

# Stryker Service

## Features and 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:

### FEATURES AND BENEFITS

- Ensure equipment reliability
- Stabilize maintenance budgets
- Diminish equipment downtime
- Establish documentation for The Joint Commission
- Lengthen product life
- Available for beds, sleep surfaces, and stretchers
- Repairs completed within 24-72 hours
- Parts ship within 24 hours and have overnight, next day, 3<sup>rd</sup> day and ground capabilities!

### PREVENTATIVE MAINTENANCE

- Annual Inspection
- Preventative Maintenance
- JCAHO Documentation
- All adjustments and lubrication

### TECHNICAL SUPPORT

- 8am to 6pm EST Monday through Friday
- Online support available at [www.strykermedical.com](http://www.strykermedical.com)
- 800-327-0770 option 2

### STRYKER SERVICE CALL CENTER

- 8am to 8pm EST Monday through Friday
- Logs your service requests and dispatches to your Stryker Service Representative
- Provides you with 2 hour call response time and 24-72 hour equipment repairs
- 800-787-9537 option 3

### STRYKER TRAINING PROGRAM

- Stryker offers training to certify your technicians
- Training enables them to effectively and efficiently maintain your Stryker products
- 2 day training session on Wednesday's and Thursday's
- Flight, hotel accommodations, transportation and meals taken care of for you!

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.