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stryker®

Instruments

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Dear Valued Customer:

The Stryker Instruments Service Center does not use scrapped, non-conforming, or otherwise substandard parts for our customer repairs. The components that we use in our repairs must meet the same criteria as components going to new build manufacturing. We take this very seriously. We pride ourselves in using quality components to perform quality repairs. Our commitment in the Service Department is to return to the customer a like-new instrument. With that in mind, our repaired instruments must pass the same performance and functionality criteria as new instruments coming from manufacturing. We feel that using quality Stryker parts in our repairs gives us strong advantage over our competitors.

Almost all Stryker Instruments component parts are manufactured either by Stryker Instruments itself or under contract solely for the use of Stryker Instruments. These components are not available for sale to, or by, any other repair facilities. The cost and complexity of these components makes most of them extremely difficult to replicate. Also, Stryker Instruments does not provide part, process, or testing specifications to outside facilities. Without these documents, and without the proper equipment, it is also extremely difficult to replicate the quality of a true Stryker Instruments repair.

If you have any questions, please feel free to contact our Service Call Center at 1-888-311-4521. We would be happy to provide further assistance in any way possible.

Sincerely,



Chris Hoag
Service Unit Manager
800-800-4236 x3551