



Technical Service  
and Repair Training

You have invested in the people, skills and equipment to perform biomedical service at your facility.

## Let Welch Allyn help you reduce risk and improve staff productivity

by empowering your biomedical professionals with the knowledge, documentation and certifications necessary to maintain, calibrate and repair your Welch Allyn devices completely on site.



Welch Allyn provides your biomedical and clinical engineering staff with the resources they need to keep devices up and running, and help ensure regulatory requirements for service and preventive maintenance are met—all at your facility without the delays and cost of returning equipment for manufacturer service.

### Factory-Grade Training for Real Biomed Serviceability

Welch Allyn technical service and repair training will certify your staff with a device-specific skill set to provide proficiency in:

- > Fundamental clinical usage of the device
- > Installation, capabilities and usage of Welch Allyn Service Software
- > Troubleshooting device issues
- > Identification and replacement of major boards, modules and assemblies
- > Performing a full functional test and calibration, where applicable

#### *Upon completion of training, customers receive:*

- > A two-year technical service certification
- > An official certificate of completion
- > Specialized service software (where applicable)
- > Ability to perform in-warranty repairs and receive warranty parts

#### *Recertification:*

Required every two years, our recertification process simply revalidates technicians' skills on servicing the device and assures they are up to date on any changes to the product service procedures for a nominal cost.

# Training Delivery Options

Welch Allyn offers a range of training options designed to fit your budget and organizational requirements—all providing the same quality of education and certification credentials.

Online Training*	On site at Welch Allyn*	On site at your facility*
<ul style="list-style-type: none"> <li>• Self-paced learning</li> <li>• 2-4 hour commitment per product</li> <li>• Includes instructional and hands-on activities</li> <li>• Available on-demand</li> </ul>	<ul style="list-style-type: none"> <li>• Hosted at Welch Allyn headquarters</li> <li>• 1-2 day commitment</li> <li>• Led by Welch Allyn Service Technician or Service Trainer</li> <li>• Includes Customer Experience Center and facility tour</li> <li>• Predetermined dates based on training schedule</li> </ul>	<ul style="list-style-type: none"> <li>• Hosted at customer facility</li> <li>• Classroom, devices and tools provided by the customer</li> <li>• 1-2 day commitment</li> <li>• Led by Welch Allyn Service Technician or Service Trainer</li> <li>• Minimum of 6 participants</li> <li>• Scheduled on a case-by-case basis</li> </ul>

\*Specific course details may vary based on product.

## Vital Signs Devices

- Connex® Spot Monitor
- Connex® Vital Signs Monitor
- Connex® Integrated Wall System
- Spot Vital Signs® Monitor
- Spot Vital Signs® LXi Device
- Vital Signs Monitor 300 Series
- Connex® ProBP™ Digital Blood Pressure Device

## Continuous Monitoring Systems

- Propaq® LT Monitor
- Propaq 200 Monitor\*\*

## Cardiopulmonary

- CP 150™ ECG
- CP 150™ ECG with Spirometry
- CP 50™ ECG
- CP 100™ ECG\*\*
- CP 200™ ECG\*\*
- CardioPerfect® WorkStation Basic\*\*
- CardioPerfect® WorkStation Advanced\*\*

\*\*Online training not available for these products



## Easy Access to OEM Parts and Service Kits

Getting the specific parts you need quickly and cost-effectively shouldn't be a struggle. To further support your biomedical team, Welch Allyn offers a range of genuine OEM parts and service kits to support your biomedical program, helping assure fast in-house service to factory specifications.

## Repair Tooling and Test Equipment

Using the right tools and equipment is critical to fully completing preventive maintenance, calibration and repair activities. While the majority of the equipment needed to service your Welch Allyn devices is typically in most biomedical shops, there are several tools specific to our service processes that we have available to enhance your facility's service performance. This investment can help enable your facility to conduct otherwise costly maintenance at a fraction of the price.

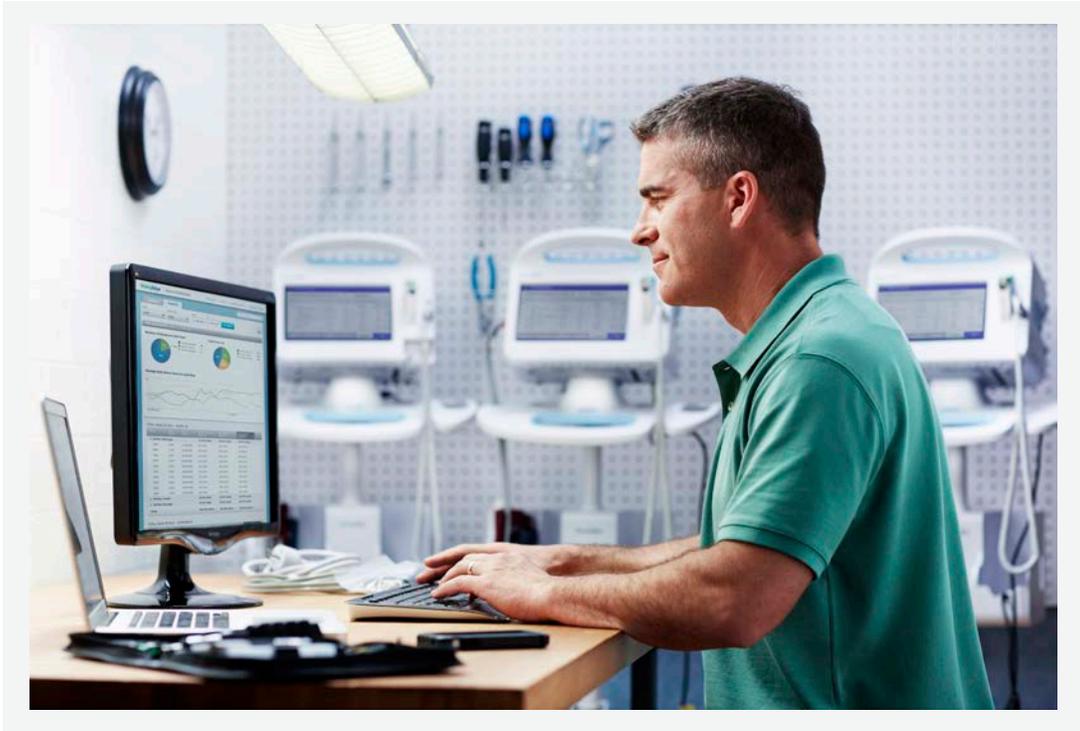


## Partners in Care<sup>SM</sup> Biomed Partnership Program

Are you looking for a simplified solution that combines all aspects of the support and resources you need to service your Welch Allyn devices?

Our Partners in Care Biomed Partnership Program is the answer. It combines technical service training and parts with additional benefits including accessory replacement, accidental damage protection and loaner units into a single support offering to help assure quick, hassle-free and cost-effective in-house service.

Talk to your Welch Allyn sales representative for more information on Partners in Care.



For detailed course descriptions,  
complete tooling requirements and more,  
visit [www.welchallyn.com/technicaltraining](http://www.welchallyn.com/technicaltraining).

Or contact us at [technical.training@welchallyn.com](mailto:technical.training@welchallyn.com).

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