

ProCare Services

You focus on your patients and staff; we have your **equipment covered.**

At Stryker, we keep you focused on what matters most- patient safety and staff efficiency. ProCare is your trusted partner, offering flexible service solutions to maximize uptime without compromising safety. As the original equipment manufacturer, we provide unmatched service with original Stryker parts, proprietary product knowledge, and expert service professionals - setting the gold standard in equipment care.



Maximizing equipment uptime

Proactive care and maintenance delivered by our expert team of service professionals to help ensure your Stryker equipment is operating at peak performance. We are committed to maintaining device reliability, prioritizing patient safety - all while helping to deliver maximized equipment uptime.



Flexible service solutions

One size doesn't fit all. We offer flexible service solutions tailored to meet your facility's needs - don't sacrifice safety for savings. We'll work together to create a fixed-cost plan that ensures the exceptional care and performance of your Stryker equipment.



OEM quality and reliability

There is no one more qualified to maintain and service your Stryker equipment than the experts who created it. Our technicians have the proprietary knowledge, exclusive access to original parts, and specialized training to protect your investment, allowing you to focus on what matters most—your patients. Trust your critical equipment with us.

ProCare goes beyond service solutions – we deliver the **right plan** for your needs, backed by a **partnership** you can **trust**.

Service	ProCare Contract	Transactional Service	Manufacturer Warranty
Repairs meet original OEM quality standards in accordance with:			
» FDA regulation (21 C.F.R. Part 820)	✓	✓	✓
» FDA recognized consensus standards (ISO 13485)			
Rigorous quality control testing and multi-point inspection per repair	✓	✓	✓
Exclusive use of proprietary OEM parts and components	✓	✓	✓
Repairs performed by Stryker-certified technicians	✓	✓	✓
Overnight or next day shipping of equipment	✓	✓	✓
Shipping costs included for equipment repairs and loaner devices	✓	✓	✓
Loaner equipment available (on select devices)	✓		✓
Hard copy purchase order (PO) required for each repair		✓	
Unlimited repairs due to damage associated with normal use and wear	✓		
On-site diagnostic visits and preventative maintenance (PM) inspections			
» Labor and travel expenses included	✓		
» Proactive scheduling support			
» Visit summary and compliance documentation provided			
Unlimited battery replacements	✓		
Prioritized equipment repairs and replacements	✓		
Smart Equipment Management (SEM) on connected devices	✓		
Flexible financing options to bundle equipment and service costs	✓		

See your Standard Terms of Sale or ProCare Services Agreement for more information

ProCare Services

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