

**stryker**

# ProCare Services

Your service solution for  
the back of the ambulance



**Trusted. Reliable. Proactive**

# What is ProCare?

**ProCare is our all-inclusive service offering.**

Our highly trained service technicians provide a comprehensive service solution for your Stryker equipment in the back of the ambulance, so you can truly focus on what matters – saving lives.



# Why ProCare?

## Reliability

When an issue comes up we will resolve it as quickly as possible and make sure that your equipment is at your service/ 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.





# What's included?

## Prevent & Protect



	Warranty	ProCare Prevent	ProCare Protect
Repair or replacement of equipment, if during the warranty period your equipment shows any defects in material or workmanship	●	●	●
<b>Annual preventive maintenance visit</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 facility			●
All parts and labour included*			●
Technician travel costs included for repairs performed at the customers 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.

## Don't see what you're looking for?

ProGare 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

## **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.

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