

SERVICE REQUEST AND TRACKING FAQs MEDICAL EQUIPMENT

connect.draeger.com



Service Request



Service Tracking

What is Dräger Connect?

- Dräger Connect is a global Digital Services platform that uses data from Dräger systems to provide information to customers.
- Customers may access a variety of applications (paid and free) depending on their role and interests.

Is Dräger Connect the same as Service Connect?

- No. Service Connect is a paid subscription available only to trained biomedical engineers. You may register for Draeger Connect using the same email address and password that you use for Service Connect, but the url is different.

What Dräger Connect applications are available now?

- Service Request and Service Tracking are the first applications that are available in Dräger Connect.

What are Service Request and Service Tracking?

- Service Request is the application for requesting a service – such as calibration, maintenance or repair – for your device(s) and obtaining a reference number (formerly known as an RMA number) to send the device(s) to Dräger.
- Service Tracking is the application that lets you track the progress of your device(s) through our Service Centre. If you choose, you can receive email notifications at defined steps in the process.
- Service Request and Tracking are available 24/7. **You no longer need to contact the Service Support team via email or phone for a reference number** (formerly known as an RMA number).

Is there a cost to use Service Request and Tracking?

- No, Service Request and Tracking are available at no charge to all customers.

Do I need to enter my device serial number in Service Request?

- The device part number is a required field, but the serial number is not. However, we strongly recommend that you enter the serial number(s) of your device(s).

Can I enter multiple devices in one Service Request?

- Yes, you can enter multiple items in one Service Request. The part number is required, and entering the serial number for each device is highly recommended. When you receive your reference number, you will not initially see all the devices listed in Service Tracking.
- Once the Service Support team has processed your request, you will see individual Tracking for each device.

Are there devices which should not be entered in Service Request?

- Equipment that is serviced at the hospital site should not be entered in Service Request

Do I need to provide a P.O. in advance?

- Yes, you need to provide a P.O. number for the minimum order value. Once a Dräger technician has assessed your device, we will send you a quotation for the service required.

What is the minimum Purchase Order value?

- The minimum P.O. value in 2021 is \$240.

Can I attach my P.O. in Service Request?

- No, it is not possible to attach your P.O. within Service Request. Please email it as a PDF attachment to Service Support at canadaservicesupport@draeger.com.

Will I still get an RMA number?

- After you have entered all your information in Service Request, you will see your reference number. It will also be on the Service Notification document that you can print/save from Service Request. The reference number replaces the RMA number that you received in the past.

What should I do when I receive the reference number from Service Request?

- You will see the reference number in Service Request after you have entered your customer and device information. You will also receive an email with the Service Notification attached (the reference number is at the top of the page).

- Please **print** the Service Notification. Be **sure** to sign the section of the Service Notification that pertains to cleaning and disinfection. Finally, make sure that the Service Notification is affixed to the **outside of the box** and send your device(s) to Dräger.

Can I still contact Service Support?

- Yes, the Dräger Service Support team is still available via email canadaservicesupport@draeger.com and via phone at 866-343-2273.

What if I don't know what's wrong with my device?

- Please provide a P.O. for the minimum amount and provide a description of the problem. Once your device has been assessed by a Dräger technician, you will receive a quotation for the service required.

Is there a price list for services? How much will you charge me?

- There is not a published price list for services. Please provide a P.O. for the minimum amount and a description of the problem. Once a Dräger technician has assessed your device, we will send you a quotation for the service required. We will not start the service work until we have received your approval. If you decide not to proceed, we will invoice you for the minimum amount and return your device to you.

Can other people in my organization get cc'd on the emails?

- Anyone in your organization can enter the reference number in Service Tracking to see the status and receive email updates if they have set up a Dräger Connect account. For security purposes, you are required to enter your organization's postal code as well as the reference number.

Can I use Service Tracking by itself?

- Yes. If you email or phone Service Support to obtain your reference number rather than requesting the number via Service Request, you can enter the reference number in Service Tracking and see the progress in our Service Centre.

Can I use Service Request if I don't have an account with Dräger?

- If you do not have an account with Dräger, please contact Service Support at 1-866-343-2273 before using Service Request.

What if I have questions about my service order?

- You can use Service Tracking or you can contact Service Support via email at canadaservicesupport@draeger.com and via phone at 866-343-2273.

If I have trouble signing up for Dräger Connect or using the platform, who can help me?

- Ensure that you are using a browser other than Internet Explorer 11 or Safari
- Please call 1- 416-800-2167 to receive 24/7 support in English.

Do I have to enter my company name and address every time I use Service Request?

- No, you only have to enter your company billing address and ship-to address once. You have the option of adding multiple ship-to addresses.

Where should I send my device(s)?

- Send all medical devices to the Dräger Medical Canada Service Centre in Mississauga ON.

What information about my open service requests can I see?

- For further information about the status of your devices, you can go to Service Tracking where you can also see the history of up to 10 reference numbers.
- When you use Service Request, your reference number is automatically transferred to Service Tracking. If you entered multiple devices in your Service Request, you will not initially see all the devices listed in Service Tracking. Once the Service Support team has processed your request, you will see individual tracking for each device.

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