

stryker®

Operations Manual

Medical

**Important
Information**

File in your
maintenance
records

M-Series Stretcher
Model SM104

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



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Introduction

INTRODUCTION

This manual is designed to assist you with the operation of the Model SM104 Stretcher. Read it thoroughly before using the equipment or beginning any maintenance on it.

SPECIFICATIONS

Maximum Weight Capacity	700 pounds
Overall Stretcher Length	84" ($\pm .5$ ")
Overall Stretcher Width (Siderails Up)	33.5" & 37" ($\pm .5$ ")
Overall Stretcher Width (Siderails Down)	30.25" & 30.75" ($\pm .5$ ")
Minimum / Maximum Bed Height	20.75" / 34" ($\pm .5$ ")
Fowler Angle	0 to 90° (± 3 °)
Knee Gatch Angle	0 to 40° (± 1 °)
Trendelenburg / Reverse Trendelenburg	+16 / -16 ° (± 1 °)
Optional Scale System Weight Operating Range	0 lbs. to maximum capacity of the stretcher
Optional Scale System Accuracy	Between 10° Trend & 10° reverse Trend* ± 2 lbs. of weights below 100 lbs. $\pm 2\%$ of weights above 100 lbs.
Optional Scale System Environmental Requirements for Operation	60° F – 80° F 0% – 90% Relative Humidity

* Scale does not meet accuracy claims at Trend angles outside the specified range.

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

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.

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.

NOTE

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

Introduction

Before operating this stretcher, 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.

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. If brakes do not hold properly, refer to your stretcher maintenance manual for a brake adjustment procedure.

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

Keep fingers/hands clear of area around Fowler release handle and Fowler frame when lowering. Injury could result if care is not taken when lowering the Fowler.

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.

CAUTION

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

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

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

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

The weight capacity of the Knee Gatch is 200 pounds. Do not sit or stand on the Gatch. Injury or damage to the equipment could occur.

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

Introduction

OPTIONAL SCALE SYSTEM



Warning, Refer to Service/Maintenance Manual

Internally Powered

Mode of Operation: Continuous

IPX5

Electromagnetic Interference – product conforms to IEC 60601–1–2:1993 – Class B

Type: 4 x AA Battery (4 x 1.5VDC)

Voltage: 6.0VDC



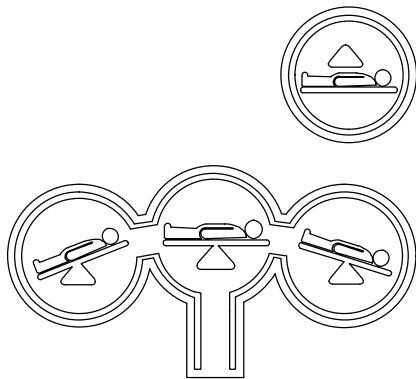
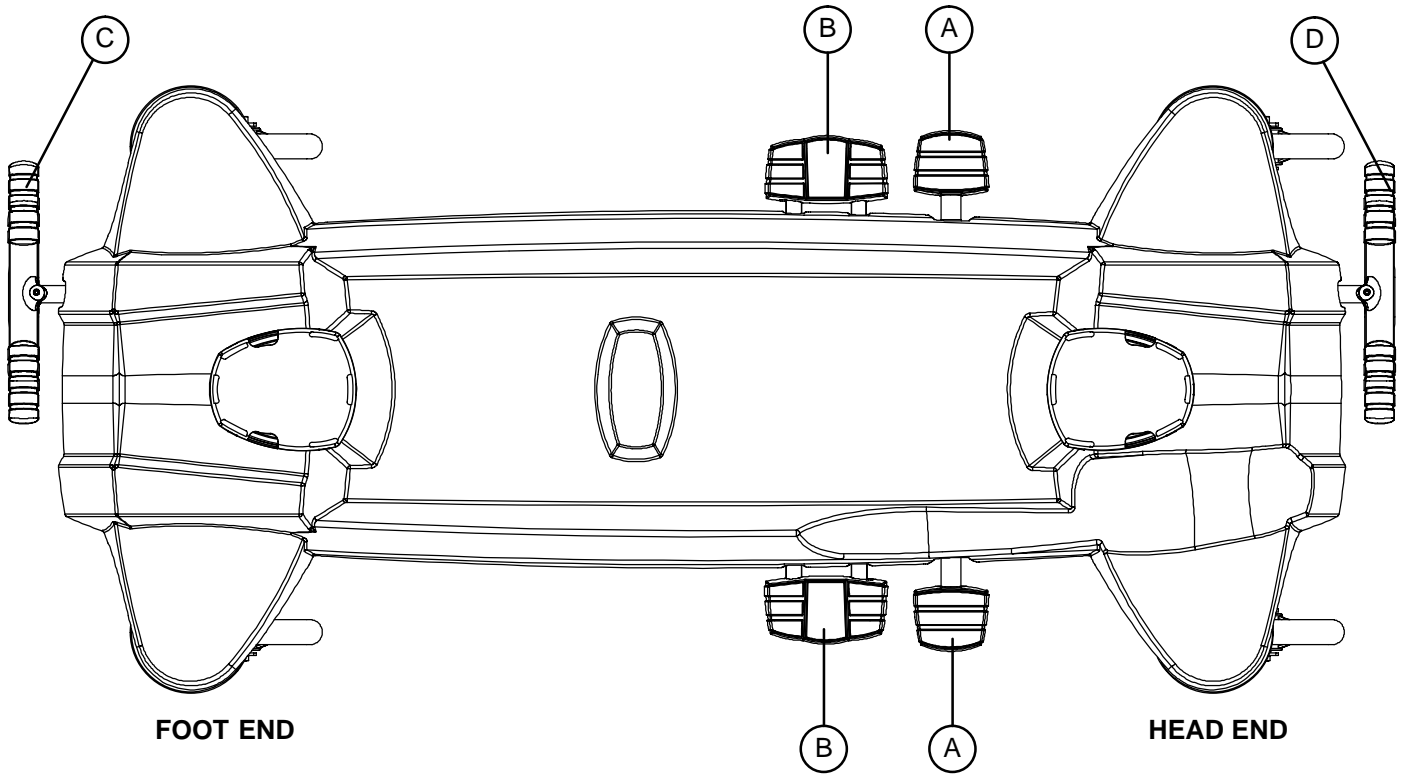
UL60601-1
CAN/CSA C22.2
NO.601.1

Medical Equipment Classified by Underwriters Laboratories Inc. with Respect to Electric Shock, Fire, Mechanical and Other Specified Hazards Only in Accordance with UL 2601–1 and CAN/CSA C22.2 No. 601.1

Equipment not suitable for use in the presence of a flammable anesthetic mixture with air or with oxygen or nitrous oxide.

Stretcher Operation

OPERATING BASE CONTROLS – SIDE CONTROL

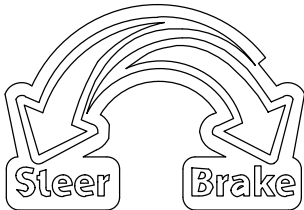


Pump pedal (A) to raise the litter.

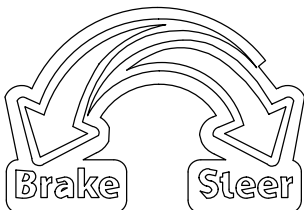
Depress in the center of pedal (B) to lower both ends of the stretcher together.

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.



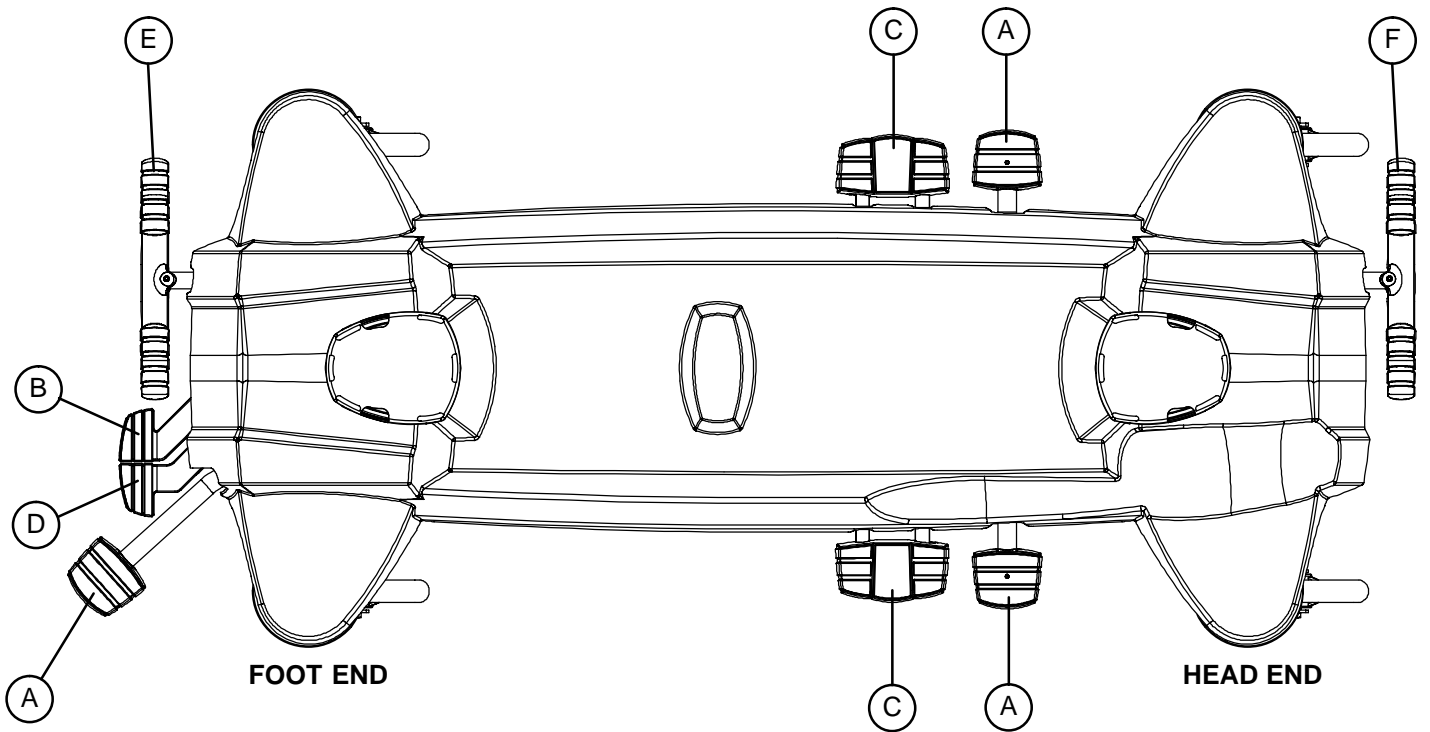
Pedal (C) – Brake and Steer functions (foot end)



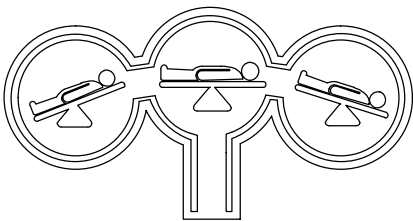
Pedal (D) – Brake and Steer functions (head end)

Stretcher Operation

OPERATING BASE CONTROLS – 3-SIDED CONTROLS



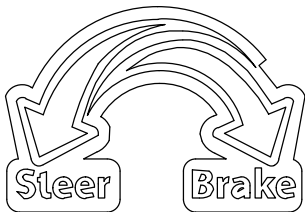
Pump pedal (A) at the foot end or sides of the stretcher to raise the litter



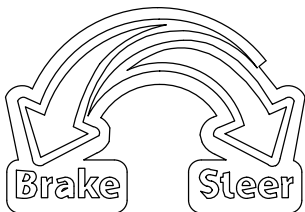
Depress pedal (B) or the side of pedal (C) closest to the head end of the stretcher to lower the head end of the stretcher.

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

RAISING AND LOWERING LITTER HEIGHT – SIDE CONTROL

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 5](#)).

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 5](#)).

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 6](#)).

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.

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 5](#)).

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 $+16^{\circ}$. Maximum reverse trend. angle is -16°).

TRENDELENBURG/REVERSE TRENDELENBURG – 3–SIDED CONTROLS

CAUTION

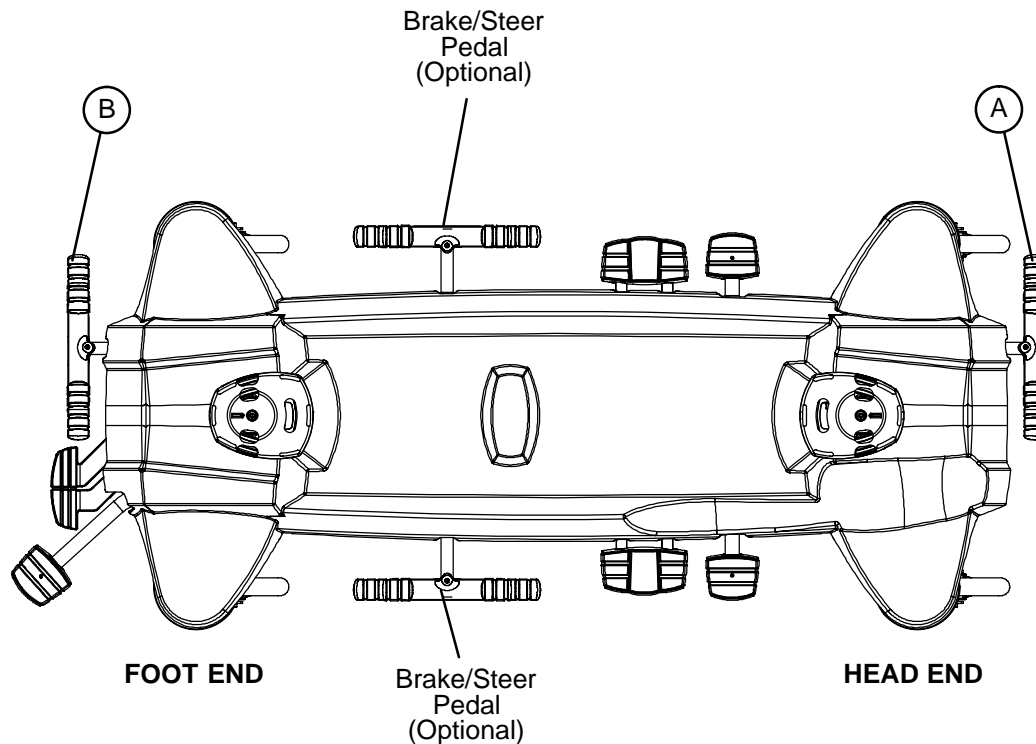
To avoid damage, remove any equipment that may be in the way before lowering the stretcher.

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 6](#)).

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

APPLYING THE BRAKE SYSTEM



NOTE

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

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. If brakes do not hold properly, refer to your stretcher maintenance manual for a brake adjustment procedure.

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

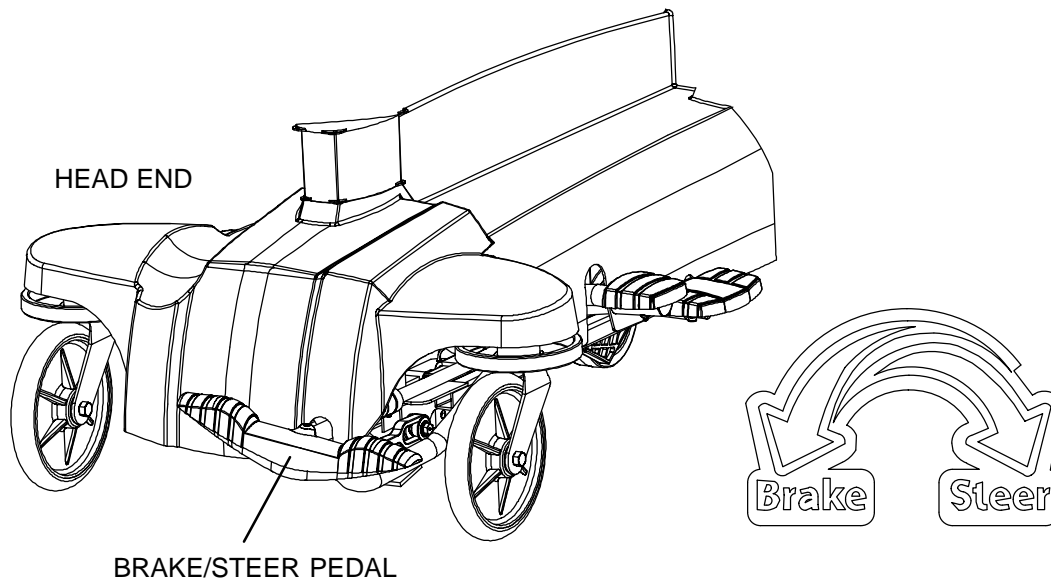
Your stretcher may be equipped with optional side control brake and steer functions in addition to the standard head and foot end controls. The side control brakes operate the same as the head and foot end versions.

Stretcher Operation

OPERATING THE FIFTH WHEEL

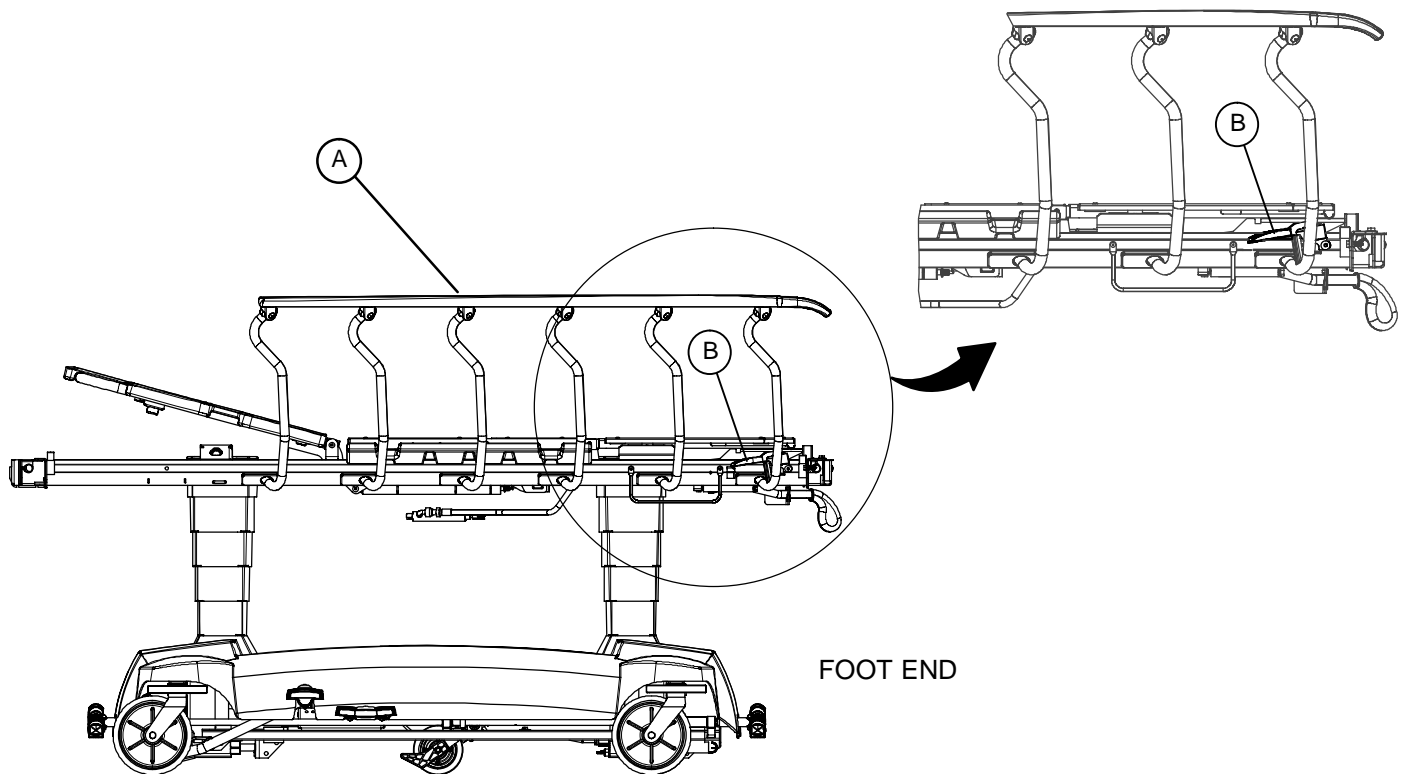
The purpose of the Fifth Wheel is to help guide the stretcher along a straight line during transport and to help pivot the stretcher around corners.

To engage the Fifth Wheel, push the side of any brake/steer pedal marked STEER to the full down position.



Stretcher Operation

OPERATING THE GLIDEAWAY™ SIDERAILS



NOTE

Raising and lowering the siderails safely is a two-handed operation. Use one hand to hold and position the siderail and the other hand to operate the siderail latch.

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 raise the siderails: Pull up on the siderail (A) and raise it to the full up position until the latch (B) engages.

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

NOTE

The latches (B) are colored yellow for easy identification.

The foot end of the siderail top rail can be used as a push/pull handle.

CAUTION

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

NOTE

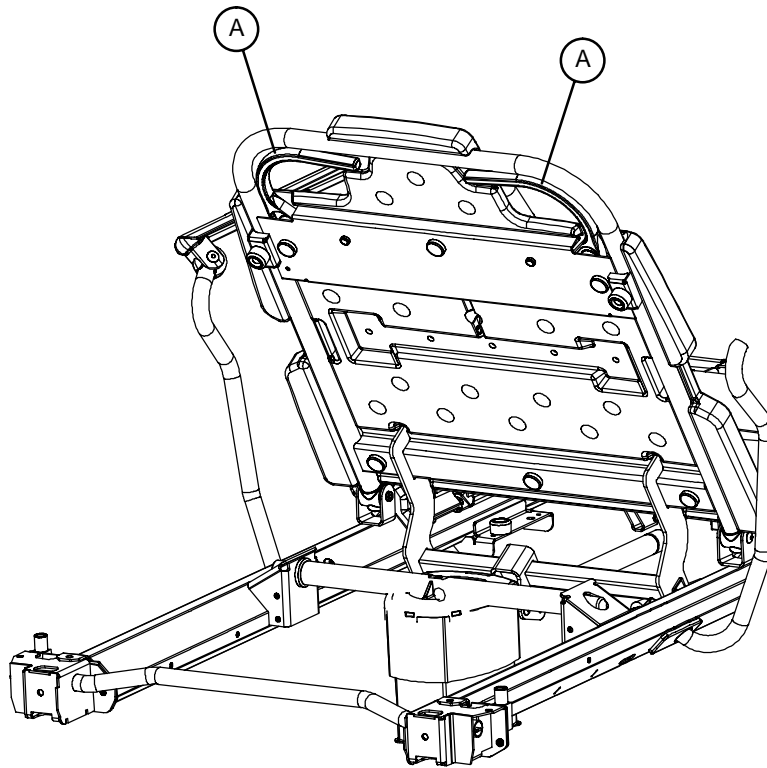
There is a dual siderail latch option available with latches on both ends of the stretcher.

Stretcher Operation

OPERATING THE PNEUMATIC FOWLER

Squeeze either or both of the yellow Fowler handles (A) for pneumatic assist in lifting the Fowler to the desired height. Remove hand(s) from handle when the desired height is achieved.

The optional drop seat/lift assist Fowler uses the weight of the patient for additional assistance with lifting the Fowler. It also helps keep the patient from sliding toward the foot end of the stretcher when the Fowler is raised.

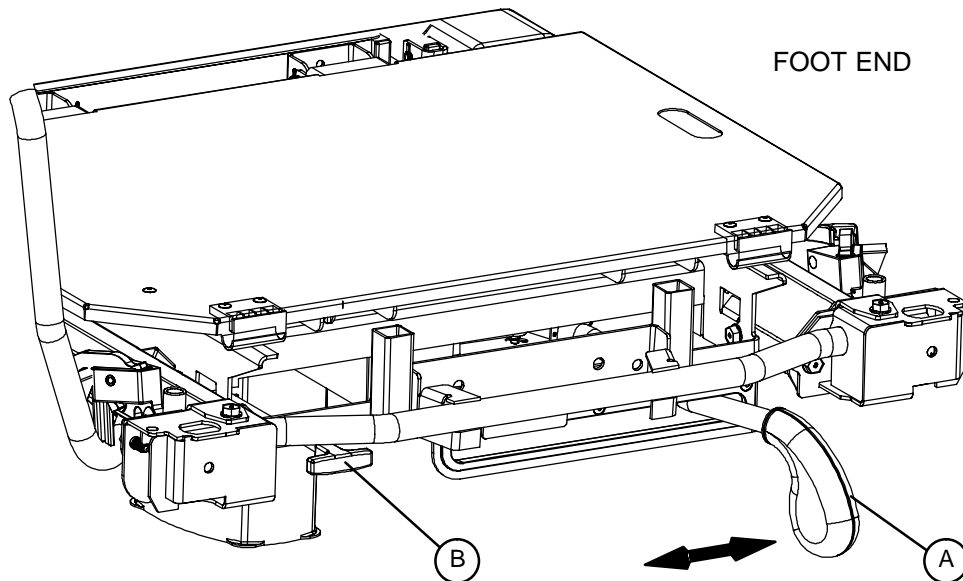


WARNING

Keep hands/fingers clear of the area around the Fowler release handles and the Fowler frame when lowering. Injury could result if care is not taken when lowering the Fowler.

Stretcher Operation

OPERATING THE OPTIONAL KNEE GATCH

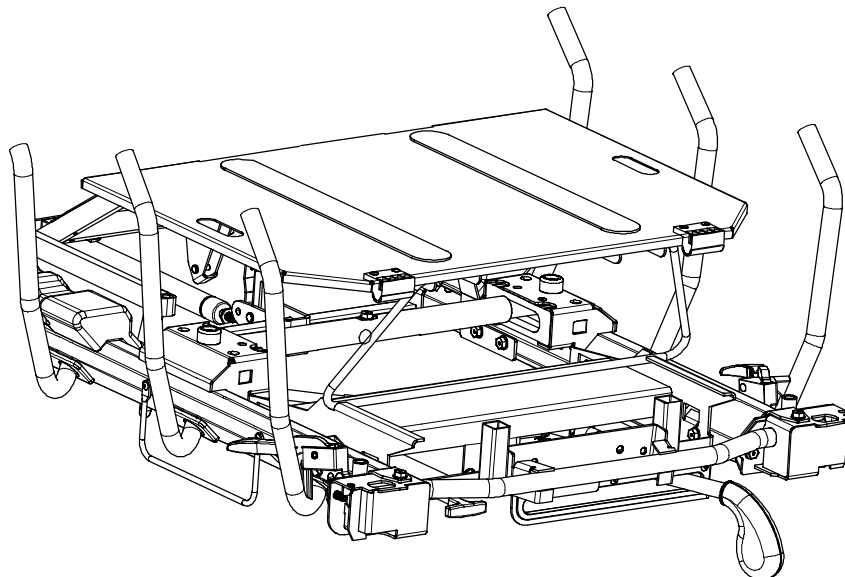


To raise the Knee Gatch, pump handle (A) repeatedly to the left.

To lower the Knee Gatch, pull out handle (B).

CAUTION

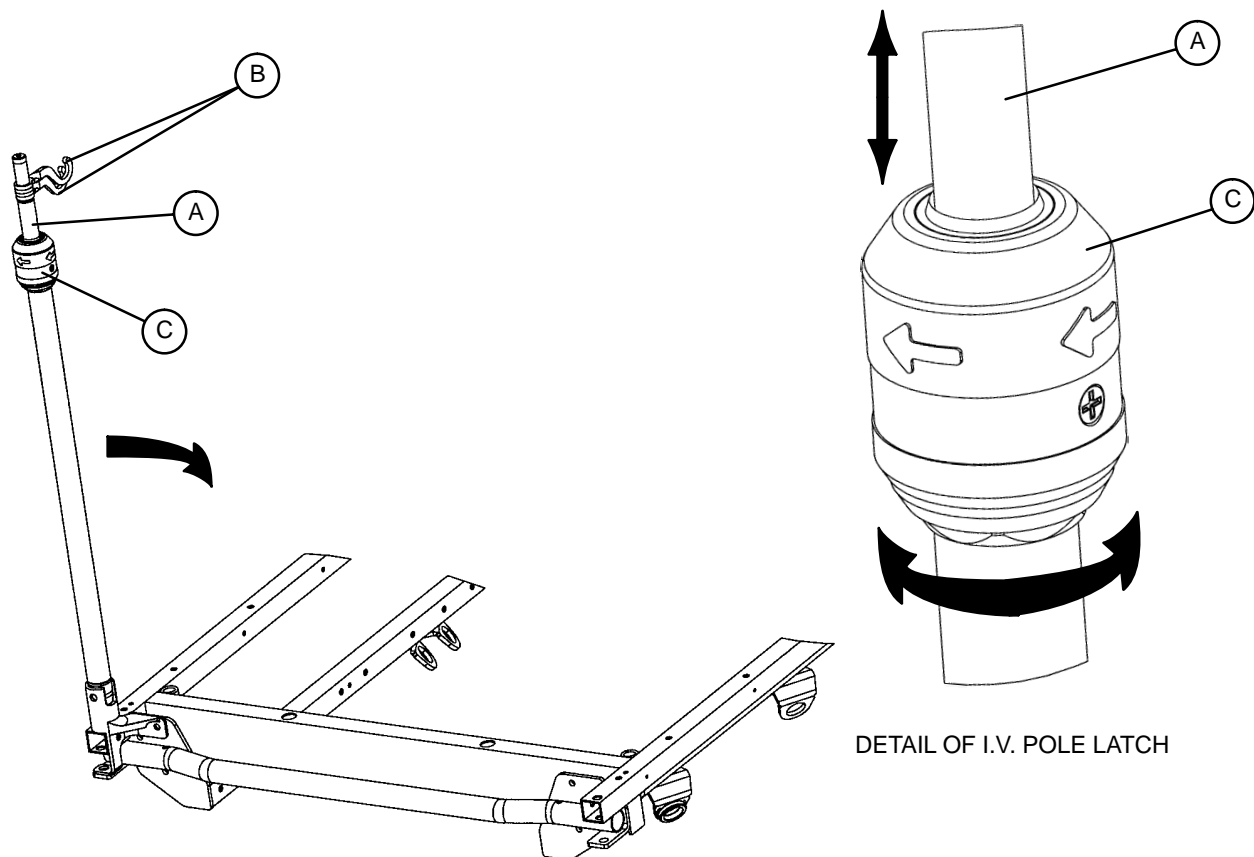
The weight capacity of the Knee Gatch is 200 pounds. Do not sit or stand on the Gatch. Injury or damage to the equipment could occur.



To prop the foot end of the Knee Gatch up, lift up the end of the Knee Gatch, allowing the prop rod to swing down and engage in the bracket. To release the prop, lift up on the end of the Gatch, swing the prop rod toward the head end of the bed to disengage the bracket and lower the foot end.

Stretcher Operation

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) until section (A) lowers.

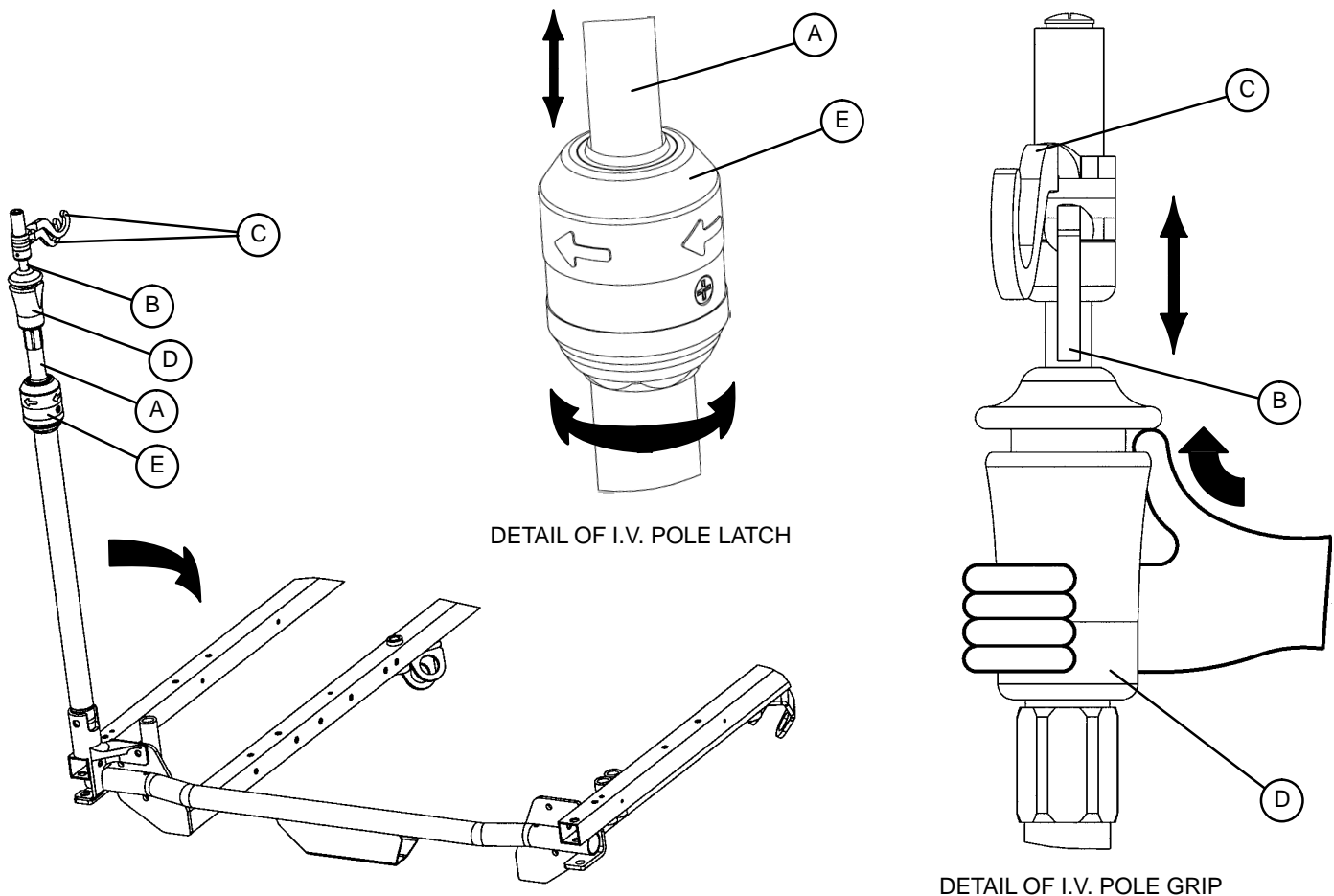
CAUTION

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

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) 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

USING THE OPTIONAL FOOT EXTENSION/DEFIBRILLATOR TRAY

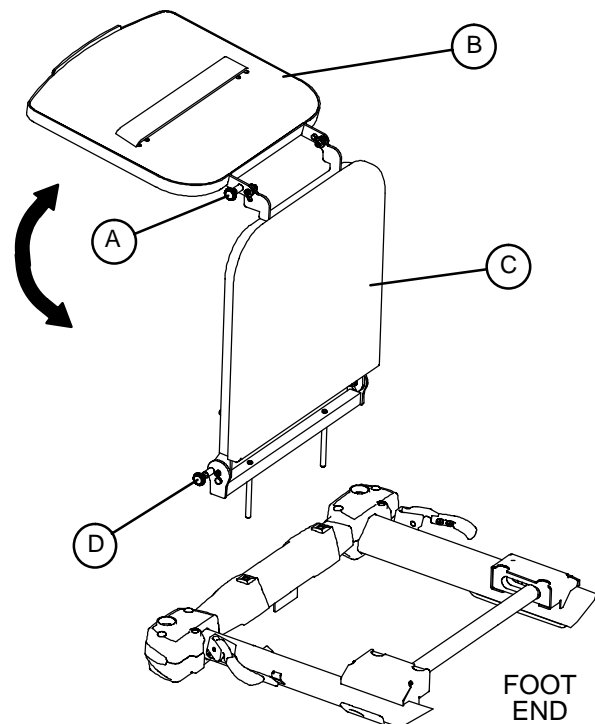
1. To use as a defibrillator tray, pull out the top knob (A) and pivot the tray (B) over the foot extension (C) until the tray extends flat over the foot end of the stretcher.
2. To use as a foot extension, pull out knob (A) and pivot the defibrillator tray back until it locks against the foot extension (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.

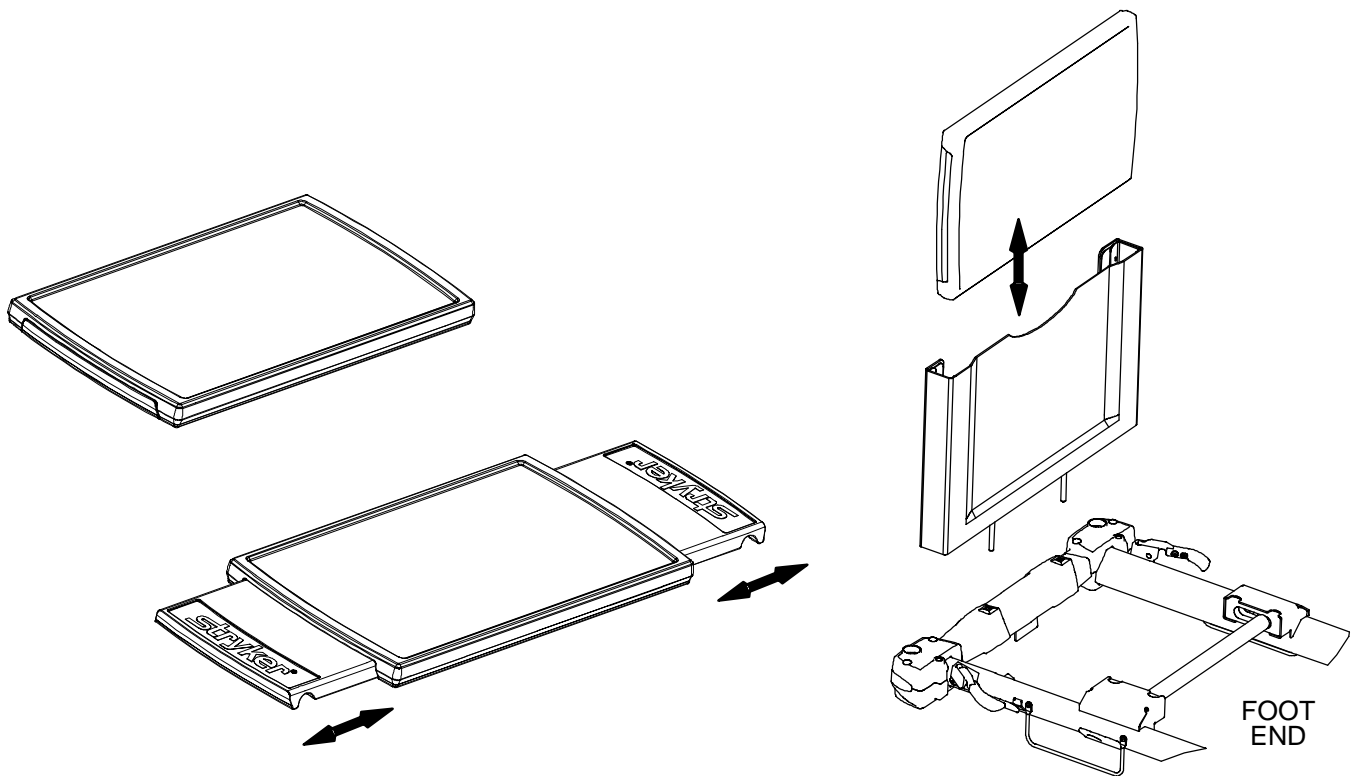
If the stretcher is equipped with the optional foot end push handles, use caution while the foot extension/defibrillator tray is installed to avoid pinching your fingers.

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



Stretcher Operation

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.

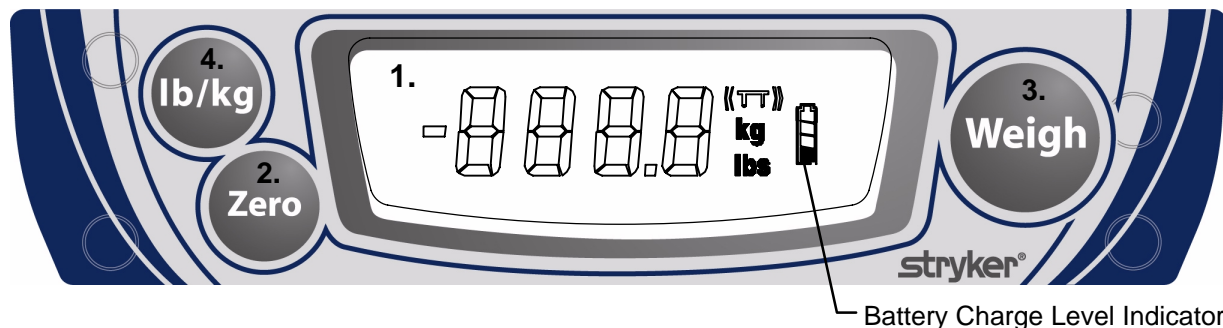
To store the serving tray in the optional serving tray holder/foot board, push in both ends of the serving tray and slide it into the holder.

CAUTION

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

Stretcher Operation

OPTIONAL SCALE SYSTEM OPERATION



1. **Display** – Displays patient weight, unit of measurement and battery status.
2. **“Zero”** – Push and hold for 2 seconds to zero the scale system before putting a patient on the stretcher. If the display flashes “*hoLd*”, press and hold the “Zero” button again until the display reads “*rEL*” (release). Release the “Zero” button. The display flashes “*0000*”, then displays “*0000*”. The system is not zeroed until the “*0000*” stops flashing. For the most accurate results, always zero the scale system before putting a new patient on the stretcher. The display will shut off after approximately 40 seconds.
3. **“Weigh”** – Push to weigh the patient. The display will show the patient’s weight for approximately 40 seconds before turning off.
4. **“lb/kg”** – Push to display patient weight in pounds or kilograms.


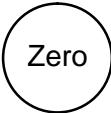
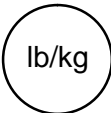
NOTE

Do not touch the stretcher while the scale system is weighing or zeroing.

The patient must remain still while the system is weighing. If the patient is moving, the system will try for 20 seconds to get a stable weight or zero value before displaying the error message *(((T)))*.

If there is a loose connection or a malfunctioning component, the display will show “*Err*”. Attempt the function again. If the system is functional, “*0000*” will display and the scale system is ready to use. If the malfunction is still present, the display shows “*Err*” again. Call Stryker technical support at 800-327-0770.

For the most accurate results, weigh the patient with the litter at zero degrees of Trend.

SYMBOL	ACTION	DISPLAY
	Press and release “WEIGH”.	- - - - XXX.X lbs
	Press and hold “ZERO” Release “ZERO”	<i>hoLd</i> <i>rEL</i> <i>0000</i> (flashing) <i>0000</i> (solid)
	To convert the patient’s weight to kilograms, press and release “lb/kg” Repeat to return to pounds.	XXX.X kg XXX.X lbs

Stretcher Operation

OPTIONAL SCALE SYSTEM BATTERIES

NOTE

To avoid completely draining the batteries and having the optional scale system shut down, replace the batteries whenever only one of the charge indicator bars on the display is black (see page 17 for an example).

1. Remove the two Phillips head screws holding the battery compartment cover on the display assembly.
2. Replace all four AA batteries, being sure to install the positive and negative poles as indicated on the battery holder. Standard alkaline batteries are recommended. Do not mix old and new batteries or mix different types of batteries. Properly dispose of the old batteries in accordance with local regulations.
3. Reinstall the screws and the cover.

If the display is flashing “Lo BATT”, the batteries are drained and the scale system is disabled. Replace the batteries with four new AA batteries as described above.

Preventative Maintenance

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
- _____ IV pole intact and operating properly
- _____ Oxygen bottle holder intact and operating properly
- _____ Fowler operating and latching properly
- _____ Knee Gatch operating properly (optional equipment)
- _____ Trendelenburg/Reverse Trendelenburg operating properly
- _____ No rips or cracks in mattress cover
- _____ Ground chain intact
- _____ No leaks at hydraulic connections
- _____ Hydraulic jacks holding properly
- _____ Hydraulic drop rate set properly
- _____ Hydraulic oil level sufficient
- _____ Lubricate where required
- _____ Accessories and mounting hardware in good condition and working properly
- _____ No cables worn or pinched (optional scale system)
- _____ All electrical connections tight (optional scale system)
- _____ All grounds secure to the frame (optional scale system)
- _____ Batteries sufficiently charged (optional scale system)
- _____ Display housing intact and not damaged (optional scale system)
- _____ Display label intact and not damaged (optional scale system)
- _____ Load cells intact and not damaged (optional scale system)
- _____ Scale calibrated properly. Recalibrate, if necessary (optional scale system)

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

CLEANING

Model 1005 stretchers are designed to be power-washable. The unit may show some signs of oxidation or discoloration from continuous washing. However, no degradation of the stretcher's performance characteristics or functionality will occur due to power washing as long as the proper procedures are followed.

- Follow the cleaning solution manufacturer's dilution recommendations exactly.
- Remove the mattress prior to washing the unit; do not wash the mattress with the stretcher.
- Position the Fowler at 45°, place the unit in full reverse Trendelenburg (foot end down), raise the siderails, and place the I.V. poles and push handles in the up position.
- Stryker Medical recommends the standard hospital surgical cart washer for power washing Model 1005 stretchers.
- Do not replace the mattress on the stretcher until the unit is completely dry.
- Before returning the unit to service, verify all labels are intact, verify the brake/steer pedal locks properly in both positions and check all components for proper lubrication.

DO NOT STEAM CLEAN THE UNIT. Use a maximum water temperature of 180°F/82° C. Maximum air dry temperature (cart washers) is 240°F/115°C. Water pressure – 1500 psi/103.5 bar. If a hand held wand is being used to wash the unit, the pressure nozzle must be kept a minimum of 24 inches/.61m from the unit.

Stretchers must have maintenance performed after a minimum of every fifth washing. Refer to the maintenance manual for specific lubrication instructions.

Failure to comply with these instructions may invalidate any/all warranties.

Do not use abrasive cleaners to clean the display enclosure for the optional scale system. Do not allow cleaning solutions or other fluids to pool on the display unit. Wipe dry all surfaces after spills or cleaning.

Cleaning

CLEANING (CONTINUED)

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 stretcher if used improperly.** If these types of products are used to clean Stryker patient handling equipment, measures must be taken to insure the stretchers are rinsed with clean water and thoroughly dried following cleaning. Failure to properly rinse and dry the stretchers will leave a corrosive residue on the surface of the stretcher, 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 and foam footrest pad 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 two (2) years 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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