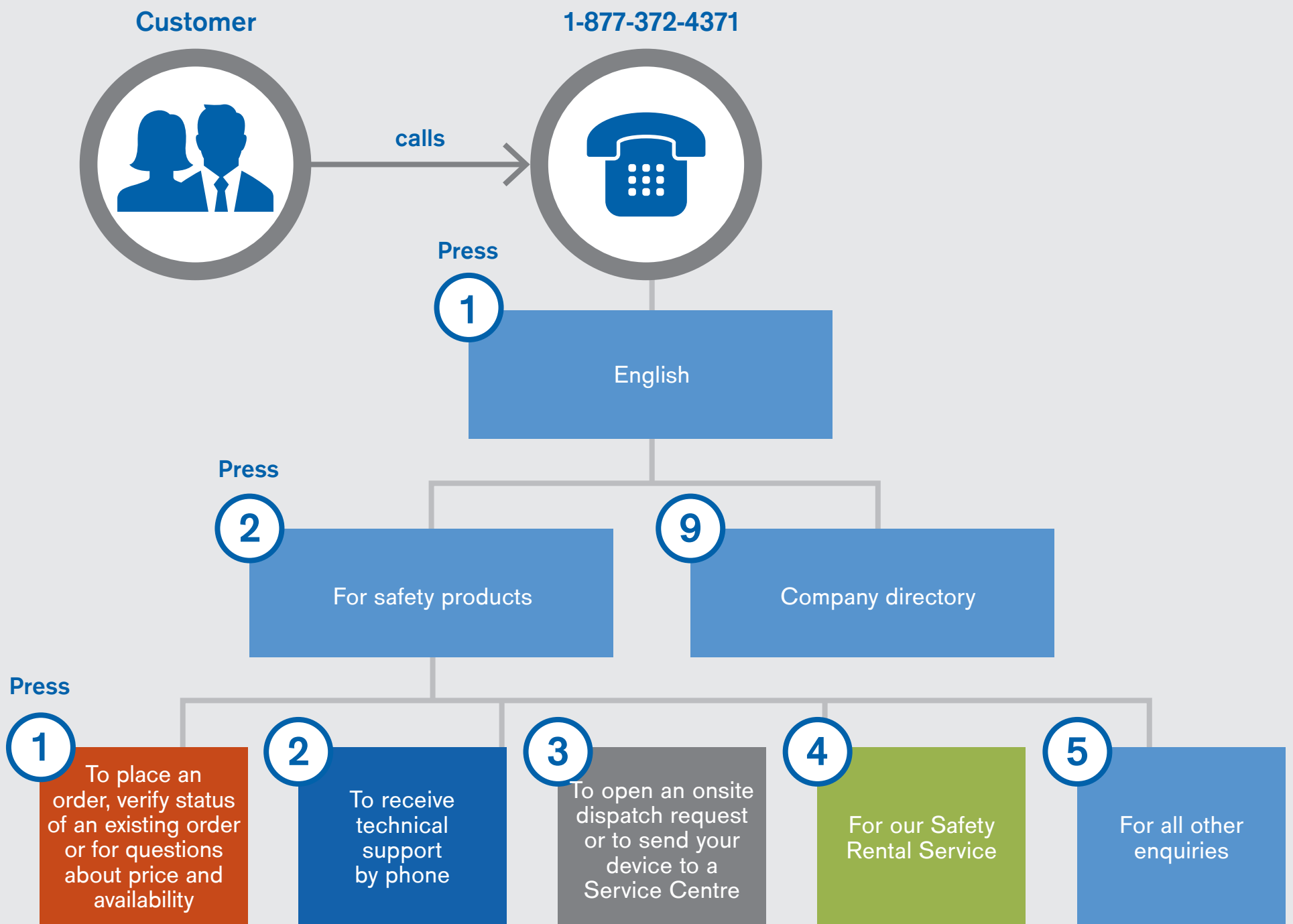


Customer Service Canada

Phone Support: 1-877-372-4371 | Fax: 1-877-651-0902



ENQUIRY GUIDE

CUSTOMER SERVICE

- For part number, packaging units, or pricing related questions
- For order status questions
- To request a return
- For invoicing questions
- To report damaged products

Email:
canada-orderentry@draeger.com

TECHNICAL SUPPORT

- For software or hardware problems
 - For service part-number identification questions
 - For analysis of error logs / codes
- Non-urgent questions may be submitted via email.*

Email:
TS-US-NA@draeger.com

SERVICE SUPPORT

- To request a dispatch for product service or to enquire about the status of your dispatch
- For questions about service pricing and invoicing
- For questions about your service contract

Email:
dscservicesupport@draeger.com

Business Hours: Monday – Friday: 8 am to 5 pm ET
Emergency Technical Assistance | 24 x 7 support*

For faster service, please have the following information available when contacting the Customer Service Centre: part-number, PO number, model, serial number, reported problem, account number (if available), and contact information (email and phone number).

* Not available for Alcotest®, DrugTest and Compressors.