



D-6930-2019



TotalCare Agreement

For a fully comprehensive service

BASIC OVERVIEW

A comprehensive service plan combining proven professional maintenance with service technology and expertise, which delivers high first time fix rates.

TOTALCARE BENEFITS:

- ✓ Routine maintenance visits in accordance with Dräger UK recommendations
- ✓ Routine checks and calibrations in accordance with manufacturer's test procedures
- ✓ Routinely changeable service parts and kits, as defined in manufacturer's test procedure
- ✓ Engineer call-outs, including on-site time, travel and mileage during normal working hours*
- ✓ Repair parts
- ✓ Software updates, performed at the time of routine maintenance (where applicable)
- ✓ Access to loan equipment / service back-up devices (subject to availability)

DOES NOT INCLUDE:

- ✗ Consumable items, including those with a defined life span
- ✗ Repairs required due to equipment misuse, neglect or damage
- ✗ All software upgrades associated with functionality and hardware
- ✗ Where applicable, additional travel expenses such as flights, ferries and hotels



SERVICE LOCATION

A Dräger engineer will come to you to complete all maintenance and repairs.

*Normal working hours (8.30am – 5pm Monday – Friday).
T&Cs apply. Contact us for further information.

Contact us

Mon – Thurs 8:30am – 5pm / Fri 8:30am – 4:30pm
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