

ProCare[®] 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 customized 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 two comprehensive service package offerings, ProCare Protect and ProCare Prevent. Choose the service package that best meets your needs.

	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, accessories, disposables*	●	●
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:

- Preventative-maintenance-only agreements
- 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'll come 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 the full serviceable life of your equipment.

Reliable and responsive

ProCare's true value is in the time you'll save and hassles you can avoid when an issue arises. We're there for you every step of the way: from diagnosing a problem to ordering parts to making repairs and documenting the repairs, we'll get your equipment up and running as quickly as possible.

Results that matter

Our goal is to ensure your equipment performs as it should, when you need it. Annual preventive maintenance and priority repairs reduce equipment downtime, helping make your budget management more predictable.



Quick repairs

Customers with ProCare contracts receive expedited service and repairs, up to **3X** faster than non-contract customers.¹

Extend equipment life

Of those surveyed, **90%** of customers reported the life of their equipment has been extended because of ProCare Services.²

Equipment experts

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

Increased efficiency

92% of customers surveyed reported that their downtime had been reduced because of ProCare Services.²



Contact us

for all your ProCare Service needs, including

- Dispatching your local service technician
- Ordering Stryker OEM parts
- Technical support for your Stryker equipment
- Access to Stryker's equipment manuals

stryker.com

*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. ProCare contract and non-contract repair durations. Stryker internal data. 2023.

2. Stryker ProCare customer Engagement Study. 2014 Gallup Inc. Published August 2014

3. 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 2 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.

4. Cleaning and disinfection claims exclude the Equilibrium support surface cover. Equilibrium by Dartex® and Dartex® are registered trademarks of Dartex Coatings, Ltd.

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