

All Philips Sleep and Respiratory Products Bench Repair Form

Please Follow the instructions below and include a printed copy of this form with your device that you are shipping to the Philips US Respiroics Service Center. If you have any follow up questions, please contact the Philips Healthcare Customer Care Solution Center at: 1-800-722-9377. You may also see any updates to your bench repair case on the Philips Customer Services Portal: www.philips.com/customer-services-portal . Philips will cover the repair work with a 90-day warranty.

1. Submit a completed form for each device requiring service.
2. Do not ship any accessories unless requested by a Philips Agent.
3. Please provide all the information requested below in order to expedite the repair, return and invoicing process. Failure to do so will delay the repair of your device until Philips receives this information.
4. If your repair is billable, a Purchase Order made payable to Philips Healthcare must be provided in order to repair your device.
5. Please remember to sign and date this form.
6. **Ship product and completed form to the Respiroics Repair Center Address:**

Philips Respiroics Service Center

Attn: SRC bench Repair
174 Tech Center Drive, Suite 300
Mt. Pleasant, PA 15666

7. **Please notate the following below and save a copy for your records:**

Case#	Model#
Current Software version:	Serial#
Current Options:	Installed Product Number:
Account Name:	Customer Contact Name:
Email Address:	Phone:
Contract or Warranty Number:	Purchase Order#:

8. **Return repaired device to THIS address:**

Return to Facility Name:	Return to Contact Name:
Street Address:	City:
State:	Postal Code:
Return to contact phone#	

9. **Billing information:**

Bill to Facility Name:	Bill to Contact Name:
Bill to Street Address:	City:
Postal Code:	Bill to contact phone#

Has a Loaner been requested? Yes No

The cost of loaners not covered under warranty/contract will be added to the total amount of the billable repair chair.

Trilogy 202 Loaner Charge: \$445

BiliChek Loaner Charge: \$160

*Loaners are not available for the following: BiliTX Light Source and Therapy Panels, Capnostat Sensors

Please check all boxes below that apply:

I pre-authorize the following repair or PM work:

- Trilogy 202 Flat Rate Repair Charge: \$925.00
- Trilogy 202 Flat Rate PM Charge: \$625.00 – 989805621031 Description: 1040007 Trilogy 202 Ventilator
- BiliChek Flat Rate Repair Charge: \$390.00 – 989805605031 Description: BiliChek Advance System 1037632
- BiliTX Light Source Flat Rate Repair Charge: \$327.00 – 989805605191 Description:1041725
- Photo Therapy Panel (Fiber Optic Panel) Flat Rate Repair Charge: \$220 – 989805623991 Description:EG-2000 or 9898905624001 Description:EG-2000N
- Capnostat Sensor Simulator: \$375 – 989805601261 Description: Sensor Simulator, TB1265/7100

Customer Signature _____

Date _____