

December 17, 2014



Dear Draeger Authorized Service Providers,

We have had some issues recently with providers serving out-of-state clients. In some cases, a device has been removed without proper authorization. This can occur where the device was installed in a state requiring a court order to remove the device, but was serviced by a provider in a different state that doesn't require the same. Other problems and mis-matches in state requirements can arise any time an out-of-state (or in some cases even out-of-county) device is serviced.

So, if a client comes to your service center and you have not serviced this client in the past, contact the original service center before performing any services. Remember that each state has different rules and regulations and to service each client properly, the original center must be contacted to make you aware of state specific requirements.

Under no circumstances, should any device be removed without verifying the proper documentation required. This again, requires contacting the original service center if the device was installed elsewhere.

Any violation of the above could result in you or the client breaking the law, and will put your contract with Draeger at risk, possibly leading to termination. We also suggest you remind all clients to notify their original provider before relocating or seeking service elsewhere. In some cases, they may be subject to payment at the original service provider and/or the receiving service provider for issues resulting from the failure to do so.

To make contacting other service centers easier for you, I have attached a list of all Draeger service centers throughout the US.

Feel free to contact your district or regional service manager with any questions or comments.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Harlan Williams'.

Harlan Williams
Director, Interlock Services
USA