

Stryker Service

Service Agreement Packages

MAINTAINING YOUR STRYKER PRODUCTS

Dependable, high-quality products are only the beginning of Stryker's commitment to customer satisfaction. World-class customer service and technical support programs help keep every product in top condition throughout its life span. Stryker offers a variety of service options that will maximize your product's life and availability. Properly maintaining your products helps you focus less on your equipment and more on your patient.

FLEXIBLE SUPPORT OPTIONS

Stryker-certified field service representatives are strategically located throughout the country to quickly respond to your service needs. Each product comes with an initial standard warranty. You may choose to protect your products beyond the standard warranty with one of Stryker's Service Agreements. You can choose from a variety of different options:

- ***Stryker Gold Service Agreement***
 - All-Inclusive Service Agreement
 - Includes parts, labor, and travel
 - One preventative maintenance check per year per product
 - Joint Commission documentation
- ***Stryker Silver Service Agreement***
 - Standard Service Agreement
 - Includes parts, labor, and travel
 - Joint Commission documentation
- ***Stryker Preventative Maintenance Service Agreement***
 - Includes one preventative maintenance check per year per product
 - Joint Commission documentation

STRYKER SERVICE BENEFITS

By choosing to participate in a Stryker Service Agreement it will allow you and your staff to stay one step ahead of the game. Our service agreements allow you to be proactive towards your service needs rather than reactive. You will receive additional benefits that can directly translate to savings for your department and facility:

- Factory Authorized Service Technician
- Stryker Factory Parts
- 2 Hour Call Response
- Fixed Service Costs
- Increased up time / bed availability
- Joint Commission documentation binder
- Most repairs completed within 24-72 hours

We at Stryker understand that medical professionals and patients depend on Stryker products and service. It is that belief that drives us to go out of our way to enhance product life and customer experience through Stryker Service. For more information about Stryker Service Agreement options please contact your Stryker Account Manager.