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 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 40 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.

**Choose any coverage option for either field or depot service**

<table>
<thead>
<tr>
<th>Coverage Option</th>
<th>All Required Repairs*</th>
<th>Two-Year Preventive Maintenance†</th>
<th>Batteries†</th>
<th>Oxygen Sensor†</th>
<th>Pump†</th>
<th>15,000-Hour Preventive Maintenance†</th>
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<tr>
<td><strong>Point-of-Sale Options (Available anytime during the two-year warranty†)</strong></td>
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<td>Three-Year Standard Use Coverage</td>
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<td><strong>Post-Warranty Option</strong></td>
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</tbody>
</table>

*Repairs noted as required during the two-year warranty period.
†Coverage noted as included during the two-year warranty period.

Medtronic Equipment Services
Further, Together
All required repairs
With a service agreement, all 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 all 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 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 means 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.

† Point-of-sale coverage begins at the start date of the warranty period of your ventilator regardless of whether the ventilator is new or refurbished. Coverage includes one of the following, as applicable per the table above: (a) one scheduled two-year PM including replacement of the oxygen sensor and batteries within a three-year period of consecutive coverage; (b) one scheduled two-year PM including replacement of the oxygen sensor and batteries and no more than one 15,000-hour PM within a three-year period of consecutive coverage; (c) two scheduled two-year PM events including replacement of the oxygen sensor and batteries within a five-year period of consecutive use coverage; (d) two scheduled two-year PM events including replacement of the oxygen sensor and batteries and no more than one 15,000-hour PM within a five-year period of consecutive coverage, or (e) two scheduled two-year PM events including replacement of the oxygen sensor and batteries and no more than two 15,000-hour PM events within a five-year period of consecutive use coverage. Post-warranty coverage includes (a) one scheduled two-year PM including replacement of the oxygen sensor and batteries within a three-year period of consecutive coverage or (b) one scheduled two-year PM including replacement of the oxygen sensor and batteries and no more than one 15,000-hour PM within a three-year period of consecutive use coverage.

‡ 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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