

Customer Support Services

Technical Support

Our Technical Support comprises a team of professionals available to help with your iBed Wireless needs. Contact via phone at 1 800 STRYKER or email at medicaltechnical support@stryker.com.

Stryker's ProCare Services

Every day, you count on your medical equipment to perform at its best. With ProCare Services, our people help to ensure your equipment is ready to perform when it's needed and make it easier to get the most from your investment. When an issue arises, we promise that we'll work to solve it — performing repairs quickly and correctly in accordance with the terms of the ProCare services agreement.

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.

All ProCare agreements provide:

- Stryker-authorized service representative
- Stryker-direct factory parts
- Two-hour callback response time
- Fixed service costs up front
- Increased uptime
- 24-72 hour equipment turnaround time**
- Access to the SEM application***

Flex Financial Program

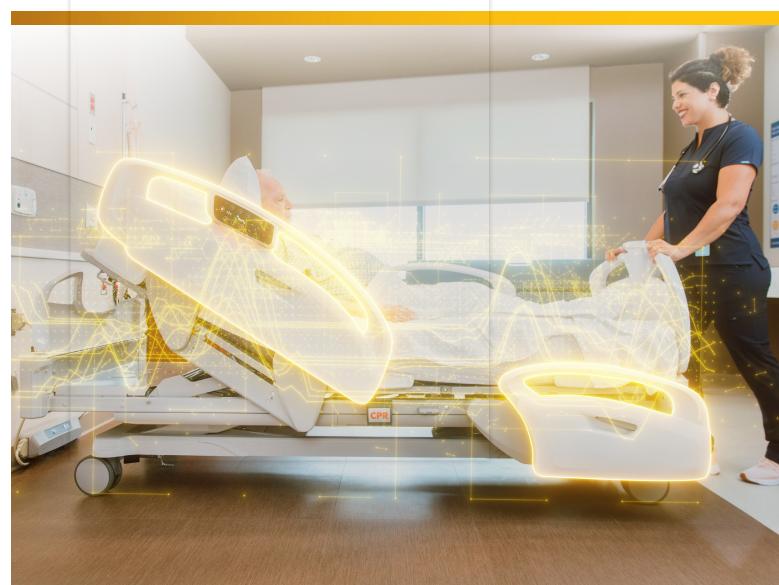
Our financial programs provide a range of smart alternatives designed to fit your organization's needs. We offer flexibility beyond a cash purchase with payment structures that can be customized to meet budgetary needs and help to build long-term financial stability. Contact your account manager for more information.

Vision 2.8 . Stryker Corporation or its divisions or other corporate affiliated entities own, use or have applied for the following trademarks or service marks: iBed, InTouch, Flex Financial, ProCare, ProCuity, S3, Secure Connect, Smart Equipment Management, "SEM" Vocera Engage, Stryker. All other trademarks are trademarks of their respective owners or holder.

Mkt Lit-1565 25 JAN 2018 Rev C

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Connected solutions



^{**}Based on the provisions of the Service Agreement and the location of the product.

^{***}Access to the SEM application is included in ProCare agreements for iBed Wireless users only.

^{1.} Through Stryker's Financial Guarantee program, we promise you'll see a 50% reduction in bed-related falls occurring on Stryker beds equipped with iBed Wireless technology * Facility must meet eligibility requirements as outlined in the iBed Wireless Fall Reduction Agreement. If a reduction of 50% of bed-related falls is not recognized after one full year (based on the Guarantee Commencement Date) of product use by the facility, Stryker will refund a portion of the on-bed wireless components.

^{2.} No PHI information is transmitted

^{*}When combining the proper processes and technologies to help reduce risk of bed related falls.

Connected and confident care at your fingertips

With nurses caring for more patients at a time than ever before, demands on them have only increased. Our connected bed solutions were designed to help prevent patient falls, simplify workflows and keep patients safe. We can wirelessly communicate bed data and priority alerts to caregivers when they can't be at the patient's bedside.

Work smarter not harder

Available on our ProCuity bed series, S3 MedSurg Bed and InTouch Critical Care Bed, iBed Wireless is compatible with most information management systems, allowing your facility to build a custom solution and maximize current investments. It offers solutions for advanced fall prevention*, to help simplify workflows, and supports data-driven care decisions.

Important data delivered to you

- Bed exit (set/not set)
- Bed exit alarming
- Siderail positions

- Patient weight
- Head of bed angle
- Low height (yes/no)
- Brake set (yes/no)
- Surface data
- And much more...

