

stryker

# ProCare® Services



Trusted. Reliable. Proactive.

# What is ProCare?

Imagine having someone dedicated to managing your equipment, who truly understands the intricacies of EMS and can anticipate your needs before an issue even arises.

We'll make sure your lifesaving and back-saving equipment is ready when you need it.

With Stryker's ProCare Services, you can count on trusted experts dedicated to caring for your equipment, so you can focus on what truly matters - saving lives.



# Service options to suit you

With ProCare Services, you choose the service package that best meets your needs. We offer two comprehensive service package offerings, ProCare Prevent and ProCare Protect.



## ProCare Prevent

Designed to support your preventive maintenance initiatives and compliance reporting needs – we'll partner with you to proactively inspect, adjust and calibrate your Stryker equipment each year, giving you the confidence that it performs as intended.



## ProCare Protect

Your complete service solution: not only we will partner with you to support your preventive maintenance initiatives, but you'll have comprehensive cover to protect your investment. When repairs arise we'll be there to support you providing unlimited repairs, original parts, labour and associated travel included.



## Customizable packages

ProCare Services offers customizable packages to help fit your facility's needs. If you don't see what you're looking for, we can work on different options with you.



# What's included

|  |  <b>Warranty</b> |  <b>ProCare Prevent</b> |  <b>ProCare Protect</b> |
|--|---|--|--|
| In accordance with our ProCare service contracts, our customers of these programs receive:   |   |  |  |
| Repair or replacement of equipment, if during the warranty period your equipment shows any defects in material or workmanship  | ●   | ●  | ●  |
| <b>Annual preventive maintenance</b>   |   |  |  |
| Inspection, adjustment, calibration, applicable software updates and replacement of specified parts in accordance with Stryker's current preventive maintenance procedures |   | ●  | ●  |
| Travel and labour costs for your Stryker technician to perform the maintenance inspection at the customers facility **   |   | ●  | ●  |
| Detailed service report and compliance documentation for each inspected item   |   | ●  | ●  |
| 15% discount on all parts not included in the preventive maintenance schedule  |   | ●  | ●  |
| <b>Unlimited repairs</b>   |   |  |  |
| Priority repair service performed at the customers   |   |  | ●  |
| All parts and labour included*   |   |  | ●  |
| Technician travel costs included for repairs performed at the customers facility facility  |   |  | ●  |
| 15% discount on all accessories  |   |  | ●  |

\* Excludes batteries, accessories, electrodes and base weldment.

\*\* In case of LIFEPAK and LUCAS products at remote locations extra travel charges or ship in service might be applicable.

# Why ProCare?



## Reliability

When an issue comes up, we will resolve it as quickly as possible and make sure that your equipment is ready to serve your patients



## Cost control

With our ProCare services you can make sure that your yearly budget will not be impacted by any ad-hoc repair costs if you select our Protect option. With our Prevent plan you will have a yearly maintenance and overview of the state of your equipment which will allow you better planning.



## Peace of mind

With a ProCare service plan you have one less thing to worry about and one more reason to feel confident you are doing all you can for your staff.



## Enhance equipment lifetime

Sometimes even the most robust equipment needs some level of care. With our ProCare solutions we help you take care of your equipment and maximize the lifecycle of your devices.



## Contact us

for all your ProCare Service needs, including:

- Dispatch your local service technician
- Order OEM parts
- Technical support for your equipment
- Get access to equipment manuals

**Contact your local sales representative or visit [stryker.com](http://stryker.com)**

### ProCare Services

This document is intended solely for the use of healthcare professionals. The information presented is intended to demonstrate the breadth of Stryker's ProCare Services. Service plans will be subject to the terms and conditions outlined in the service contract. Products represented in this brochure 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. Stryker Corporation or its divisions or other corporate affiliated entities own, use or have applied for the following trademarks or service marks: ProCare, Stryker. All other trademarks are trademarks of their respective owners or holders. The medical devices depicted are CE marked in accordance with applicable EU Regulations and Directives.

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