



Safe and Secure

Up and running

DRÄGERSERVICE®
SOLUTIONS



Since 1889, Dräger has designed and developed technology-leading life-support devices of exceptional quality. When you acquire one of our devices, you are not only investing in the future of your hospital, you are investing in the quality of care provided to your patient. To ensure the highest levels of safety and performance, your device should be maintained at regular intervals according to the manufacturer's service schedules. As an integral component within the device development process, DrägerService® has the most advanced and in-depth knowledge to offer you an unsurpassed range of comprehensive device specific service packages, meeting with the extraordinary levels of excellence you expect and demand from us. Our in-house trained and certified engineers using specially developed test equipment, ensure that your device is up and running when you and your patient need it the most.

DRÄGERSERVICE® –
A WORLDWIDE SUPPORT NETWORK

Peace of mind - Reliability

Worldwide, state-of-the-art logistics systems guarantee quick delivery times. When it comes to life-sustaining medical technology, you can trust our highly trained and competent service team.

Feel free - Fits Your Needs

DrägerService offers a wide range of flexible services that you can combine to meet your individual needs – from technical support to complete service contracts with a secured budget.

Good deal - High Efficiency

Remote service solutions minimize adverse impacts to your daily operations. Additionally, test equipment that has been designed and developed by Dräger to optimize service for your Dräger devices, provides efficient and reliable service operations.

Relax - Fast Response

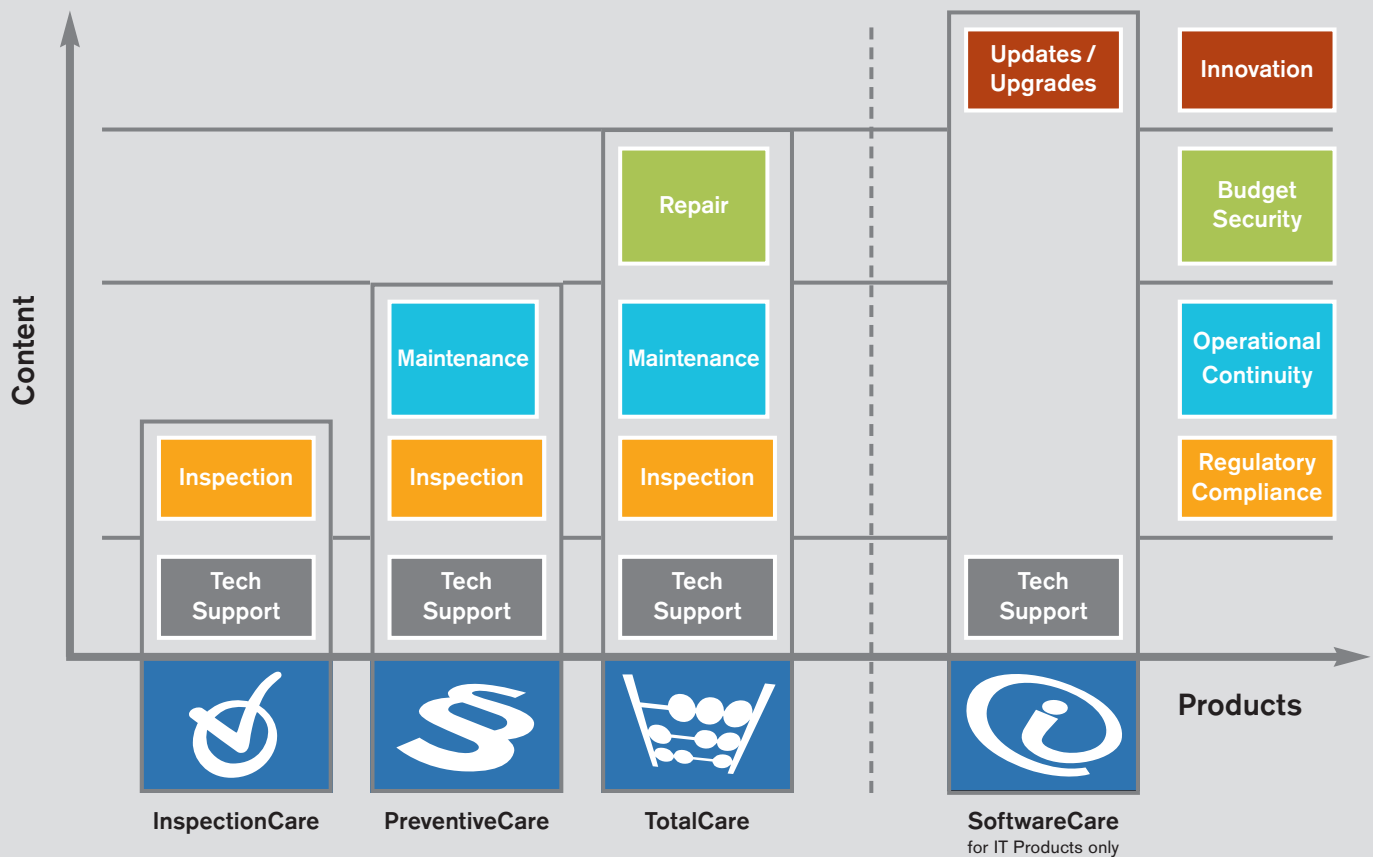
Our extensive network of over 1,500 certified service technicians in 190 countries ensures immediate help – by phone or on-site:
24 hours a day, seven days a week.

Sleep tight - Safe and Secure

Dräger devices are engineered from the beginning with service in mind. In addition, continuous training ensures our service technicians keep up with the latest in product technology. Both aspects maximize the protection of your investment.



DrägerService Programs ...



Downtime is just not an option in today's high-pressure clinical environment. Medical equipment needs to be fully operational at all times to ensure maximum productivity and optimal patient safety. At DrägerService® our first priority is to put your mind at ease when it comes to the maintenance of your medical devices.

The economic advantages of our proactive service packages are clear: DrägerService® helps medical equipment last longer and achieve excellent performance.

... tailored to
your needs.



D-420-2010

InspectionCare

FULFILLING LEGAL REQUIREMENTS
FOR MEDICAL DEVICES

InspectionCare supports the safe operation of devices by verifying the condition of the equipment at planned service intervals.

It ensures compliance to quality and testing standards for medical equipment.

Comprehensive safety and performance testing of the device is included.

Your benefits:

- Fixed inspection costs supports safe operation of devices
- Full compliance with testing standards
- Professional inspection in accordance with manufacturers specifications



D-422-2010

PreventiveCare

INCREASING OPERATIONAL CONTINUITY
FOR MEDICAL DEVICES

PreventiveCare is a proactive service. It includes the inspection of the equipment's condition and the execution of all preventive maintenance tasks.

It ensures compliance to quality and testing standards for medical equipment.

Combination of performance testing and proactive replacement of maintenance parts is performed in accordance with maintenance schedule of the device.

Your benefits:

- Proactive service designed to keep medical equipment operating at increased operational continuity
- Fixed maintenance and inspection costs
- Full compliance with regulatory standards
- Professional maintenance in accordance with manufacturers specifications



TotalCare

COMBINING INCREASED UTILIZATION
WITH COST CONTROL

TotalCare is a comprehensive service solution offering complete cost control. It combines maintenance and professional repair services.

It ensures compliance to quality and testing standards for medical equipment.

Combination of performance testing and proactive replacement of maintenance parts is performed in accordance with maintenance schedule of the device.

Failure analysis, repair and replacement of any failed parts is covered by this contract type.

Your benefits:

- Provides complete Service coverage of the medical equipment throughout the entire lifecycle providing operational continuity.
- Predictable budget for maintenance and repair expenses
- Full compliance with regulatory standards
- Professional and documented safety and functional tests



SoftwareCare

KEEPING CLINICAL IT DATA MANAGEMENT
SYSTEM UP TO DATE

SoftwareCare provides comprehensive IT Service including updates and upgrades.

It ensures the system security through updates and online support. Free upgrades are an integral component of SoftwareCare.

Your benefits:

- continual expansion of the system's functionality
- Secured budget and cost transparency
- Direct access to Dräger support specialists
- Minimizes downtime of application

Advantages of a DrägerService® package

1. Excellent service performance

- Trained and certified DrägerService® engineers
- Advanced test equipment designed for Dräger devices
- Documentation of service procedures according to local regulations

2. Fixed maintenance schedules

- Controlled maintenance intervals
- Schedules according to hospital planning

3. Budget security

- Budget stability for the contracted services
- Avoidance of unexpected cost peaks

4. Maximum device uptime

- Fast response times
- Minimal disruption of hospital workflow
- Maximal first-time-fix-rates

DRÄGER ACCESSORIES & CONSUMABLES

Dräger offers a wide range of original accessories and consumables which are designed to be used with Dräger medical devices. In order to improve consistent operational performance and to reduce compatibility risk thus ensuring patient safety most of them have been tested with Dräger medical devices according to IEC 60601-2-13 and EN ISO 8835.

Our accessories and consumables complete the picture by helping you enhance performance and efficiency at the acute point of care or process-related solutions.



MT-2667-2004

Dräger Spirolog



MT-423-2002

Dräger O₂-Sensor

D-19240-2009

WaterLock® 2



MT-9363-2006

Disposable Expiration Valve

Remote Service

Dräger Remote Service solutions provide a proactive approach to equipment services.

Peak performance of medical equipment is one of the key demands of clinical personnel in today's hospitals.

Remote Services by Dräger offer a quick and convenient way for biomedical departments to deliver maintenance and service for Dräger devices in a more efficient way.

They allow to take immediate action and help to put the equipment back into service again in less time.

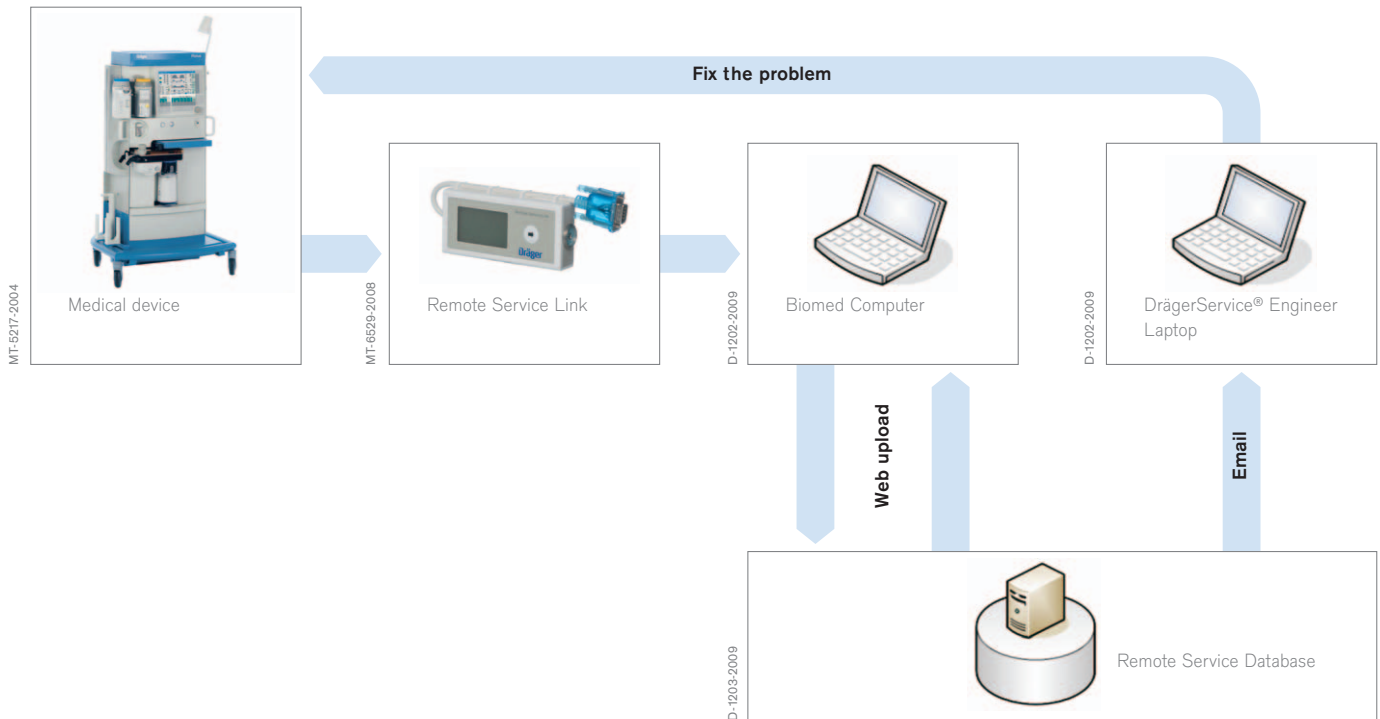
Remote Service solutions are available for both networked and non-networked Dräger devices. Service relevant data are transferred to the global



Remote Service database and checked. Deviations from normal conditions are documented and forwarded to the local Service Organization for further processing.

Often DrägerService® can provide information on how to troubleshoot problems without being onsite.

If a problem requires an onsite DrägerService® technician, they will arrive with the components needed to take care of the situation. This helps to avoid multiple site visits and improves the uptime of Dräger medical devices in the hospital.



We've got the solution you need.

DrägerService® Solutions at a glance

	Inspection Care	Preventive Care	Total Care	Software Care
Updates & Upgrades	–	–	–	■
Repair Parts	–	–	■	–
Repair Labour	–	–	■	–
Maintenance Parts	–	■	■	–
Maintenance Labour	–	■	■	–
Performance Test	■	■	■	–
Electrical Safety Test	■	■	■	–
Technical Support	■	■	■	■
4 Hours Reaction Time	□	□	□	□
24 Hours Support	□	□	□	□
Remote Services	□	□	□	□
Travel Time	□	□	□	□
Exchange Service	□	□	□	□
Application Training	□	□	□	□
■	Included			
□	Optional			
–	Excluded			

Options may differ locally: For further general conditions please contact your local DrägerService® organization.

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and Annex II.3 of Directive
93/42/EEC (Medical devices).