

Expert service designed



to work for you

When lives are at stake, you need someone who takes a proactive approach to keeping your equipment up and running. With our ProCare Service, you can count on trusted experts dedicated to caring for your equipment, so you can focus on what truly matters – saving lives.

We're your ideal service partner and will provide you with OEM expertise as well as propriety diagnostics tools that help us fix equipment efficiently and effectively.

Stryker's ProCare Service plans tailored to your needs	 Preventive maintenance	 Protect plan	 Prevent plan
Annual preventive maintenance inspection service	●		●
Documentation for regulating bodies	●		●
Stryker-trained service specialist	●	●	●
Loaner device during PMs and repairs	●	●	●
Discounts on upgrades, accessories and disposables	●	●	●
Software updates	●	●	●
24/7 telephone support	●	●	●
Labor and travel expenses	●	●	●
Stryker OEM parts		●	●
Battery servicing and replacement*		●	●

Service details

Onsite services are performed between 8 a.m. to 5 p.m. local time, Monday through Friday, excluding holidays. Customer is to ensure Covered Equipment is available for Service at scheduled times or additional labor charges may apply. Some Services may not be completed onsite. Stryker will cover travel and/or round-trip freight for Covered Equipment that must be sent to our designated facility for repair.

Ship-in service will ship your device to the nearest service center for repairs and inspections. We use only original manufacturer parts, and services will be performed at a designated Stryker facility. Stryker will cover round-trip shipping (ground only) for covered equipment sent to our designated facility for service.

Loaners will be provided if Covered Equipment must be removed from use to complete repairs. Stryker will strive to provide Customer with a similar loaner device until the Covered Equipment is returned. Customer assumes complete responsibility for the loaner and shall return the loaner in the same condition as received, upon the earlier of the return of the removed Covered Equipment or Stryker request.

Updates are changes to a device to enhance its current features, stability or software. Stryker will install Updates at no additional cost, provided such Updates are installed at the time of regularly scheduled Services. Updates at a time other than regularly scheduled Services will be billed on a separate invoice at 20% off the then-current list price of the Update. If parts must be replaced to accommodate installation of new software, such parts may be purchased at 30% off the then-current list price.

Upgrades are major, standalone versions of software or the addition of features or capabilities to a device. For all Service Plans, Upgrades are not provided under the Plan and must be purchased separately. Upgrades are available at 15% off the then-current list price.

Service Plans do not include: supply or repair of accessories or disposables; repair of damage caused by misuse, abuse, abnormal operating conditions, operator errors, acts of God, and use of batteries, electrodes or other products not distributed by Stryker; replacement or repair of cases; repair or replacement of items not originally distributed or installed by Stryker; Upgrades and installation of Upgrades.

Preventive maintenance

- Update software to the most current version
- Check all batteries and battery pins
- Inspect the integrity of accessories and recommend replacement as needed
- Test the integrity of all cables and recommend replacement as needed
- Electrical safety check in accordance with NFPA guidelines
- Computer-aided diagnostics to test 30 device dimensions and verify the unit functions accurately, from waveform shape and defibrillation energy to pacing current and capnography readings (if present)
- Check electrode expiration dates and recommend replacement as needed
- Check printer operation and trace quality
- CodeManagement Module® inspection, with scheduled LIFEPAK 20/20e devices being serviced

Protect plan

- Repairs (parts and labor) to restore equipment to manufacturer specifications
- Replacement of 1 LIFEPAK 20/20e internal battery in accordance with the device Operating Instructions or upon battery failure*
- Replacement of failed internal coin cell batteries*
- AC power cord repair or replacement

Prevent plan

- Combines benefits of Protect and Preventive Maintenance Service Plans



LIFEPAK® 20e
defibrillator/monitor

Preventive maintenance

- Update software to the most current version
- Check all batteries and battery pins
- Inspect the integrity of accessories and recommend replacement as needed
- Test linear sensor and recalibrate if needed
- Lubricate and adjust mechanical parts, including compression module and claw lock
- Clean hood, fan, intake and bellows
- Perform functional test on all mechanical components and electronics
- Computer-aided diagnostics
- Replacement of LUCAS Disposable suction cup, LUCAS Patient Straps, or LUCAS Stabilization Strap, as deemed necessary by Stryker

Protect plan

- Repairs (parts and labor) to restore equipment to manufacturer specifications
- Replace up to 2 LUCAS chest compression system batteries in accordance with the Instructions for Use or upon battery failure*
- Replacement of LUCAS Disposable suction cup, LUCAS Patient Straps, or LUCAS Stabilization Strap

Prevent plan

- Combines benefits of Protect and Preventive Maintenance Service Plans



LUCAS® 2/3
chest compression system

Preventive maintenance

- Update software to the most current version
- Check all batteries and battery pins
- Inspect the integrity of accessories and recommend replacement as needed
- Test the integrity of all cables and recommend replacement as needed
- Electrical safety check in accordance with NFPA guidelines
- Computer-aided diagnostics to verify the unit functions accurately and defibrillation energy
- Replace up to 1 CHARGE-PAK™ and 2 QUIK-PAK™ electrodes at time of service.

Protect plan

- Repairs (parts and labor) to restore equipment to manufacturer specifications

Prevent plan

- Combines benefits of Protect and Preventive Maintenance Service Plans



LIFEPAK® CR2/CR® Plus
defibrillator

Service Plans are also available for the LIFEPAK 15 and LIFEPAK 1000 devices.

To find out more about our Service Plans, please contact your Stryker Representative, or call 1-800-STRYKER

*Feature is available based on product specification and customization of package.

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