

stryker®

# Operations Manual

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Medical

**Important  
Information**

File in your  
maintenance  
records

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**Trauma Stretcher  
Model 1020**

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**For parts or technical  
assistance call  
800 327 0770 (option 2)**



# Table of Contents

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Introduction	
Specifications .....	2
Warning / Caution / Note Definition .....	2
Summary of Safety Precautions .....	3
Operating Base Controls .....	4, 5
Raising And Lowering Litter Height .....	6
Trendelenburg/Reverse Trendelenburg Positioning .....	6
Applying The Brake System .....	7
Operating Fifth Wheel / Big Wheel Options .....	8
Using Siderails .....	9
Using Push Handles .....	9
Using the Patient Transfer Board/Arm Board .....	10, 11
Operating the Fowler .....	11
Operating Optional Permanently Attached IV Poles .....	12, 13
Operating Optional Tethered IV Pole .....	14
Operating Optional Heel Stirrups .....	14
Operating the Optional Foot Extension / Defibrillator Tray .....	15
Using the Optional Fowler X-Ray Cassette Holder .....	15
Using the Full Length X-Ray Cassette System .....	16
Using the Optional Serving Tray .....	17
Preventative Maintenance Checklist .....	18
Cleaning .....	19
Warranty	
Obtaining Parts and Service .....	20
Supplemental Warranty Coverage .....	20
Return Authorization .....	21
Freight Damage Claims .....	21


# Introduction

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## INTRODUCTION

This manual is designed to assist you with the operation of the Model 1020 Trauma Stretcher. Read it thoroughly before using the equipment or beginning any maintenance on it.

## SPECIFICATIONS

Maximum Weight Capacity	500 pounds	
Overall Bed Length / Width	83" / 31.5"	
Minimum/Maximum Bed Height	24.5" / 37.5"	
Fowler Angle	0 to 90 degrees	
Trendelenburg / Reverse Trendelenburg	-18° to +18 °	

Stryker reserves the right to change specifications without notice.

## WARNING / CAUTION / NOTE DEFINITION

The words WARNING, CAUTION and NOTE carry special meanings and should be carefully reviewed.

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### WARNING

Alerts the reader about a situation, which if not avoided, could result in death or serious injury. It may also describe potential serious adverse reactions and safety hazards.

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### CAUTION

Alerts the reader of a potentially hazardous situation, which if not avoided, may result in minor or moderate injury to the user or patient or damage to the equipment or other property. This includes special care necessary for the safe and effective use of the device and the care necessary to avoid damage to a device that may occur as a result of use or misuse.

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### NOTE

This provides special information to make maintenance easier or important instructions clearer.

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Safe Working Load

# Summary of Safety Precautions

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Before operating this stretcher, it is important to read and understand all information in this manual. Carefully read and strictly follow the warnings listed on this page.

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## WARNING

Always apply the caster brakes when a patient is getting on or off the stretcher. Push on the stretcher to ensure the brakes are securely locked. Always engage the brakes unless the stretcher is being moved. Injury could result if the stretcher moves while a patient is getting on or off the stretcher.

Be sure the siderail latching mechanism is working properly at all times. If it is not, refer to your stretcher maintenance manual for "Siderail Latch Adjustment".

When using the transfer board to transfer a patient, **always** lock the brakes on all stretchers, beds, etc. being used and **always** be certain the transfer board is placed securely on the surface of the mating stretcher or bed. The patient stretcher and the mating surface must be at the same height before the patient is transferred.

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## CAUTION

To avoid damage, remove any equipment that may be in the way before raising or lowering the litter height.

When lowering the siderail to the collapsed position, keep extremities of patients and staff away from the siderail spindles or injury could occur.

To avoid injury or damage to the equipment, do not allow the siderail to lower on its own.

When the transfer board is being used to transfer a patient, the support post (D) must be in the stored (down) position. Damage to the support post will occur if it is pushed up against a stretcher, table, etc.

The push handles were designed for use while transporting the stretcher. Avoid using other parts of the stretcher as push/pull devices because damage could occur.

If the pneumatic system is difficult to operate, refer to your Stretcher Maintenance Manual for "Pneumatic Fowler Adjustment".

Keep hands/fingers clear of area between spine tubes and Fowler when lowering. Injury could result.

To avoid damage, the weight of the IV bags should not exceed 40 pounds.

To avoid damage while transporting the stretcher, verify the IV pole is at a low enough height to allow it to safely pass through door openings and under light fixtures.

If the stretcher is equipped with the optional foot end IV pole, the IV pole must be in the raised position when the foot extension/defibrillator tray is installed. If the IV pole is not raised, the foot extension will not function properly and injury could occur.

If the stretcher is equipped with the optional foot end push handles, use caution while the foot extension/defibrillator tray is installed to avoid pinching your fingers.

To avoid damage do not put items weighing more than 30 pounds on the defibrillator tray or on the serving tray.

The unit cannot be raised (hydraulics on base) with a patient lift under the stretcher.

The hood may not be used for stepping.

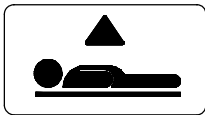
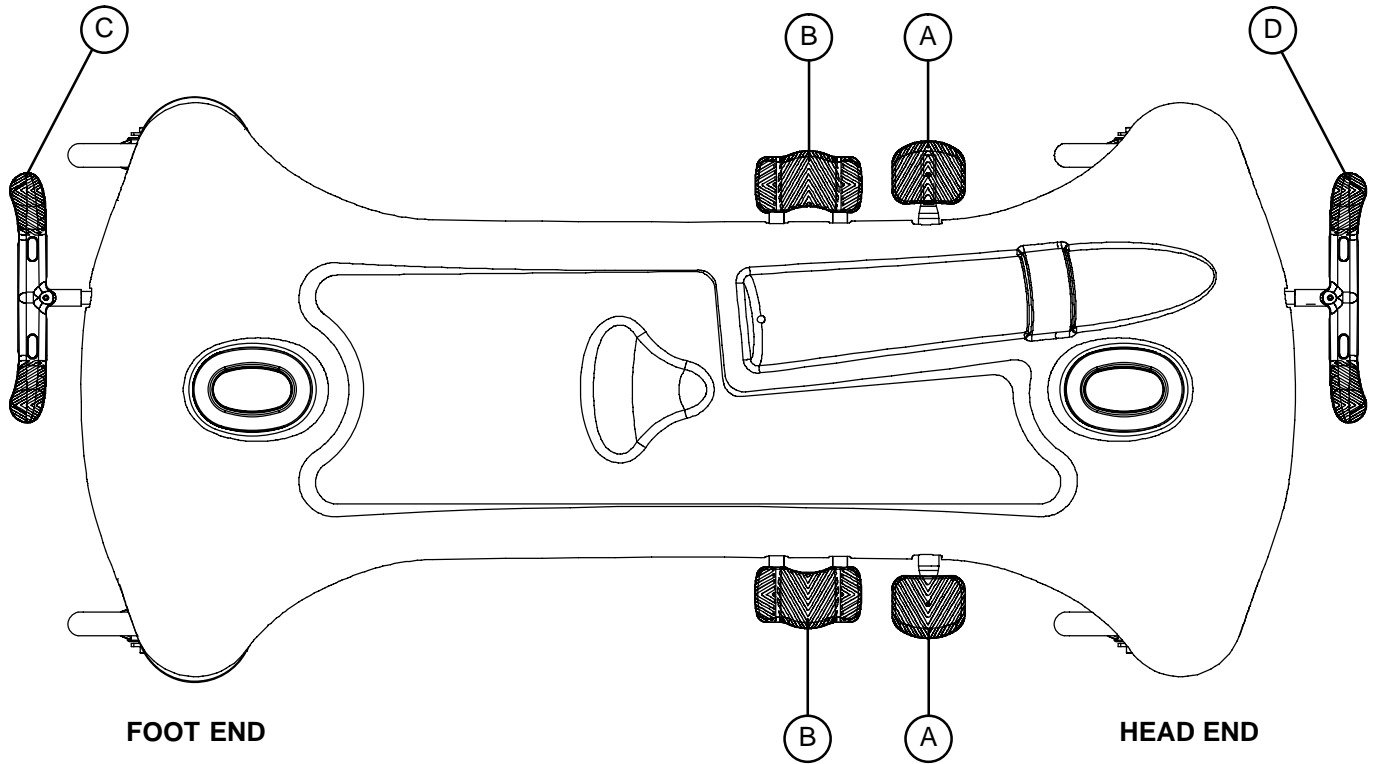
## Note

Clean hood storage area regularly.

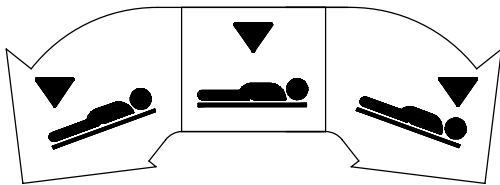
The bottom of the brake rings should be cleaned regularly to prevent wax and/or floor remnant buildup.

# Stretcher Operation

## OPERATING BASE CONTROLS – SIDE CONTROL



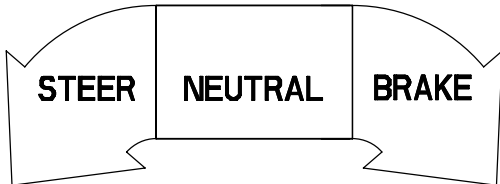
Pump pedal (A) to raise the litter.



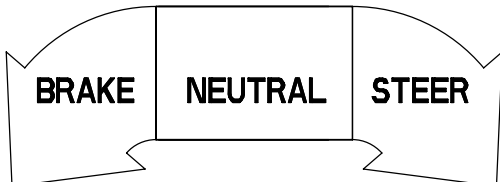
Depress in the center of pedal (B) to lower both ends of the stretcher together.

Depress the side of pedal (B) closest to the foot end of the stretcher to lower the foot end.

Depress the side of pedal (B) closest to the head end of the stretcher to lower the head end.



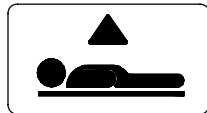
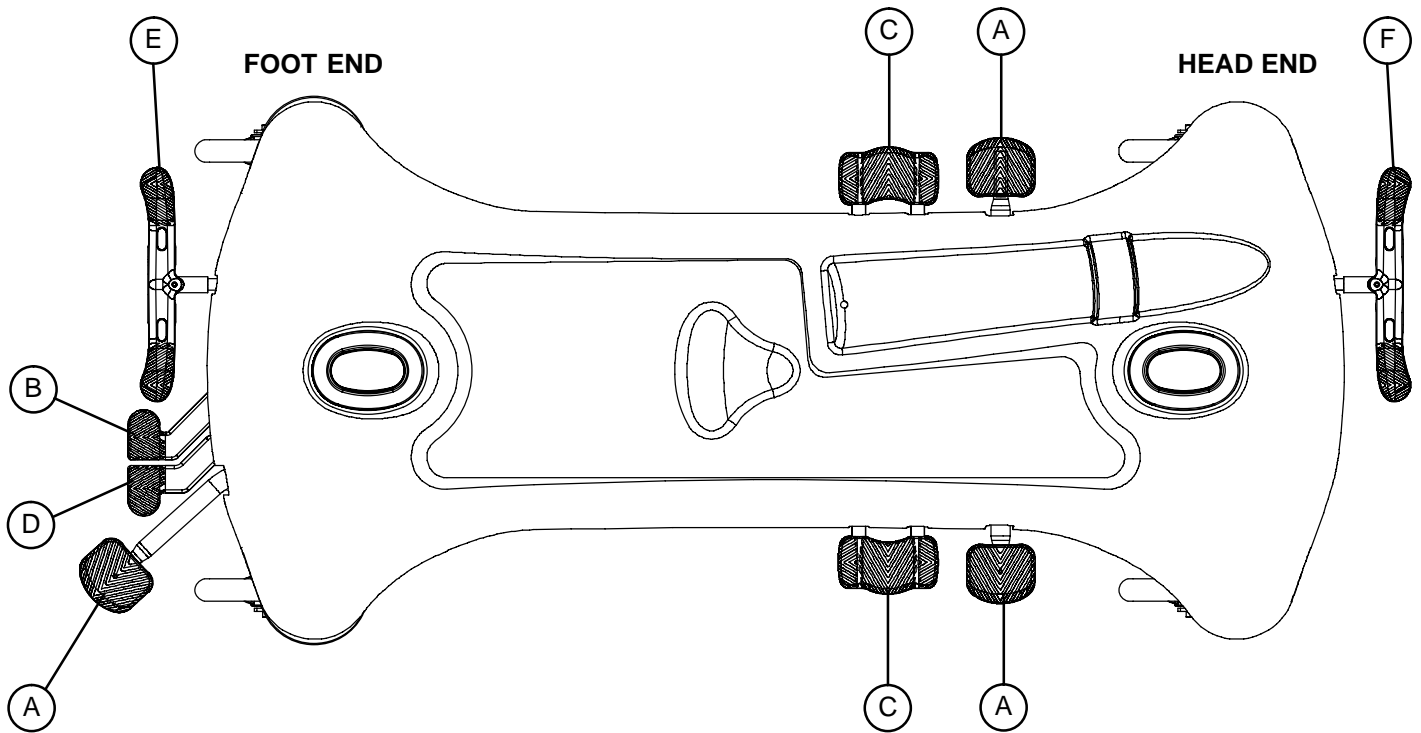
Pedal (C) – Brake and Steer functions (foot end)



Pedal (D) – Brake and Steer functions (head end)

# Stretcher Operation

## OPERATING BASE CONTROLS – 3-SIDED CONTROLS

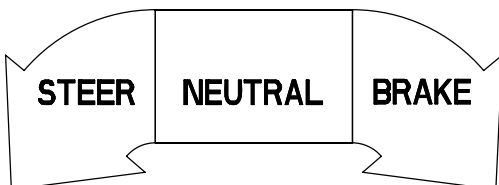
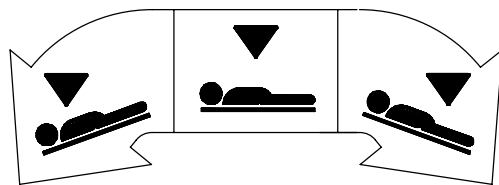


Pump pedal (A) at the foot end or sides of the stretcher to raise the litter

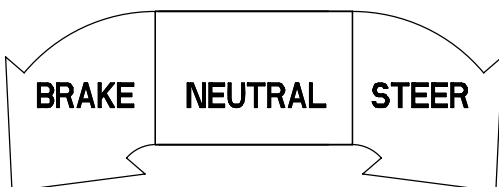
Depress pedal (B) or the side of pedal (C) closest to the head end of the stretcher to lower the head end of the stretcher.

Depress pedal (D) or the side of pedal (C) closest to the foot end of the stretcher to lower the foot end of the stretcher.

Depress in the center of pedal (C) or depress pedals (B) and (D) together to lower both ends of the stretcher together.



Pedal (E) – Brake and Steer functions (foot end).



Pedal (F) – Brake and Steer functions (head end)

# Stretcher Operation

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## RAISING AND LOWERING LITTER HEIGHT – SIDE CONTROL

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### CAUTION

To avoid damage, remove any equipment that may be in the way before raising or lowering the litter height.

To **raise** the litter height, pump pedal (A) repeatedly until the desired height is achieved (see illustration on [page 4](#)).

To **lower** both ends of the litter together, depress the center of pedal (B). To lower only the head end of the litter, depress the side of pedal (B) closest to the head end. To lower only the foot end of the litter, depress the side of pedal (B) closest to the foot end (see illustration on page 4). The base may be equipped with optional variable descent controls. With variable descent controls, the farther you press down on the pedal, the faster the litter will lower.

## RAISING AND LOWERING LITTER HEIGHT – 3–SIDED CONTROLS

To **raise** the litter height, pump pedal (A) repeatedly until the desired height is achieved (see illustration on [page 5](#)).

To **lower** both ends of the litter simultaneously, depress pedal (B) and (D) together using the same foot or depress in the center of pedal (C). To lower only the head end of the litter, depress pedal (B) or the side of pedal (C) closest to the head end of the stretcher. To lower only the foot end of the stretcher, depress pedal (D) or the side of pedal (C) closest to the foot end of the stretcher.

The base may be equipped with optional variable descent controls. With variable descent controls, the farther you press down on the pedal, the faster the litter will lower.

## TRENDELENBURG/REVERSE TRENDELENBURG – SIDE CONTROL

### NOTE

Litter height must be raised first in order to achieve a trend. or reverse trend. position.

### CAUTION

To avoid damage, remove any equipment that may be in the way before lowering the stretcher.

For **Trendelenburg** positioning (head down), depress the side of pedal (B) closest to the head end of the stretcher (see illustration, [page 4](#)).

For **Reverse Trendelenburg** positioning (foot down), depress the side of pedal (B) closest to the foot end.

### NOTE

The higher the litter is before pedal (B) is activated, the greater the trend. or reverse trend. angle will be. (Maximum trend. angle is +18°. Maximum reverse trend. angle is -18°).

## TRENDELENBURG/REVERSE TRENDELENBURG – 3–SIDED CONTROLS

### CAUTION

To avoid damage, remove any equipment that may be in the way before lowering the stretcher.

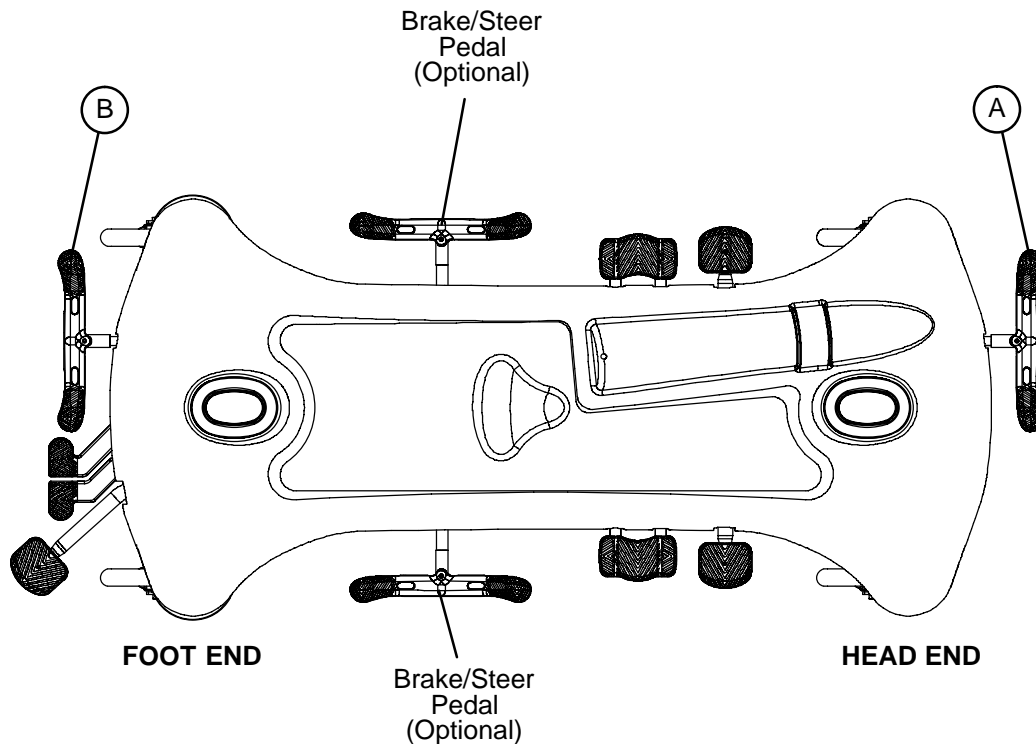
For **Trendelenburg** positioning (head down), depress pedal (B) or the side of pedal (C) closest to the head end of the stretcher (see illustration, [page 5](#)).

For **Reverse Trendelenburg** positioning (foot down), depress pedal (D) or the side of pedal (C) closest to the foot end of the stretcher.

# Stretcher Operation

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## APPLYING THE BRAKE SYSTEM



### NOTE

For user convenience, a brake/steer control pedal is located on both ends of the stretcher.

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### WARNING

Always apply the caster brakes when a patient is getting on or off the stretcher. Push on the stretcher to ensure the brakes are securely locked. Always engage the brakes unless the stretcher is being moved. Injury could result if the stretcher moves while a patient is getting on or off the stretcher.

To engage the brakes on the head end, push fully down on the left side of pedal (A).

To engage the brakes on the foot end, push fully down on the right side of pedal (B).

### NOTE

Your stretcher may be equipped with optional side control brake and steer functions in addition to the standard head and foot end controls. The side control brakes operate the same as the head and foot end versions.



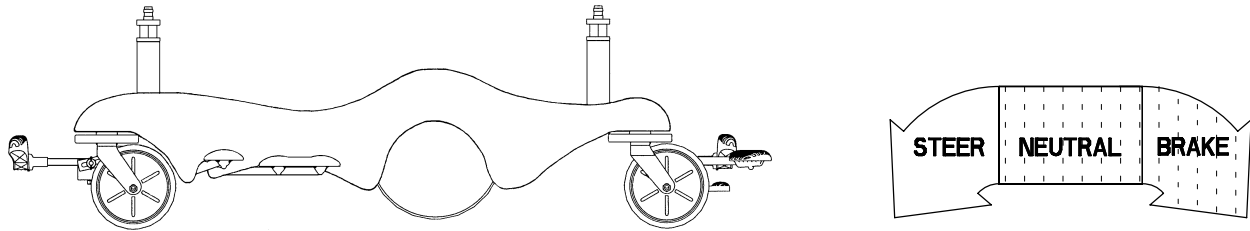
# Stretcher Operation

## OPERATING THE FIFTH WHEEL OPTION

The purpose of the fifth wheel option is to help guide the stretcher when transporting a patient along a straight line and also for pivoting at corners.

To engage the fifth wheel, push the proper side of the brake/steer pedal to the full down position.

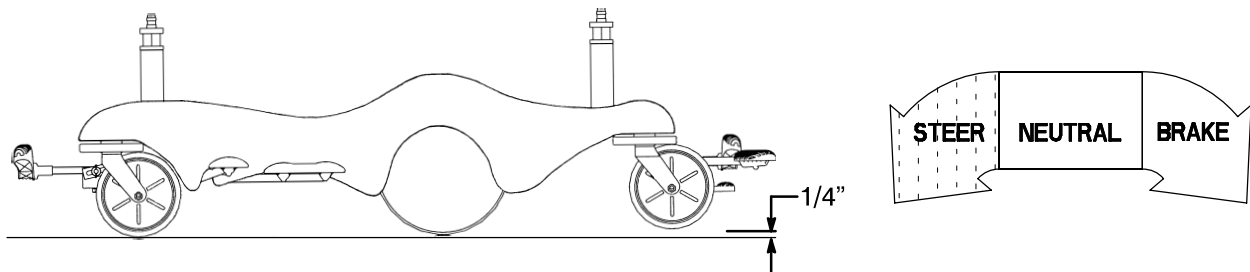
## OPERATING THE BIG WHEEL OPTION



When the brake/steer pedal is in the **neutral or brake** position, the Big Wheel is elevated approximately 3/4" and the stretcher rests on the four casters.

### NOTE

The two Big Wheels do not pivot. The stretcher cannot be moved directly sideways with the Big Wheel activated. With the pedal in the neutral position, the stretcher can be moved in any direction including sideways.

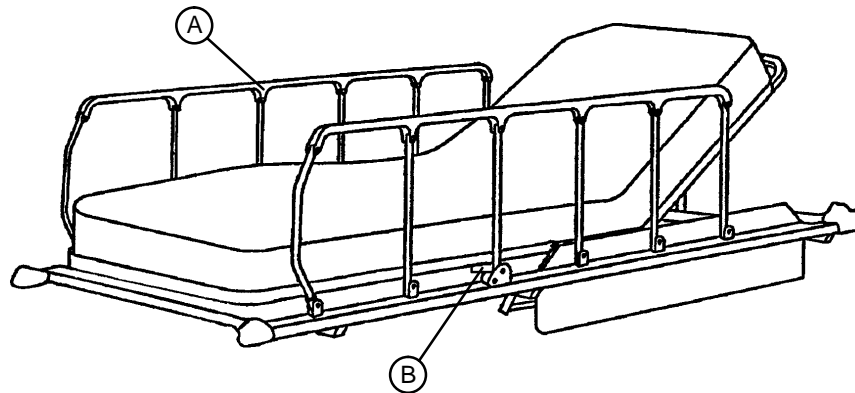


When the brake/steer pedal is in the **steer** position, the foot end casters are elevated approximately 1/4" and the stretcher rests on the two head end casters and the two Big Wheels. This provides increased mobility and ease of steering the stretcher.

# Stretcher Operation

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## USING SIDERAILS



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### CAUTION

Be sure the siderail latching mechanism (B) is working properly at all times. If it is not, refer to your stretcher maintenance manual for "Siderail Latch Adjustment".

**To engage siderails:** Pull up siderail (A) and raise to full up position so that latch (B) engages. (See illustration).

**To disengage siderails:** Pull up on latch (B) and guide siderail to the full down position.

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### WARNING

When lowering the siderail to the collapsed position, keep extremities of patients and staff away from the siderail spindles or injury could occur.

To avoid injury or damage to the equipment, do not allow the siderail to lower on its own.

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## USING PUSH HANDLES

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### CAUTION

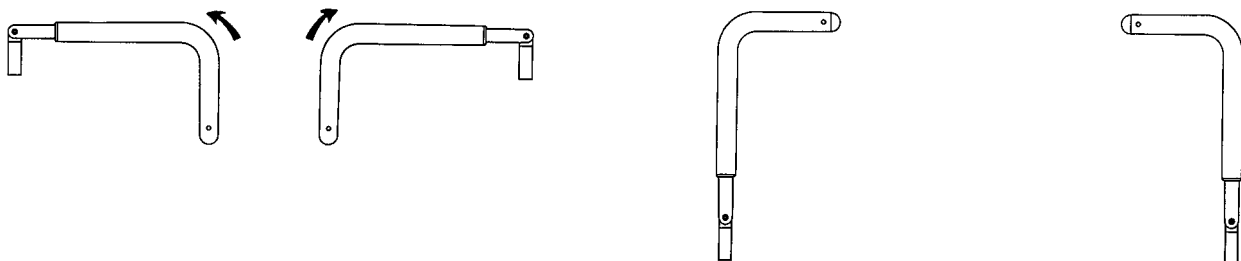
The push handles were designed for use while transporting the stretcher. Avoid using other parts of the stretcher as push/pull devices because damage could occur.

**To use the push handles:**

Pivot the handles up and push down until they are locked into position.

**To store the push handles:**

Lift the handles up and pivot them down to store in the handle rests.



# Stretcher Operation

## USING THE PATIENT TRANSFER BOARD

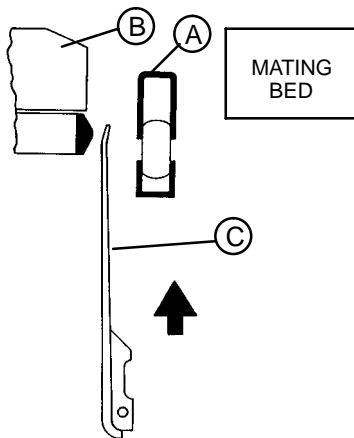
### WARNING

When using the transfer board to transfer a patient, **always** lock the brakes on all stretchers, beds, etc. being used and **always** be certain the transfer board is placed securely on the surface of the mating stretcher or bed. The patient stretcher and the mating surface must be at the same height before the patient is transferred.

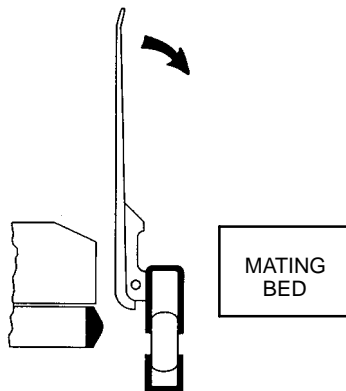
### Transferring Patients:

#### Note

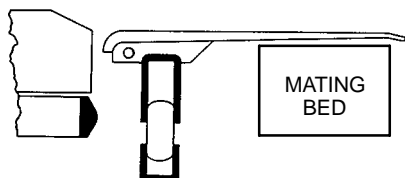
The transfer board (C) is located between the siderail (A) and the mattress (B). (See illustration).



1. Lower siderail (A) to full down position.
2. Raise the transfer board (C) from the bottom while lifting from the top.



3. When the transfer board is fully raised, it can be pivoted downward onto the surface of the mating bed or stretcher.



**Important:** Be sure the brakes have been applied on both the stretcher and the mating bed or stretcher before beginning step 4.

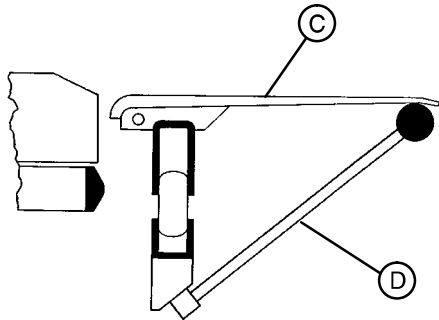
4. Using a sheet, draw the patient onto the mating bed or stretcher.

# Stretcher Operation

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## USING THE PATIENT TRANSFER BOARD/ARM BOARD (CONTINUED)

Using the Transfer Board as an armboard:



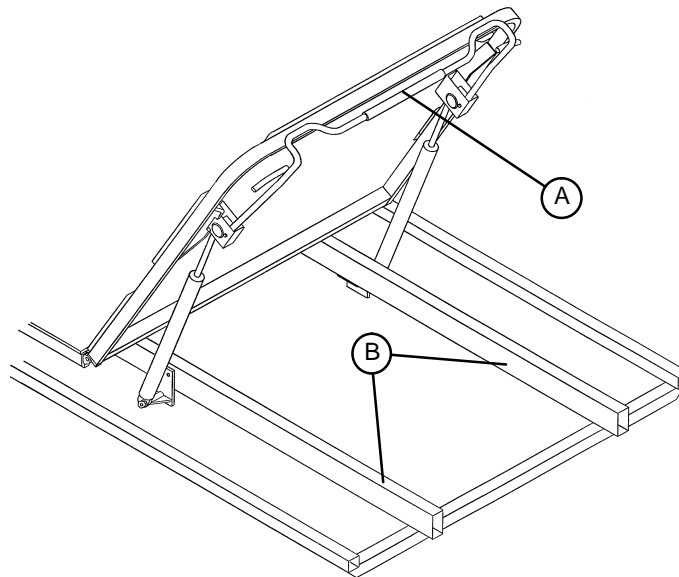
1. Raise the support post (D) to the up position.
2. Raise the transfer board (C) from the bottom while lifting from the top.
3. When the transfer board is fully raised, it can be pivoted downward onto the support post (D).

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### CAUTION

When the transfer board is being used to transfer a patient, the support post (D) must be in the stored (down) position. Damage to the support post will occur if it is pushed up against a stretcher, table, etc.

## OPERATING THE FOWLER



1. Squeeze handle (A) for pneumatic assist in lifting the Fowler to the desired height. Remove your hand(s) from the handle when the desired height is achieved.
2. To lower, squeeze handle (A) and push down until the Fowler has reached the desired height. Remove your hands from the handle when the desired height is achieved.

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### CAUTION

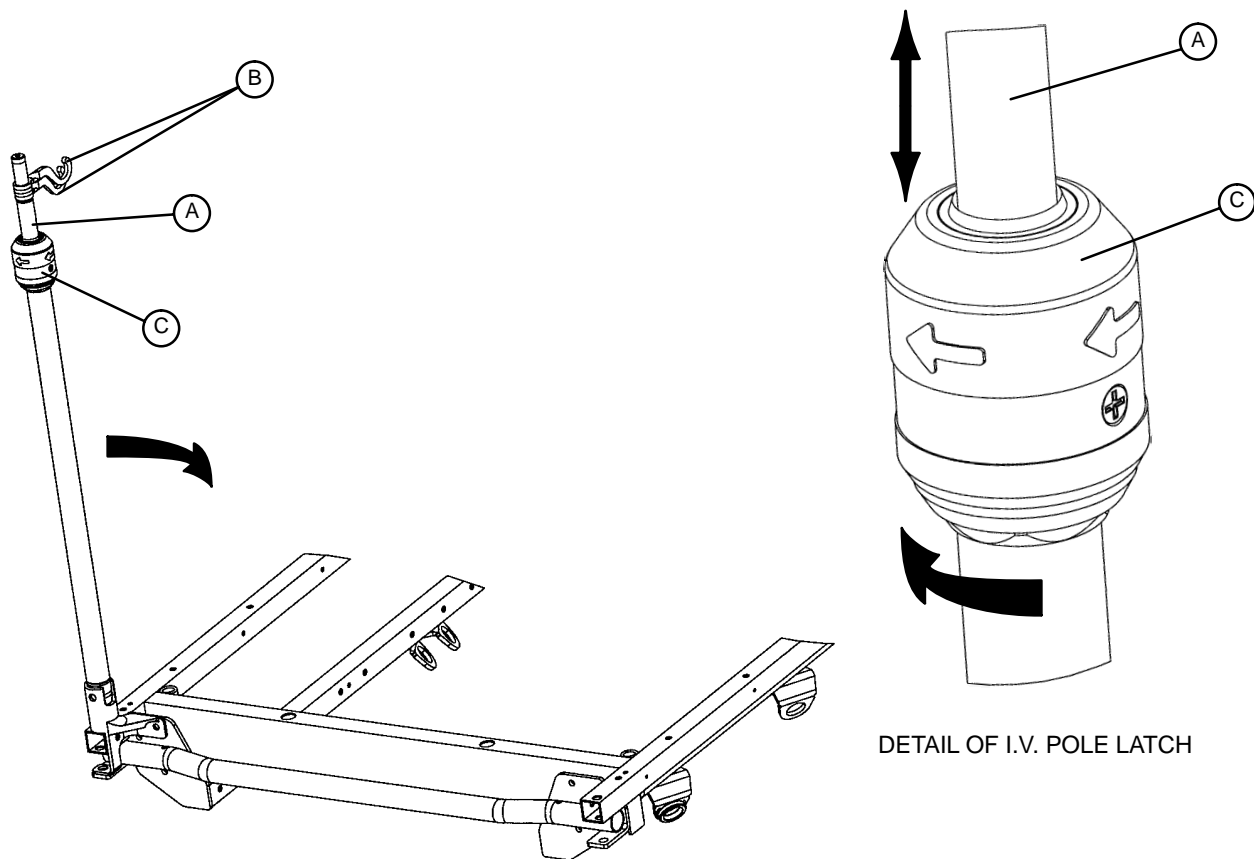
If the pneumatic system is difficult to operate, refer to your Stretcher Maintenance Manual for "Pneumatic Fowler Adjustment".

Keep hands/fingers clear of area between spine tubes (B) and Fowler when lowering. Injury could result.

# Stretcher Operation

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## OPERATING THE OPTIONAL 2-STAGE PERMANENTLY ATTACHED IV POLE



### NOTE

The 2-stage permanently attached IV pole is an option and may have been installed at either the head, foot or both ends of the stretcher. The choice was made at the time the stretcher was purchased.

### To use the 2-stage permanently attached IV pole:

1. Lift and pivot the pole from the storage position and push down until it is locked into the receptacle.
2. To raise the height of the pole, pull up on the telescoping portion (A) until it locks into place at its fully raised position.
3. Rotate the IV hangers (B) to desired position and hang the IV bags.
4. To lower the IV pole, turn the latch (C) clockwise until section (A) lowers.

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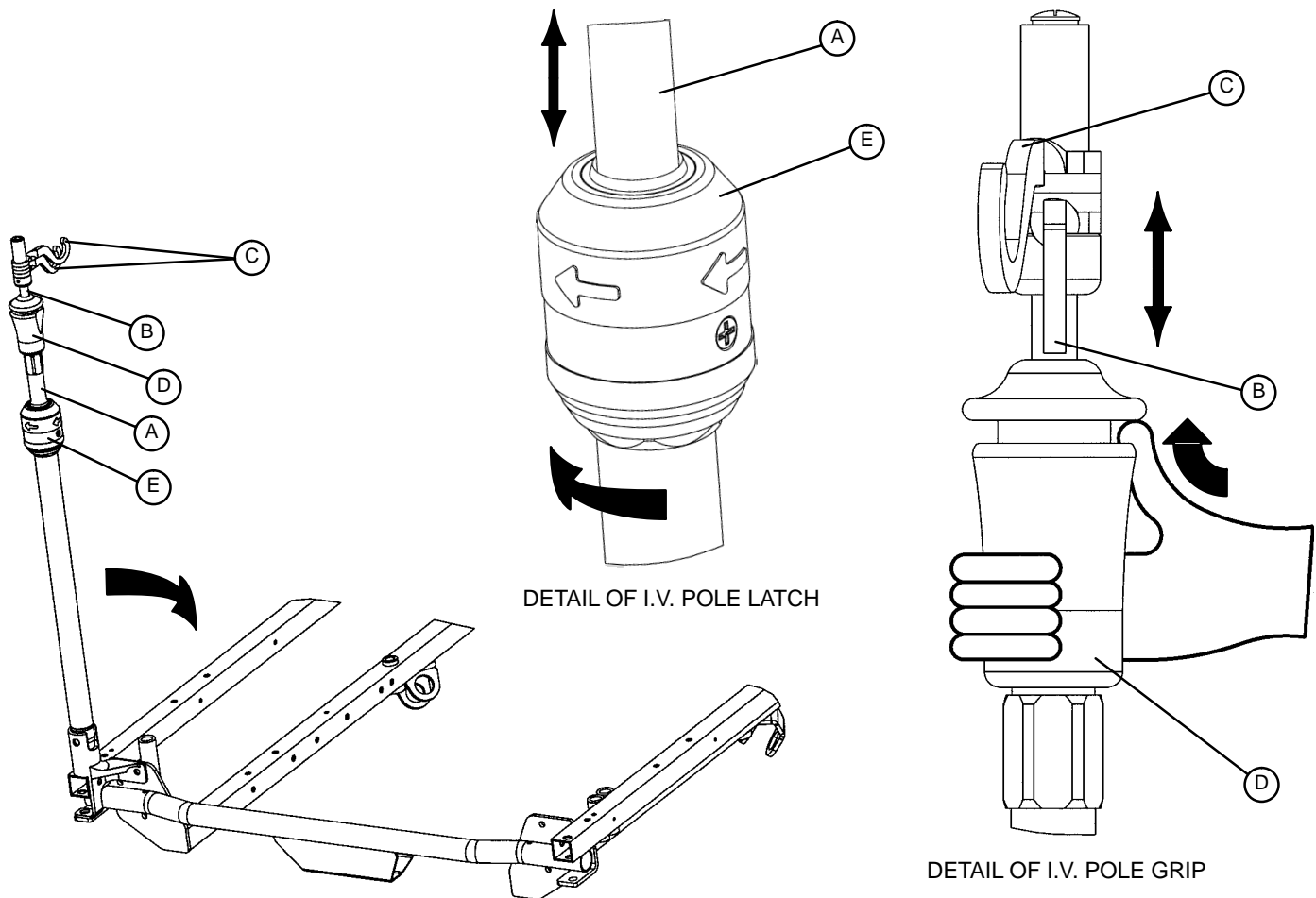
### CAUTION

To avoid damage, the weight of the IV bags should not exceed 40 pounds.

To avoid damage while transporting the stretcher, verify the IV pole is at a low enough height to allow it to safely pass through door openings and under light fixtures.

# Stretcher Operation

## OPERATING THE OPTIONAL 3-STAGE PERMANENTLY ATTACHED IV POLE



### NOTE

The 3-stage permanently attached IV pole is an option and may have been installed at either the head, foot or both ends of the stretcher. The choice was made at the time the stretcher was purchased.

### To use the 3-stage permanently attached IV pole:

1. Lift and pivot the pole from the storage position and push down until it is locked into the receptacle.
2. To raise the height of the pole, pull up on the telescoping portion (A) until it locks into place at its fully raised position.
3. For a higher IV pole, pull up on section (B). Release section (B) at any desired height and it will lock into place.
4. Rotate the IV hangers (C) to the desired position and hang the IV bags.
5. To lower the IV pole, push up on the red portion of grip (D) while holding onto section (B) until it lowers. Turn latch (E) clockwise until section (A) lowers.

### CAUTION

To avoid damage, the weight of the IV bags should not exceed 40 pounds.

To avoid damage while transporting the stretcher, verify the IV pole is at a low enough height to allow it to safely pass through door openings and under light fixtures.

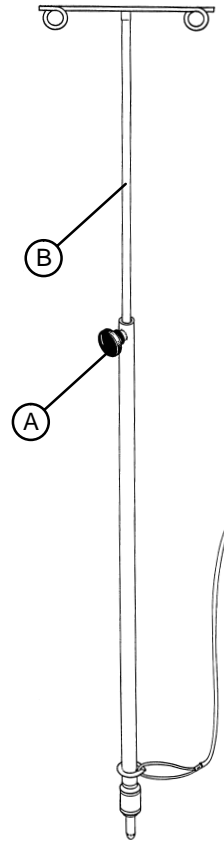
# Stretcher Operation

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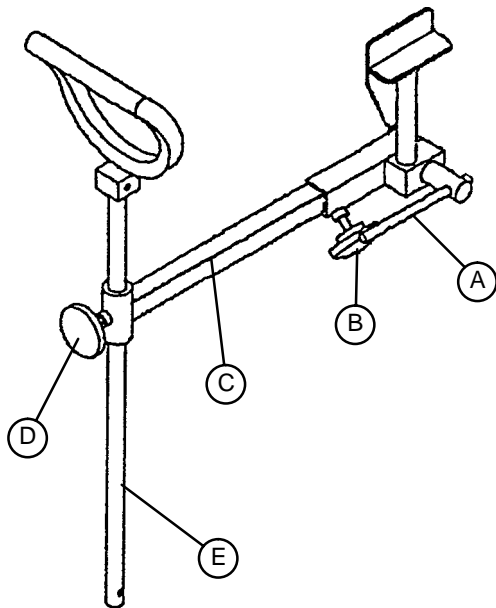
## OPERATING THE OPTIONAL TETHERED IV POLE

### To use the tethered IV pole:

1. Remove the IV pole from the storage trough under the litter and insert into the receptacle on the corner of the litter frame.
2. To raise the height of the pole, turn knob (A) counterclockwise and pull up on the telescoping portion (B) of the pole to raise it to the desired height.
3. Turn knob (A) clockwise to lock the telescoping portion in place.



## OPERATING THE OPTIONAL HEEL STIRRUPS

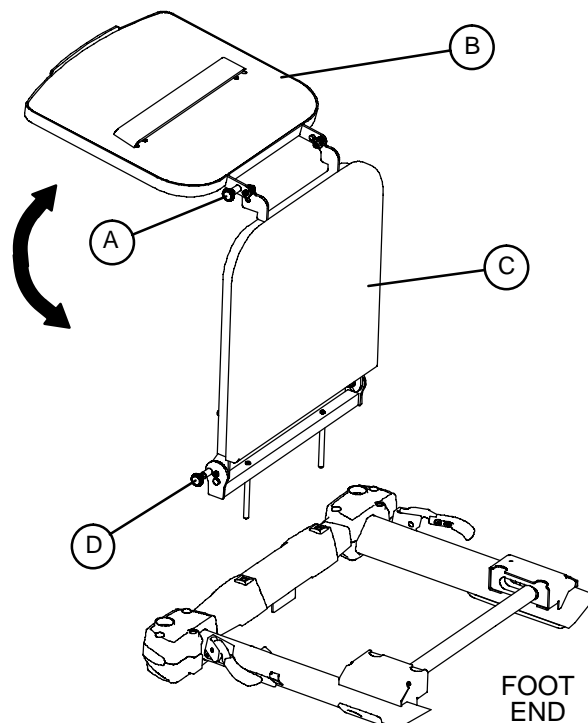


1. To use the optional heel stirrups, turn the handle (A) on the lock screw located under the litter frame and swing the stirrup assembly into position. Tighten the handle (A) to hold the assembly in place.
2. Loosen knob (B) and pull out the extension tube (C) to the desired length. Tighten knob (B).
3. Loosen knob (D) and raise or lower the stirrup (E) to the desired height. Tighten knob (D).

# Stretcher Operation

## OPERATING THE OPTIONAL FOOT EXTENSION/DEFIBRILLATOR TRAY

1. To use as a defibrillator tray, pull out the top knob (A) and pivot the tray (B) over the foot extension (C) until the tray extends flat over the foot end of the stretcher.
2. To use as a foot extension, pull out knob (A) and pivot the defibrillator tray back until it locks against the foot extension (C). While holding onto the assembly, pull out the bottom knob (D) and lower the foot extension down until it is flat.



### CAUTION

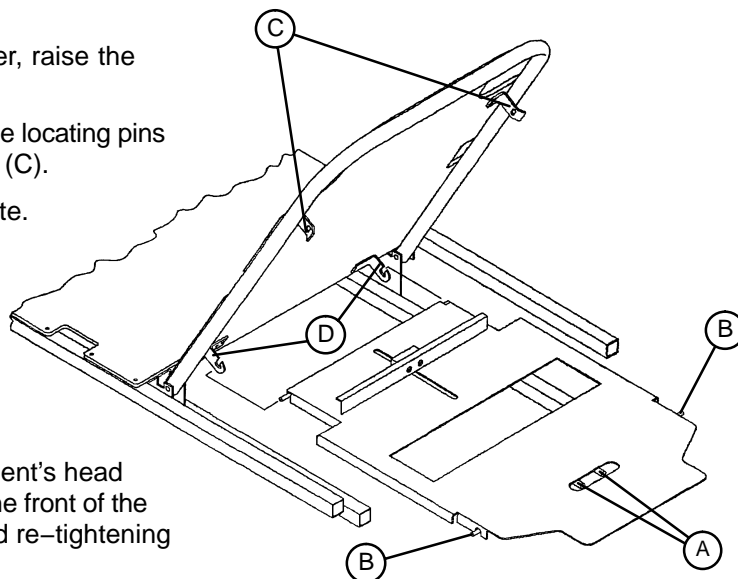
If the stretcher is equipped with the optional foot end IV pole, the IV pole must be in the raised position when the foot extension/defibrillator tray is installed. If the IV pole is not raised, the foot extension will not function properly and injury could occur.

If the stretcher is equipped with the optional foot end push handles, use caution while the foot extension/defibrillator tray is installed to avoid pinching your fingers.

To avoid damage do not put items weighing more than 30 pounds on the defibrillator tray.

## USING THE OPTIONAL FOWLER X-RAY CASSETTE HOLDER

1. To access the Fowler x-ray cassette holder, raise the Fowler section.
2. Grasp the handles (A) and squeeze, until the locating pins (B) disengage from the mounting brackets (C).
3. Lower the tray and install the x-ray cassette.
4. Reverse steps 1 & 2 to install the loaded tray in the Fowler mounting brackets (C).
5. To completely remove the tray from the Fowler, lift the bottom of the tray out of the mounting brackets (D).



### NOTE

The tray position can be adjusted from the patient's head to the buttocks area by loosening the knob on the front of the tray, sliding the tray to the desired position, and re-tightening the knob.



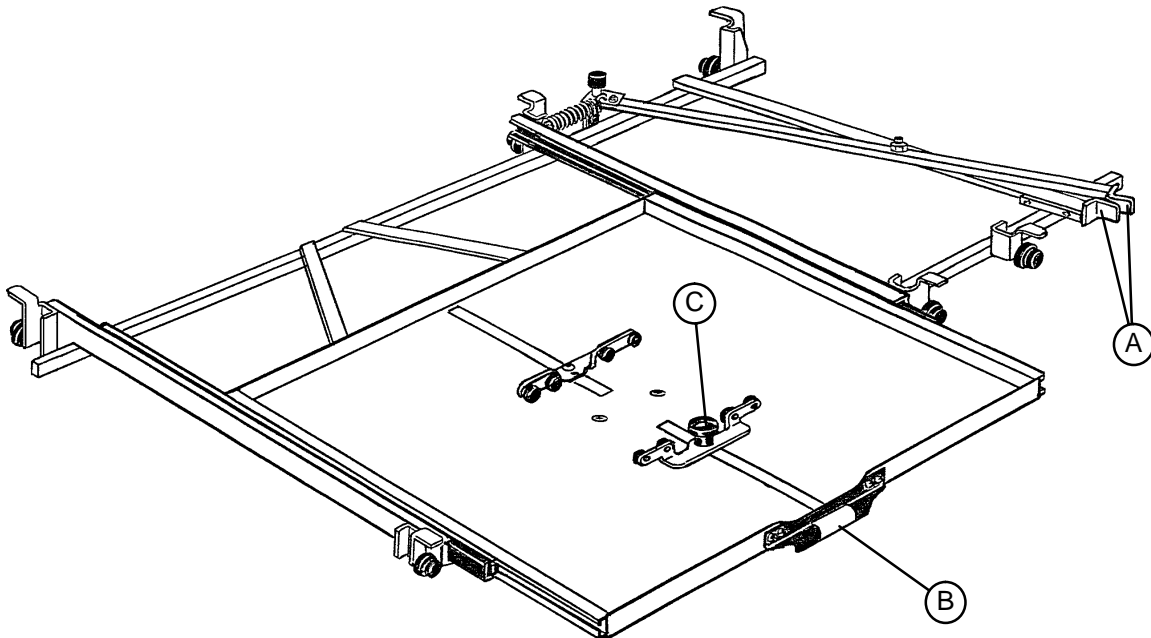
# Stretcher Operation

## USING THE FULL LENGTH X-RAY CASSETTE SYSTEM



### NOTE

Before beginning the following procedure, center the patient on the stretcher by using the position indicator labels located on both ends of the stretcher (see illustration above).



1. The cassette drawer is located on the side of the stretcher and can be identified by the yellow handle (B). Using handle (B), pull the drawer fully out.
2. To load the cassette in the drawer, loosen knob (C) and adjust the sliding track to secure the cassette. Re-tighten knob (C). (This procedure will also center the cassette in the drawer).
3. Push the drawer fully back under the stretcher litter.
4. To position the drawer to the desired location, squeeze the red handles (A) and pull toward either end of the stretcher, depending on the location needed. (The drawer can be moved the entire length of the stretcher).
5. Release the red handles (A) to lock the drawer in place.
6. After the x-ray procedure is completed, reverse the above steps to remove the cassette.

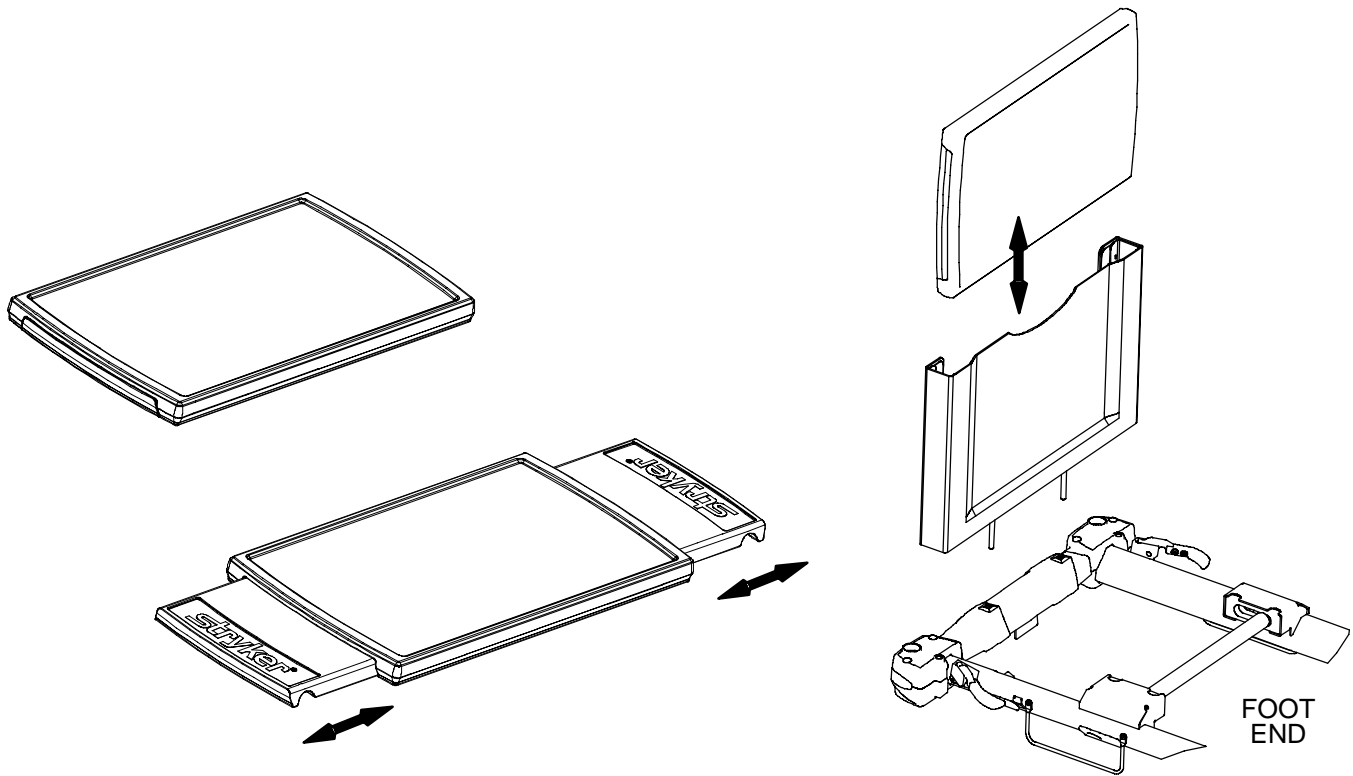
### NOTE

The Full Length X-Ray Cassette System is available in two versions, loading from either the right or the left side of the stretcher.

# Stretcher Operation

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## USING THE OPTIONAL SERVING TRAY



Pull out on either end of the serving tray to extend it to the proper width to fit on top of the stretcher siderails.

To store the serving tray in the optional serving tray holder/foot board, push in both ends of the serving tray and slide it into the holder.

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### CAUTION

To avoid damage, do not put items weighing more than 30 pounds on the serving tray.

# Preventative Maintenance

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## CHECKLIST

- \_\_\_\_\_ All fasteners secure
- \_\_\_\_\_ Siderails move and latch properly
- \_\_\_\_\_ Engage brake pedal and push on the stretcher to ensure all casters lock securely
- \_\_\_\_\_ Steer function working properly
- \_\_\_\_\_ All casters secure and swivel properly
- \_\_\_\_\_ Body restraints working properly
- \_\_\_\_\_ I.V. pole intact and operating properly
- \_\_\_\_\_ Oxygen bottle holder intact and operating properly
- \_\_\_\_\_ Fowler operates and latches properly
- \_\_\_\_\_ Trendelenburg/Reverse Trendelenburg operating properly
- \_\_\_\_\_ No rips or cracks in mattress cover
- \_\_\_\_\_ Transfer boards intact and operating properly
- \_\_\_\_\_ Arm board support levers intact and operating properly
- \_\_\_\_\_ Ground chain intact
- \_\_\_\_\_ No leaks at hydraulic connections
- \_\_\_\_\_ Hydraulic jacks holding properly
- \_\_\_\_\_ Hydraulic drop rate set properly
- \_\_\_\_\_ Hydraulic oil level sufficient
- \_\_\_\_\_ Lubricate where required
- \_\_\_\_\_ X-Ray tray slide tracks cleaned of dust and debris
- \_\_\_\_\_ Accessories and mounting hardware in good condition and working properly

Serial No. \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Completed By: \_\_\_\_\_

Date: \_\_\_\_\_

## NOTE

Preventative maintenance should be performed at a minimum of annually. A preventative maintenance program should be established for all Stryker Medical equipment. Preventative maintenance may need to be performed more frequently based on the usage level of the product.

# Cleaning

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Hand wash all surfaces of the stretcher with warm water and mild detergent. **DRY THOROUGHLY.** Do not steam clean, pressure wash, hose off or ultrasonically clean. Using these methods of cleaning is **not** recommended and may void this product's warranty.

Suggested cleaners for stretcher surfaces:

Quaternary Cleaners (active ingredient – ammonium chloride)

Phenolic Cleaners (active ingredient – o-phenylphenol)

Chlorinated Bleach Solution (5.25% – less than 1 part bleach to 100 parts water)

Avoid oversaturation and ensure the product does not stay wet longer than the chemical manufacturer's guidelines for proper disinfecting.

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## CAUTION

SOME CLEANING PRODUCTS ARE CORROSIVE IN NATURE AND MAY CAUSE DAMAGE TO THE PRODUCT IF USED IMPROPERLY. If the products described above are used to clean Stryker patient care equipment, measures must be taken to insure the beds are wiped with clean water and thoroughly dried following cleaning. Failure to properly rinse and dry the beds will leave a corrosive residue on the surface of the bed, possibly causing premature corrosion of critical components. Failure to follow the above directions when using these types of cleaners may void this product's warranty.

Clean Velcro® **AFTER EACH USE.** Saturate Velcro® with disinfectant and allow disinfectant to evaporate. (Appropriate disinfectant for nylon Velcro® should be determined by the hospital.)

## REMOVAL OF IODINE COMPOUNDS

This solution may be used to remove iodine stains from mattress cover surfaces.

1. Use a solution of 1–2 tablespoons Sodium Thiosulfate in a pint of warm water to clean the stained area. Clean as soon as possible after staining occurs. If stains are not immediately removed, allow solution to soak or stand on the surface.
2. Rinse surfaces which have been exposed to the solution in clear water before returning bed to service.

# Warranty

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## Limited Warranty:

Stryker Medical Division, a division of Stryker Corporation, warrants to the original purchaser that its products should be free from defects in material and workmanship for a period of one (1) year after date of delivery. Stryker's obligation under this warranty is expressly limited to supplying replacement parts and labor for, or replacing, at its option, any product which is, in the sole discretion of Stryker, found to be defective. If requested by Stryker, products or parts for which a warranty claim is made shall be returned prepaid to Stryker's factory. Any improper use or any alteration or repair by others in such manner as in Stryker's judgement affects the product materially and adversely shall void this warranty. Any repair of Stryker products using parts not provided or authorized by Stryker shall void this warranty. No employee or representative of Stryker is authorized to change this warranty in any way.

Stryker Medical stretcher products are designed for a 10 year expected service life under normal use, conditions, and with appropriate periodic maintenance as described in the maintenance manual for each device. Stryker warrants to the original purchaser that the welds on its stretcher products will be free from structural defects for the expected 10 year life of the stretcher product as long as the original purchaser owns the product.

This statement constitutes Stryker's entire warranty with respect to the aforesaid equipment. STRYKER MAKES NO OTHER WARRANTY OR REPRESENTATION, EITHER EXPRESSED OR IMPLIED, EXCEPT AS SET FORTH HEREIN. THERE IS NO WARRANTY OF MERCHANTABILITY AND THERE ARE NO WARRANTIES OF FITNESS FOR ANY PARTICULAR PURPOSE. IN NO EVENT SHALL STRYKER BE LIABLE HEREUNDER FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM OR IN ANY MANNER RELATED TO SALES OR USE OF ANY SUCH EQUIPMENT.

## To Obtain Parts and Service:

Stryker products are supported by a nationwide network of dedicated Stryker Field Service Representatives. These representatives are factory trained, available locally, and carry a substantial spare parts inventory to minimize repair time. Simply call your local representative, or call Stryker Customer Service at (800) 327-0770.

## Service Contract Coverage:

Stryker has developed a comprehensive program of service contract options designed to keep your equipment operating at peak performance at the same time it eliminates unexpected costs. We recommend that these programs be activated *before* the expiration of the new product warranty to eliminate the potential of additional equipment upgrade charges.

## **A SERVICE CONTRACT HELPS TO:**

- Ensure equipment reliability
- Stabilize maintenance budgets
- Diminish downtime
- Establish documentation for JCAHO
- Increase product life
- Enhance trade-in value
- Address risk management and safety

# Warranty

**Stryker offers the following service contract programs:**

<b>SPECIFICATIONS</b>	<b>GOLD</b>	<b>SILVER</b>	<b>PM* ONLY</b>
Annually scheduled preventative maintenance	X		X
All parts,** labor, and travel	X	X	
Unlimited emergency service calls	X	X	
Priority one contact; two hour phone response	X	X	X
Most repairs will be completed within 3 business days	X	X	
JCAHO documentation	X	X	X
On-site log book w/ preventative maintenance & emergency service records	X		
Factory-trained Stryker Service Technicians	X	X	X
Stryker authorized parts	X	X	X
End of year summary	X		
Stryker will perform all service during regular business hours (9-5)	X	X	X

\* Replacement parts and labor for products under PM contract will be discounted.

\*\* Does not include any disposable items, I.V. poles (except for Stryker HD permanent poles), mattresses, or damage resulting from abuse.

**Stryker Medical also offers *personalized* service contracts.**

**Pricing is determined by age, location, model and condition of product.**

***For more information on our service contracts, please call your local representative or call (800) 327-0770 (option #2).***

## **Return Authorization:**

Merchandise cannot be returned without approval from the Stryker Customer Service Department. An authorization number will be provided which must be printed on the returned merchandise. Stryker reserves the right to charge shipping and restocking fees on returned items.

**SPECIAL, MODIFIED, OR DISCONTINUED ITEMS NOT SUBJECT TO RETURN.**

## **Damaged Merchandise:**

ICC Regulations require that claims for damaged merchandise must be made with the carrier within fifteen (15) days of receipt of merchandise. **DO NOT ACCEPT DAMAGED SHIPMENTS UNLESS SUCH DAMAGE IS NOTED ON THE DELIVERY RECEIPT AT THE TIME OF RECEIPT.** Upon prompt notification, Stryker will file a freight claim with the appropriate carrier for damages incurred. Claim will be limited in amount to the actual replacement cost. In the event that this information is not received by Stryker within the fifteen (15) day period following the delivery of the merchandise, or the damage was not noted on the delivery receipt at the time of receipt, the customer will be responsible for payment of the original invoice in full.

Claims for any short shipment must be made within thirty (30) days of invoice.

## **International Warranty Clause:**

This warranty reflects U.S. domestic policy. Warranty outside the U.S. may vary by country. Please contact your local Stryker Medical representative for additional information.

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## **European Representative**

Stryker EMEA RA/QA Director  
Stryker France  
ZAC Satolas Green Pusignan  
Av. De Satolas Green  
69881 MEYZIEU Cedex  
France

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