



Protect your investment

Trilogy warranty, service and maintenance plans

Warranty, service and maintenance plans for the Trilogy family of ventilators allow you to protect your investment through a plan that's right for you. These plans are designed to give you control over the cost of ownership of your Trilogy product and to provide timely and accurate repairs by experienced technicians.

Trilogy standard warranty programs include:

- Two-year standard device warranty
- 90-day standard accessory warranty
- 90-day detachable battery warranty
- After service, free return freight and packaging
- Full electrical, mechanical and functional check
- Cleaned and factory tested prior to return
- All service performed at an authorized Philips Respironics repair facility

Extended warranty, service and maintenance plans can provide assurance that your product is covered if your unit manufacturer warranty is coming to an end. If your warranty has already lapsed, a service contract allows you to plan expenses and reduce the opportunity for exposure. Whatever your service needs, we have a plan that's right for you.

PHILIPS

RESPIRONICS

sense and simplicity

Trilogy extended warranty, service and maintenance plans

Point-of-sale options

Extended warranty programs

Extended warranties add additional years to your device's standard warranty and can be extended by one, two or three years.

Extended warranties do not include preventive maintenance offerings or free loaner devices. Preventive maintenance programs can be purchased separately.

Warranty Plus program

The Warranty Plus program offers a three-year extension of the standard warranty and includes free loaner devices while the device is covered under the original or extended warranty. Preventive maintenance programs can be purchased separately.

Extended warranty with preventive maintenance programs

The extended warranty with preventive maintenance programs offer, on a tiered platform, an extension of the standard warranty and include preventive maintenance and free loaner devices for the standard warranty period and extension period selected.

Preventive maintenance plan

A preventive maintenance plan covers all costs for parts and labor to perform scheduled preventive maintenance. This plan covers the cost of all maintenance for up to six years and includes both the 10,000 hours or 24 months preventive maintenance and 17,500-hour blower preventive maintenance programs.

Note: If a product is returned for warranty service, a maintenance check is performed at no charge. Point-of-sale warranty programs include seven-day, in-house turnaround time and exclude repairs necessitated by deterioration, wear, abuse, mishandling, tampering, misuse or modifications. Turnaround time represents the time a unit spends at Philips Respironics in the repair process and does not include time in transit.

Point-of-sale program ordering information	
Part number	Description
1063830	1 yr extended warranty
1063831	2 yr extended warranty
1063832	3 yr extended warranty
1078197	Warranty Plus
1075601	1 yr extended warranty w/preventive maintenance
1075602	2 yr extended warranty w/preventive maintenance
1084545	3 yr extended warranty w/preventive maintenance
1084579	Preventive maintenance plan
1002735	Trilogy service manual

Post-sale options

Service contracts

A service contract extends the years of the device's standard warranty and can be added at any time while the device is still under standard warranty. The applied service contract cannot extend the device past the five-year life of the device.

Extended warranty with preventive maintenance contracts

The extended warranty with preventive maintenance program offers, on a tiered platform, an extension of the standard warranty and includes maintenance and free loaner devices for the standard warranty period and extension period selected.

Preventive maintenance programs

Philips Respironics recommends that 10,000 hours or 24 months preventive maintenance (whichever comes first) be performed on the Trilogy family of products. In addition, Philips Respironics recommends that the replacement of the blower motor be scheduled after 17,500 hours of use. These services can be purchased separately or you can choose from our preventive maintenance plans to help you maintain your fleet while controlling costs.

Post-sale program ordering information	
Part number	Description
1066571	1 yr service contract
1066572	2 yr service contract
1066573	3 yr service contract
1084546	1 yr extended warranty w/preventive maintenance contract
1084577	2 yr extended warranty w/preventive maintenance contract
1084578	3 yr extended warranty w/preventive maintenance contract
1063962	10,000 hours 24 months preventive maintenance*
1063963	17,500-hour blower maintenance*

*These parts should be referenced when the preventive maintenance is due and Customer Service is being contacted for a Return Authorization. These parts only cover maintenance activities. Repair findings that are uncovered as a result of the maintenance program are the responsibility of the customer, unless covered through an extended warranty or service contract.

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CAUTION: US federal law restricts these devices to sale by or on the order of a physician.

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