Trusted. Reliable. Proactive.
We go beyond keeping your equipment running at peak performance.

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.

“The service representative caught a problem we didn’t know we had. He fixed it the same day, and we didn’t have to take it out of service.”

- satisfied ProCare customer in Central Minnesota
Our proactive approach

With ProCare Services, 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.

<table>
<thead>
<tr>
<th>Service</th>
<th>Protect</th>
<th>Prevent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stryker OEM parts</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Labor and travel expenses</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Battery servicing and replacement*</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Stryker-trained service specialist</td>
<td>●</td>
<td>●</td>
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<tr>
<td>24/7 phone support*</td>
<td>●</td>
<td>●</td>
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<tr>
<td>2-hour call back time*</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>24-72 hour repair turnaround*†</td>
<td>●</td>
<td>●</td>
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<tr>
<td>Loaner device during PM or repair*</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Software updates*</td>
<td>●</td>
<td>●</td>
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<tr>
<td>Discounts on upgrades, accessories, disposables*</td>
<td>●</td>
<td>●</td>
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<tr>
<td>Documentation for governing bodies</td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Annual PM inspection service</td>
<td></td>
<td>●</td>
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</tbody>
</table>

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:

- PM-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 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 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 budget management more predictable.

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**We’re right here**
right when you need us
Repairs
by the numbers

Achieve life of equipment
Of those surveyed, 85% of EMS customers reported the life of their equipment has been extended because of ProCare Services.¹ ²

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

Proactive approach
In 2017, ProCare Services did preventive maintenance inspections on 15,520 pieces of EMS equipment.

Increased efficiency
86% of EMS customers surveyed reported they are able to operate more efficiently because of ProCare Services.¹
Contact us for all your ProCare Service needs, including

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

Medservice.stryker.com
1-800-STRYKER