

Service training catalog 2010



Publication information

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 and schedules at anytime.

Training catalog contents

Philips Respironics training and development	4
Meet the training team	5
Enrollment.....	6
Registration.....	6
Payment.....	7
Course scheduling	7
Cancellation policy	7
Airport information.....	7
Hotel information.....	7
Transportation.....	7
Training materials	8
Check us out online	8
Training courses	9
Murrysville, PA map.....	11
Kennesaw, GA map.....	11
EverFlo, UltraFill, and Compressed O ₂ Safety service and repair course.....	12
EverGo service and repair course.....	13
M Series and SleepEasy service repair course	14
Legacy CPAP and BiPAP service and repair course	15
Philips Respironics REMstar and Bi-Level service and repair course.....	16
Trilogy service and repair course	17
SmartMonitor service and repair course	18
Computer based service training	19
PLV service and repair course (special request)	20
Training in your area.....	21

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 11 years. He spent the first five 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.

Jerry Hammack

Jerry is responsible for creating new product service testing procedures, training module creation, and writing technical service documentation for the Monitoring, Diagnostics, and Trilogy Product lines. He has been with the Service Marketing Group for five years and Philips Respironics for 13 years with jobs with New Ventures Engineering, Sustaining Engineering and Service. Jerry holds a bachelor degree in Information Technology and has over 23 years in the technical field.

Scot Waugaman

Scot has been a valued member of Philips Respironics for three years. Scot has responsibility for creating new product service testing procedures, training module creation, and writing technical service documentation for the Oxygen Product Line. He holds a degree in digital and analog electronics and has over 20 years experience in technical fields.

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.

Registration

To order any of the service training programs, contact Philips Respironics Customer Service at 1-800-345-6443.

For Trilogy training, the Trilogy Service Training Class Application must be completed and accepted by Philips Respironics before the training class order will be processed.

To obtain a copy of the Trilogy Service Training Class Application [click here](#).

Return the Trilogy Service Training Class Application to the attention of Service Marketing via:

Fax: 724-755-8230

Email: service.operations@respironics.com

Mail to: Philips Respironics
Buncher Commerce Park
203 Avenue B
Youngwood, PA 15697

Early registration prices apply when registration occurs 15 or more days prior to the scheduled class.

For other questions regarding service training, contact Philips Respironics Service Marketing group at:

Philips Respironics Service Marketing Group
Buncher Commerce Park
203 Avenue B
Youngwood, PA 15697-1707
Phone: 724-755-8220
e-mail: service.operations@respironics.com

Payment

Payment is required in advance of the training course. If payment has 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. and end at 5 p.m. 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 Pittsburgh International Airport (approximately 50 minutes from training location).

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

Hotel information

Students are responsible for making hotel accommodations. Hotels require a major credit card to guarantee room availability. For your convenience the location maps listed below detail the hotels surrounding the training facility.

Transportation

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

Training materials

Students attending our classes will borrow the trainer's manuals and reference materials at the site of the training.

Training manuals and reference materials will be shipped to the customer's location on the day of the training and will be available for use upon return. This eliminates the need to transport materials from the training location back to the customer's site.

Check us out online

Visit our web page to learn more about Philips Respironics products and services. Our Internet address is www.philips.com

Send email service training questions to service.operations@respironics.com or call 724-755-8220.

Training courses

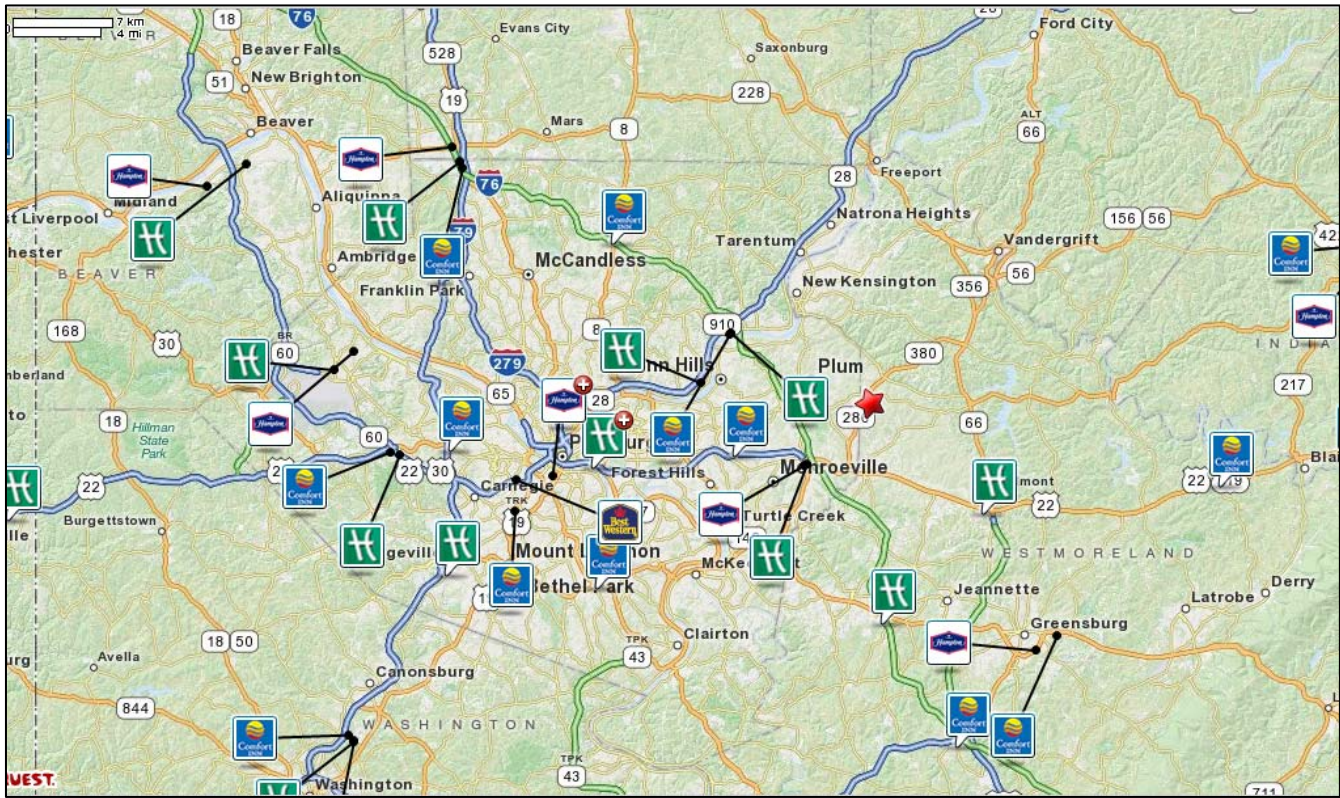
See course descriptions for early registration fees and class size.

Course Title	Location	Part number	Cost	Course length	2010 dates
EverFlo, UltraFill and Compressed O ₂ Safety	Kennesaw, Ga.	Training-297	\$ 500.00	1 day	March 17
M Series and SleepEasy Service	Kennesaw, Ga.	Training-299	\$ 400.00	1 day	March 18
Legacy CPAP and BiPAP Service	Kennesaw, Ga.	Training-300	\$ 400.00	1 day	March 19
Trilogy 100 and 200 Service**	Kennesaw, Ga.	Training-101	\$ 800.00	2 days	March 22-23
SmartMonitor Service	Kennesaw, Ga.	Training-301	\$ 600.00	1 day	March 24
Trilogy 100 and 200 Service*	Murrysville, Pa.	Trilogy-101	\$ 800.00	2 days	April 20-21 May 18-19 June 15-16 July 20-21 Aug 24-25 Sept 14-15 Oct 19-20
Trilogy O ₂ Service*	Murrysville, Pa.	Trilogy-301	\$ 450.00	1 day	April 22 May 20 June 17 July 22 Aug 26 Sept 16 Oct 21
Trilogy 100, Trilogy 200, and Trilogy O ₂ Training*	Murrysville, Pa.	Trilogy-201	\$ 1,200.00	3 days	April 20-22 May 18-20 June 15-17 July 20-22 Aug-24-26 Sept 14-16 Oct 19-21
SmartMonitor Service	Murrysville, Pa.	Training-302	\$ 600.00	1 day	June 18
EverFlo, UltraFill and Compressed O ₂ Safety	Murrysville, Pa.	Training-303	\$ 500.00	1 day	June 21
EverGo Service (Serial number 109500 and above)	Murrysville, Pa.	Training-304	\$ 500.00	1 day	June 22
Philips Respironics REMstar and Bi-Level Service	Murrysville, Pa.	Training-305	\$ 400.00	1 day	June 23
M Series and SleepEasy Service	Murrysville, Pa.	Training-306	\$ 400.00	1 day	June 24
Legacy CPAP and BiPAP Service	Murrysville, Pa.	Training-307	\$ 400.00	1 day	June 25
Philips Respironics REMstar and Bi-Level Service	Atlanta, Ga. (Medtrade)	Training-310	\$ 400.00	1 day	Nov 16
Trilogy 100, Trilogy 200, and Trilogy O ₂ Training*	Atlanta, Ga. (Medtrade)	Trilogy-201	\$ 1,200.00	3 days	Nov 16-18
Trilogy 100 and 200 Service*	Atlanta, Ga. (Medtrade)	Trilogy-101	\$ 800.00	2 days	Nov 16-17

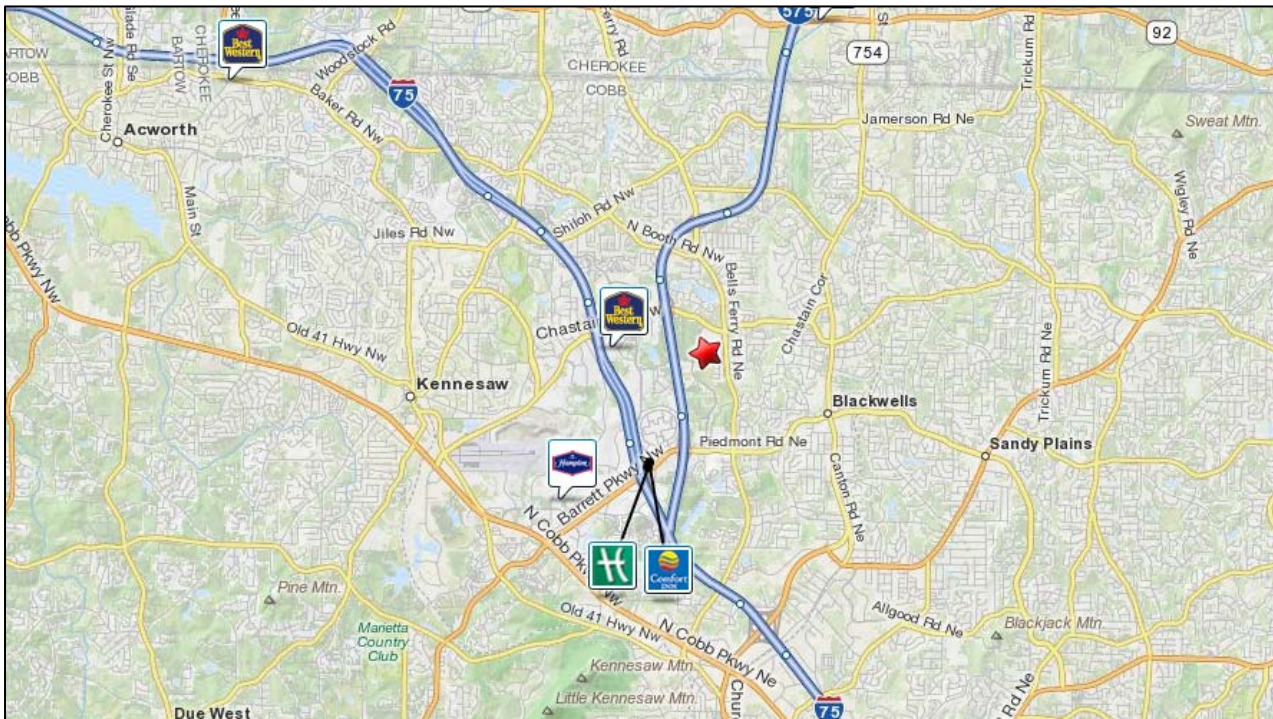
Training courses (continued)

COURSE TITLE	LOCATION	PART NUMBER	COST	COURSE LENGTH	2010 DATES
Trilogy O ₂ Service*	Atlanta, Ga. (Medtrade)	Trilogy-301	\$ 450.00	1 day	Nov 19
EverFlo, UltraFill and Compressed O ₂ Safety	Atlanta, GA (Medtrade)	Training-311	\$ 500.00	1 day	Nov 17
EverGo Service (Serial number 109500 and above)	Atlanta, GA (Medtrade)	Training-312	\$ 500.00	1 day	Nov 18
CPAP Computer Based Service Training	Online	Training-027	\$ 150.00	At your own pace	NA
Millennium Computer Based Service Training	Online	Training-001	\$ 150.00	At your own pace	NA
EverFlo Computer Based Service Training	Online	Training-165	\$ 200.00	At your own pace	NA
<ul style="list-style-type: none"> • *For Trilogy Training, the Trilogy Service Training Class Application must be completed and accepted by Philips Respironics. If you attempt to place an order for the Trilogy Training without first submitting an application, the order will not go through. • For the Trilogy Service Training Class Application click here. • Return the Trilogy Service Training Class Application to the attention of Service Marketing via: Fax: 724-755-8230; Email: service.operations@respironics.com; Mail to: Philips Respironics, Buncher Commerce Park, 203 Avenue B, Youngwood, PA 15697 <p style="text-align: center;">All other trainings can be ordered directly through Customer Service.</p>					

Murrysville, Pa. map



Kennesaw, Ga. map



Cost:

\$ 500

\$ 425 early registration

Fee includes:

- All instruction and work materials
- Daily lunches and coffee breaks

Course locations:

- Murrysville, Pa.
- Kennesaw, Pa.
- Atlanta, Ga.

2010 course schedule/part number:

- March 17, Training-297
- June 21, Training-303
- November 17, Training-311

Mailing address:

Philips Respironics
Buncher Commerce Park
203 Avenue B
Youngwood, PA 15697
Phone: 724-755-8220
Fax: 724-755-8230

EverFlo, UltraFill, and Compressed O₂ Safety service and repair course

The standard program for the EverFlo, UltraFill, and Compressed O₂ Safety service and repair course is one full day of intensive training.

Products covered in training:

- EverFlo
- EverFlo Q
- EverFlo Transfill
- UltraFill
- Millennium Transfill

Class size

12 students

Training class topics:

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



Cost:

\$ 500

\$ 425 early registration

Fee Includes:

- All instruction and work materials.
- Daily lunches and coffee breaks

Course locations:

- Murrysville, Pa.
- Atlanta, Ga.

2010 course schedule/part number:

- June 22, Training-304
- November 18, Training-312

Mailing address:

Philips Respironics
Buncher Commerce Park
203 Avenue B
Youngwood, PA 15697
Phone: 724-755-8220
Fax: 724-755-8230

EverGo service and 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.

Products covered in training:

- EverGo Portable Oxygen Concentrator

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



Cost:

\$ 400

\$ 325 early registration

Fee includes:

- All instruction and work materials
- Daily lunches and coffee breaks

Course locations:

- Murrysville, Pa.
- Kennesaw, Pa.

2010 course**schedule/part number:**

- March 18, Training-299
- June 24, Training-306

Mailing address:

Philips Respironics
Buncher Commerce Park
203 Avenue B
Youngwood, PA 15697
Phone: 724-755-8220
Fax: 724-755-8230

M Series and SleepEasy service repair course

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

Products covered in training:

- SleepEasy
- REMstar M Series
- REMstar Plus M Series
- REMstar Pro M Series
- REMstar Auto M Series
- BiPAP Plus M Series
- BiPAP Auto M Series
- M Series Heated Humidifier
- REMstar Auto with A-Flex M Series

Class size

12 students

Training class agenda:

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



Cost:

\$ 400

\$ 325 early registration

Fee includes:

- All instruction and work materials
- Daily lunches and coffee breaks

Course locations:

- Murrysville, Pa.
- Kennesaw, Pa.

2010 course schedule/part number:

- March 19, Training-300
- June 25, Training-307

Mailing address:

Philips Respironics
Buncher Commerce Park
203 Avenue B
Youngwood, PA 15697
Phone: 724-755-8220
Fax: 724-755-8230

Legacy CPAP and BiPAP service & repair course

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

Products covered in training:

- BiPAP Pro 2
- BiPAP Plus
- BiPAP Auto
- BiPAP S/T
- BiPAP AutoSV with Smartcard
- BiPAP AVAPS
- REMstar Heated Humidifier
- REMstar Auto with C-Flex
- REMstar Pro 2 with C-Flex
- OmniLab
- BiPAP Auto SV Advanced
- OmniLab Advanced

Class size

12 students

Training class agenda:

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



Cost:

\$ 400

\$ 325 early registration

Fee includes:

- All instruction and work materials
- Daily lunches and coffee breaks

Course locations:

- Murrysville, Pa.
- Atlanta, Ga.

2010 course schedule/part number:

- June 23, Training-305
- November 16, Training-310

Mailing address:

Philips Respironics
Buncher Commerce Park
203 Avenue B
Youngwood, PA 15697
Phone: 724-755-8220
Fax: 724-755-8230

Philips Respironics REMstar and Bi-Level service and repair course

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

Products covered in training:

- All products in the Philips Respironics REMstar and Bi-Level platform

Class size

12 students

Training class agenda:

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



Cost:

- \$ 1,200 (3-day training)
- \$ 800 (2-day training)
- \$ 450 (1-day training)

Fee includes:

- All instruction and work materials
- Daily lunches and coffee breaks

Course locations:

- Murrysville, Pa.
- Kennesaw, Pa.
- Atlanta, Ga.

2010 course schedule:

- March 22-23
- April 20-22
- May 18-20
- June 15-17
- July 20-22
- August 24-26
- September 14-16
- October 19-21
- November 16-18

Part numbers:

- Trilogy - 101 (2-day training)
- Trilogy - 201 (3-day training)
- Trilogy - 301 (1-day training)

Mailing address:

Philips Respironics
Buncher Commerce Park
203 Avenue B
Youngwood, PA 15697
Phone: 724-755-8220
Fax: 724-755-8230

Trilogy service and repair course

The Trilogy Service and Repair Course has three tiers.

We offer a one-day class that includes training for the Trilogy O₂ ventilator. We offer a two day class that includes training for the Trilogy 100 and Trilogy 200 ventilators. Lastly, we offer a three day class that covers all three ventilators.

Note: For Trilogy Training, the Trilogy Service Training Class Application must be completed and accepted by Philips Respironics before the training class order will be processed.

Products covered in training:

- Trilogy 100
- Trilogy 200
- Trilogy O₂

Class size

4 students

Training class agenda:

- Basic operation and manipulation
- Theory of operation
- Software downloads
- Software updates
- Test equipment requirements and setup
- Error code review
- Troubleshooting
- Hardware removal and replacement
- Performance testing



Cost:

\$ 600

\$ 525 early registration

Fee includes:

- All instruction and work materials
- Daily lunches and coffee breaks

Course locations:

- Murrysville, Pa.
- Kennesaw, Pa.

2010 course**schedule/part number:**

- March 24, Training-301
- June 18, Training-302

Mailing address:

Philips Respironics
Buncher Commerce Park
203 Avenue B
Youngwood, PA 15697
Phone: 724-755-8220
Fax: 724-755-8230

SmartMonitor service and repair course

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

Products covered in training:

- Smart Monitor 2
- Smart Monitor 2 PS
- Smart Monitor 2 PS Light

Class size

12 students

Training class agenda:

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



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
Buncher Commerce Park
203 Avenue B
Youngwood, PA 15697
Phone: 724-755-8220
Fax: 724-755-8230

Computer based service training

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 and replacement procedures

System requirements:

To take the online training, your computer must have the following:

- Broadband Connection, at least 256 kb/second (DSL, cable, corporate LAN, etc)
- Screen Resolution of 1024 x 768
- Microsoft Windows® 98/2000/ME/XP PC, Pentium processor, 233 MHz, 64 MB 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 with C-Flex
- REMstar C-Flex
- REMstar Pro with C-Flex

Products covered in Millennium training:

- All Millennium concentrators

Products covered in EverFlo training:

- All EverFlo concentrators

Cost:
\$900

Fee includes:

- All instruction and work materials
- Daily lunches and coffee breaks

Course locations:

Conference room in the Houston, Texas area.

Mailing address:

Philips Respironics
Buncher Commerce Park
203 Avenue B
Youngwood, PA 15697
Phone: 724-755-8220
Fax: 724-755-8230

PLV service and repair course (special request)

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

This training is not part of the 2010 training schedule and must be requested through the Philips Respironics Service Marketing Department. We require 30 days of advance notice for PLV training to ensure trainer and facility availability.

Products covered in training:

- PLV-100
- PLV-102
- PLV-102b

Training class agenda:

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



Training in Your Area

On-Site training programs are 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.

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.

What is included in on-site training?

The terms and conditions of on-site training will be determined by the Service Marketing 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 one seat for requested training platform.

Two days of on-site training – \$3,000 plus the cost of one seat for requested training platform(s).

Three days of on-site training – \$4,000 plus the cost of one seat for requested training platform(s).

Who do I contact to schedule on-site training?

Philips Respironics

Attn: Service Marketing

Buncher Commerce Park

203 Avenue B

Youngwood, PA 15697

Phone: 724-755-8220

Fax: 724-755-8230

**Philips Healthcare is part of
Royal Philips Electronics**

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www.philips.com/respironics
Respironics

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CAUTION: US federal law restricts these devices to sale by or on the order of a physician.

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