

Service Request

Self Service

When your device needs service in a workshop, as a Dräger customer, you can log in directly to our Dräger Connect portal. In three brief steps, you can register your device for the appropriate service. After the information is submitted, all steps are completed. You will then immediately receive a reference number which provides you with instructions about the next steps.

THREE STEPS TO SERVICE REGISTRATION

Easy registration of a workshop service by entering device, address and workshop saves both time and effort.

The screenshot shows the 'Service Request' portal interface. On the left, a sidebar lists the steps: 'Device data' (selected), 'Customer data', 'Process data', and 'Registration complete'. The main area is titled 'Device data' and contains an 'Add devices' section with a search bar labeled 'Enter a product name or part number' and a 'Search' button. Below this is a 'Device registration list' table.

Device	Quantity	Service	
> X-am 5000	2	Service Repair	[Icon]
> Pac 7000	1	Service Repair	[Icon]
> X-am 5600	2	Service Repair	[Icon]

IMMEDIATE SHIPMENT

After registration all shipment information are available to send the device(s) without waiting time.

SERVICE STATUS REFERENCE

An instantly granted reference number to track the service status.