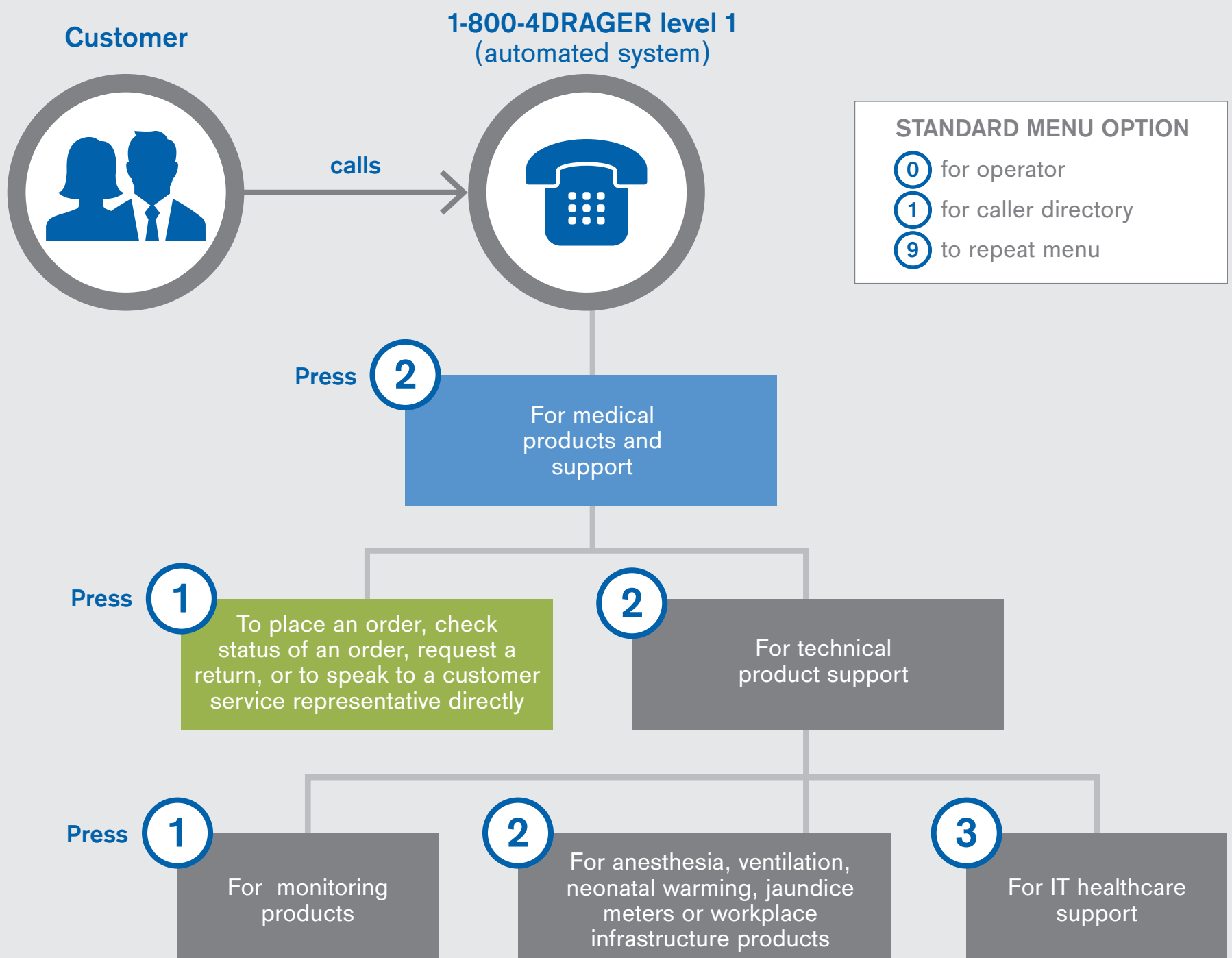


Medical Customer Call Center

Phone Support: **1-800-4DRAGER** (1-800-437-2437) | Fax: 215-723-5935



INQUIRY GUIDE

CUSTOMER SERVICE

- For part numbers, packaging units, or product questions
- For questions about medical products we sell
- To request a return
- To know the status of your medical product order
- For questions about invoicing
- To report damaged products

Email: US-Medical@draeger.com

TECHNICAL SUPPORT

- For software or hardware problems
- For part number identification questions
- For analysis of error log/codes
- For service questions
- To request service or field service support

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

To speed service, please have the following information available when contacting the Customer Call Center: model or description of device, serial number, reported problem, and contact information (email and phone number). A case will be assigned for all calls into the Customer Call Center for reference and follow-up.