

PEACE OF MIND KNOWING YOU'RE COVERED.

Choose from field or depot service plans
for the Newport™ HT70 series ventilators



Trusted service expertise

Quality, consistency, responsiveness. Unlike typical whole-house service providers, we are the experts in servicing Newport™ ventilators. Whether you choose a field or factory service agreement, our technicians have the training and experience to quickly pinpoint problems and complete repairs, increasing uptime for this critical equipment.

Medtronic Equipment Services complies with regulatory and manufacturer quality standards for all service activities. We maintain thorough device service history logs and details. With this comprehensive service data and extensive training, our service engineers can easily determine the appropriate course of action. Together, we support peak performance for your ventilators.

Quick and responsive support

When you have technical questions or need to schedule service, our Service Experience team is here to help.

Our call center is open Monday through Friday from 6:00 a.m. to 4:00 p.m. Pacific time. You'll also have access to an on-call technician — 24 hours a day, 7 days a week.

Valuable time saved

When you contact us with a service issue, you will receive a prompt response from a technician who will answer your questions and work with you to schedule service. When field service is required, our engineers are close by. We are strategically positioned in more than 50 locations in the United States. Every field location has an extensive parts inventory, which enhances the ability of our engineers to complete any necessary repairs accurately and efficiently on the first visit.

Required repairs*

With a service agreement, necessary repairs and adjustments resulting from normal operation — performed either during preventive maintenance or on request at any other time during the coverage period — are included at no additional cost.†

Two-year preventive maintenance

We provide preventive maintenance (PM) as required by the service or operator's manual. Every two years, we will inspect your ventilator and perform a full operational verification procedure (OVP) using our latest test equipment, and also perform the necessary calibrations. During the OVP, the batteries, oxygen sensor, and all necessary filters are replaced per the manufacturer's specifications.

With a field service contract, our team maintains your ventilator preventive maintenance schedule for you. We will contact you before your service due date to schedule a convenient time to perform maintenance.

15,000-hour preventive maintenance

After 15,000 hours of use, each ventilator receives a 15,000-hour PM including pump replacement followed by an operational verification procedure (OVP) using our latest test equipment. Our extensively trained technicians perform all service, using only authorized Newport™ ventilation parts and preventive maintenance kits.

Software updates

Under this coverage, your ventilators, at no charge, receive all operating software updates that are covered under the most current local market authorization.

Genuine Newport™ ventilation parts

We use only genuine Newport™ ventilation parts that have been validated and tested per established performance specifications.

Loaner ventilators

While your ventilator is being serviced by our trusted factory service team, we will provide you with a loaner ventilator (subject to availability) if the service time is anticipated to exceed 14 days. Access to our loaner ventilators under this program helps support more consistent ventilator uptime.

Additional terms and conditions

- Please contact the Medtronic Ventilation Service Agreements team at 800.255.6774 opt. 3 or RS.ServiceAgreements@medtronic.com to determine field service eligibility for Newport™ ventilators. In order to initiate service, customer must call Medtronic Service Experience team at 800-255-6774 opt. 4 or email RS.ServiceExperience@Medtronic.com.
- For depot service agreements, the customer is responsible for maintaining the preventive maintenance (PM) schedule and for contacting Medtronic to complete the scheduled service as required by the service and/or operator's manual. For all service agreements, this includes performing per-patient, weekly, monthly, and annual maintenance. To facilitate service coverage for field or depot service agreements, customer is responsible for making each ventilator available for regularly scheduled PM visits. If the customer does not make a ventilator available, Medtronic is not responsible for rescheduling the missed PM. It is the customer's responsibility to reschedule it. If the visit is not rescheduled by the customer prior to the expiration of the service contract, the missed PM will be forfeited.
- Customer must supply oxygen for testing for all field service requests.
- * The following parts and/or repairs are not provided for under this coverage and are subject to separate charges: (a) parts and/or repairs arising from customer misuse, negligence, accident, or causes external to the ventilator (including failure of or faulty electrical power); and (b) parts and/or repairs for cosmetic purposes.
- ‡ Additional travel fees may apply. These travel fees will be stated as zone charges on your quotation prior to purchase. Once your service agreement is in place, no additional travel fees will be assessed during the contract term for the included services being performed.

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