

# ProCare

## Repair Process



### Contact ProCare service operations

**AUS 1800 667 558 or NZD 0508 667 558**

**ssptechservices@stryker.com**

So we can provide you with the best service, please provide: Product name, serial number, fault description, theatre location and best contact person at the hospital (if on-site repair).



### Work order created

Our customer support specialist team will confirm whether an onsite or offsite repair is required.

## On-site Repair



#### ProCare contacts you

Technician arranges access time. Parts sent and/or loaner equipment dispatched



#### ProCare Field Service Engineer arrives onsite

Technician arrives onsite and is briefed by hospital contact person. Service and repairs completed onsite

## Off-site Repair



#### Product requiring service is sent to Stryker office

Do you require a loan unit? Check our Loan Process brochure to find out how.



#### Repair conducted at Stryker

Equipment will be repaired at Stryker Service Centre or dispatched to the manufacturer for repair. During this period a loan unit will be supplied at no cost until your equipment is returned to you.



#### Equipment returned to hospital

Once repaired Stryker equipment has been received, please return the Stryker Loan unit as a priority and without delay to the address detailed below.



### Service Report Sent

Outlining details regarding the fault, work conducted and recommendations regarding ongoing maintenance

#### ProCare service operations

T: 1800 667 558 (AUS)  
T: 0508 667 558 (NZ)

#### Stryker Australia

8 Herbert Street, St Leonards NSW 2065  
T: 61 2 9467 1000 F: 61 2 9467 1010

#### Stryker New Zealand

511 Mt Wellington Highway, Mt Wellington Auckland  
T: 64 9 573 1890 F: 64 9 573 1891