

Operations Maintenance Retrofit Manual

Important Information File in your

maintenance

records

Medical

IV Caddy Models 1050-001, 0753-022 785-055 and 2040-700-014

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



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INTRODUCTION

This manual is designed to assist you with the installation, operation and maintenance of the Stryker IV Caddy. Read it thoroughly before using the equipment or beginning any maintenance on it.

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.

PREVENTATIVE MAINTENANCE CHECKLIST

- —— All fasteners secure
- ------ Rubber boot intact with no rips or cracks
- ----- All moving parts working properly
- ------ Replace parts as needed (refer to assembly drawings page 22-31)
- —— Maintain swivel tension at clutch as desired factory specs: 19 ft.-lbs.

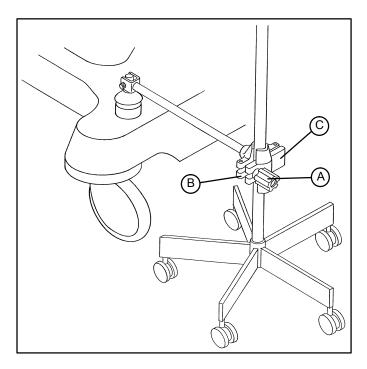
Stryker reserves the right to change specifications without notice.



Include the serial number in all written communication.

WARNING

Always ensure the IV Caddy is secured tightly on the IV pole before transporting to avoid damaging the IV pole or causing injury to the patient or user.



- 1. Lift the IV Caddy out of the storage tray or from the storage clip. On a 2040 ICU bed, the Caddy arm stores against the base hood.
- 2. Pivot the IV Caddy to the desired position.
- 3. Turn knob (A) counterclockwise to loosen the pole clamp (C).
- 4. Pivot the knob (A) away from the clamp (B). The clamp (C) may then be opened.
- 5. Place the IV pole into the clamp (B). Close the clamp (C) around the IV pole and pivot the knob (A) back into position.
- 6. Turn the knob (A) clockwise to tighten it. The IV pole is ready to be transported with the stretcher/bed.
- 7. To remove the IV pole from the IV Caddy, turn knob (A) counterclockwise to loosen the pole clamp.
- 8. Pivot the knob away from the clamp (B), open the clamp and remove the IV pole from the IV Caddy.
- 9. Store the IV Caddy (see page 4)

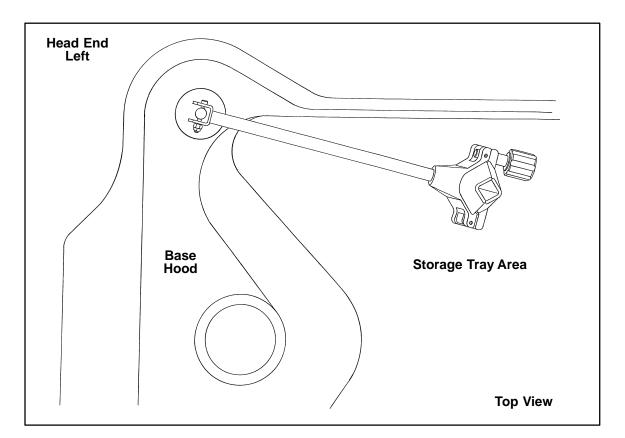
CAUTION

Always store the IV Caddy when not in use to avoid damaging it when the stretcher is moved.

STORING THE IV CADDY

CAUTION

Always store the IV Caddy when not in use to avoid damaging it when the stretcher is moved.



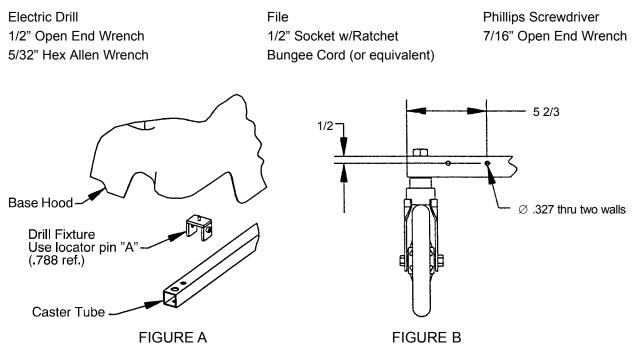
- 1. Remove the IV pole from the IV Caddy (see page 3)
- 2. Pivot the IV Caddy toward the base of the stretcher/bed.
- 3. Store the IV Caddy in the base storage tray or in the storage clip. On a 2040 ICU bed, the Caddy arm stores against the base hood.

Installing the IV Caddy on a Model 1061 or 1550 stretcher:

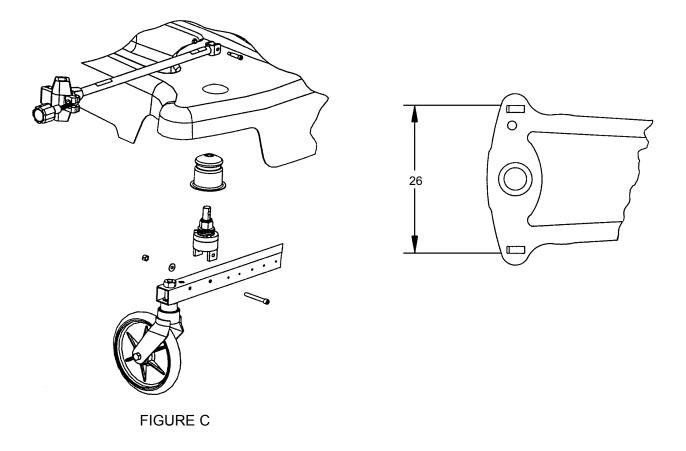
Retrofit Kit Part Number: 1050–001–100 – all parts needed to add the optional IV Caddy.

Tool Kit Part Number 1050–10–000 – special tooling and fixtures needed to install the optional IV Caddy.

Required Tools:

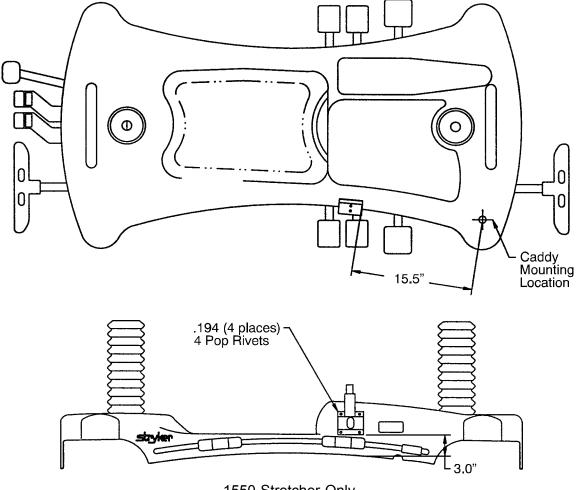


- 1. Lift the base hood and support it from the litter frame using bungee cords or the equivalent.
- 2. Locate the drill fixture on the head end, left caster tube as shown in Figure A per the dimension shown in Figure B and drill through both walls of the caster tube.
- 3. Rest the base hood on the point of the locator pin and, using a rubber mallet, tap the hood at the point over the locator pin to mark the center for the IV Caddy clearance hole.
- 4. Using the Ø 2.500 hole saw and arbor from the tool kit, drill a hole in the base hood at the point on the hood marked by the drill fixture. Use a file to deburr any rough edges on the hood.



Installing the IV Caddy on a Model 1061 or 1550 stretcher (continued):

- 5. Remove the drill fixture from the caster tube. Assemble the IV Caddy as shown in Figure C.
- 6. Reinstall the foam hood mounts and base hood.

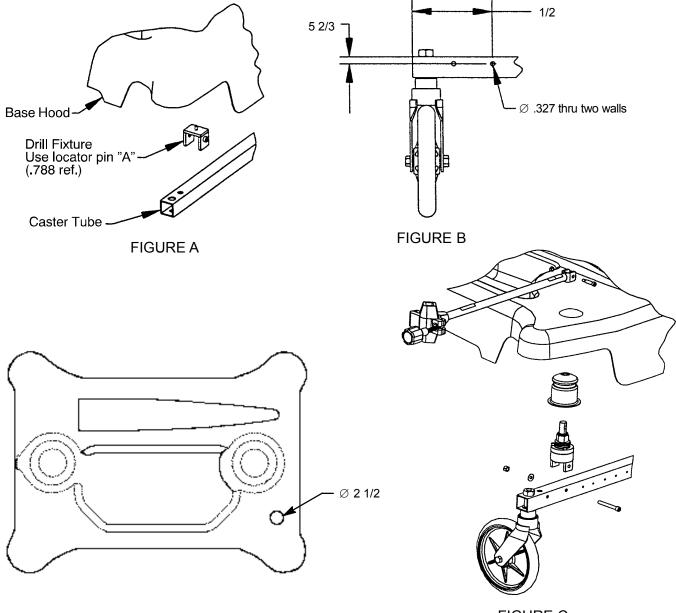


Installing the IV Caddy on a Model 1061 or 1550 stretcher (continued):

1550 Stretcher Only

A mounting bracket must be installed for the IV Caddy storage clip on 1550 stretchers.

- 1. Locate the IV Caddy mounting bracket on the base hood using the dimensions shown above.
- 2. Mark the location of the four holes in the bracket.
- 3. Drill four Ø .194 holes through the hood at the locations marked in step two.
- 4. Using four pop rivets, attach the mounting bracket to the hood.
- 5. Using two socket head cap screws and flat washers, attach the storage clip to the mounting bracket.
- 6. Place the IV Caddy arm in the storage clip when not in use.



Installing the IV Caddy on a Model 5050/5051 Stretcher Chair:

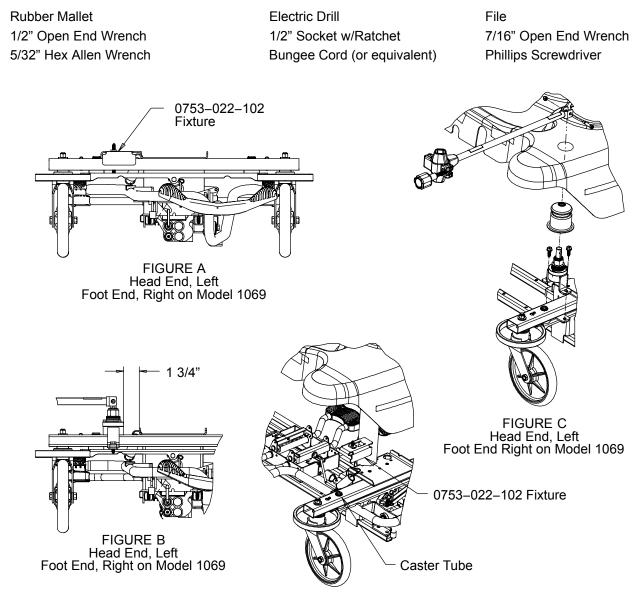
- FIGURE C
- 1. Lift the base hood and support it from the litter frame using bungee cords or the equivalent.
- 2. Locate the drill fixture on the caster tube as shown in Figure A per the dimension shown in Figure B and drill through both walls of the caster tube. Locate the fixture on the head end, left caster tube.
- 3. Rest the base hood on the point of the locator pin and, using a rubber mallet, tap the hood at the point over the locator pin to mark the center for the IV Caddy clearance hole.
- 4. Using the Ø 2.500 hole saw and arbor from the tool kit, drill a hole in the base hood at the point on the hood marked by the drill fixture. Use a file to deburr any rough edges on the hood.
- 5. Remove the fixture from the caster tube and assemble the IV Caddy as shown in Figure C. Reinstall the base hood

Installing the IV Caddy on a Model 735, 1020 or 1069 stretcher:

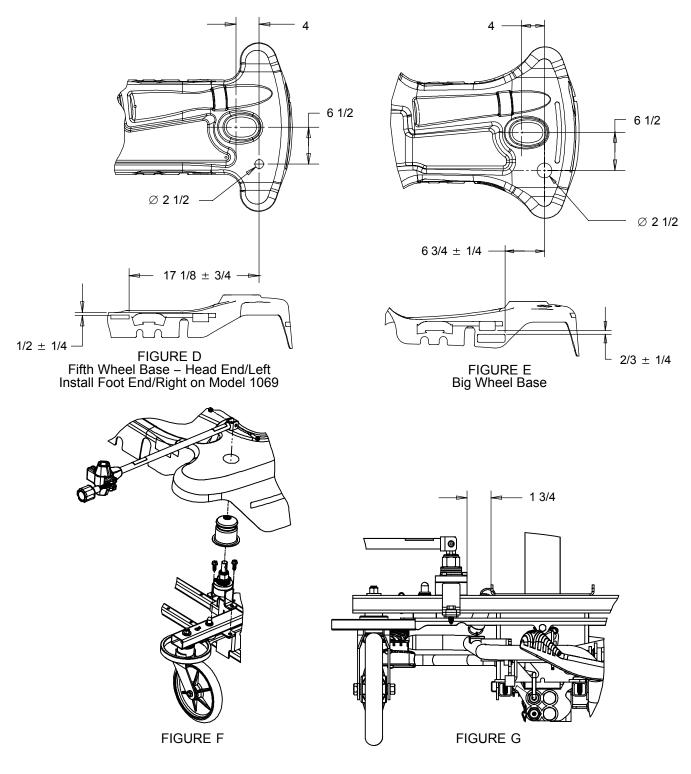
Retrofit Kit Part Number: 0753–022–100 – all parts needed to add the optional IV Caddy.

Tool Kit Part Number: 0753–022–101 – special tooling and fixtures needed to install the optional IV Caddy.

Required Tools:



- 1. Lift the base hood and support it from the litter frame using bungee cords or the equivalent.
- 2. Locate the fixture on the caster tube as shown in Figure A. On a 735 or 1020 stretcher, locate the fixture on the head end, left caster tube. On a 1069 stretcher, locate the fixture on the foot end, right caster tube.
- 3. Rest the base hood on the point of the locator pin and, using a rubber mallet, tap the hood at the point over the locator pin to mark the center for the IV Caddy clearance hole.
- 4. Using the Ø 2.500 hole saw and arbor from the tool kit, drill a hole in the base hood at the point on the hood marked by the drill fixture. Use a file to smooth any rough edges on the hole.



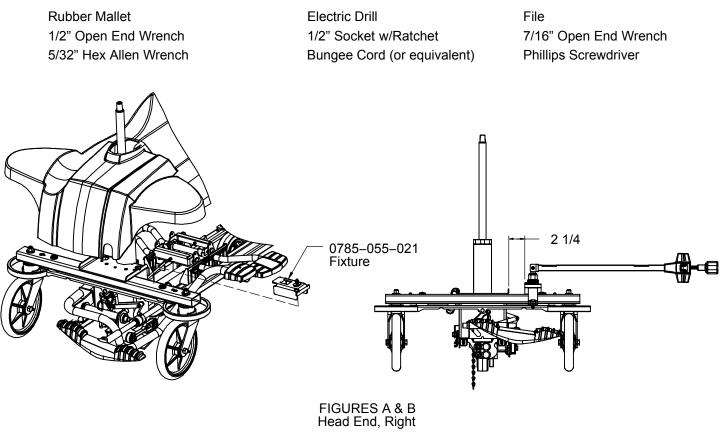
Installing the IV Caddy on a Model 735, 1020 or 1069 stretcher (continued):

- 5. Reinstall the base hood.
- 6. Apply the storage label to the hood as shown in figures D and E.
- 7. Assemble the IV Caddy as shown in figures F and G. Reattach the base hood.

Installing the IV Caddy on a model 1005, 1015 or 1025 stretcher:

Retrofit Kit Part Number: 0785–055–010 – all parts needed to add the optional IV Caddy. Tool Kit Part Number: 0785–055–020 – special tooling and fixtures needed to install the optional IV Caddy.

Required Tools:



- 1. Lift the base hood and support it from the litter frame using bungee cords or the equivalent.
- 2. Locate the fixture on the caster tube as shown in Figures A and B.
- 3. Rest the base hood on the point of the locator pin and, using a rubber mallet, tap the hood at the point over the locator pin to mark the center for the IV Caddy clearance hole.
- 4. Using the Ø 2.500 hole saw and arbor from the tool kit, drill a hole in the base hood at the point on the hood marked by the drill fixture. Use a file to smooth any rough edges on the hole.

FIGURE C

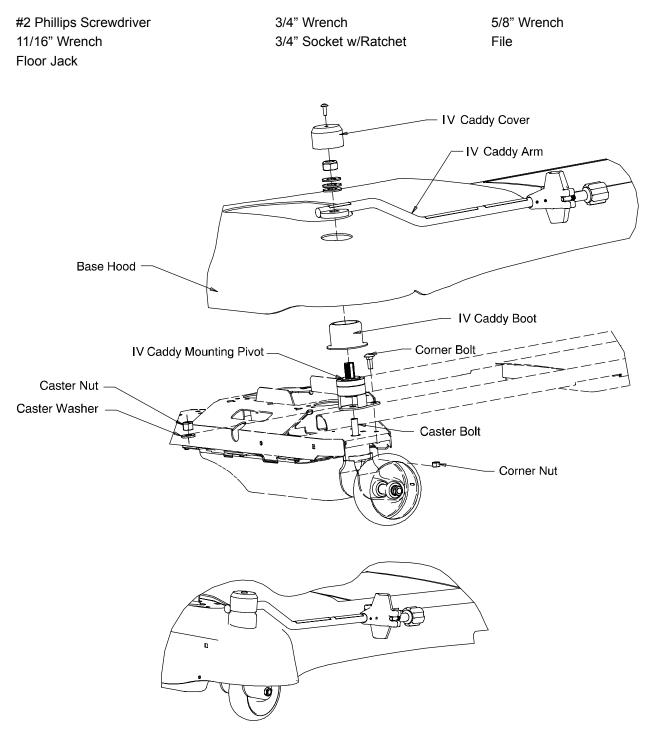
Installing the IV Caddy on a model 1005, 1015 or 1025 stretcher (continued):

- 5. Remove the fixture from the caster tube and assemble the IV Caddy as shown in Figure C.
- 6. Reinstall the base hood.
- 7. Apply the storage label to the hood as shown in figure D.

Installing the IV Caddy on a model 2040 ICU bed:

Retrofit Kit Part Number: 2040–700–014 – all parts needed to add the IV caddy. Tool Kit Part Number: 2040–700–015 – special tooling and fixtures needed to install the IV Caddy.

Required Tools:



Installing the IV Caddy on a model 2040 ICU bed (continued):

- 1. Using a #2 Phillips screwdriver, remove the two screws holding the head end of the base hood to the base frame.
- 2. Lift the base hood to allow access to the (patient) head end right side caster.
- 3. Position the locating tool over the mounting nut on top of the caster.
- 4. Align the holes in the hood with the head end screw holes and use the hood spacers to achieve proper spacing.
- 5. Rest the base hood on the point of the locator pin and tap the hood at the point over the locator pin to mark the center for the IV Caddy clearance hole.
- 6. Using the Ø 2.500 hole saw and arbor from the tool kit, drill a hole in the base hood at the point on the hood marked by the drill fixture. Use a file to deburr any rough edges on the hood.
- 7. Remove the drill fixture from the caster nut.
- 8. Using a floor jack, or the equivalent, lift and support the (patient) head end right side of the base frame.
- 9. Using a 5/8" wrench and a 11/16" wrench, remove the bolt and nut holding the caster wheel to the caster horn.
- 10. Using a 3/4" wrench and 3/4" socket and ratchet, remove the nut and washer holding the caster horn to the base frame. Leave the caster horn and bolt on the frame.
- 11. Install the IV Caddy mounting pivot on top of the base pan. Reinstall the washer and nut into the inner slot of the mounting pivot and tighten.
- 12. Install the corner carriage bolt and nut on the pivot assembly and tighten.
- 13. Install the black IV caddy boot onto the mounting pivot.
- 14. Install the IV Caddy arm assembly onto the mounting pivot. Using the 3/4" nut, secure the arm to the pivot.
- 15. Install the black IV Caddy cover on top of the assembly and secure it with the Phillips head screw.
- 16. Using the bolt and nut removed in step 9, reattach the caster wheel to the caster horn.
- 17. Reinstall the two Phillips head screws securing the base hood to the base frame.

WARNING

To avoid possible interference and damage to the unit, the IV Caddy should not be used on an ICU bed when the siderails and the bed are in their lowest positions.

Always ensure the IV Caddy is secured tightly on the IV pole before transporting to avoid damaging the IV pole or causing injury to the patient or user.

Installing the IV Caddy on a stretcher manufactured prior to 9/10/03:

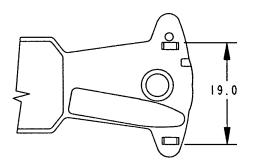
Retrofit Kit Part Number: 1050–1–100 – all parts needed to add the optional IV Caddy to a stretcher.

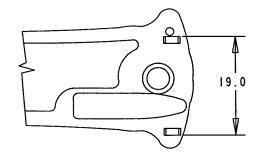
Tool Kit Part Number: 1050–10 – special tooling and fixtures needed to install the optional IV Caddy.

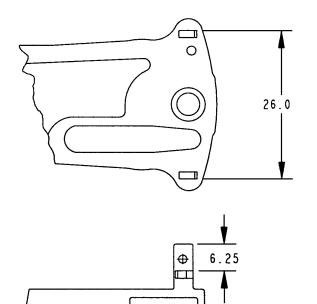
Required Tools:

Part Number 1050–10 Tool Kit	Electric Drill	File
1/2" Open End Wrench	1/2" Socket w/Ratchet	7/16" Open End Wrench
5/32" Hex Allen Wrench	Bungee Cord (or equivalent)	Phillips Screwdriver

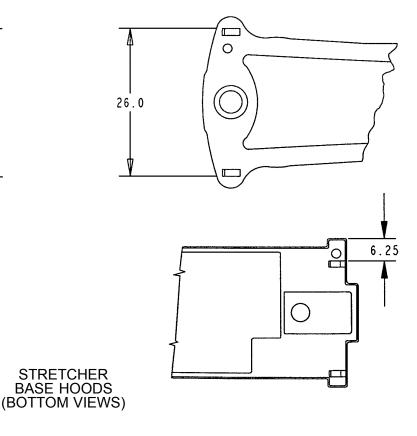
- 18. Lift the base hood and support it from the litter frame using bungee cords or the equivalent.
- 19. Remove the foam hood mount from the head end left corner of the base hood. Reposition it according to the dimensions shown below for the style of hood you are working on and refasten it with adhesive.







 \bigcirc



Base Hood Drill Fixture Use locator pin "A" (788 ref) Caster Tube FIGURE A – HEAD END LEFT (FOOT END RIGHT ON MODEL 1069) .500 5.00 5.634 +/- .060 .500 m m o 0 0 Ø .327 Ø.327 Thru 2 walls Thru 2 walls FIGURE B (MODEL 5050/5051) HEAD END LEFT **FIGURE B** HEAD END LEFT 3.375 5.634 -.500 .500 T П Ø.327 Ø.327 Thru 2 walls Thru 2 walls FIGURE B HEAD END LEFT (MODEL 1060) FIGURE B FOOT END RIGHT (MODEL 1069)

Installing the IV Caddy on a stretcher manufactured prior to 9/10/03 (continued):

Installing the IV Caddy on a stretcher manufactured prior to 9/10/03 (continued):

- 20. Locate the drill fixture on the caster tube as shown in Figure A (on page 16) per the dimension shown in Figure B (on page 16) and drill through both walls of the caster tube.
- 21. Fasten the drill fixture to the caster tube. Rest the base hood on the point of the locator pin and tap the hood at the point over the locator pin to mark the center for the IV Caddy clearance hole.
- 22. Using the Ø 2.500 hole saw and arbor from the tool kit, drill a hole in the base hood at the point on the hood marked by the drill fixture. Use a file to deburr any rough edges on the hood.
- 23. Remove the drill fixture from the caster tube and assemble the IV Caddy as shown in Figure C below.
- 24. Reinstall the base hood.

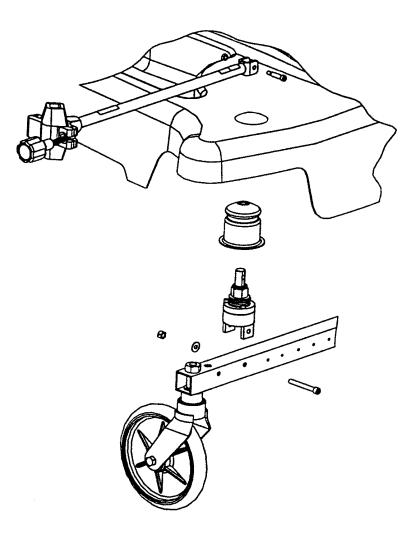
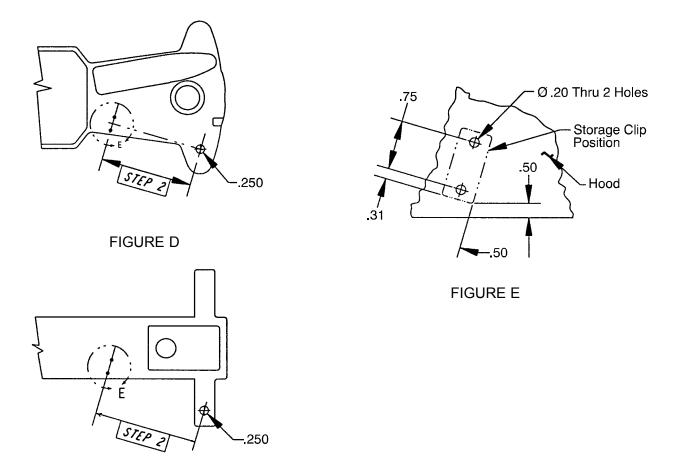


FIGURE C

Installing the IV Caddy on a stretcher manufactured prior to 9/10/03 (continued):

For base hoods without a storage tray, a storage clip must be installed for storage of the IV Caddy.

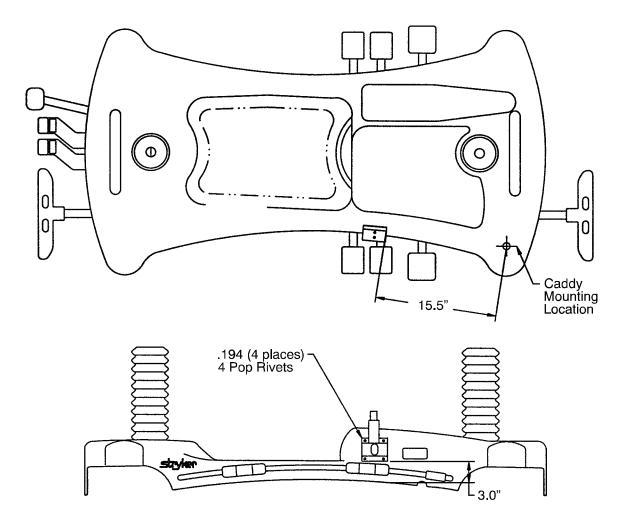
- 1. Attach the storage clip assembly to the IV Caddy arm approximately 3/8" from the end of the clamp.
- 2. Swing the IV Caddy arm to the storage location as shown in Figure D and let the storage clip rest on the base hood. Refer to the dimensions in Figure E for location.



- 3. Trace the outline of the storage clip and locate the hole centers as shown in Figure E.
- 4. Using the 13/64" drill bit from the tool kit, drill two 13/64" holes through the base hood in the locations marked in step 3.
- 5. Remove the storage clip from the arm of the IV Caddy and attach it to the base hood using the two hex head cap screws and two flat washers included with the IV Caddy kit.
- 6. Place the IV Caddy arm in the storage clip when not in use.

Installing the IV Caddy on a stretcher manufactured prior to 9/10/03 (continued):

A mounting bracket must be installed for the storage clip on 1550 stretchers.



- 1. Locate the IV Caddy mounting bracket on the base hood using the dimensions shown above.
- 2. Mark the location of the four holes in the bracket.
- 3. Drill four \emptyset .194 holes through the hood at the locations marked in step two.
- 4. Using four pop rivets, attach the mounting bracket to the hood.
- 5. Using two socket head cap screws and flat washers, attach the storage clip to the mounting bracket.
- 6. Place the IV Caddy arm in the storage clip when not in use.

Installing the IV Caddy on a model 2025 ICU bed:

Retrofit Kit Part Number: 2025–2 – all parts needed to add the optional IV caddy to a model 2025 ICU bed.

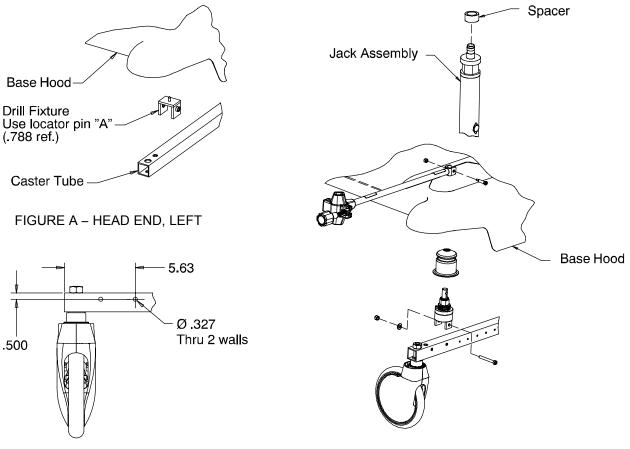
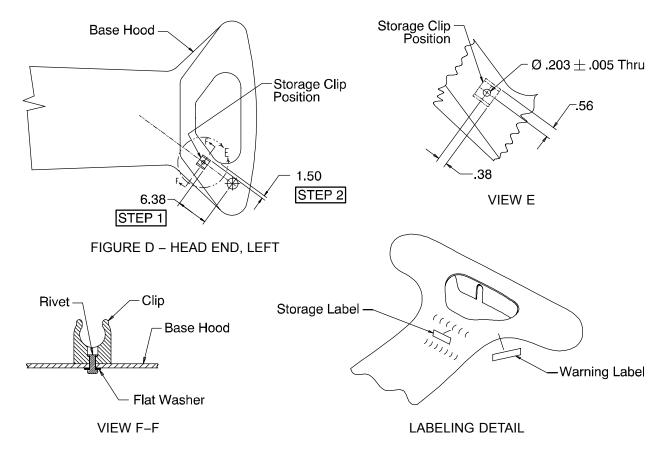


FIGURE B - HEAD END, LEFT

FIGURE C - HEAD END, LEFT

- 1. Using a #2 Phillips screwdriver, remove the screws holding the base hood to the base frame.
- 2. If the bed is equipped with the 110V outlet option, remove the slotted screw holding the outlet cover. If the bed does not have the 110V outlet option, remove the two slotted screws holding the cover plate.
- 3. Lift the base hood and support it from the litter frame using bungee cords or the equivalent.
- 4. Locate the drill fixture on the caster tube as shown in Figure A per the dimensions shown in Figure B and drill through both walls of the caster tube.
- 5. Fasten the drill fixture to the caster tube. Rest the base hood on the point of the locator pin and tap the hood at the point over the locator pin to mark the center for the IV Caddy clearance hole.
- 6. Using the Ø 2.500 hole saw and arbor from the tool kit, drill a hole in the base hood at the point on the hood marked by the drill fixture. Use a file to deburr any rough edges on the hood.
- 7. Remove the drill fixture from the caster tube and assemble the IV Caddy as shown in Figure C.
- 8. Support both ends of the litter top with sawhorses or the equivalent.
- 9. Using a 3/16" Allen wrench, remove the socket head cap screw from the litter support tube.
- 10. While depressing the appropriate release pedal, separate the jack shaft from the support tube and depress the jack shaft to the full down position.
- 11. Install the spacer on top of the jack as shown in Figure C.
- 12. Repeat steps 9–11 at the other end of the stretcher. Raise the jacks and reinstall the screws in the litter support tubes.



Installing the IV Caddy on a model 2025 ICU bed (continued):

- 1. Attach the storage clip assembly to the IV Caddy arm approximately 6.38" from the center of the mounting hole (as shown in Figure D).
- 2. Swing the IV Caddy arm to the storage location as shown in Figure D and let the storage clip rest on the base hood. Refer to the dimensions in Figure D for location.
- 3. Trace the outline of the storage clip and locate the hole center as shown in View E.
- 4. Using the 13/64" drill bit from the tool kit, drill one 13/64" hole through the base hood in the location marked in step 3.
- 5. Remove the storage clip from the arm of the IV Caddy and attach it to the base hood using the rivet and flat washer included with the IV Caddy kit.
- 6. Install the two labels in the locations shown in the labeling detail.
- 7. Place the IV Caddy arm in the storage clip when not in use.

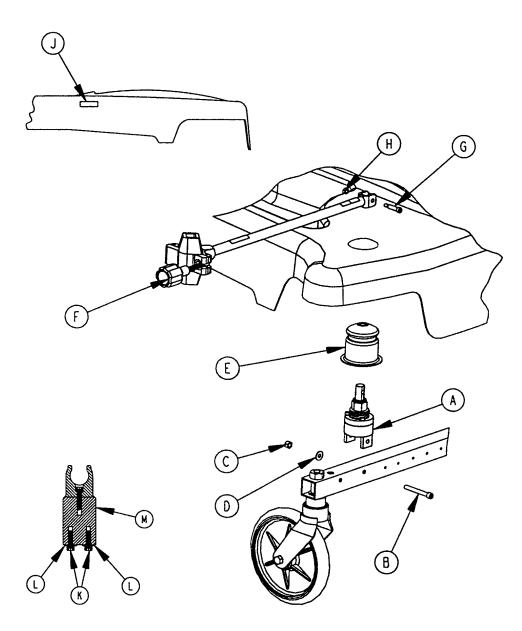
CAUTION

Always store the IV Caddy in the storage clip when not in use to avoid damage when the stretcher is moved.

WARNING

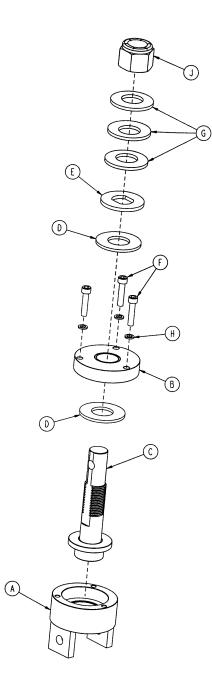
To avoid possible interference and damage to the unit, the IV Caddy should not be used on an ICU bed when the siderails and the bed are in their lowest positions.

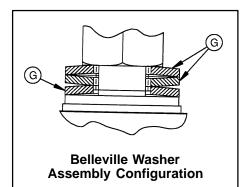
Always ensure the IV Caddy is secured tightly on the IV pole before transporting to avoid damaging the IV pole or causing injury to the patient or user.



ltem	Part No.	Part Name	Qty.
А	(page 23)	Clutch Assembly	1
В	0004–137–000	Hex Soc. Hd. Cap Screw	2
С	0016-011-000	Flexlock Nut	2
D	0011-003-000	Flat Washer	2
E	1050-001-036	Rubber Boot	1
F	(page 27)	Arm Assembly	1
G	0008-006-000	Shoulder Bolt	1
Н	0016-118-000	Stover Lock Nut	1
J	1050-001-057	Storage Label	1
K	0004-007-000	Hex Soc. Hd. Cap Screw	2
L	0011-001-000	Flat Washer	2
Μ	1050-001-060	Storage Clip Assembly	1
Ν	1050-001-055	Extension (not shown)	1

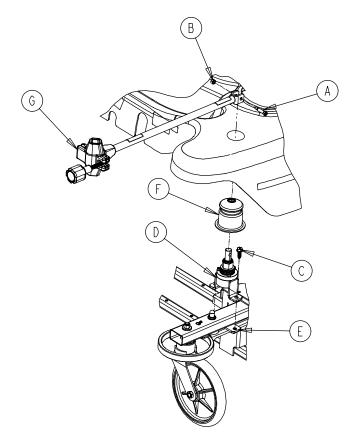
1050-001-020 Clutch Assembly

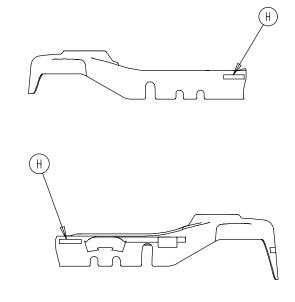




ltem	Part No.	Part Name	Qty.
А	1050-001-021	Base Assembly	1
В	1050-001-027	Clutch Cover Assembly	1
С	1050-001-031	Stud Assembly	1
D	1050-001-035	Thrust Washer	2
Е	1050-001-037	Double "D" Washer	1
F	0004-066-000	Soc. Hd. Cap Screw	3
G	1050-100-034	Belleville Washer	3
Н	0012-005-000	Washer	3
J	0016-058-000	Flexnut	1

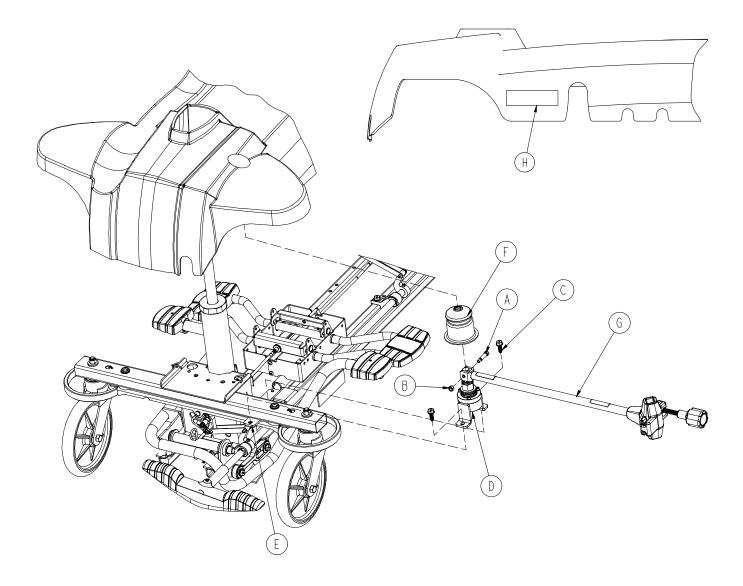
0753-022-000 IV Caddy Assembly





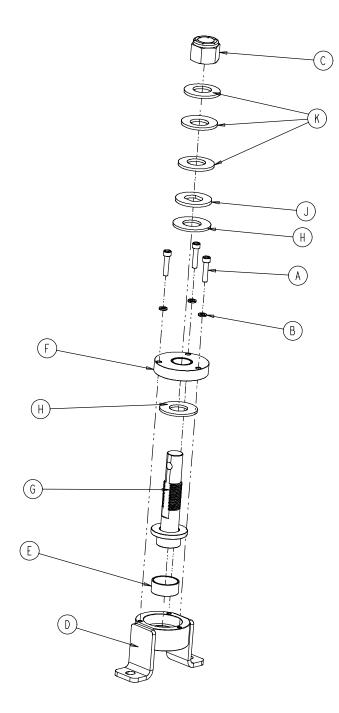
ltem	Part No.	Part Name	Qty.
А	0008-006-000	Soc. Hd. Cap Screw	1
В	0016-118-000	Hex Lock Nut	1
С	0023-288-000	Hex Washer Hd. Screw	2
D	(page 26)	Clutch Assembly	1
E	0753-022-005	Mounting Plate	1
F	1050-001-036	Rubber Boot	1
G	(page 27)	Arm Assembly	1
Н	1050-001-057	Storage Label	1

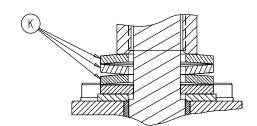
0785–055–000 IV Caddy Assembly



Item	Part No.	Part Name	Qty.
А	0008-006-000	Shoulder Bolt	1
В	0016-118-000	Stover Hex Lock Nut	1
С	0023-288-000	Hex Washer Hd. Screw	2
D	(page 26)	Clutch Assembly	1
E	0753-022-005	Mounting Plate	1
F	1050-001-036	Boot	1
G	(page 27)	Arm Assembly	1
Н	1050-001-057	Storage Label	1

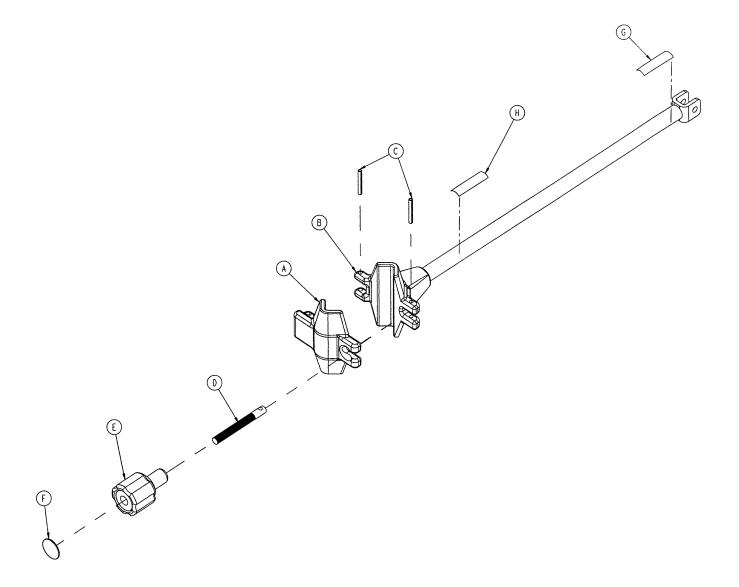
0753-022-001 Clutch Assembly





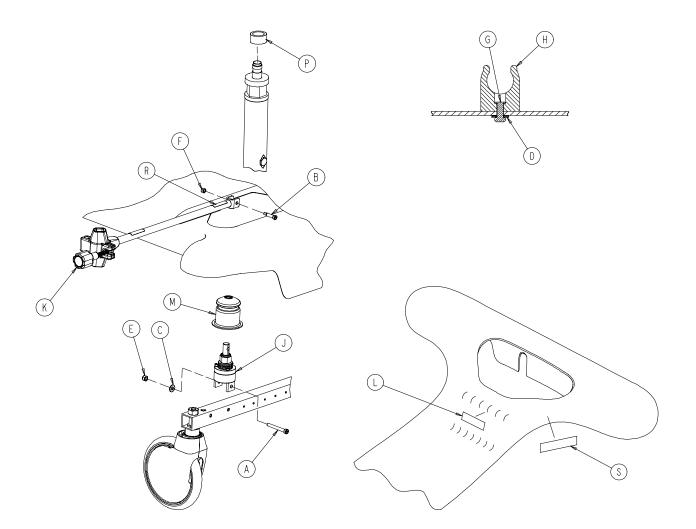
Belleville Washer Assembly Configuration

ltem	Part No.	Part Name	Qty.
А	0004-066-000	Soc. Hd. Cap Screw	3
В	0012-005-000	Washer	3
С	0016-058-000	Flexnut	1
D	0753-022-002	Clutch Support Weldment	1
E	1050-001-026	Bushing	1
F	1050-001-027	Clutch Cover	1
G	1050-001-031	Stud	1
Н	1050-001-035	Thrust Washer	2
J	1050-001-037	Double "D" Washer	1
K	1050–100–034	Belleville Washer	3



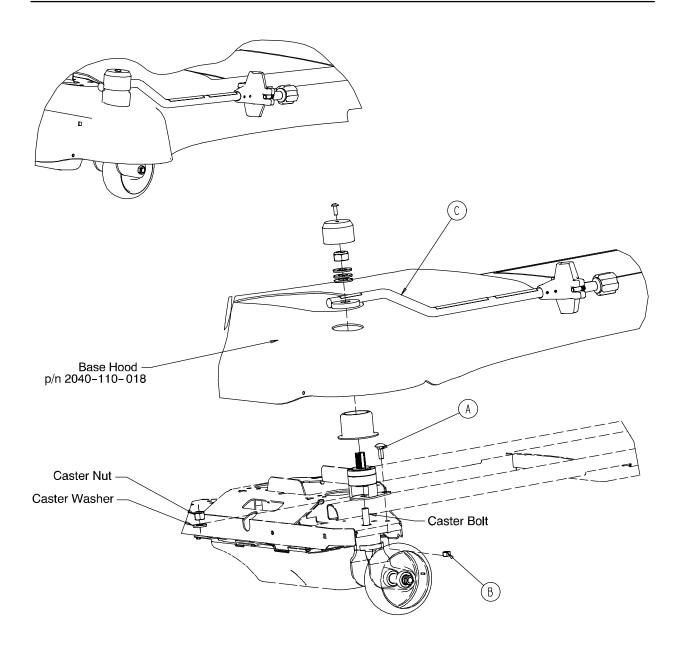
Item	Part No.	Part Name	Qty.
А	1050-001-050	Clamp	1
В	1050-001-040	Conn. Arm Assembly	1
С	0026-057-000	Roll Pin	2
D	1050-001-038	Threaded Rod	1
E	1050-001-039	Grip Assembly	1
F	1050-091-052	Direction Label	1
G	1050-001-045	Specification Label	1
Н	1050-001-056	Warning Label	1

2025-001-000 IV Caddy Assembly (2025 ICU Bed)



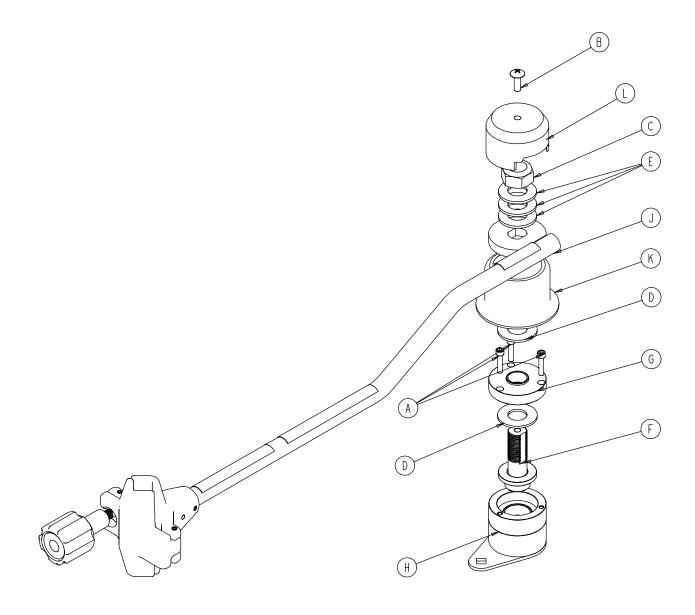
ltem	Part No.	Part Name	Qty.
А	0004-137-000	Hex Soc. Hd. Cap Screw	1
В	0008-006-000	Shoulder Bolt	1
С	0011-003-000	Flat Washer	1
D	0011-063-000	Flat Washer	1
E	0016-036-000	Nylock Hex Nut	1
F	0016-118-000	Stover Nut	1
G	0025-069-000	Rivet	1
Н	0958-01-224	Storage Clip	1
J	(page 23)	Clutch Assembly	1
K	(page 27)	Arm Assembly	1
L	1050-001-057	Storage Label	1
Μ	1050-001-036	Rubber Boot	1
Р	2025-071-099	Spacer	2
R	2025-110-020	Specification Label	1
S	2040-110-019	Warning Label	1

2040-700-014 IV Caddy Assembly (2040 ICU Bed)



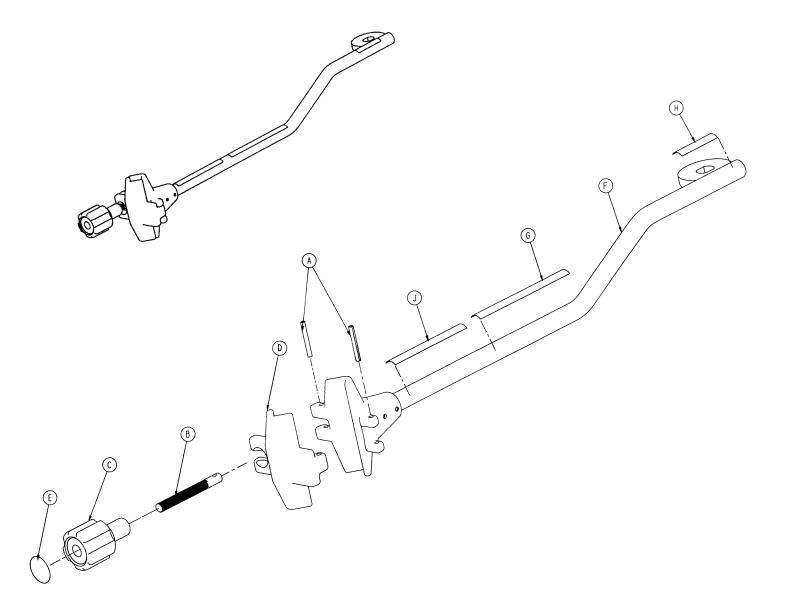
ltem	Part No.	Part Name	Qty.
А	0005-020-000	Carriage Bolt	1
В	0016-036-000	Hex Lock Nut	1
С	(page 30)	I.V. Caddy	1

2040-110-000 IV Caddy Assembly (2040 ICU Bed)



Item	Part No.	Part Name	Qty.
А	0004-490-000	Soc. Hd. Cap Screw	3
В	0007-059-000	Truss Hd. Torx	1
С	0016-318-000	Nylock Jam Nut	1
D	1050-001-035	Thrust Washer	2
E	1050–100–034	Belleville Washer	3
F	2040-110-031	Stud Assembly	1
G	2040-110-033	Clutch Cover Assembly	1
Н	2040-110-013	Base Assembly	1
J	(page 31)	Arm Assembly	1
K	2040-110-017	Caddy Boot	1
L	2040-110-018	Caddy Cover	1

2040–110–016 IV Caddy Arm Assembly



Item	Part No.	Part Name	Qty.
А	0026-057-000	Roll Pin	2
В	1050-001-038	Threaded Rod	1
С	1050-001-039	Grip Assembly	1
D	1050-001-050	Clamp Half	1
E	1050-091-052	Direction Label	1
F	2040-110-014	Caddy Clamp Arm Ass'y	1
G	2040–110–019	Warning Label	1
Н	2040-110-020	Specification Label	1
J	2040-110-021	Storage Label	1

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. 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:

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

* 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

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



3800 E. Centre Ave., Portage, MI 49002 (800) 327–0770 Option 2 www.stryker.com

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