


# Dräger Services

## Contract overview

Manufacturer Service		InspectionCare	PreventiveCare	TotalCare	PartnerCare
<b>Basic Contract Modules</b>	Monitoring of maintenance deadlines	✓	✓	✓	
	Individual coordination of service visits	✓	✓	✓	
	Documentation of performed services	✓	✓	✓	
	Support for technical and commercial issues	✓	✓	✓	✓
	Travel expenses <sup>1)</sup>	✓	✓	✓	
	ServiceConnect® documents				✓
	Product maintenance training				✓
<b>Product Maintenance</b>	Inspection	✓	✓	✓	
	Software updates	✓	✓	✓	
	Preventive maintenance		✓	✓	
	Original preventive maintenance parts		✓	✓	
	Calibration		✓	✓	
	Diagnosis & repair			✓	
	Original spare parts			✓	

### Additional Upgrade Options<sup>2)</sup>

 **Emergency support**  
Fast, prioritised support in emergencies, may be performed directly on-site, both within and outside standard business hours.

 **Customised technical reports**  
Service documentation beyond the standard test report, e.g. customer specific, technical inspection association certificate.

 **Service during extended business hours**  
Device maintenance outside the standard business hours.

 **Loaner device during repair**  
Free loaner device in case of device failure to bridge the repair time in the workshop.

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## Explanation of contract components

Manufacturer Service	Scope of contract components	
<b>Basic Contract Modules</b>	Monitoring of maintenance deadlines	Monitoring of inspection and maintenance terms according to instructions for use for reliable compliance with legal requirements.
	Individual coordination of service visits	Planning and merging of maintenance dates according to your requirements for a trouble-free operational process.
	Documentation of performed services	Proof of work and tests performed are documented and securely stored at Dräger Service.
	Support for technical and commercial issues	Clarification of your questions and concerns quickly and professionally by our customer service and technical support team.
	Travel expenses <sup>1)</sup>	Time spent by the service technician in travelling to and from your location incl. distance kilometers.
	ServiceConnect® documents	Access to technical documentation via ServiceConnect® to enable your technical staff to service our devices themselves.
	Product maintenance training	Product-specific technical training to enable your technical staff to service our devices themselves.
<b>Product Maintenance</b>	Inspection	Analysis of the actual condition of your device/system according to manufacturer specifications.
	Software updates	Update of device software version to implement improvements, does not include upgrade of device functionality.
	Preventive maintenance	Regular preventive maintenance and replacement of parts according to manufacturer specifications for maintaining the function of your device/system.
	Original preventive maintenance parts	Maintenance of safety parts defined by the manufacturer, which must be replaced at regular intervals.
	Calibration	Comparing the device to be calibrated against a reference device, including the subsequent adjustment.
	Diagnosis & repair	Identification and elimination of the cause of an error, including final test for functional capability and operational safety after a default.
	Original spare parts	Installing spare parts defined by the manufacturer, which will be replaced to restore the functional capability of your device/system after a default.

<sup>1)</sup>Separate fees apply for extraordinary travel expenses due to long distance or special means of transport.

<sup>2)</sup>Depending on availability in the local sales & service organisation.

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#### Service location

Professional and competent manufacturer service directly on-site or in one of our workshops

#### Locate your Regional Sales

Representative at: [www.draeger.com/contact](http://www.draeger.com/contact)