

Equipment Service

Our service organization remains fully committed and available to ensure your equipment and applications are running optimally so you can continue to care for patients.

We understand these are unprecedented times, and we are taking extra precautions to ensure the safety of our employees and customers while providing uninterrupted service for your Carestream equipment. Our onsite field engineers have all the necessary protective gear, and utilize all the safety procedures they need to work within your facility.

Also, if you are concerned about added foot traffic in your facility, keep in mind that a significant amount of our service calls can be resolved remotely. Our trained staff are on standby to work with your teams and support you in any way we can.

To contact service:
US customers call 1-888-777-2072

Customers outside the US, please go to our website to find the service representative in your region.

<https://www.carestream.com/en/us/services-and-support>

Product availability

Rest assured that we are operating our manufacturing plants and warehouses at full capacity during this time. Employees in our facilities are putting in long hours and extra days to be sure we are able to assist healthcare organizations that need our products and services.

Additionally, our facilities and employees are following disinfection and preventative measures as identified by the US State Department.

You can expect a continuing supply of our products at this time. We are optimistic we will have no supply chain, product availability or support issues, but if that changes due to this constantly changing global pandemic, we will be in touch with you as quickly as possible to share new information.

If you have any questions regarding a specific Carestream product, please reach out to your primary Carestream contact, or other members of our [service and support team](#) and we will respond promptly.

Thank you for your business and for your trust in our company.