

stryker

ProCare[®]
Services



Trusted. Reliable. Proactive.

We go beyond 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.”

– ProCare customer in central Minnesota



Repairs by the numbers



Enhance equipment life

Of those surveyed, **85** percent 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 2019, ProCare Services did preventive maintenance inspections on over **83,450** pieces of EMS equipment.



Increased efficiency

86 percent of EMS customers surveyed reported they are able to operate more efficiently because of ProCare Services.¹



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.

	Protect	Prevent
OEM parts	●	●
Labor and travel expenses	●	●
Battery servicing and replacement*	●	●
Trained service specialists	●	●
2-hour call back time*	●	●
24-72 hour repair turnaround*,**	●	●
Loaner device during PM or repair*	●	●
Software updates*	●	●
Discounts on upgrades, accessories, disposables*	●	●
Documentation for governing bodies		●
Annual PM inspection service		●
Single-click service request through Smart Equipment Management™ (SEM™) dashboard***		●

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.*

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

**Based on the provisions of the service agreement and the location of the product.

***Only available with the Power-PRO 2 connected ambulance cot.



Trusted partner

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 and ordering parts to making and documenting repairs, we'll get your equipment up and running as quickly as possible.



Results that matter

Our goal is to ensure your equipment performs when you need it most. Annual preventive maintenance and priority repairs reduce equipment downtime, helping make budget management more predictable.



We're right here
right when you need us

Contact us

for all your ProCare Service needs, including:

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

References

1. Gallup, Stryker ProCare Customer Engagement Study, 05/2014
2. Stryker verifies its equipment to the expected service life stated within the product's instructions for use.

Contact your local sales representative or visit stryker.com

Emergency Care

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