

## Repairs by the numbers

### Achieve full life of equipment

Of those surveyed, **90%** of customers reported the life of their equipment has been extended because of ProCare Services.<sup>1</sup>

### Receive expert service

ProCare technicians receive over **200** hours of equipment training and have an average tenure of 12 years with Stryker.

### Experience our proactive approach

In 2018, there were **195,530** PMs completed by our service techs in the hospital.

### Gain efficiency

**92%** of customers surveyed reported that their downtime had been reduced because of ProCare Services.<sup>1</sup>



## Contact us

for all your ProCare Service needs, including

- Dispatching your local service technician
- Ordering Stryker OEM parts
- Technical support for your Stryker equipment

[Medservice.stryker.com](https://medservice.stryker.com)  
1-800-STRYKER

\*Feature is available based on product specification and customization of package. † Based on the provisions of the service agreement and the location of the product.

1. Stryker ProCare customer Engagement Study. 2014 Gallup Inc. Published August 2014
2. Compatibility testing refers to the validation of Product surface materials performed by Stryker to not degrade, discolor, or crack with exclusive use of SideKick for daily device cleaning and disinfection for the Product's stated expected life. Subject to footnote 3 below. Products refer to beds, stretchers, patient support surfaces, furniture, chest compression systems, defibrillators, emergency care cots, cot fasteners, and chairs manufactured by and/or for Stryker.
3. Cleaning and disinfection claims exclude the Equilibrium support surface cover.

The information presented is intended to demonstrate the breadth of Stryker product offerings. This information is intended solely for healthcare professionals. A healthcare professional must always rely on his or her own professional clinical judgment when deciding whether to use a particular product when treating a patient and we make no recommendation or representation about any treatment or dosage. We do not dispense medical advice and recommend that healthcare professionals be trained in the use of any particular product before use.

The information presented is intended to demonstrate the breadth of Stryker product offerings. A healthcare professional must always refer to the package insert, product label and/or instructions for use before using any Stryker product. Products may not be available in all markets because product availability is subject to the regulatory and/or medical practices in individual markets. Please contact your Stryker representative if you have questions about the availability of Stryker products in your area.

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# ProCare<sup>®</sup> Services



Trusted. Reliable. Proactive.

## We've got your back

### with white-glove service tailored to meet your needs

Every day, you count on your medical equipment to perform at its best. Our team provides preventive maintenance and tailored service support to help enhance the reliability and maximize the life of your equipment. ProCare isn't just a service program. It's a partnership you can count on to give you one less thing to worry about, and one more reason to feel confident you're doing all you can for your clinicians, staff and patients.



I couldn't be happier with my Stryker and ProCare experience. Both service techs that help my facility are very responsive and always get to me as soon as they can. They communicate well and let me know exactly what the problem is as well as what the solution was.

— Director of Plant Operations,  
Encompass Health Rehabilitation Hospital of Savannah

## Our proactive approach

With ProCare Service, we offer you operational and financial peace of mind through three comprehensive offerings: ProCare Preventative Maintenance, ProCare Protect and ProCare Prevent. Choose the service package that best meets your needs.

	Preventative maintenance	Protect	Prevent
Stryker OEM parts		●	●
Labor and travel expenses		●	●
Battery servicing and replacement*		●	●
Stryker-trained service specialist	●	●	●
24/7 phone support*		●	●
2-hour call back time*	●	●	●
24-72 hour repair turnaround*†		●	●
Loaner device during PM or repair*	●	●	●
Software updates*	●	●	●
Discounts on upgrades*	●	●	●
Annual PM inspection service	●		●
Documentation for governing bodies	●		●
Smart Equipment Management*			●

## Don't see what you're looking for?

ProCare Services offers customizable packages to help fit your facility's needs. Some options include, but are not limited to:

- Co-op plans
- Onsite services
- Labor and travel plans

With ProCare, you choose where your device is serviced. You can ship it to us or we will come onsite to your facility.\*

## Trusted partner

No one is more qualified to service and repair your equipment than us. Our technicians have the proprietary knowledge, tools and components to care for your Stryker equipment and keep it performing – helping you achieve its full serviceable life.

## Reliable and responsive

The true value of ProCare lies in the time and energy you'll save when issues arise. From diagnosing a problem, to ordering parts, to making and documenting repairs, we get your equipment up and running as quickly as possible.

## Results that matter

Our goal is to ensure your equipment performs as it should so it's ready to go when you need it most. Annual preventative maintenance and priority repairs reduce equipment downtime, helping make budget management more predictable.

## Disinfect and protect.

SideKick Disinfecting Wipes and Spray is convenient and effective at disinfecting healthcare surfaces<sup>2</sup>. It is the only disinfecting solution that is proven 100% compatible for use on beds, stretchers, patient support surfaces, furniture, chest compression systems, defibrillators, emergency care cots, cot fasteners and chairs – guaranteed.<sup>3</sup>

