

Access to service mode on PB980



July 1, 2025

Dear valued customer,

The latest software release for Puritan Bennett™ 980 (PB980) series ventilators has amended the timing window for accessing the service mode on start-up.

To access service mode:

1. Ensure patient is not connected to the ventilator.
2. Flip the ventilator's power switch to the "on" position.
3. When the Covidien splash screen appears on the status display after powering up, **wait for 3-5 seconds**, then **press and release the service mode button (TEST)** located at the back of the ventilator.
4. Wait to enter Service mode.
5. The ventilator will prompt you to confirm that no patient is attached. Confirm that a patient is not connected to the ventilator by pressing confirm. The message SERVICE MODE VENTILATION SUPPORT IS NOT AVAILABLE appears on the graphical user interface.
6. Perform required service.
7. Turn off the ventilator to exit Service mode.

The above sequence of steps can also be used on previous PB980 ventilator software versions.

If you have any questions, please don't hesitate to contact your local Medtronic service provider.

For US customer, you can also reach out to Service Experience Technical Support: (800) 255-6774, option 4, option 1 or email: RS.ServiceExperience@medtronic.com

Sincerely,

Jaime Thelen
Director, Commercial Service

A handwritten signature in black ink, appearing to read 'Jaime Thelen', written in a cursive style.