

# PHILIPS

## Trilogy EV300



Reduce downtime.  
More valuable  
than ever.

## Introduction to the Trilogy EV300

The new Trilogy EV300 ventilator provides invasive and non-invasive, positive pressure ventilation to adult, pediatric, and infant patients. It is compatible with a range of accessories to provide a variety of therapy modes. The ventilator can measure, display, record, and alarm SpO<sub>2</sub>, FiO<sub>2</sub>, CO<sub>2</sub>, and Pulse Rate data when integrated with the appropriate accessories.

## Repair Strategy & Preventative Maintenance



The Trilogy EV300 has the same excellent performance as its predecessor but is even easier to service and cheaper to maintain with a number of repair options. Not only can it be sent away to our UK based bench facility, but it can also be serviced and repaired onsite by biomedical engineers or Philips trained field engineers, all using spare parts available for next day delivery. This allows for a variety of service agreements ranging from basic cover for just the annual preventative maintenance right up to a fully comprehensive service contract. Not only that, but the EV300 only needs major preventative maintenance every 4 years\* and fewer tools to service it than with previous Trilogy models, reducing the device downtime and lifetime running costs. For more information on service agreements for the Trilogy EV300 please contact [ph.pmuk.support@philips.com](mailto:ph.pmuk.support@philips.com)

# Philips Trilogy EV300 service agreements

		Value Preventive Maintenance	Primary Preventive Maintenance	Bench repair*
<b>Parts and Labour Coverage</b>	Labour and Travel Preventive Maintenance service inspection	•	•	–
	Labour and Travel Corrective Maintenance	–	•	–
	Preventative Maintenance Parts	•	•	–
	Corrective Maintenance Parts	–	•	•
	Software updates	•	•	•
	Back to Bench Repair*	–	•	•
<b>System Availability</b>	Telephone Technical Support Helpdesk	•	•	•
	Initial telephone response	1 hour	1 hour	1 hour
	Onsite response	Planned	Next working day	–
<b>Preventive Maintenance Service Window</b>	Hours of coverage	Weekdays 9:00-17:00	Weekdays 9:00-17:00	–
<b>Corrective Maintenance Service Window</b>	Hours of coverage	–	Weekdays 9:00-17:00	–

– Excluded • Included

## Preventive Maintenance (PM):

Maintaining your equipment and ensuring its optimal performance throughout its operational service life with regular preventive maintenance. It is recommended that equipment have regular annual preventative maintenance.

## Technical Telephone Support:

Technical telephone support from the Philips Customer Care Centre.

## Back to Bench Repair:

Included with the Primary Preventive Maintenance or for an additional charge either with Value Preventive Maintenance or for non-contract customers.

## Onsite response:

Includes engineer call out and on site labour between 09.00hrs to 17.00hrs, Monday through Friday, excluding UK Bank Holidays. Customers are to ensure equipment is available for Service.

\* Bench repair – Consumables and accessories are not covered