

Information for business partners

DWA GmbH & Co. KG

Großer Sand 8

76698 Ubstadt-Weiher

Tel.: +49 7251 6900-0

Fax: +49 7251 6900-115

info@dwa-online.com

www.dwa-online.com

Ubstadt-Weiher, 07th April 2020

Availability information

We are here for you – Update

Dear Business Partner,

During the last weeks, the global situation regarding the spread of the Corona virus has changed drastically and affects life and work in many countries and areas.

We hope that you are healthy and that you, your family and your team are safe and not overly affected by the pandemic effects.

Like many other, DWA has implemented measures to protect the health and safety of the people as well as our employees. A lot of colleagues work from home and aim to support all partners and customers as usual.

For COVID-19 patient treatment, intensive care capacities are built which require dialysis equipment. Hence, we have received a very high number of requests for suitable equipment.

DWA has increased production capacity for single-place devices in order to follow the growing need as good as possible and allow urgent treatment for patients who are heavily affected by the disease.

We wish to thank all our business partners and employees as well as the authorities for their support in reaching this goal, although they may suffer from the current situation themselves.

For all requests and additional information, do not hesitate to contact us.

Yours sincerely,



Bernd Gegenhuber
General Manager

What about orders and deliveries?

According to the current status, our ability to fulfil confirmed orders is assured. Because of limitations in the supply chain and logistics, a delay in delivery should be taken into account.

Especially for single-place equipment, lead times may change. Ideally, we are able to produce and ship more devices than planned originally. However, due to the dynamic in the global spread of COVID-19, constraints to our supply chain, production or customers may occur at any time and without early warning. Hence, delays cannot be excluded completely.

We are in daily contact with our partners and suppliers to react immediately on difficulties and delays or to active additional resources.

What about the DWA Service?

The DWA service team remains fully available for our customers and partners.

We take all necessary actions to secure operational stability of your devices and systems. Hence, our team for the service hotline, spare part handling and field force are on duty during the regular working hours.

Due to the restriction for travelling and access to medical facilities, we ask your understanding that some maintenance tasks and actions on-site might not be possible these days. This applies also to our foreign service customers.

For questions, do not hesitate to contact us.

Service: Tel: +49 7251 6900-20
 Fax: +49 7251 6900-178
 E-Mail: service@dwa-online.com

Spare part: Tel: +49 7251 6900-169
 Fax: +49 7251 6900-8169
 E-Mail: ersatzteile@dwa-online.com