



# Respiratory Diagnostics Service Solutions

You can breathe easy knowing your team and Vyaire products are cared for by our expert team of service professionals.

SERVICE





When you need support, turn to us for

**Service solutions designed to fit the  
scale and needs of your organization**

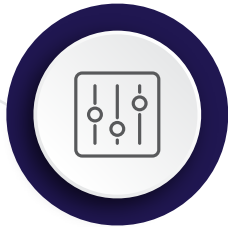
**Our commitment:**

We will focus on you and your Vyaire products, so  
you can focus on what matters most—your patients.

# Comprehensive support across 5 key areas

Working collaboratively with you, we will deliver straightforward, intuitive solutions to keep your systems running efficiently, so you can work to protect life's essential exchange.

## Respiratory Diagnostics Service



### Technical Support

Remote support and troubleshooting for equipment and software



### Customer Service

Order, pricing, product availability, and general support



### Education & Training

New device training and continuing education, including AARC CRCEs



### Professional Services

Device integration, workflow improvement, and software lifecycle management



### Field Service

Installation, equipment repair, and system quality certifications

## A seasoned team of support experts

Our Vyair Service team members have significant tenure, including many with more than 10 years—and in some cases 20 years—of experience supporting our customers and equipment.

They are registered respiratory therapists, exercise physiologists, biomedical professionals, certified instructors, project managers, and IT systems specialists—many of whom were once Vyair customers themselves!

*"The trainer who worked with us is truly an asset to your company. She asked us questions to find out how we learn, and she tailored her teaching style to us. It was an absolutely wonderful learning experience."*

—Post-training survey respondent



## Technical Support

**Our factory-trained and certified Technical Support Specialists will help keep your operation running smoothly by providing:**

- Phone, web-based, and remote-connect issue diagnosis and troubleshooting
- Guided solutions and timely resolution to limit downtime
- Field Service dispatch and repair/replacement parts
- Support for products under warranty or a service contract



## Customer Service

**We focus as intently on customer service as we do on breathing, meeting your specific needs by ensuring you receive:**

- Support from live representatives
- Answers to questions about your order
- Help with pricing and product availability
- Assistance with order amendments or additions



## Education & Training

**We offer comprehensive new device training programs\* and continuing education designed to help your team master our products and optimize respiratory care. Our programs strengthen understanding of:**

- Our equipment
- Pulmonary function testing
- Cardiopulmonary exercise testing
- SentrySuite™ software
- Advanced topics for superusers
- ATS/ERS guidelines
- Quality control
- Service for Biomedical Professionals





## Professional Services

Our highly skilled team members will collaborate with you, your IT team, and project management to optimize success of your lab, institution, or practice by:

- Improving daily workflow so you can better serve your patients
- Integrating equipment with a network database or EMR
- Customizing reports and predicted sets
- Maintaining connectivity and SentrySuite™ experience with software agreements



## Field Service

From the first breath to every breath after, our factory-trained and certified Technicians have you covered. We provide on-site service, which includes:

- Equipment and software installations
- Equipment service, repair, and System Quality Certifications
- Ensuring your systems are running to factory specifications
- Upgrade support



*"I have had the absolute pleasure of working closely with your field service technician, who has always demonstrated professionalism, courteousness, and promptness to provide service. He is absolutely committed to keeping our lab operational so that we may continue to offer the best care to our patients."*

—RCP, Registered Respiratory Therapist II, Pulmonary Function Lab, California

# Supporting customers for more than 60 years

Consider how we might support you, too

## We can help you:

- Define the scope of your education, service, and integration goals
- Maximize the capabilities of our best-in-class equipment
- Protect your investment and operational budget
- Meet current service needs and innovate to address future needs
- Adapt to challenges in a rapidly changing healthcare environment

## We will always:

- Nurture open and honest collaboration
- Look to you for feedback regarding your service experience
- Evolve alongside you as our relationship grows
- Simplify our services for an even more streamlined experience
- Focus on you, so you can focus on what matters most—your patients



*"You guys rock. I love the help, every time we call. Your Technical Support Representatives are so knowledgeable about our needs!"*

—Technical Support post-call survey respondent



*"A HUGE thank you to everyone involved in making this go-live a success. This is the third PFT interface project that I have been involved in, and without doubt, it was the most seamless go-live ever. We couldn't have done it without such an awesome team!"*

—Pulmonary Diagnostic Lab Clinical Coordinator,  
RRT, NPS, CPFT, AE-C, Maryland

**Contact your  
Sales Consultant  
for more information  
about our Service Solutions.**

**Contact our Service Teams for support at:**  
1.800.231.2466

## GLOBAL HEADQUARTERS

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