

ProCare® Services

# Decoded



With a comprehensive ProCare service plan, you will receive dedicated and expert support designed to meet your team's needs.

Service plans\* may include preventive maintenance inspections, repair parts and labor, and other savings such as:

- Discounts on accessories and disposables (15%)
- Discounts on upgrades (15%)
- Free loaner device during maintenance or repair (\$360 value)
- Free software updates (\$560 value)
- Proactive battery replacement service (\$400-\$700 value per battery)

The Preventive Maintenance Plan also provides a 15% discount on parts and a 10% discount on labor if repairs are required.

## Our proactive approach

We believe the best service happens seamlessly—and sometimes it can be difficult to even notice, unless you're watching for it. You will have confidence in your device's state of readiness along with these additional benefits of your service plan. Service plan\* hidden values include:



### Proactive, onsite repairs

Your rep has the expertise to spot potential issues, noticing the small things before they turn into larger concerns. Repairs are often performed onsite, avoiding equipment downtime.



### Time saved

Avoid the hassle of obtaining POs and approvals for unexpected repairs. Your rep will manage maintenance schedules and keep track of your devices.



### Quick answers and constant support

Your rep will communicate reminders about proper device operation, and share advice about new features and accessories to help maximize your efficiency.



### Safety net coverage

Flexible support is available for events and unforeseen disasters. Our high-quality service may help to mitigate risk exposure, and documentation is provided for your compliance needs.



### Access to the Stryker's network

Gain access to Stryker resources including clinical, engineering, and customer support along with a nationwide network of service reps.



### Ensure your device matches your team's standard of excellence

Instill confidence by keeping your devices looking professional with regular replacement of parts that show wear and tear.\*\*

\*Level of service depends on service plan type or device covered. Please refer to Stryker's latest LIFEPAK and LUCAS ProCare service flyer (GDR 3340347\_B) for specific service plan details and coverage by device.

\*\*LIFEPAK® 15 monitor/defibrillator comprehensive service plans.

**For further information, please contact Stryker at 800 442 1142 (U.S.), 800 668 8323 (Canada) or visit our website at [strykeremergencycare.com](http://strykeremergencycare.com)**

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