



PHILIPS

Customer Services



The right call: one number, all the answers

Philips Direct Connect

Direct Connect allows you to get the assistance you need – fast. Simply enter your service contract, make a few selections, and you'll be directly routed to the technical or clinical support team trained to answer your questions.

How does it work?



Call the Philips Customer Care Solutions Center

1-800-722-9377 (USA)



Select a prompt

Listen to the prompts and select based on your support need:

Press 1 – for Imaging, Ultrasound, Clinical Informatics, Radiation Oncology and enter your system identifier (site ID/equipment number and/or asset number).

Press 2 – for Patient Monitoring, Defibrillators, Hospital Ventilators and enter your contract number.



Provide your system identifier

(site ID/serial number/equipment number/asset number and/or contract number)

System Identifier: _____



Connect to expertise

You will be connected to a trained representative to help in resolving your issue.



Our experts are trained with system-specific knowledge to address your needs as they arise.

With one call, you have access to clinical, technical, and IT support through our dedicated customer care teams.

Direct Connect benefits you

- Simple and easy to use access
- Product specific support
- Fast response times
- Helps your need the first time, every time

How do I sign up for Direct Connect?

Philips customers with active support or warranty contracts are automatically entitled to the service. Just follow the easy steps above and you will be prompted with product specific choices. After choosing your products you'll have priority access to the next available technical or clinical specialist.

Philips Customer Services is service that works for you.

www.philips.com/healthcare.

