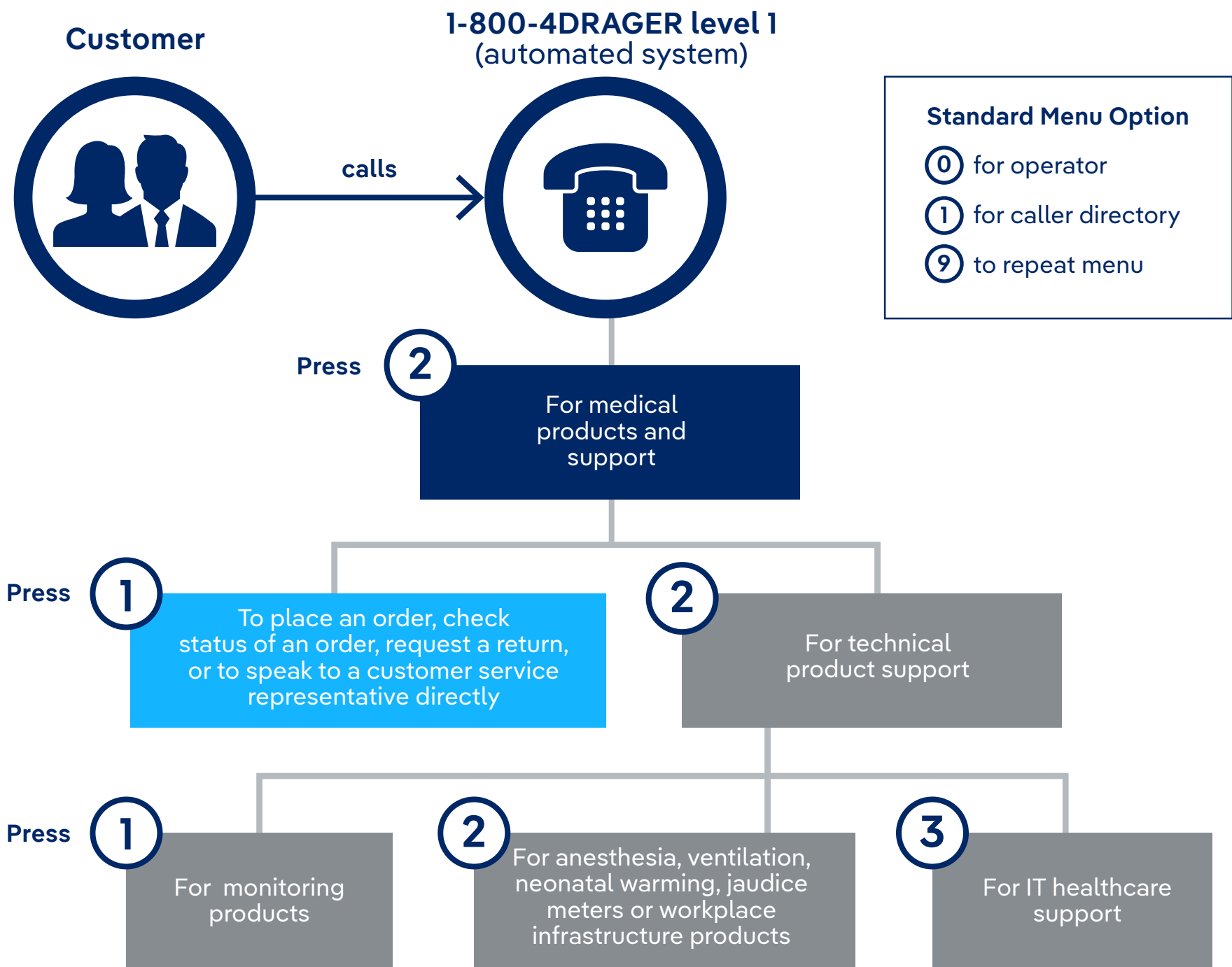


Medical Customer Call Center

Phone Support: 1-800-4DRAGER (1-800-437-2437) | Fax: 215-723-5935



Inquiry Guide

Customer Service

- For part numbers, packaging units, or product questions
- For questions about medical products we sell
- To request a return
- To know the status of your medical product order
- For questions about invoicing
- To report damaged products

Email: US-Medical@draeger.com

Technical Support

- For software or hardware problems
- For part number identification questions
- For analysis of error log/codes
- For service questions
- To request service or field service support

Business Hours: M-F: 8 am to 6 pm ET | Monitoring & IT 8 am to 5 pm ET
Emergency Technical Assistance | 24 x 7 support

To speed service, please have the following information available when contacting the Customer Call Center: model or description of device, serial number, reported problem, and contact information (email and phone number). A case will be assigned for all calls into the Customer Call Center for reference and follow-up.