

FREQUENTLY ASKED QUESTIONS

Medtronic Service Seminars

Q: I work for a third-party biomedical company. May I attend a Medtronic Service Seminar?

A: No. You must be a biomedical technician directly employed by the hospital where you perform service. For additional clarification, please contact the Medtronic Service Seminars team.

Q: My service seminar tuition was included with a capital purchase and now I would like to schedule my service seminar. What do I do next?

A: Email a copy of the PO for verification to RS.ServiceSeminars@medtronic.com. You'll be contacted with the schedule and other pertinent information. Please note: The line item for a service seminar on your PO is not invoiced until an attendee arrives at class.

Q: What is included in the service seminar price?

A: In addition to specialized manufacturer instruction, the cost covers lunches and a set of the digital manuals pertaining to the service seminar.

Q: Are hotel and flights included in the tuition price?

A: Hotel and flights are not included in the service seminar price. If your organization has alternate needs, please contact the Medtronic Service Seminars team.

Q: When should I book my hotel and flights?

A: Please wait to book your travel until you receive registration confirmation from our service seminars team and four weeks before the seminar start date, in case there is a change in schedule.

Q: What happens if I need to cancel within four weeks of the seminar?

A: Our policy of limited enrollment makes it necessary to charge half of the program fee for cancellations received within four weeks of the service seminar start date or for failure to attend without cancelling.

Q: Is there a dress code for the service seminar?

A: We recommend business casual attire for all Medtronic Service Seminars. Shorts, tank tops, and open-toed shoes are not permitted.

Q: What should I bring with me and what is not allowed at the service seminar?

A: To receive training materials, please bring a USB flash drive or laptop with a PDF reader. Recording devices, weapons, and e-cigarettes are not allowed in the Medtronic Service Seminars Training Center.

Q: When does the class start each day?

A: The seminar begins promptly at 8:00 a.m.; doors open at 7:30 a.m. It is important that you arrive 30 minutes early to set up your work area for class. Allow extra time on the first day to find the seminar location and to get situated.

Q: Are continuing education (CE) credits available for Medtronic Service Seminars?

A: No. CE credits are not available for any of our service seminars. However, a certificate of completion will be provided for qualifying attendees at the end of the seminar.

Q: What happens on the last day of class?

A: Our service seminars end at varying times on the last scheduled day. To ensure you are able to complete seminar requirements, please schedule flights returning home after the following times:

Service Seminar	Seminar End Time	US Flights After	International Flights After
Five-Day Puritan Bennett™ 980 Ventilator System	2:00 p.m.	5:30 p.m.	6:30 p.m.
Five-Day Essential Puritan Bennett™ 840 Ventilator System	12:00 p.m.	3:00 p.m.	4:00 p.m.
Two-Day Advanced Puritan Bennett™ 840 Ventilator	5:00 p.m.	8:00 p.m.	9:00 p.m.
Three-Day Newport™ HT70 Ventilator	5:00 p.m.	8:00 p.m.	9:00 p.m.
Three-Day Newport™ e360 Ventilator	5:00 p.m.	8:00 p.m.	9:00 p.m.
Two-Day Valleylab™ Energy Platforms	4:00 p.m.	7:00 p.m.	8:00 p.m.