

stryker[®]
Medical

 *trio*™ *Mobile Surgery Platform*

 *SOLO* *Surgery Platform*

Models 1033 and 1034

Operations Manual

For Parts or Technical Assistance
800-327-0770

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Introduction

INTRODUCTION

This manual is designed to assist you with the operation of the Model 1033 Trio Mobile Surgery Platform and the Model 1034 Solo Surgery Platform. Read it thoroughly before using the equipment.

The Trio product is designed to be a mobile patient support and transport surface for use in a hospital or outpatient surgery room. The Solo product is designed to be a stationary patient support surface for use in a hospital or outpatient surgery room. Both are designed for patients up to 500 pounds and both have a patient support surface that can be used in a variety of positions: level, Trendelenburg, Reverse Trendelenburg, Fowler up, foot section down, foot section removed, lateral tilt or a combination of these positions.

SPECIFICATIONS

Maximum Weight Capacity	500 pounds
Patient Surface Length / Width	78"/27"
Overall Length / Width	80" / 30" (rails down) 33" (rails up)
Minimum / Maximum Height	26"/40"
Fowler Angle	1° to 80°
Foot Section Angle	0° to 50°
Trendelenburg / Reverse Trendelenburg	+20° to -15°
Lateral Tilt	+15° to -15°

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.

WARNING

The personal safety of the patient or user may be involved. Disregarding this information could result in injury to the patient or user.

CAUTION

These instructions point out special procedures or precautions that must be followed to avoid damaging the equipment.

NOTE

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

Introduction

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

WARNING

Injury could result if the table moves during procedures or examinations or while a patient is getting on or off the table. Always engage the brakes unless the table is being moved. Push on the table to ensure the brakes are securely locked.

Do not rest your feet on the cover of the surgery table base. Injury may occur, especially if the litter is lowered while in a non-horizontal position.

To avoid injury, keep hands/fingers clear of area between the litter frame and the Fowler when lowering the Fowler.

To avoid injury, keep hands/fingers clear of the area between the litter frame and the foot section when lowering the foot section.

Always hold the foot section when adjusting it. The foot section may rise too quickly and injury may result.

To avoid injury, always support the patient's feet and legs when removing the foot section.

Do not sit on the foot section. Sitting on the foot section may result in a fall and injury. When the load on the foot section exceeds 150 pounds, the foot section will lower to prevent the unit from tipping.

To avoid patient falls and injury, always use proper patient restraints when positioning the surgery table litter in Trendelenburg or reverse Trendelenburg or in lateral tilt.

To avoid patient injury or damage to the unit, remove equipment from the foot end accessory rail before changing the position of the foot section and from the Fowler accessory rail before changing the position of the Fowler.

To avoid patient injury or damage to the unit, remove I.V. poles from the foot end receptacles before lowering the foot section.

Do not sit on the Foot End Back Rest. Excessive weight on the Foot End Back Rest could cause the unit to tip, resulting in injury.

The weight of the patient's head is resting on the head piece and must be supported by the operator when the latches are released and the head piece is being positioned. Failure to adequately support the head piece while positioning the head could result in patient injury.

To avoid possible pinch points when adjusting the head piece, keep your fingers away from the jointed areas.

Do not reach between the side of the head extension and the articulating head piece to pull the release handle. Finger injury could result.

The clamp-on siderails are only for use with the Foot End Back Rest. Do not use the clamp-on siderails on any accessory rail other than those on the Foot End Back Rest and do not use the clamp-on siderails with a standard foot section or the siderail may not be secure and injury could occur.

Do not use the clamp-on siderails on opposite sides of the litter. They are designed to pivot in one direction and may not provide proper security if used on the wrong side.

To ensure proper security for the patient, after attaching the clamp-on siderail, be sure to slide it all the way to the end of the accessory rail until it hits the stop and won't go any farther.

Introduction

The following warning, in addition to the warnings listed on page 3, applies to Model 1034.

WARNING

The decision to use the Solo patient support surface for an individual surgical patient must be made by a healthcare professional. The use of the Solo product should be based on patients' assessed medical needs. Individual patient assessment and proper patient screening in selection of a surgical support surface is needed to mitigate patient safety issues. All traditional surgical protocols should be followed per AORN guidelines.

The following warnings, in addition to the warnings listed on page 3, apply to Model 1033.

WARNING

Do not attempt to move the unit sideways while the steer system is engaged. It will be difficult to move and injury to the operator may result. When the pedal in is the neutral position, the steering wheel will retract and the unit can be moved in all directions.

To avoid patient injury or damage to the unit, when moving the surgery platform, be sure the I.V. poles are lowered sufficiently to clear the tops of doors or other overhead obstructions.

To avoid injury, be sure the siderail latching mechanisms are holding properly at all times.

When repositioning the siderails, grasp the top rail to avoid potential pinch points.

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

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

CAUTION

Models 1033 and 1034

To avoid damage, move any equipment that may hinder motion before raising or lowering the table height and positioning the table.

If the unit is positioned in reverse Trendelenburg with the foot section lowered, the foot section may contact the floor. To avoid damaging the unit, raise the litter or raise the foot section to the flat position before positioning the unit in reverse Trendelenburg.

The weight of the I.V. bags should not exceed 40 pounds.

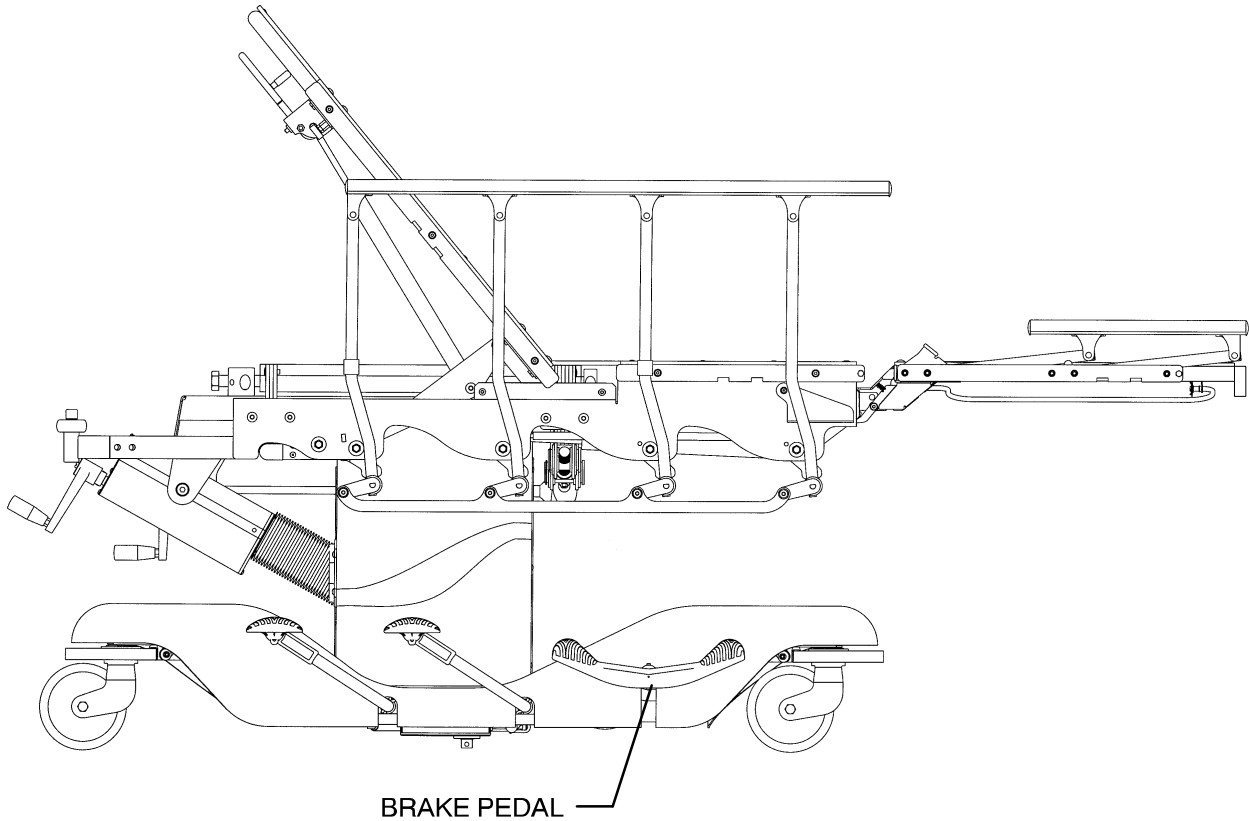
Do not use the clamp-on siderails as push/pull devices or damage to the rails could occur.

Model 1033 Only

When transporting the surgery table, push from the head end at the top of the Fowler frame to avoid damaging the unit. Do not use the Fowler release handle as a push/pull device. Damage to the Fowler could result.

Operation Guide

APPLYING THE BRAKE SYSTEM



NOTE

For user convenience and ease of operation, there are brake pedals on both sides of the base.

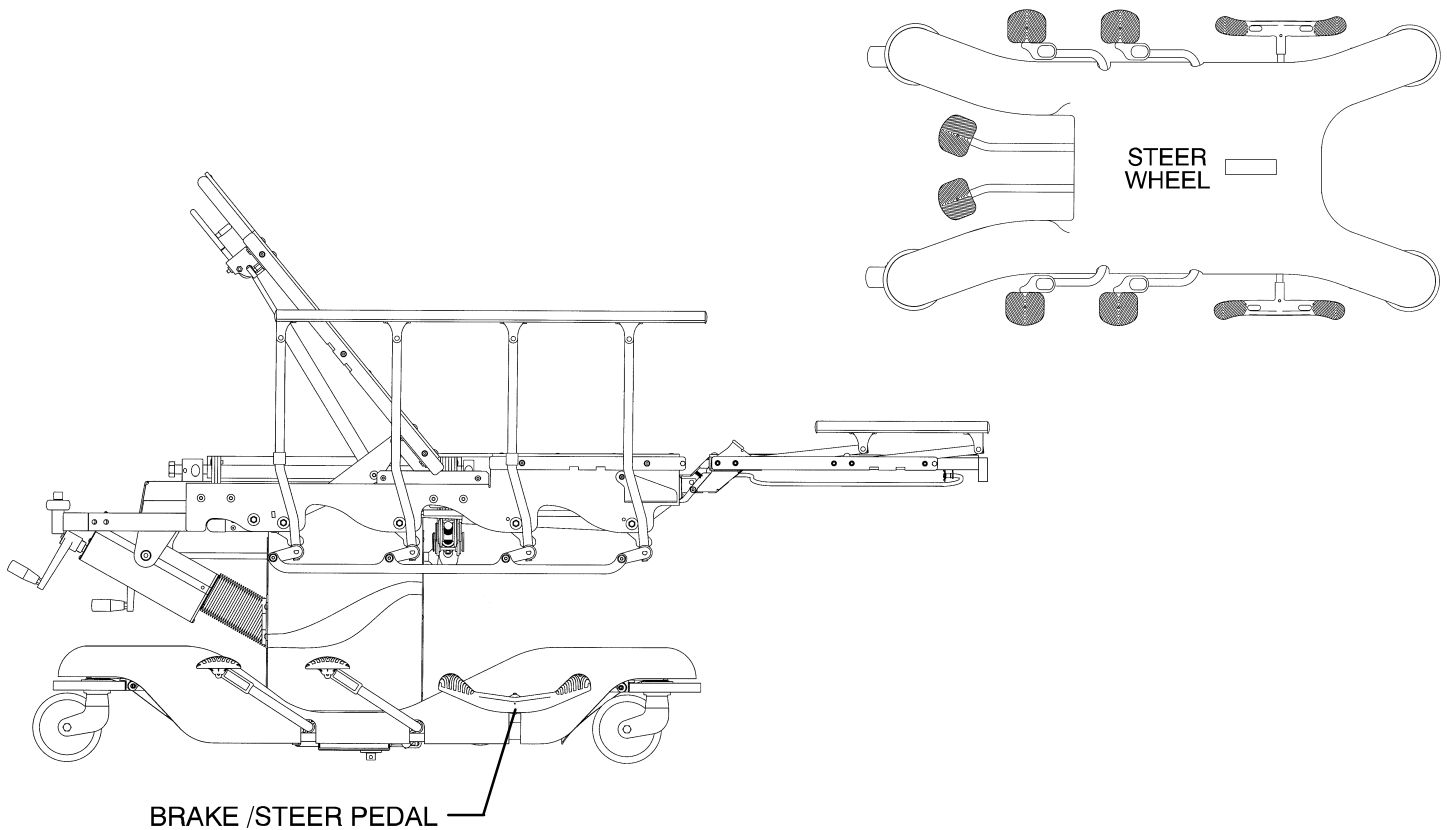
- **To engage the brakes**, push fully down on the side of the brake pedal marked with the red label.
- **To disengage the brakes**, push down on the side of the brake pedal marked with the green label until the brakes release and the pedal is in the neutral position (parallel with the floor).

WARNING

Injury could result if the surgery platform moves during a procedure or examination or while a patient is getting on or off the litter top. Always engage the brakes unless the platform is being moved. Push on the platform to ensure the brakes are securely locked.

Operation Guide

APPLYING THE STEER SYSTEM (MODEL 1033 ONLY)



NOTE

For user convenience and ease of operation, there are brake/steer pedals on both sides of the base.

There is a retractable steering (pivot) wheel under the base hood at the center of the base assembly that increases the maneuverability of the surgery platform when transporting a patient along a straight line and when pivoting at corners.

- **To engage the steer wheel**, push fully down on the side of the brake/steer pedal marked with the green label.
- **To disengage the steer wheel**, push down on the side of the brake/steer pedal marked with the red label until the pedal is in the neutral position (parallel with the floor). The steering (pivot) wheel will retract.

WARNING

Do not attempt to move the unit sideways while the steer wheel is engaged. It will be difficult to move and injury to the operator may result. When the pedal is in the neutral position, the steering wheel is retracted and the unit can be moved in all directions.

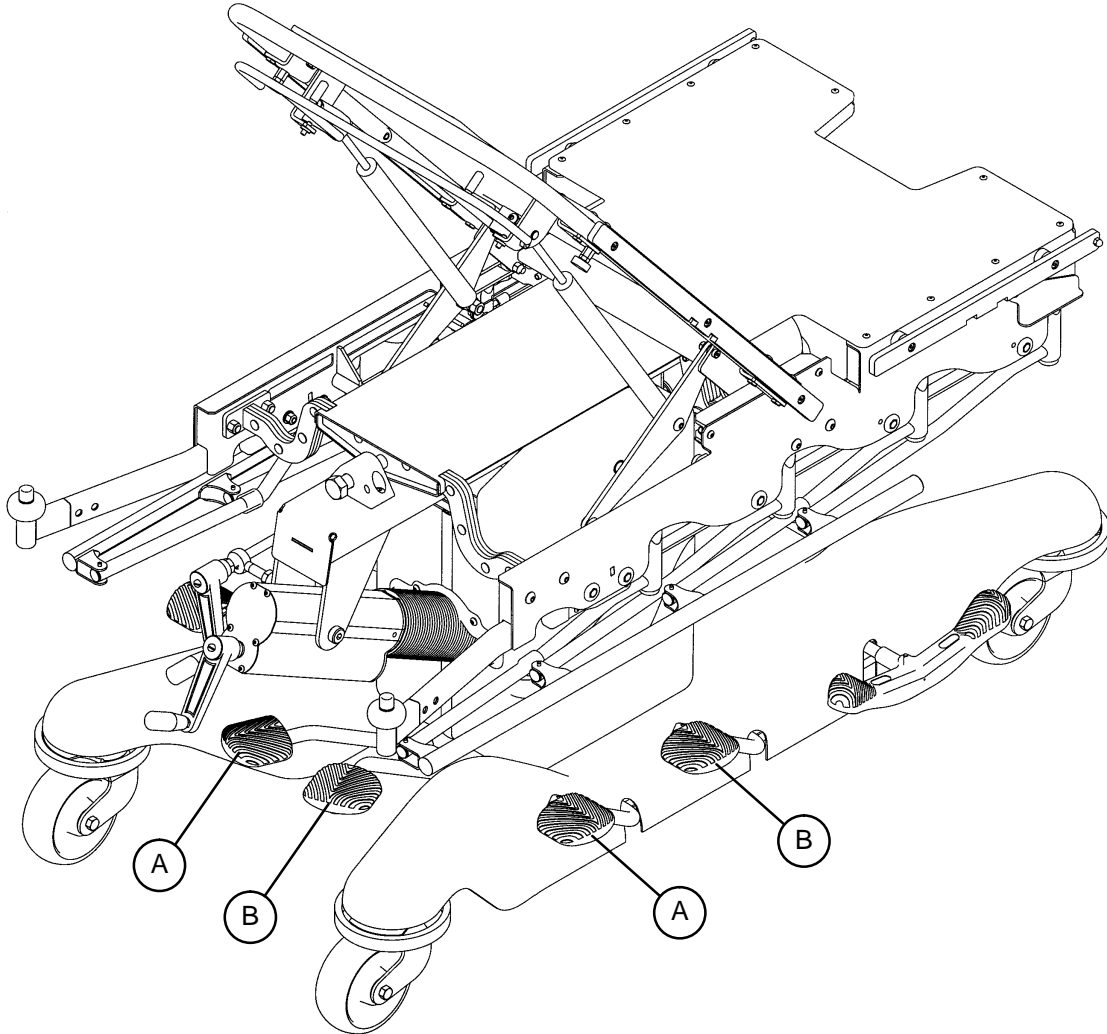
To avoid patient injury or damage to the unit, when moving the surgery platform, be sure the I.V. poles are lowered sufficiently to clear the tops of doors or other overhead obstructions.

CAUTION

When transporting the surgery platform, push from the head end at the top of the Fowler frame to avoid damaging the unit. Do not use the Fowler release handle as a push/pull device. Damage to the Fowler could result.

Operation Guide

RAISING AND LOWERING LITTER HEIGHT



- **To raise the litter height**, depress and release the litter up pedal (A) repeatedly until the desired height is reached.
- **To lower the litter height**, depress and hold down the litter down pedal (B). Release the pedal when the litter is at the desired height.

WARNING

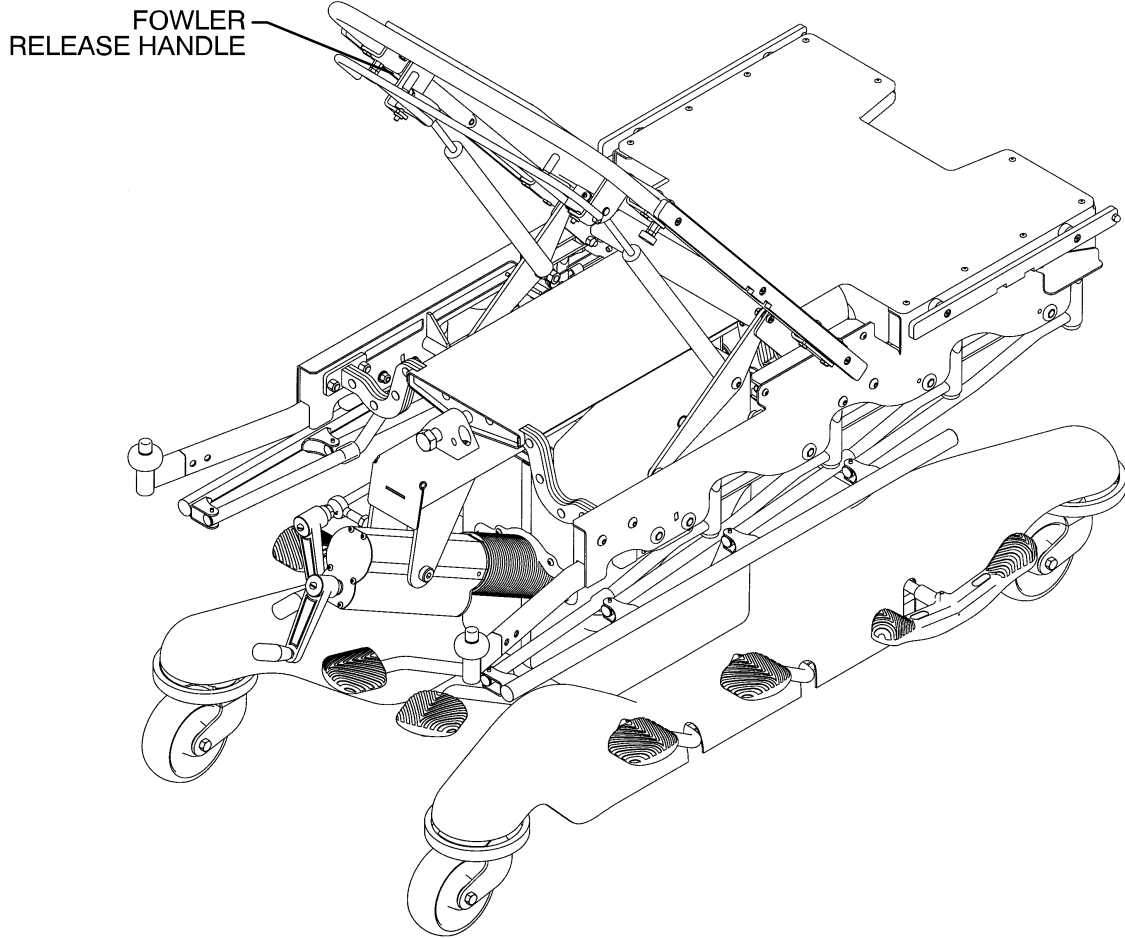
Do not rest your feet on the cover of the surgery platform base. Injury may occur, especially if the litter is lowered while in a non-horizontal position.

CAUTION

To avoid damage, move any equipment that may hinder motion before raising or lowering the platform height.

Operation Guide

OPERATING THE FOWLER



- **To raise the Fowler**, squeeze the red handle under the Fowler for pneumatic assist in lifting the Fowler to the desired height. Remove your hand(s) from the handle when the desired height is achieved.
- **To lower the Fowler**, squeeze the red handle and push down on the Fowler until it has reached the desired height. Remove your hand(s) from the handle when the desired height is achieved.

WARNING

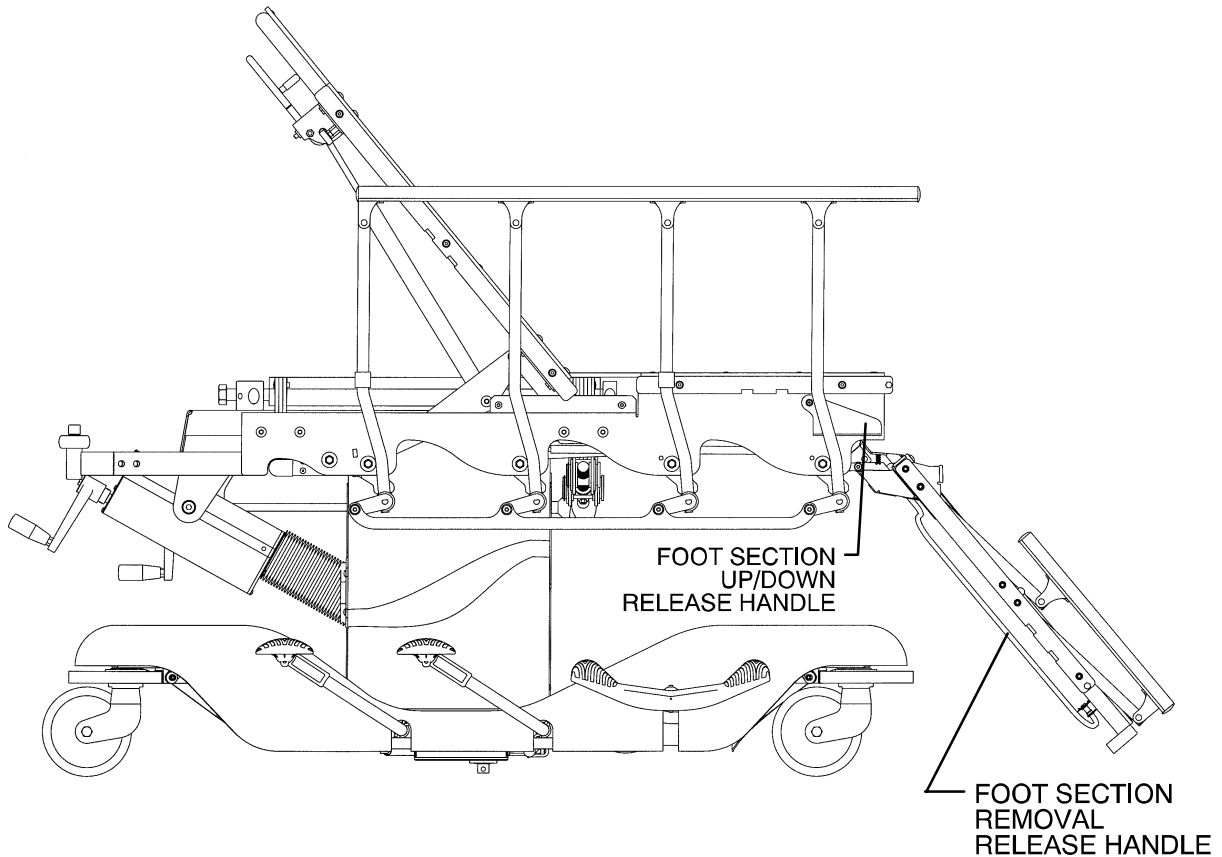
To avoid injury, keep hands/fingers clear of area between the litter frame and the Fowler when lowering the Fowler.

CAUTION

Do not use the Fowler release handle as a push/pull device. Damage to the Fowler could result.

Operation Guide

OPERATING THE FOOT SECTION



- **To lower the foot section**, with one hand, squeeze the foot section up/down release handle at the side of the foot end of the litter. With the other hand, push down on the foot section to move it to the desired angle.
- **To raise the foot section**, squeeze the foot section up/down release handle at the side of the foot end of the litter while holding the foot section to prevent it from rising too quickly.

WARNING

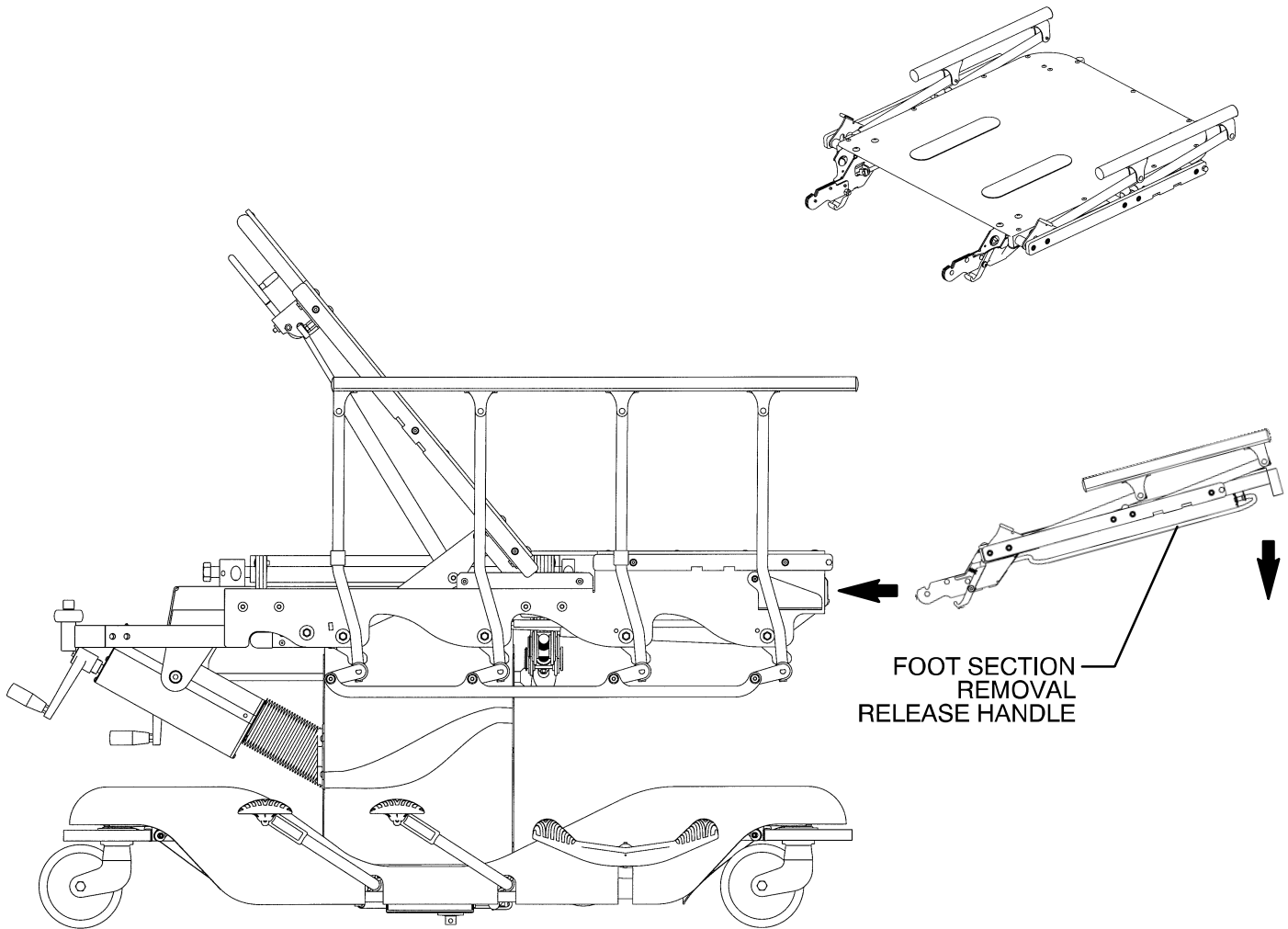
To avoid injury, keep hands/fingers clear of the area between the litter frame and the foot section when lowering the foot section.

Always hold the foot section when adjusting it. The foot section may rise too quickly and injury may result.

Do not sit on the foot section. Sitting on the foot section may result in a fall and injury. When the load on the foot section exceeds 150 pounds, the foot section will lower to prevent the unit from tipping.

Operation Guide

OPERATING THE FOOT SECTION (CONTINUED)



- **To remove the foot section** for pelvic and lower body procedures, squeeze the red handles under the foot section on both sides and lift the foot section from the two receptacles at the end of the seat.
- **To mount the foot section**, tilt the foot section and insert the two arms into the litter receptacles. Lower the foot section and verify it is locked securely in the receptacles.

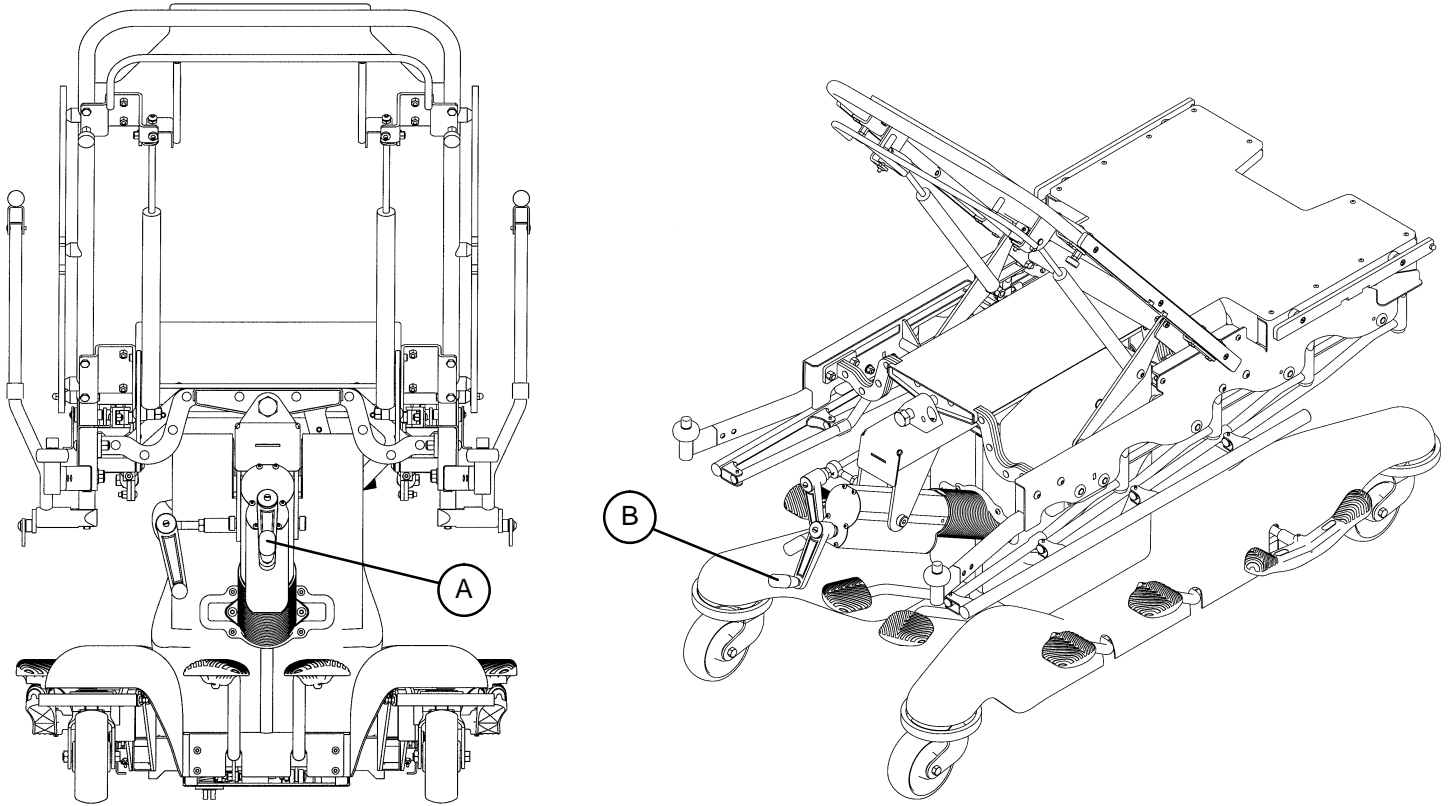
WARNING

To avoid injury, always support the patient's feet and legs before removing the foot section.

Do not sit on the foot section. Sitting on the foot section may result in a fall and injury. When the load on the foot section exceeds 150 pounds, the foot section will lower to prevent the unit from tipping.

Operation Guide

TRENDELENBURG/REVERSE TRENDELENBURG POSITIONING



WARNING

To avoid patient falls and injury, always use proper patient restraints when positioning the litter in Trendelenburg or reverse Trendelenburg.

- **For Trendelenburg positioning** (head down), turn the hand crank (A), located at the head end of the unit, counterclockwise.
- **For reverse Trendelenburg positioning** (foot down), turn the hand crank (A), located at the head end of the unit, clockwise.

NOTE

To provide additional clearance at the head end, the hand crank can be turned and positioned independently of the Trendelenburg function. Pull out on the crank arm and rotate it to the desired position.

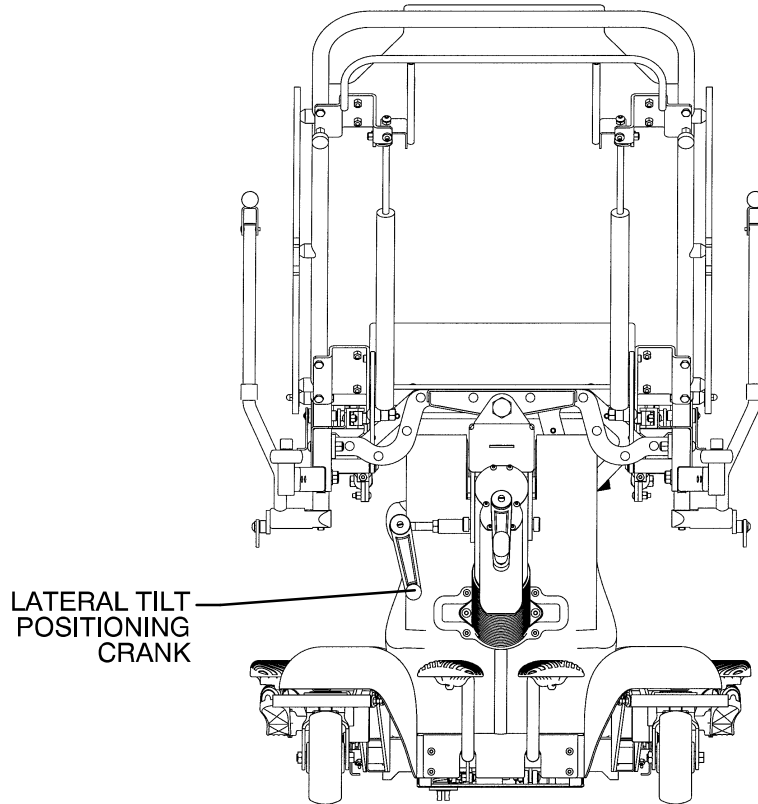
The handle (B) on the end of the hand crank can be folded to provide additional clearance at the head end of the platform. Pull it out and fold it down against the crank arm.

CAUTION

To avoid damage, move any equipment that may hinder motion before lowering or positioning the platform. If the unit is positioned in reverse Trendelenburg (foot end down) with the foot section lowered, the foot section may contact the floor. To avoid damaging the unit, raise the litter or raise the foot section to the flat position before positioning the unit in reverse Trendelenburg.

Operation Guide

LATERAL TILT POSITIONING



CAUTION

To avoid damage, move any equipment that may hinder motion before lowering/positioning the platform.

- **For positive lateral tilt positioning** (left side up), turn the crank at the head end of the unit clockwise.
- **For negative lateral tilt positioning** (right side up), turn the crank at the head end of the unit counter-clockwise.

NOTE

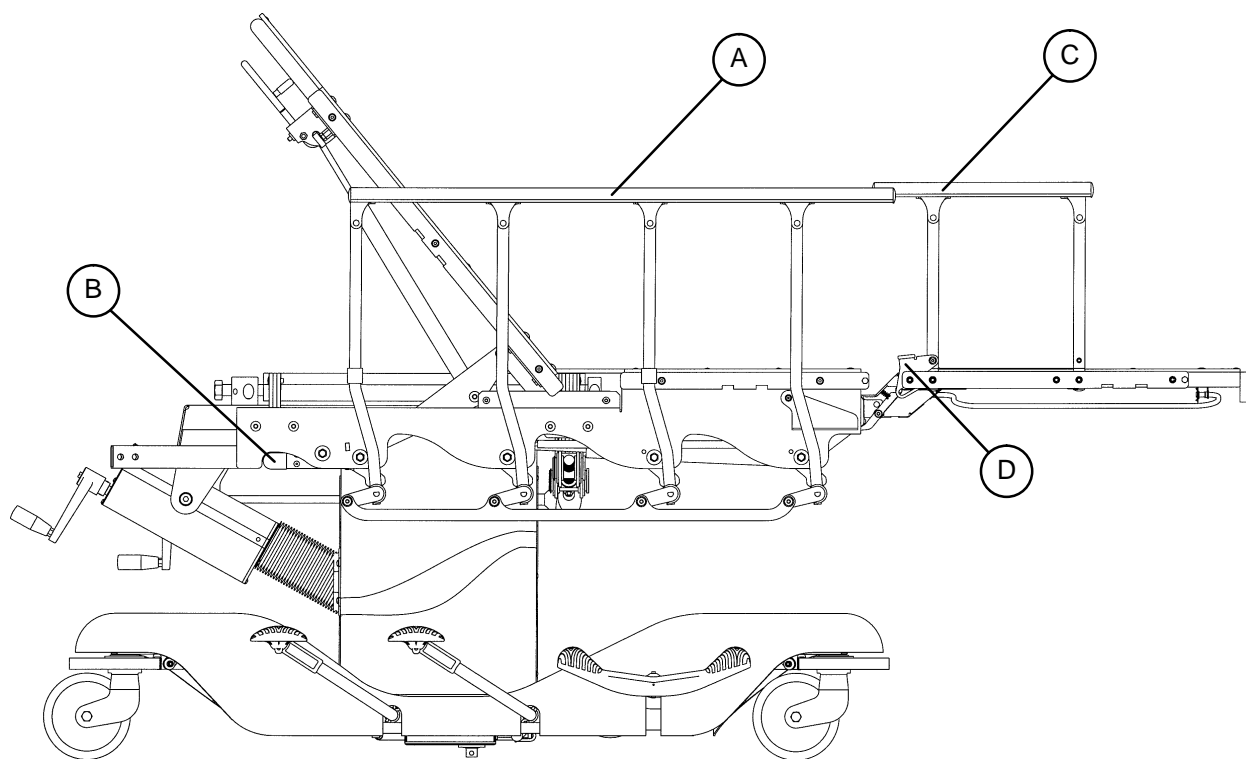
To provide additional clearance at the head end, the hand crank can be turned and positioned independently of the lateral tilt function. Pull out the arm of the crank and rotate the crank arm to the desired position.

WARNING

To avoid patient falls and injury, always use proper patient restraints when positioning the surgery platform litter in lateral tilt.

Operation Guide

USING THE LITTER AND FOOT SECTION SIDERAILS (MODEL 1033 ONLY)



- **To engage the *litter* siderails**, pull up on the top rail (A) of the litter siderail and raise it to the full up position until the latch engages with an audible click.
- **To disengage the *litter* siderails**, while holding the top rail, squeeze the red latch (B) on the litter and guide the siderail to the full down position.
- **To engage the *foot section* siderails**, pull up on the top rail of the foot siderail (C) and raise it to full up position so the latch engages.
- **To disengage the *foot section* siderails**, while holding the top rail, pull the red latch (D) on the foot section toward the head end of the unit and guide the siderail to the full down position.

WARNING

To avoid injury, be sure the siderail latching mechanisms are holding properly at all times.

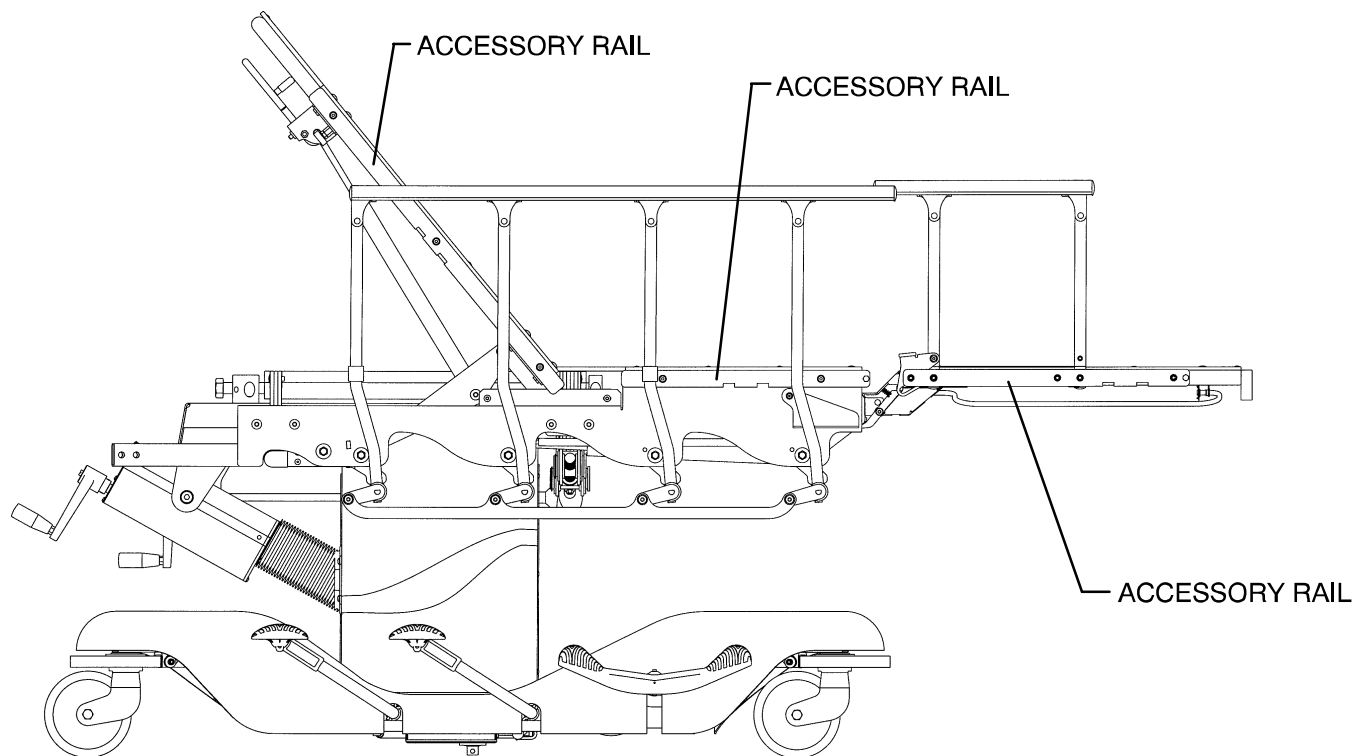
When repositioning the siderails, grasp the top rail to avoid potential pinch points.

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

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

Operation Guide

USING THE SURGERY ACCESSORY RAILS



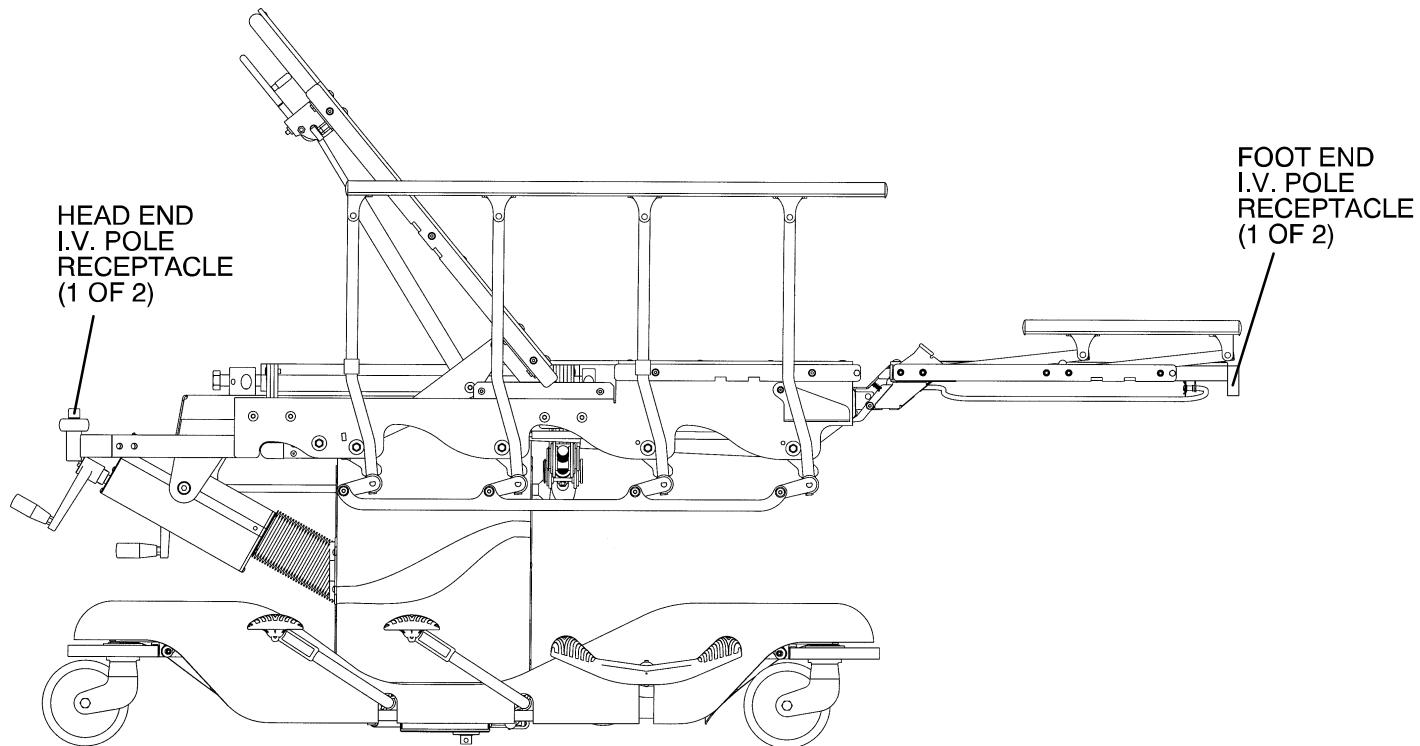
- Accessory rails border the litter frame. Direct clamps and other ancillary surgery equipment may be attached to the rails.

WARNING

To avoid patient injury or damage to the unit, remove equipment from the foot end accessory rail before changing the position of the foot section and from the Fowler accessory rail before changing the position of the Fowler.

Operation Guide

USING THE IV POLE RECEPTACLES



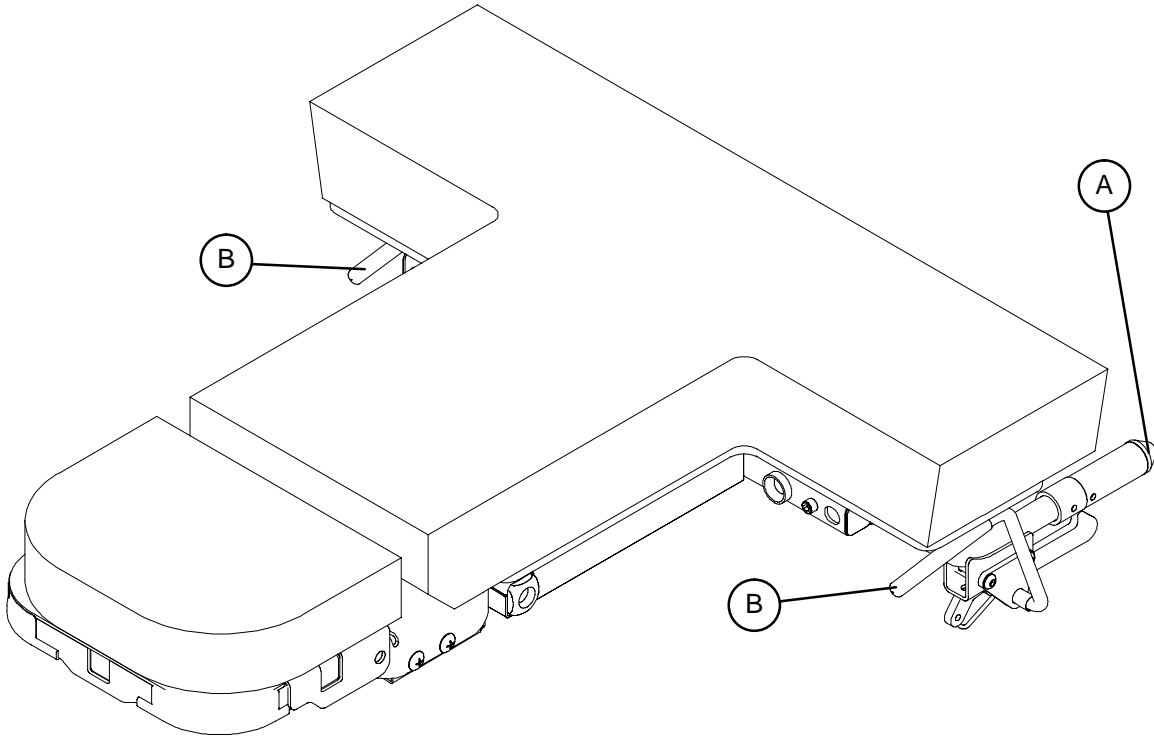
- Two I.V. pole receptacles for use with standard I.V. poles are located at the head end of the unit on the Fowler and at the foot end on the foot section.

WARNING

To avoid patient injury or damage to the unit, remove I.V. poles from the foot end receptacles before lowering the foot section.

Operation Guide

OPERATING OPTIONAL FOOT END BACK REST



NOTE

For ease of installation and removal, keep the Foot End Back Rest horizontal while inserting or removing the guide posts from the receptacles.

To install the optional Foot End Back Rest, insert the two guide posts (A) into the receptacles on the litter foot end. Be sure both sides of the back rest lock into place with an audible “click”.

To remove the Foot End Back Rest, rotate the levers (B) and pull the back rest away from the litter until the guide posts (A) are removed from the receptacles.

NOTE

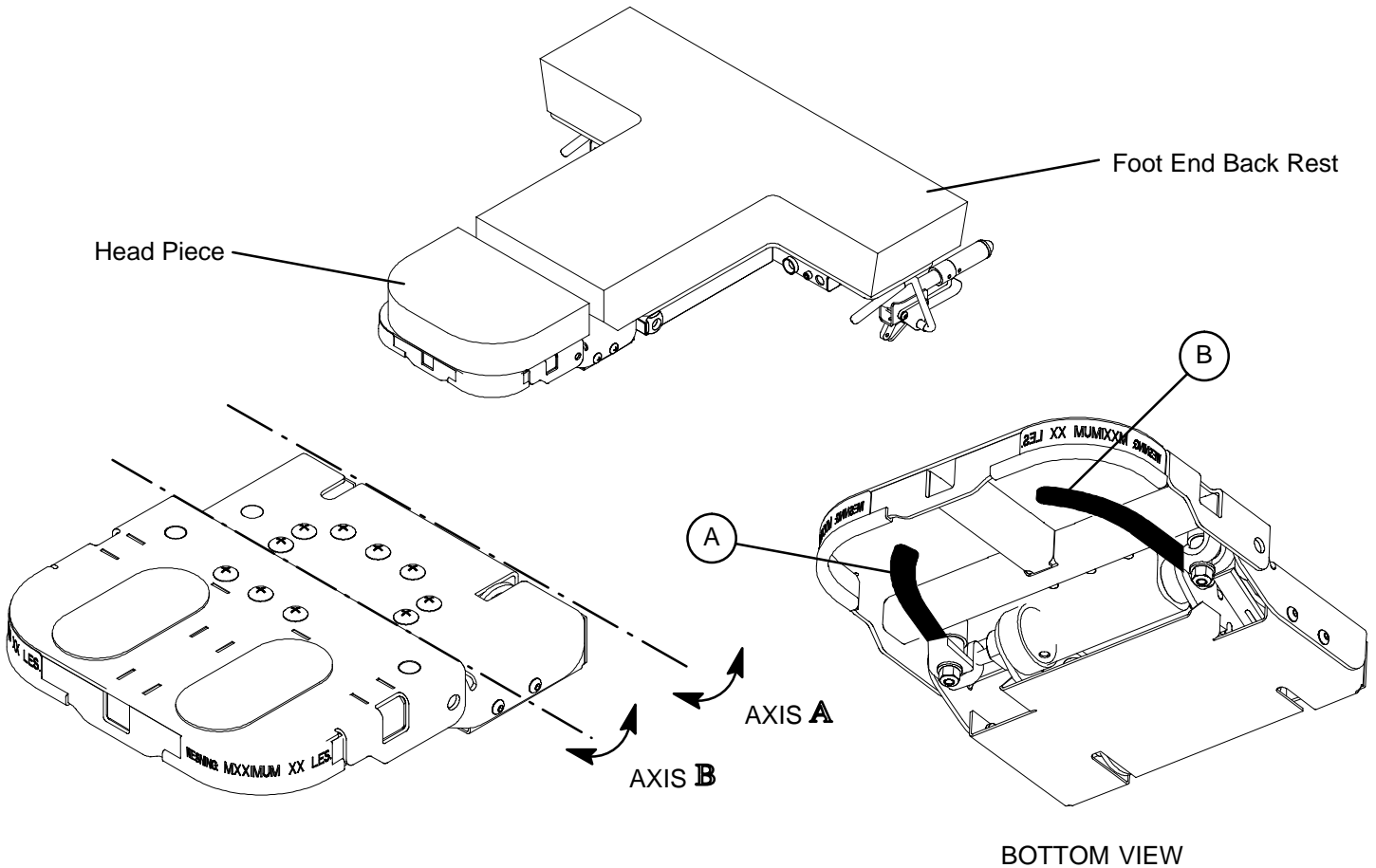
If the unit is equipped with optional head extensions, remove them before removing the Foot End Back Rest (see page 18).

WARNING

Do not sit on the Foot End Back Rest. Excessive weight on the Foot End Back Rest could cause the unit to tip, resulting in injury.

Operation Guide

OPERATING OPTIONAL FOOT END BACK REST ARTICULATING HEAD PIECE



To operate the articulating head piece, grasp either handle under the head section and squeeze. Handle (A) releases one latch and rotates the head piece on axis "A". Handle (B) releases the other latch and rotates the head section on axis "B". For ease of operation, it is recommended to release only one latch at a time.

WARNING

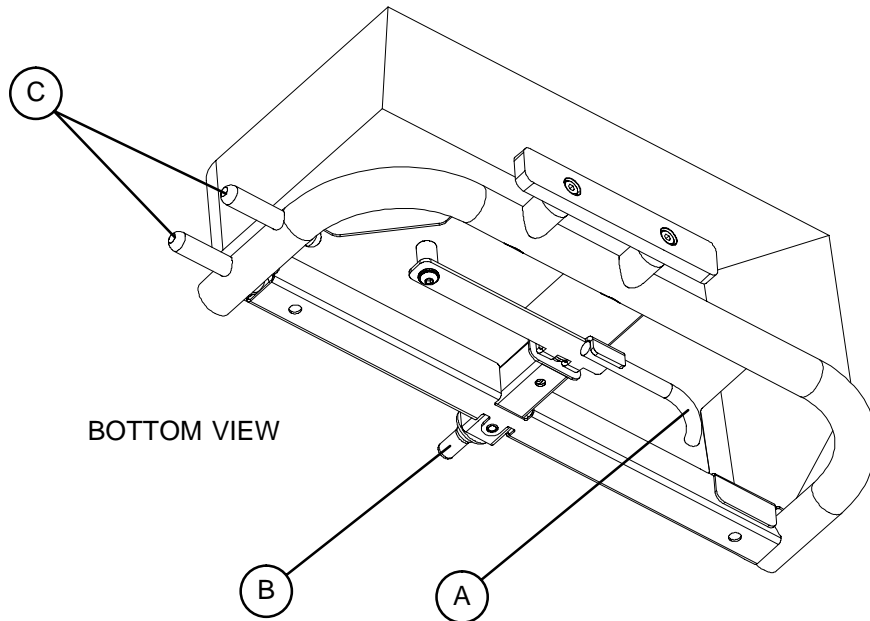
The weight of the patient's head is resting on the head piece and must be supported by the operator when the latches are released and the head piece is being positioned. Failure to adequately support the head piece while positioning the head could result in patient injury.

To avoid possible pinch points when adjusting the head piece, keep your fingers away from the jointed areas.

Do not reach between the side of the head extension and the articulating head piece to pull the release handle. Finger injury could result.

Operation Guide

USING OPTIONAL FOOT END BACK REST PRE-OP/POST-OP HEAD EXTENSIONS



The Pre-Op/Post-Op Head Extensions are designed to be used only with the articulating head piece on the optional Foot End Back Rest to provide additional litter surface and to protect the patient's head during transport. The head extensions can be used as push handles when the Trio is being moved.

To insert the head extensions, pull the handle to retract the locking pin (B), insert the two pins (C) into the receptacles on the Foot End Back Rest and release the handle so the locking pin clicks into place.

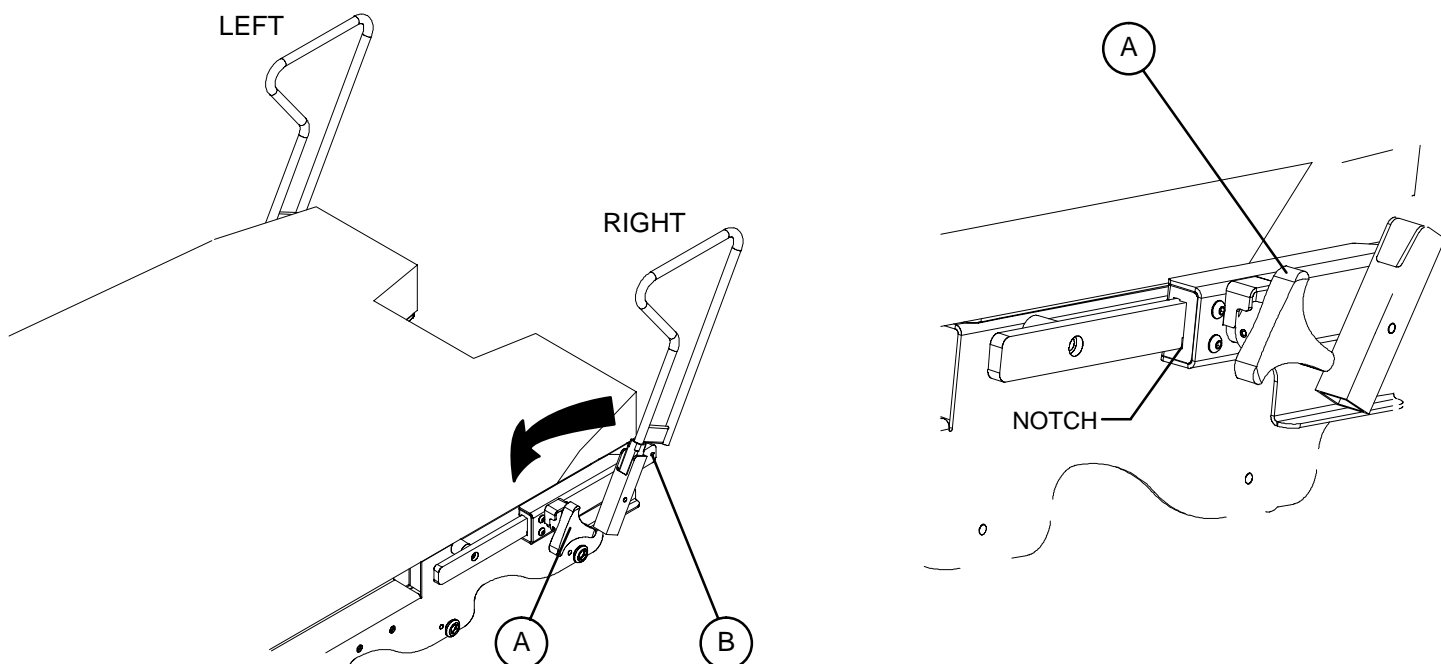
To remove the extensions from the litter, squeeze the handle (A) to retract the pin (B) on the side of the extension frame and pull the extension assembly straight out from the litter.

NOTE

Handle (A) only functions as a release lever for the head extension. It is not used for adjustment of the Foot End Back Rest.

Operation Guide

OPERATING OPTIONAL FOOT END BACK REST CLAMP-ON SIDERAILS



WARNING

The clamp-on siderails are only for use with the Foot End Back Rest. Do not use the clamp-on siderails on any accessory rail other than those on the seat section and do not use the clamp-on siderails with a standard foot section or the siderail may not be secure and injury could occur.

Do not use the clamp-on siderails on opposite sides of the litter. They are designed to pivot in one direction and may not provide proper security if used on the wrong side.

To ensure proper security for the patient, after attaching the siderail, be sure to slide it all the way to the end of the accessory rail until it hits the stop (B) and won't go any farther.

To attach the entire siderail assembly, turn the knob (A) fully counterclockwise to completely loosen it, move the mattress aside, position the siderail assembly over the notches in the accessory rail, tilt it and pivot the siderail onto the accessory rail.

Slide the siderail along the accessory rail all the way to the end until it hits the stop (B) and won't go any farther. Turn the knob (A) clockwise and tighten it securely to hold the siderail in place.

To use the clamp-on siderail, pivot it up and push it down until it locks into the receptacle. Pull the siderail up and pivot it down to store it.

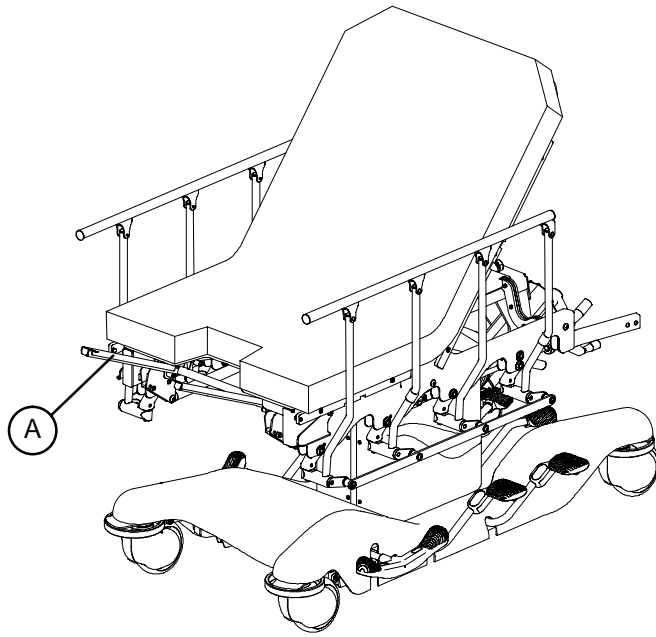
To remove the entire siderail assembly, turn the knob (A) counterclockwise to loosen it, move the mattress aside, slide the siderail assembly to the notches in the accessory rail, tilt it and pivot it off the accessory rail.

CAUTION

Do not use the clamp-on siderails as push/pull devices or damage to the rails could occur.

Operation Guide

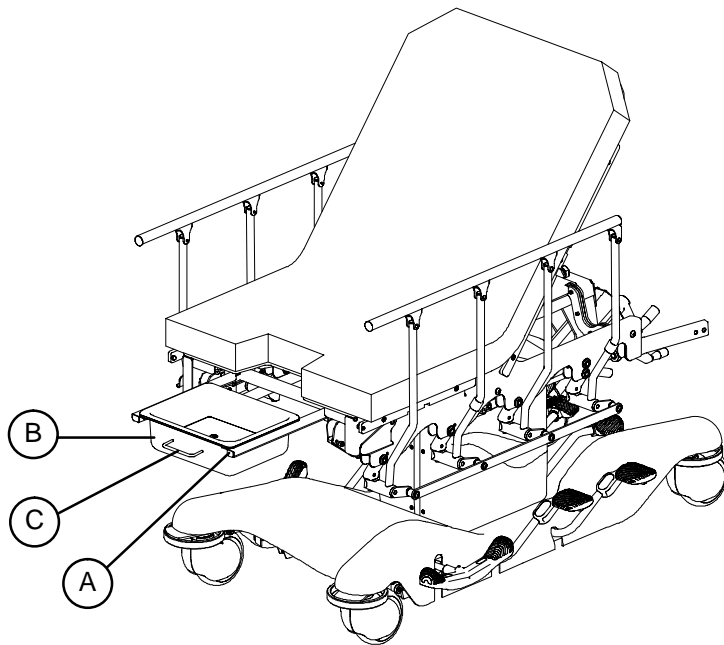
USING OPTIONAL CYSTO PAN



Tilt the cysto pan holder bracket (A) and insert it between the top and bottom roller bearings on the litter brackets.

Place the cysto pan (B) in the holder bracket.

The bracket and pan slide under the litter. Use the handle (C) to push them in or pull them out.



Preventative Maintenance

CHECKLIST

- _____ All fasteners secure
- _____ Siderails move and latch properly (Model 1033 only)
- _____ Engage brake pedal and push on the stretcher to ensure all casters lock securely
- _____ Steer function works properly (Model 1033 only)
- _____ All casters secure and swivel properly
- _____ Body restraints work properly
- _____ I.V. pole intact and operates properly
- _____ Fowler operates properly
- _____ Foot section raises, lowers and latches properly
- _____ Trendelenburg/Reverse Trendelenburg operates properly
- _____ Lateral tilt operates properly
- _____ No rips or cracks in mattresses/Velcro attachments
- _____ Ground chain intact
- _____ No leaks at hydraulic connections
- _____ Hydraulic lift jack holds properly
- _____ Hydraulic Trendelenburg cylinder holds properly
- _____ Hydraulic drop rate set properly
- _____ Hydraulic oil level sufficient
- _____ Lubricate where required
- _____ Accessories and mounting hardware in good condition and work 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

Hand wash all surfaces of the table 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.

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.)

In general, when used in those concentrations recommended by the manufacturer, either phenolic type or quaternary type disinfectants can be used. Iodophor type disinfectants are not recommended for use because staining may result. The following products have been tested and have been found not to have a harmful effect **WHEN USED IN ACCORDANCE WITH MANUFACTURERS RECOMMENDED DILUTION.***

TRADE NAME	DISINFECTANT TYPE	MANUFACTURER	*MANUFACTURER'S RECOMMENDED DILUTION
A33	Quaternary	Airwick (Professional Products Division)	2 ounces/gallon
A33 (dry)	Quaternary	Airwick (Professional Products Division)	1/2 ounce/gallon
Beaucoup	Phenolic	Huntington Laboratories	1 ounce/gallon
Blue Chip	Quaternary	S.C. Johnson	2 ounces/gallon
Elimstaph	Quaternary	Walter G. Legge	1 ounce/gallon
Franklin Phenomysan F2500	Phenolic	Purex Corporation	1 1/4 ounce/gallon
Franklin Sentinel	Quaternary	Purex Corporation	2 ounces/gallon
Galahad	Phenolic	Puritan Churchill Chemical Company	1 ounce/gallon
Hi-Tor	Quaternary	Huntington Laboratories	1/2 ounce/gallon
LPH	Phenolic	Vestal Laboratories	1/2 ounce/gallon
Matar	Phenolic	Huntington Laboratories	1/2 ounce/gallon
Omega	Quaternary	Airwick (Professional Products Division)	1/2 ounce/gallon
Quanto	Quaternary	Huntington Laboratories	1 ounce/gallon
Sanikleen	Quaternary	West Chemical Products	2 ounces/ gallon
Sanimaster II	Quaternary	Service Master	1 ounce/gallon
Vesphene	Phenolic	Vestal Laboratories	1 1/4 ounce/ gallon

Quaternary Germicidal Disinfectants, used as directed, and/or Chlorine Bleach products, typically 5.25% Sodium Hypochlorite in **dilutions ranging between 1 part bleach to 100 parts water, and 2 parts bleach to 100 parts water are not considered mild detergents. These products are corrosive in nature and may cause damage to your table if used improperly.** If these types of products are used to clean Stryker equipment, measures must be taken to insure the equipment is rinsed with clean water and thoroughly dried following cleaning. Failure to properly rinse and dry the equipment will leave a corrosive residue on the surface of the equipment, possibly causing premature corrosion of critical components.

NOTE

Failure to follow the above directions when using these types of cleaners may void this product's warranty.

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

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. Stryker warrants to the original purchaser that the frame and welds on its beds will be free from structural defects for as long as the original purchaser owns the bed. 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 stretchers are designed for a 10 year expected life under normal use conditions and appropriate periodic maintenance as described in the maintenance manual for each device.

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:

SPECIFICATIONS	GOLD	SILVER	PM* ONLY
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.



European Representative

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