- Instruct service technicians to properly repair, test, and maintain Philips Respironics devices and equipment
- Teach troubleshooting techniques
- Familiarize technicians with Philips Respironics service documentation
- Provide training certification upon successful completion of the program



Meet the training team

David Smith

David has been a member of Philips Respironics for 13 years. He spent the first six years of his career with Philips Respironics as a senior service technician before transitioning into the role of technical specialist supporting sleep therapy devices. He holds an associate degree in biomedical engineering technology from Penn State University.

Scot Waugaman

Scot has been a member of Philips Respironics for four years. Scot has responsibility for creating new product service testing procedures, training module creation, and writing technical service documentation for the Ventilation Product Line. He holds a degree in digital and analog electronics and has more than 22 years of experience in several technical fields.

Greg Burt

Greg has been a member of Philips Respironics for 12 years, currently as a technical specialist. His responsibilities include creating new product service procedures, training module creation, and writing technical service documentation for the Diagnostics, Home Monitoring, and Oxygen Product Lines. He spent 12 years in the U.S. Coast Guard where he attended Electronics School.

David Koth

David Koth has been a member of Philips Respironics for over three years. He started in the Kennesaw Service department as a Technician repairing the EverFlo, EverGo, Millennium, CoughAssist and UltraFill products. After 2 years he helped start the second shift service team and was the “technician in charge” of 10 other employees. He was responsible for training, guiding and insuring the repairs to units was in accordance with Philips policies. His prior history was in the calibration service industry for over 10 years. He has a 2 year diploma from Appalachian Technical College in Electronics. He is a Navy veteran who worked on gas turbine systems for ship propulsion for 4 years.

Class Enrollment

Class size is limited and is offered on a first-registered, first-attend basis. A confirmation email or fax and directions to the training location will be sent to the student within three days after receipt of payment. If a class is full, we will contact the enrollee with standby or alternate class-date information.

Class Registration

To register for any of the service training programs, contact Philips Respiroics Customer Service at 1-800-345-6443.

For other questions regarding service training, contact Philips Respiroics Service Business department at:

Philips Respiroics Service Business department
Philips Respiroics
1010 Murry Ridge Lane
Murrysville, PA 15668

Phone: 724-387-4040

Email: Respiroics.service.operations@philips.com

Payment

An order on file with customer service and Purchase Order Number are required in advance of the training course. If these have not been made prior to the start of the class, the student(s) will not be admitted.

Course scheduling

Courses begin at 8 a.m. EST and end at 5 p.m. EST. Your travel arrangements should be made to accommodate this schedule.

Cancellation policy

We reserve the right to cancel a class up to 15 days prior to the scheduled class start date.

Airport information

For Pennsylvania training we recommend using the Pittsburgh International Airport (approximately 50 minutes from the training location). For Georgia training we recommend using the Hartsfield-Jackson Atlanta International Airport (approximately 45 minutes from the training location).

Hotel information

Students are responsible for making their own hotel arrangements. Hotels require a major credit card to guarantee room availability.

Transportation

Students are responsible for transportation to and from the training facility.

Training materials

Training materials will be provided by the training instructor on the day of the training. Upon completion of the training all training materials for future use will be housed on my.respironics.com. During the training class, registration to my.respironics.com will be discussed.

Training courses

KENNESAW, GEORGIA TRAINING				
COURSE TITLE	CLASS PRICE	COURSE LENGTH	COURSE DATE	PART NUMBER
Trilogy Performance Verification (PV)Tool Training	\$ 750.00	4 hours	February 21, 2012	1097912
EverGo Service Training	\$ 500.00	8 hours	February 21, 2012	1097916
Philips Respironics System One Service Training	\$ 400.00	8 hours	February 22, 2012	1097915
UltraFill Service Training	\$ 500.00	8 hours	February 22, 2012	1097917
EverFlo / Millennium M10 Service Training	\$ 500.00	8 hours	February 23, 2012	1097958
SPRING MEDTRADE LAS VEGAS, NEVADA				
COURSE TITLE	CLASS PRICE	COURSE LENGTH	COURSE DATE	PART NUMBER
Trilogy Performance Verification (PV)Tool Training	\$ 750.00	4 hours	April 10, 2012	1097959
EverGo Service Training	\$ 500.00	8 hours	April 10, 2012	1097967
Philips Respironics System One Service Training	\$ 400.00	8 hours	April 11, 2012	1097979
UltraFill Service Training	\$ 500.00	8 hours	April 11, 2012	1097968
EverFlo / Millennium M10 Service Training	\$ 500.00	8 hours	April 12, 2012	1097969
MINNEAPOLIS, MINNESOTA				
COURSE TITLE	CLASS PRICE	COURSE LENGTH	COURSE DATE	PART NUMBER
Trilogy Performance Verification (PV)Tool Training	\$ 750.00	4 hours	June 12, 2012	1097961
EverGo Service Training	\$ 500.00	8 hours	June 12, 2012	1097970
Philips Respironics System One Service Training	\$ 400.00	8 hours	June 13, 2012	1097980
UltraFill Service Training	\$ 500.00	8 hours	June 13, 2012	1097971
EverFlo / Millennium M10 Service Training	\$ 500.00	8 hours	June 14, 2012	1097972
MURRYSVILLE, PENNSYLVANIA				
COURSE TITLE	CLASS PRICE	COURSE LENGTH	COURSE DATE	PART NUMBER
Trilogy Performance Verification (PV)Tool Training	\$ 750.00	4 hours	August 14, 2012	1097963
EverGo Service Training	\$ 500.00	8 hours	August 14, 2012	1097973
Philips Respironics System One Service Training	\$ 400.00	8 hours	August 15, 2012	1097981
UltraFill Service Training	\$ 500.00	8 hours	August 15, 2012	1097974
EverFlo / Millennium M10 Service Training	\$ 500.00	8 hours	August 16, 2012	1097975

Fall MedTrade Atlanta, Georgia

COURSE TITLE	CLASS PRICE	COURSE LENGTH	COURSE DATE	PART NUMBER
Trilogy Performance Verification (PV)Tool Training	\$ 750.00	4 hours	October 16, 2012	1097965
EverGo Service Training	\$ 500.00	8 hours	October 16, 2012	1097976
Philips Respironics System One Service Training	\$ 400.00	8 hours	October 17, 2012	1097982
UltraFill Service Training	\$ 500.00	8 hours	October 17, 2012	1097977
EverFlo / Millennium M10 Service Training	\$ 500.00	8 hours	October 18, 2012	1097978

EverFlo & Millennium M10 service & repair course

The standard program for the EverFlo service and repair course is one full day of intensive training.

Class price includes:

- All instruction and work materials
- Meals and snacks

Products covered in training:

- EverFlo
- EverFlo Q
- EverFlo UltraFill Compatible
- Millennium M10

Class size:

12 students

Training class topics:

- Warranty
- System specifications
- Theory of operation
- Pneumatic diagram
- Control panel indicators and definitions
- Component removal and replacement
- EverFlo to EverFlo UltraFill upgrade procedures
- Air/O₂ flow diagram
- EverFlo model differences
- Control panel LED indicator definitions
- Component identification and description
- Component removal and replacement
- Testing procedures



EverGo service & repair course

The standard program for the EverGo service and repair course is one full day of intensive training. Upon successful completion of this training course, you will be able to repair EverGo devices with serial numbers greater than 109500.

Class price includes:

- All instruction and work materials
- Meals and snacks

Products covered in training:

- EverGo Portable Oxygen Concentrators with serial numbers greater than 109500.

Class size:

12 students

Training class topics:

- Warranty statement
- EverGo serial number cuts
- Specifications
- Pneumatic diagram
- Component identification and description
- Component removal and replacement
- Testing procedures



Philips Respironics REMstar and BiPAP service and repair course

The standard program for the Philips Respironics REMstar & BiPAP service and repair course is one full day of intensive training.

Class price includes:

- All instruction and work materials
- Meals and snacks

Products covered in training:

- All products on the Philips Respironics REMstar & BiPAP platform

Class size:

12 students

Training class topics:

- Service manual and field communication review
- Physical description of devices
- Repair and replacement procedures
- System setup procedures
- Test equipment overview
- Testing procedures



Trilogy performance verification (PV) tool course

The standard program for the Trilogy performance verification (PV) tool course is one half day of intensive training.

Fee includes:

- All instruction and work materials
- Meals and snacks

Products covered in training:

- Latest released version of Trilogy Performance Verification Test Tool at time of class

Class size:

8 students

Training class topics:

The PV Tool software will provide the trained user the ability to verify the essential performance and safety of the Trilogy unit under test (UUT).

The PV Tool software can be used with Trilogy ventilators in place of the Trilogy Field Service Application (FSA) in the following conditions only:

- During the Preventive Maintenance (PM) interval to ensure the unit is performing to specification. The FSA Post Test was originally the only test allowed to perform this operation, now either the PV Tool or FSA Post Test can be used.
- After replacing ONLY an AC Inlet Connector. The FSA Pre and Post Test were originally the only test qualified to ensure the unit is performing to specification. Now either the PV tool or the FSA can be used.



UltraFill service, repair, and upgrade course

The standard program for the UltraFill service and repair course is one half day of intensive training.

Class price includes:

- All instruction and work materials
- Meals and snacks

Products covered in training:

- UltraFill

Class size:

12 students

Training class topics:

- Warranty statement
- System specifications
- Theory of operation
- Pneumatic diagram
- Control panel indicators and definitions
- Component removal and replacement
- EverFlo to EverFlo UltraFill compatible upgrade procedures
- Air/O₂ flow diagram
- Control panel LED indicator definitions
- Component identification and description
- Component removal and replacement
- Testing procedures



Computer based service training

Cost

\$150 – REMstar
Training-027

\$150 – Millennium
Training-001

\$200 – EverFlo
Training-165

Fee includes:

- A certificate of completion after successfully completing the course.
- The ability to use the course as many times as needed.

Course locations:

Anywhere with
computer access

Mailing address:

Philips Respironics
1010 Murry Ridge Lane
Murrysville, PA 15668
Phone: 724-387-4040
Fax: 724-387-4445

To order any of the computer based training (CBT) courses, contact customer service at 1-800-345-6443. Once the order is entered by Customer Service, your login and password will be emailed to you within 24 business hours.

The CBT will take the user through sections of instructions and will require the user to take and pass a quiz at the end of each section. At the end of the CBT a final test will be given. After all quizzes and tests are passed, the registered user will receive a certificate of completion.

The on-line computer based service training covers the following:

- Product overview and specifications
- Theory of operation
- Product components
- Operation
- Maintenance
- Troubleshooting
- Repair & replacement procedures

System requirements

To properly run the online training you must have the following:

- Broadband Connection, at least 256kb/second (DSL, Cable, Corporate LAN, etc)
- Screen Resolution of 1024 x 768
- Microsoft Windows® 98/2000/ME/XP PC, Pentium processor, 233 MHz, 64 MEG RAM
- Internet Explorer® version 5.0 or newer
- Macromedia Flash Player version 6 or newer (free download from <http://www.macromedia.com>)
- Windows Media Player version 7 or newer

Products covered in REMstar training:

- REMstar Plus w/ C-Flex
- REMstar C-Flex
- REMstar Pro w/ C-Flex

Products covered in Millennium training:

- All Millennium Concentrators

Products covered in EverFlo training:

- All EverFlo Concentrators

Special request service & repair courses

Cost:

Legacy CPAP/BiPAP - \$400

The standard program for special request trainings will be determined at the time of the request.

Fee includes:

All instruction and work materials.
Daily lunches and coffee breaks

Special request trainings are not part of the 2012 training schedule and must be requested through the Philips Respironics Service Business department. Thirty days of advance notice are required for all special-request trainings to ensure trainer and facility availability.

Mailing address:

Philips Respironics
1010 Murry Ridge Lane
Murrysville, PA 15668
Phone: 724-387-4040
Fax: 724-387-4445

Products covered in Legacy CPAP and BiPAP special request training:

- BiPAP Pro 2
- BiPAP Plus
- BiPAP Auto
- BiPAP S/T
- BiPAP autoSV with Smartcard
- BiPAP AVAPS
- REMstar Heated Humidifier
- REMstar Auto 2ith C-Flex
- REMstar Pro 2 with C-Flex
- OmniLab
- BiPAP autoSV Advanced
- OmniLab Advanced
- M-Series
- SleepEasy

Class size:

12 students

Training class topics:

- Basic operation and manipulation
- Theory of operation
- Troubleshooting
- Hardware removal and replacement
- Performance testing

Training in Your area

On-site training Programs available

What is on-site training?

On-site training is when we come to you. Let us provide a training program in your area.

What products are offered on-site?

All of the training platforms listed in this brochure are available as an on-site training. To request on-site Trilogy training all test equipment must be purchased and at the location.

What are the benefits of on-site training?

Convenient and economical for large training groups.

When is on-site training available?

Training is contingent upon instructor availability. All requests for on-site training must be made 30 days prior to the requested date.

What is included in on-site training?

The terms and conditions of on-site training will be determined by the service business department and regional sales manager.

What is the cost of on-site training?

One day of on-site training - \$2,000 plus the cost of a seat for each individual attending the training.

Two days of on-site training - \$3,000 plus the cost of a seat for each individual attending the training.

Three days of on-site training - \$4,000 plus the cost of a seat for each individual attending the training.

Example:

A request for on-site EverFlo training has been requested and the total number of attendees is determined to be three. A fee of 2,000 is applied for the one day of on-site training plus a fee of \$500 for each student, bringing the total for the on-site training to \$3,500.

Who do I contact to schedule On-site training?

Philips Respironics
Attn: Service Business Department
1010 Murry Ridge Lane
Murrysville, PA 15668
Phone: 724-387-4040
Fax: 724-387-4445

This document contains the most current training information as of this printing. For the most-up-to-date product information, please go to www.philips.com or call Philips Respironics Customer Service at 1-800-345-6443.

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