5050 & 5051 Stretcher Chair

OPERATIONS MANUAL

For Parts or Technical Assistance:
1-800-327-0770
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INTRODUCTION

This manual is designed to assist you with the operation of the 5050 & 5051 Stretcher Chair. Read it thoroughly before using the equipment.

SPECIFICATIONS

<table>
<thead>
<tr>
<th>Specification</th>
<th>Measurement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximum Weight Capacity</td>
<td>400 pounds</td>
</tr>
<tr>
<td>Overall Stretcher Length/Width</td>
<td>76”/30”</td>
</tr>
<tr>
<td>Patient Surface Length/Width (Mattress)</td>
<td>74”/24”</td>
</tr>
<tr>
<td>Minimum/Maximum Stretcher Height (Floor to Litter Surface)</td>
<td>22”/33.5”</td>
</tr>
<tr>
<td>Foot Section Articulation</td>
<td>0° to 80°</td>
</tr>
<tr>
<td>Fowler Articulation</td>
<td>0° to 90°</td>
</tr>
<tr>
<td>Trendelenberg/Reverse Trendelenberg Articulation</td>
<td>+18°/-18°</td>
</tr>
</tbody>
</table>

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.
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.

**WARNING**

Patient entry, egress and transfer from the Model 5050 & 5051 Stretcher Chair must always be done at the center side locations with the siderail lowered. At no time should patients be allowed to enter or exit from the ends of the Stretcher Chair, unless it is in the full chair position (back section up/foot section down). Improper entry, egress or transfer may cause the Stretcher Chair to tip or become unstable which may result in patient injury.

To avoid risk of tipping resulting in patient injury, never leave the Stretcher Chair unattended in the horizontal position. Always return the unit to the chair position when not in use. Warning labels are located at the head and foot end of the Stretcher Chair frame stating: “DO NOT SIT ON END. TIPPING MAY OCCUR. KEEP IN THE CHAIR POSITION WHEN NOT IN USE.”

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.

Be sure to remove any equipment that may be in the way before lowering the Stretcher Chair or damage could occur to the equipment or the Stretcher Chair.

Be sure the siderail latching mechanism is working properly and the siderail is latching securely at all times or patient injury could result. If the siderails are not latching properly, refer to your stretcher maintenance manual for adjustment details.

To avoid having the siderail swing down freely when the latch is released, securely hold the siderail either underneath or from the end when raising or lowering it. Failure to do so could cause damage to the Stretcher Chair or injury to the user.

To avoid possible injury, patients should be appropriately restrained at all times.

When using the patient transfer system, always lock the brakes on all stretchers or beds being used and always be sure the transfer surface is securely on the surface of the mating stretcher or bed. The Stretcher Chair patient surface and the surface of the mating stretcher or bed must be at the same height before the patient is transferred. Failure to follow these guidelines may result in an unstable surface and patient injury.

Be sure the brakes on both the Stretcher Chair and the mating bed or stretcher have been applied before proceeding with the patient transfer.

Keep fingers/hands clear of the area between the frame and the Fowler when lowering the Fowler or injury could result.

Hold the foot rest firmly while repositioning it to prevent it from falling to the lowest position and causing injury or equipment damage.

Do not stand on the foot rest. Tipping may occur which could result in patient or user injury.

The foot section will release during the return to dependent operation (Chair Mode). Hold the end securely and support it when repositioning.

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.

**CAUTION**

The dual articulating headpiece is designed to provide precision surgical positioning. Be sure to treat it with care. The unit should be routinely checked to ensure optimal performance. In the event of any impact or overload of the headpiece, be sure the unit is working properly and supports the intended load. Verify the adjustment gears lock and release properly and, if necessary, refer to the adjustment procedure in the maintenance manual.
BASE PEDAL OPERATION

(A) Pump to raise litter.

(B) Depress to lower head end (Trendelenburg).

(C) Depress to lower foot end (Reverse Trendelenburg).
   To lower both ends of the stretcher, depress both Trendelenburg pedals at the same time.

(D) Brake and Steer functions
WARNING
Patient entry, egress and transfer from the Model 5050 Stretcher Chair must always be done at the center side locations with the siderail lowered. At no time should patients be allowed to enter or exit from the ends of the Stretcher Chair, unless it is in the full chair position (back section up/foot section down). Improper entry, egress or transfer may cause the Stretcher Chair to tip or become unstable which may result in patient injury.

RAISING AND LOWERING LITTER HEIGHT

NOTE
For user convenience, pump pedals and control pedals are located on both sides of the Stretcher Chair.

CAUTION
Be sure to move any equipment that may be in the way before raising or lowering the Stretcher Chair height or damage could occur to the equipment or the Stretcher Chair.

To raise the litter height, pump foot pedal (A) repeatedly until desired height is achieved. (See illustration, page 4).

To lower the litter height, activate both pedals (B) and (C) using the same foot. Depress pedal (B) to lower the head end only and depress pedal (C) to lower the foot end only of the Stretcher Chair. (See illustration, page 4).

WARNING
To avoid risk of tipping resulting in patient injury, never leave the Stretcher Chair unattended in the horizontal position. Always return the unit to the chair position when not in use. Warning labels are located at the head and foot end of the Stretcher Chair frame stating: “DO NOT SIT ON END. TIPPING MAY OCCUR. KEEP IN THE CHAIR POSITION WHEN NOT IN USE.”

APPLYING THE BRAKE SYSTEM

To engage the brakes on the Stretcher Chair, push fully down on the side of pedal (D) closest to the head end of the stretcher. (See illustration page 4).

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.

NOTE
For user convenience, the Brake/Steer pedal is located on both sides of the Stretcher Chair.

OPERATING THE STEER CASTER

To engage the steer caster, push fully down on the side of pedal (D) closest to the foot end of the stretcher (See illustration page 4). This will lock the steering caster (foot end, right). The Stretcher Chair will pivot around it when cornering.
TRENDELENBURG/REVERSE TRENDELENBURG POSITIONING

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

CAUTION
Be sure to remove any equipment that may be in the way before lowering the Stretcher Chair or damage could occur to the equipment or the Stretcher Chair.

For Trendelenburg positioning (head down), depress pedal (B). (See illustration, page 4).

For Reverse Trendelenburg positioning (foot down), depress pedal (C). (See illustration, page 4).

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

USING THE SIDERAIRS

WARNING
Be sure the siderail latching mechanism is working properly and the siderail is latching securely at all times or patient injury could result. If the siderails are not latching properly, refer to your stretcher maintenance manual for adjustment details.

To avoid having the siderail swing down freely when the latch is released, securely hold the siderail either underneath or from the end when raising or lowering it. Failure to do so could cause damage to the Stretcher Chair or injury to the user.

To avoid possible injury, patients should be appropriately restrained at all times.

To raise the siderails, pull out the locking latch (A) while securely holding the siderail and raise the siderail to the full up position until the latch engages.

To lower the siderails, pull out the locking latch (A) while securely holding the siderail and lower the siderail to the full down position until the latch engages. The siderail will be partially tucked away under the litter.
WARNING

When using the patient transfer system, always lock the brakes on all stretchers or beds being used and always be sure the transfer surface is securely on the surface of the mating stretcher or bed. The Stretcher Chair patient surface and the surface of the mating stretcher or bed must be at the same height before the patient is transferred. Failure to follow these guidelines may result in an unstable surface and patient injury.

Be sure the Stretcher Chair is as close to the mating surface as possible and at the same height or slightly higher (not to exceed 1”).

Pull the release knob (A) and lower the siderail down onto the mating stretcher or bed. The siderail arm rest (B) should be flat to serve as a lead to the transfer surface. If it is not, push the arm rest toward the foot end of the stretcher to release the arm rest latch (C), then rotate the arm rest up so it is parallel with the siderail.

CAUTION

Be sure the brakes on both the Stretcher Chair and the mating bed or stretcher have been applied before proceeding with the patient transfer.

Using a sheet, draw the patient onto the mating bed or stretcher.
OPERATING THE FOWLER (5050)

WARNING
Keep fingers/hands clear of the area between the frame and the Fowler when lowering the Fowler or injury could result.

Squeeze red handle (A) toward the Fowler frame (not toward item (B) push bar) for pneumatic assist in raising the Fowler. Remove hands from handle when desired height is achieved.

To lower the Fowler, squeeze red handle (A) toward the Fowler frame (not toward item (B) push bar) and push down until the Fowler has reached the desired height. Remove hands from handle when desired height is achieved.
Squeeze red handle (A) toward the Fowler frame for pneumatic assist in raising the Fowler. Remove hands from handle when desired height is achieved.

**WARNING**

Operation of the pneumatic Fowler is a manual procedure. Use caution when raising the Fowler while a patient is on the stretcher. Use proper lifting techniques and get additional assistance, if necessary. Failure to use proper lifting techniques could cause injury to the operator.

To lower the Fowler, squeeze red handle (A) toward the Fowler frame and push down until the Fowler has reached the desired height. Remove hands from handle when desired height is achieved.

**WARNING**

Keep fingers/hands clear of the area between the frame and the Fowler when lowering the Fowler or injury could result.
OPERATING THE ADJUSTABLE FOOT REST

WARNING
Hold the foot rest firmly while repositioning it to prevent it from falling to the lowest position and causing injury or equipment damage.

Do not stand on the foot rest. Tipping may occur which could result in patient or user injury.

NOTE
The leg section must be down in order to adjust the foot rest. The foot rest must be rotated halfway up to the leg section in order to adjust the height.

To raise the foot rest:
Rotate the foot rest halfway up, then slide it toward the butt section until you reach the desired height. While pulling the foot rest out toward you, rotate it down to a horizontal position. The foot rest will drop into the next lower position.

To lower the foot rest:
While grasping the foot rest firmly, rotate it up and push back on it. When it clears its latch, it will drop down. Rotate the foot rest down to a horizontal position.
OPERATING THE OPTIONAL INDEPENDENT FOOT SECTION

Dependent (Chair Mode) Operation

During dependent (Chair Mode) operation, the foot section will articulate with the Fowler when going from the sitting to the supine position. In order for the foot section to be in Chair Mode, the red handle (A), located on both sides of the foot section, must be pointing toward the head end of the Stretcher Chair.

Independent Operation

When the foot section is in the Independent Mode, it can articulate to any position independent of the Fowler. To operate the foot section in the Independent Mode, rotate the red handle (A) so it is pointing toward the foot end of the Stretcher Chair, as shown in the illustration above. The foot section is now locked into position, independent of the Fowler. To reposition the foot section, hold the foot end securely, pull the red handle (A) toward you and hold it in that position. Lift or lower the foot section to the desired position and release the red handle to lock it in place.

Resetting the Foot Section (Returning to Chair Mode)

CAUTION
The foot section will release during the return to dependent operation (Chair Mode). Hold the end securely and support it when repositioning.

While supporting the foot section, rotate the red handle (A) on the foot section so it is pointing toward the head end of the Stretcher Chair. Lift or lower the foot section until it locks in place. Raise or lower the Fowler and assure the foot section moves with it.
POSITIONING THE PUSH BAR

To lower the push bar, pull back the red release knob (A) while holding onto the push bar. Swing the push bar into the full down position until the latch engages.

To raise the push bar, pull back the red release knob (A) while holding onto the push bar. Swing the push bar into the full up position until the latch engages.

REMOVING AND REINSTALLING THE MATTRESS

When removing the mattress, it is important to start at the head end of the Stretcher Chair. Pull on the head end of the mattress to release it from the Velcro on the Fowler and midsection. Once it is free of the Velcro, pull the mattress toward the head end of the Stretcher Chair to disengage the mattress from the foot section sliding tabs. (The tabs keep the foot section of the mattress close to the litter surface during articulation.)

To reinstall the mattress, slide the pockets on the foot end back over the sliding tabs. Place the mattress down the length of the litter surface and press firmly on the Fowler and midsection to secure the Velcro strips.
OPERATING THE ENHANCED CLEARANCE HEAD PIECE

To operate the enhanced clearance head piece, grasp either handle under the head section and squeeze. Handle (A) releases the 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 that only one latch be released 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.

CAUTION

The dual articulating headpiece is designed to provide precision surgical positioning. Be sure to treat it with care. The unit should be routinely checked to ensure optimal performance. In the event of any impact or overload of the headpiece, be sure the unit is working properly and supports the intended load. Verify the adjustment gears lock and release properly and, if necessary, refer to the adjustment procedure in the maintenance manual.

USING THE OPTIONAL INFLATABLE HEAD SUPPORT CUSHION

The optional inflatable head support cushion has two internal air bladders. Squeeze the bulb (A) to inflate the bladders and provide more stability for the patient's head. Press the release valve (B) to deflate the bladders.
USING THE OPTIONAL WRIST RESTS

There are two optional wrist rests available; standard \( \text{standard} \) and temporal \( \text{temporal} \). To use the wrist rest, insert the support tube \( \text{support tube} \) (A) into the socket in the Fowler head piece assembly. Turn knob \( \text{knob} \) (B) clockwise to secure the wrist rest assembly. To adjust the height of the wrist rest, turn knob \( \text{knob} \) (C) counterclockwise to loosen it. Raise or lower the wrist rest to the desired height, and turn the knob clockwise to tighten it and hold the wrist rest in place. The "U" shaped rest \( \text{U} \) can be pivoted up and away from the patient when the wrist rest is not in use.

USING THE OPTIONAL TETHERED I.V. POLE

To use the tethered I.V. pole:

1. Remove the I.V. 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 \( \text{knob} \) (A) counterclockwise and pull up on the telescoping portion \( \text{portion} \) (B) of the pole to raise it to the desired height.

3. Turn knob \( \text{knob} \) (A) clockwise to lock the telescoping portion in place.
Cleaning

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.

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.*

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

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.
Preventative Maintenance

CHECKLIST

_____ All fasteners secure (reference all assembly prints)
_____ Siderails move and latch properly
_____ All casters lock with brake pedal engaged
_____ Steer function working properly
_____ All casters secure and swivel properly
_____ Body restraints intact and working properly
_____ Oxygen bottle holder intact and operating properly
_____ Fowler/leg articulation operating properly
_____ Trendelenburg/Reverse Trendelenburg operating properly
_____ Optional articulating head piece locking and releasing properly - check immediately if the head piece is bumped on a door, wall or other obstacle while the stretcher is being moved
_____ Transfer surface intact and working properly
_____ No rips or cracks in mattress cover
_____ No leaks at hydraulic connections
_____ Hydraulic jacks holding properly
_____ Hydraulic drop rate set properly
_____ Hydraulic oil level sufficient
_____ Lubricate where required, including the brake adjuster assembly and brake cam and the independent foot section mechanisms

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.
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
Stryker offers the following service contract programs:

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

* 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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