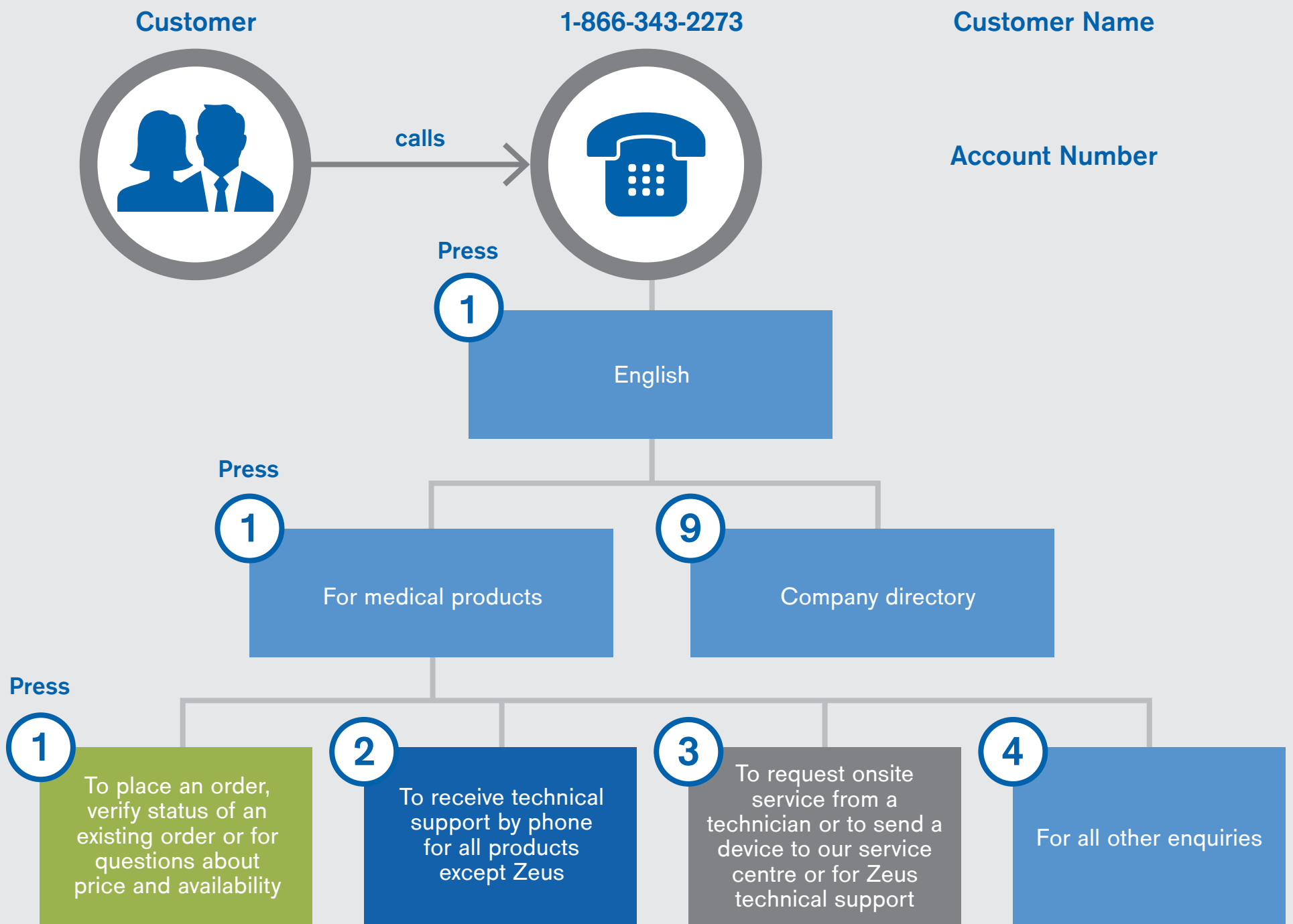


# Customer Service Canada

Phone Support: **1-866-343-CARE (2273)** | Fax: 905-212-6601



## ENQUIRY GUIDE

### CUSTOMER SERVICE

- For part number, packaging units, or pricing related questions
- For order status questions
- To request a return
- For invoicing questions
- To report damaged products

**Email:**  
customerservice.dmci2@draeger.com

### TECHNICAL SUPPORT

- For software or hardware problems
- For service part-number identification questions
- For analysis of error logs / codes
- For ServiceConnect questions

*Non-urgent questions may be submitted via email.*

**Email:**  
remos.us.admin@draeger.com

### SERVICE SUPPORT

- To request product service
- To request a technician dispatch
- For questions about your service contract
- For non-contracted service invoice questions
- To request a quote for service

**Email:**  
canadaservicesupport@draeger.com

**Business Hours: Monday – Friday: 8 am to 5 pm ET**  
**Emergency Technical Assistance | 24 x 7 support\***

For faster service, please have the following information available when contacting the Customer Service Centre: model or description of device, serial number, reported problem, account number (if available), and contact information (email and phone number). A case will be assigned for all calls to Technical Support for reference and follow-up.

\*Zeus IE technical support is available from 8AM-8PM.