P100 Powered Support Surface

REF 2880

stryker®

Operations/Maintenance Manual

For parts or technical assistance:
USA: 1-800-327-0770

CE 0086

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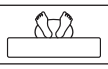
Symbols and Definitions

SYMBOLS

	TUV marking
	CE marking
	Warning / Caution, consult accompanying documentation
	Type BF equipment
	Double Insulation
	Fuse
	Temperature Limitation, Operating: 10˚C to 40˚C, Storage: -15˚C to 50˚C
	Humidity Limitation, 10% - 90%
	Refer to instruction manual/ booklet
	Disposal: Contact local distributor who will take the necessary steps according to your national market.
	Do Not Iron
	Damp Wipe Only
	Chlorinated Bleach: concentration less than or equal to 1000 ppm chlorinate or 70% alcohol
	Do Not Tumble Dry
	Do Not Dry Clean
	Allow to Completely Air Dry
	Manufacturer
	Protected against solid foreign objects of 12,5 mm and greater; Protection against vertically falling water drops
	Authorized representative in the European community
	Catalogue Number (model)
	Serial Number
	Minimum inflation level of the mattress
	Maximum inflation level of the mattress
	CPR
	Do Not Open with Cutter

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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

Provides special information to make maintenance easier or important instructions clearer.

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Technical Specification

Item		Specification
Power Supply		AC230V 50Hz, 0.05A (for 230V system)
Fuse Rating		T1AL, 250V
Dimension (L x W x H)		25 x 12.5 x 8.5 cm / 9.8” x 4.9” x 3.3”
Weight		1.4 kg / 3.1 lbs
Cycle Time		8 min/60 Hz, 9.6 min/50 Hz
Environment	Atmospheric Pressure	700 hPa to 1013.25 hPa
	Temperature	• Operation: 10˚C to 40˚C (50˚F to 104˚F) • Storage: -15˚C to 50˚C (5˚F to 122˚F) • Shipping: -15˚C to 70˚C (5˚F to 158˚F)
	Humidity	• Operation: 10% to 90% non-condensing • Storage: 10% to 90% non-condensing • Shipping: 10% to 90% non-condensing
Classification		• Class II, Type BF, IP21 • Applied Part: Air Mattress • Not suitable for use in the presence of a flammable anesthetic mixture (No AP or APG protection)

Air Mattress	Specification
Model	P100
Model Number	2880
Flame Retardant Standards	EN 597-1 and EN 597-2
Safe Working Load	135 kg / 297 lbs
Dimension (L x W x H)	188 x 89 x 18 cm / 74”x 35” x 7.1”
Weight	5.70 kg / 12.6 lbs

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Introduction

This manual is designed to assist with the operation and maintenance of the P100 Powered Support Surface. Carefully read this manual thoroughly before using or beginning maintenance on the support surface. To ensure safe operation of this equipment, it is recommended that methods and procedures are established for educating and training staff on the safe operation of the support surface.

CONTRAINDICATIONS

Air support therapy is not recommended when spinal stability is a concern. This support surface is not intended to support a patient in the prone position.

INTENDED USE OF PRODUCT

P100 is a constant low pressure powered support surface intended to provide pressure redistribution to aid in the prevention and treatment of pressure ulcers. The system consists of a control unit combined with an alternating air cell mattress. The air cells redistribute the patient's weight over the surface and aid in the reduction of tissue interface pressure. It is recommended that the product be operated by personnel who are qualified to perform general nursing procedures and have received adequate training in the prevention and treatment of pressure ulcers.

This support surface is intended to be used with human patients in a general hospital, nursing home or homecare environment and for patients at risk of developing pressure ulcers, as well as those who require therapy for pre- existing pressure ulcers. The safe working load for P100 is 135 kg /297 lbs; the patient must not exceed safe working load specified by the support surface, frame, and accessories. Patients shall meet the minimum age requirement of 2 years old.

P100 shall be used with a mattress cover at all times.

The support surface is not intended to be a sterile product nor is it intended to include a measuring function.

EXPECTED SERVICE LIFE

The products are intended to offer safe and reliable operation when in use or installed according to the instructions provided by Stryker Medical. Stryker Medical recommends that the system be inspected and serviced by authorized technicians if there are any signs of wear or concerns with device function and indication on products. Otherwise, service and inspection of the devices generally should not be required. P100 has an expected service life of 2 years.

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CONTACT INFORMATION

Contact Stryker Customer Service or Technical Support at: (800) 327-0770 or (269) 324-6500.

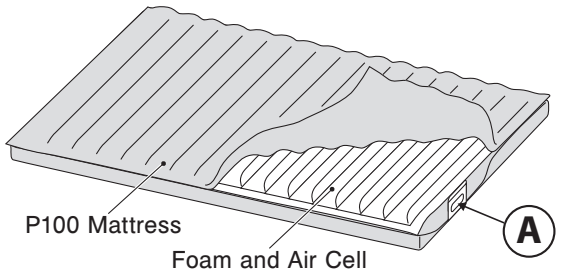
Stryker Medical
3800 E. Centre Avenue
Portage, MI 49002
USA

Please have the serial number (A) of your Stryker product available when calling Stryker Customer Service or Technical Support. Include the serial number in all written communication.

PRODUCT SERIAL NUMBER LOCATION/IDENTIFICATION

The serial number (A) is located at the mattress cover near foot right corner of the mattress as shown in Figure 1. Also on the foam crib and air cell with stamp on it, to reference the serial number, unzip the cover about one foot to access the foam crib and air cell. The serial number is also located at the bottom casing of control unit.

▼ **Figure 1**



Format:

REF 2880

M	Y	Y	M	M	-	S	S	S	S	S

- M = Mattress
- YY = Year
- MM = Month
- SSSSS = Sequence (Numeric)

Model Number Legend (X)
2880 P100

Month Legend (MM)	
January	01
February	02
March	03
April	04
May	05
June	06
July	07
August	08
September	09
October	10
November	11
December	12

Year Legend (YY)	
2012	12
2013	13
2014	14
2015	15
2016	16

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Summary of Safety Precautions

⚠ WARNING

- Check patient's skin regularly. Consult physician if any redness or skin break occurs. Serious injury could result if the patient's skin condition is left untreated.
- Do not place the control unit in the patient's bed, in contact with the patient, or under sheets or other coverings.
- Doing so could cause serious injury or could affect control unit performance.
- Do not use in the presence of a flammable anesthetic mixture or with oxygen (O_2) or nitrous oxide (N_2O).
- Verify bed side rails are compatible with bed frame and existing mattress. A risk assessment must be performed by a suitably qualified person, especially when side rails are prescribed, to ensure that the bed meets the IEC 60601-2-52 bed standard.
- Use with appropriate top sheet and minimize layers of bedding between patient and mattress.
- Assess patient's risk of entrapment according to protocols and monitor accordingly.
- Close supervision is necessary when this product is used on or near children. Electrical burns or choking may result from a child swallowing a small part detached from the device.
- Use this product only for its intended use as described in this manual.
- Do not operate product if the power cord or plug has been damaged.
- Keep the cord away from heated surfaces.
- Never block any air openings of this product or place it on soft surfaces, such as a bed or couch, where openings may be blocked. Keep the air opening free of lint, hair, and other similar particles.
- Never drop or insert any object into any opening or hose.
- Do not modify this equipment without the authorization of the manufacturer.
- Mattress covers have passed skin sensitization and skin irritation tests. However, if you suspect that you may have had or are having an allergic reaction, please consult a physician immediately.
- The power cord to the Control Unit should be positioned to avoid a strangulation hazard and/or damage to the cord. Careful consideration is required when routing the power cable. It is recommended that placing the cord under the bed frame and attaching it to an electrical outlet at the head of bed.
- Serious injury or death can result from the use (potential entrapment) or non-use (potential patient falls) of siderails or other restraints. The safe use of the support surface is maximized when used in conjunction with siderails; there may be an increased risk of falls when siderails are not present. Local policies regarding the use of siderails should be taken into account. Whether and how to use siderails is a decision that should be based on each patient's individual needs and should be made by the physician, operators, and responsible parties.
- The risk of entrapment can develop when the support surface is placed on bed frames that leave gaps of even a few inches between the support surface and the headboard, footboard, and siderails. The support surface is NOT to be used when such gaps are present.
- When cleaning the support surface, ensure that no liquid is allowed to seep into the zipper area and watershed cover barrier (underside); fluids allowed to come in contact with the zipper may leak into the support surface.
- Do not expose the mattress to excessive moisture. Personal injury or equipment damage could occur.
- The use of quaternaries containing glycol ethers and/or accelerated hydrogen peroxides may compromise the cover integrity and legibility.
- Be aware of devices or equipment placed on the top of the support surface. Damage to the surface may occur due to the weight of the equipment, heat generated by the equipment, or sharp edges on the equipment.
- Do not put overlays or accessories inside the cover. Doing so may reduce pressure redistribution performance.
- It is the responsibility of the caregiver team to evaluate the appropriate CPR protocol to be used with the surface.
- If there is a possibility of electro-magnetic interference with mobile phones, please increase the distance (3.3m) between devices or turn off the mobile phone.

NOTE

The P100 support surface must be used with a mattress cover at all times. The support surface cover may interact with all external skin.

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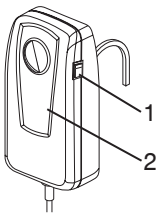
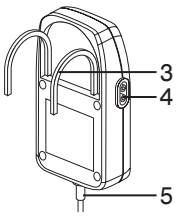
CONTROL UNIT FRONT



◀ **Figure 2**

1. Power Switch On/Off
2. Front Panel

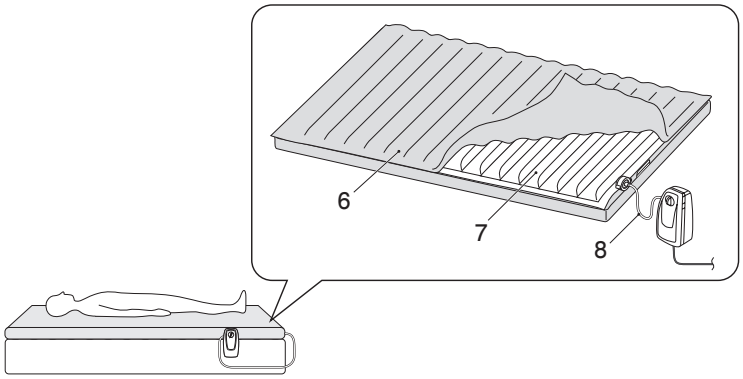
CONTROL UNIT REAR



◀ **Figure 3**

3. Hanger
4. Air Hose Port
5. Power Cord

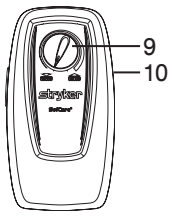
P100



◀ **Figure 4**

6. P100 Mattress
7. Foam and Air Cell
8. Air Hose

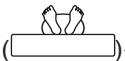
CONTROL PANEL



◀ **Figure 5**

9. Pressure Adjust Knob
   Pressure adjust knob controls the air pressure output. When turning clockwise, the output pressure will increase. Vice versa for decreasing air pressure. Please consult your care giver for a suitable setting.
10. Power Switch
    To turn on/off the control unit:
    a. Power ON/OFF Switch on side of unit.
    b. COMFORT CONTROL DIAL adjusts for patient comfort.

Soft()—Minimum inflation level of the mattress

Firm ()—Maximum inflation level of the mattress.

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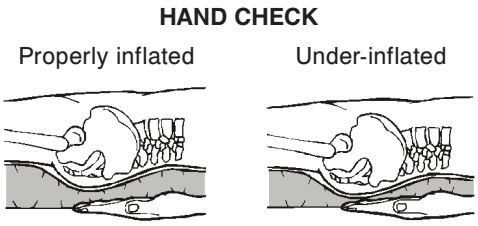
1. Place control unit on flat surface or suspend control unit on end of bed using attached hooks. See Figure 2 and Figure 3. Remove the plug to disconnect the device.
2. Position the mattress on bed frame.
3. Connect the hose assembly between the mattress air cell and the control unit. Unscrew the cap from the air valve of the mattress and screw the adaptor from control unit onto the air valve tightly.
4. Plug the power cord and adjust the pressure control knob to highest setting for quick inflation and turn control unit on using green on/off switch. The unit will take approximately 40 minutes to inflate the mattress.
5. After installation, make sure the flap is not folding upwards to avoid fluid seeping through mattress cover.

NOTE

Make sure the control unit is suitable for the local power voltage and frequency.

6. Position patient on the mattress and adjust the pressure control knob for patient comfort.
7. A Hand Check must be performed every 8 hours to verify proper operation of the device. See Figure 6.
8. To perform the Hand Check:
   With the patient on his or her back, slide hand, flat and palm up, between the overlay and the mattress. Hand should be directly under the air cell that is under the patient's buttocks (or other bony area). See Figure 6.

▼ **Figure 6**



Wait for full inflation of the air cell directly above hand. If the patient's body is not in direct contact with hand, the system is operating correctly. If, during full inflation of air cell, the patient's body is in direct contact with flat hand, the system is not operating properly. Adjust the pressure control to a higher setting. Wait 10 minutes and repeat the Hand Check. If the Hand Check fails, check that the hoses are not kinked or pinched. If repeated Hand Check fails and hoses are not kinked, contact Stryker for further instruction.

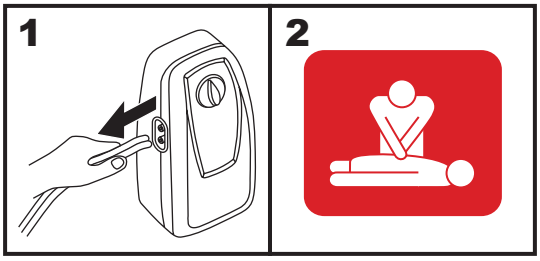
⚠ WARNING

Deflate before CPR or CPR could be ineffective.

To deflate mattress for CPR:

Disconnect the hoses from the control unit. See Figure 7. The air cell will deflate in approximately 20 seconds. Proceed with CPR procedures.

▼ **Figure 7**



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Cleaning and Disinfection

The control unit housing, tubing, and mattress should be cleaned between patients.

- To clean, use water and a clean cloth to wipe down the Control Unit, power cord, hoses, mattress top cover, middle layer and bottom cover. Do not clean the foam. Do not use abrasive cleaners on the mattress. Note: Blood and other body fluids must be thoroughly cleaned from all surfaces before applying disinfectants.
- Apply disinfectants to the external surfaces of the control unit, hoses and mattress top cover, middle layer and bottom cover by wiping. Stryker recommends a chlorine-based solution with a concentration less than or equal to 1000 ppm or 70% alcohol twice a week.
- It is not recommended to disinfect the internal parts of the mattress on a regular basis, but only as needed for particular instance, the air cell and the middle layer of the cover could be wiped with a cloth and disinfectants as recommended above.
- Wipe down the mattress with a clean, dry cloth to remove any excess of disinfectant.
- If other detergent or other cleaning agent is used, choose one that will not have adverse chemical effects on the surface of the plastic case of the control unit, mattress cover and any other component of the device.
- When cleaning the support surface, ensure that no liquid is allowed to seep into the zipper area and watershed cover barrier (underside); fluids allowed to come in contact with the zipper may leak into the support surface.
- Avoid dust and proximity to dusty areas.
- All components should be air dried thoroughly before use.

⚠ WARNING

- Do not use phenolic based products for cleaning.
- Do no dry the mattress in direct sunlight.

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Trouble Shooting

Problem	Solution
Loss of power	Check if the plug is connected to mains.
Patient is bottoming out	Pressure setting might be inadequate for the patient. Adjust comfort range 1 to 2 levels higher and wait for a few minutes for best comfort.
Air cells fail to inflate	Make sure the air hose is not kinked, cracked, or split. Verify that the power switch is illuminated, signifying the control unit has power. Verify that the air hoses are fully inserted with a positive connection.
No air produced from some air outlets of the air tube connector	This is normal since there is alternating mode. Air outlets take turns to produce air during their cycle time.

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COVER REPLACEMENT

Tools Required: None

Procedure:

1. Disconnect the hose assembly between the mattress air cell and control unit.
2. Unzip the top cover.
3. Remove the air cell.
4. Unzip the middle layer at the patient's right side and then remove the foam from the bottom part.
5. Discard the old cover.
6. Place the new cover, unzipped and open the top cover and middle layer.
7. Carefully slide the foam to the bottom part and zip the middle layer to close.
8. Carefully place the air cell on the top part and zip the cover to close.
9. Verify proper operation of the unit before returning it to service.

AIR CELL REPLACEMENT

Tools Required: None

Procedure:

1. Disconnect the hose assembly from the air valve of mattress.
2. Unzip the top cover.
3. Remove and discard the old air cell.
4. Place the new air cell and zip the cover to close

CONTROL UNIT REPLACEMENT

Tools Required: None

Procedure:

1. Disconnect the plug from mains power and hose.
2. Discard the old control unit.
3. Place the new control unit and connect the plug to mains power and hose.

HOSE REPLACEMENT

Tools Required: None

Procedure:

1. Disconnect the hose from control unit and mattress.
2. Discard the old hose.
3. Connect the new hose to control unit and mattress.

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Preventative Maintenance

Preventative maintenance should be performed annually, at a minimum. 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.

CHECKLIST

_____ Cover zipper opens and closes properly and has no visible damage.
_____ No tears, rips, holes, cracks, or other openings in the mattress cover.
_____ Check labels for legibility, proper adherence, and integrity.
_____ Support surface cover straps and snaps are intact and are not damaged.
_____ Straps properly secure the support surface assembly to the crib.
_____ Foam and other components have not degraded or come apart.
_____ Check main power cord and do not plug if there is an abrasion or excessive wear.
_____ Check airflow from the air hose.
_____ Check the air hose if there is kink or breaks.
_____ Verify proper operation of the unit before returning it to service.

Product Serial Number:		

Completed by: _____ Date: _____

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Quick Reference Replacement Parts

The parts and accessories listed on this page are currently available for purchase. Some of the parts identified on the assembly drawing parts in this manual may not be individually available for purchase. Please call Stryker Customer service USA at 1-800-327-0770 for availability and pricing.

Part Name	Part Number
P100 mattress cover assembly	2880-030-100
Air cell assembly	2880-030-400
P100 control unit	2880-030-500
Air hose, PVC, P100	2880-030-520

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Appendix A: EMC Information

GUIDANCE AND MANUFACTURER'S DECLARATION - ELECTROMAGNETIC EMISSIONS:

This device is intended for use in the electromagnetic environment specified below. The user of this device should make sure it is used in such an environment.

Emissions Test	Compliance	Electromagnetic Environment - Guidance
RF emissions CISPR 11	Group1	The device uses RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment
RF emissions CISPR 11	Class B	
Harmonic emissions IEC61000-3-2	Class A	The device is suitable for use in all establishments, including domestic establishments and those directly connected to the public low-voltage power supply network.
Voltage fluctuations / Flicker emissions IEC61000-3-3	Complies	

GUIDANCE AND MANUFACTURER'S DECLARATION - ELECTROMAGNETIC IMMUNITY:

This device is intended for use in the electromagnetic environment specified below. The user of this device should make sure it is used in such an environment.

Immunity Test	IEC60601 test level	Compliance	Electromagnetic Environment - Guidance
Electrostatic Discharge (ESD) IEC61000-4-2	±6kV contact ±8kV air	±6kV contact ±8kV air	Floors should be wood, concrete ,or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30 %.
Electrical fast transient/ burst IEC61000-4-4	±2kV for power supply line ±1kV for input/out line	±2kV for power supply line ±1kV for input/out line	Mains power quality should be that of a typical commercial or hospital environment
Surge IEC61000-4-5	± 1 kV line(s) to line(s) ± 2 kV line(s) to earth	± 1 kV line(s) to line(s)	Mains power quality should be that of a typical commercial or hospital environment.
Voltage dips, short interruptions, and voltage variations on power supply input lines IEC61000-4-11	<5 % U_T (>95 % dip in U_T) for 0,5 cycle 40 % U_T (60 % dip in U_T) for 5 cycles 70 % U_T (30 % dip in U_T) for 25 cycles <5 % U_T (>95 % dip in U_T) for 5 sec	<5 % U_T (>95 % dip in U_T) for 0,5 cycle 40 % U_T (60 % dip in U_T) for 5 cycles 70 % U_T (30 % dip in U_T) for 25 cycles <5 % U_T (>95 % dip in U_T) for 5 sec	Mains power quality should be that of atypical commercial or hospital environment. If the user of this device requires continued operation during power mains interruptions, it is recommended that the device be powered from an uninterruptible power supply or a battery.
Power frequency (50/60Hz) magnetic field IEC61000-4-8	3 A/m	3 A/m	Power frequency magnetic fields should be at levels characteristic of atypical location in a typical commercial or hospital environment.

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Appendix A: EMC Information

GUIDANCE AND MANUFACTURER'S DECLARATION - ELECTROMAGNETIC IMMUNITY:
This device is intended for use in the electromagnetic environment specified below. The user of this device should make sure it is used in such an environment.

Immunity Test	IEC60601 test level	Compliance	Electromagnetic Environment - Guidance
			Portable and mobile RF communications equipment should be used no closer to any part of this device, including cables, than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter. Recommended separation distance $d = 1.2\sqrt{P}$ 150kHz to 80MHz $d = 1.2\sqrt{P}$ 150kHz to 80MHz $d = 2.3\sqrt{P}$ 80 MHz to 2.5G MHz Where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer and d is the recommended separation distance in meters (m).[2]
Conducted RF IEC 61000-4-6	3 Vrms 150 kHz to 80 MHz outside ISM bands[1]	3 Vrms	Field strengths from fixed RF transmitters, as determined by an electromagnetic site survey[3], should be less than the compliance level in each frequency range[4].
Radiated RF IEC 61000-4-3	3 V/m 80 MHz to 2.5 GHz	3 V/m	Interference may occur in the vicinity of equipment marked with the following symbol: 

NOTE 1
At 80 MHz and 800 MHz, the higher frequency range applies.
NOTE 2
These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects, and people.

1. The ISM (industrial, scientific, and medical) bands between 150 kHz and 80 MHz are 6,765 MHz to 6,795 MHz;13,553 MHz to 13,567 MHz; 26,957 MHz to 27,283 MHz; and 40,66 MHz to 40,70 MHz.
2. The compliance levels in the ISM frequency bands between 150 kHz and 80 MHz and in the frequency range 80 MHz to 2.5 GHz are intended to decrease the likelihood that mobile/portable communications equipment could cause interference if it is inadvertently brought into patient areas. For this reason, an additional factor of 10/3 is used in calculating the recommended separation distance for transmitters in these frequency ranges.
3. Field strengths from fixed transmitters, such as base stations for radio (cellular/cordless) telephones and land mobile radios, amateur radio, AM and FM radio broadcast, and TV broadcast cannot be predicted theoretically with accuracy. To assess the electromagnetic environment due to fixed RF transmitters, an electromagnetic site survey should be considered. If the measured field strength in the location in which the device is used exceeds the applicable RF compliance level above, the device should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as reorienting or relocating the device.
4. Over the frequency range 150 kHz to 80 MHz, field strengths should be less than 3 V/m.

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RECOMMENDED SEPARATION DISTANCES BETWEEN PORTABLE AND MOBILE RF COMMUNICATIONS EQUIPMENT AND THIS DEVICE:

This device is intended for use in an electromagnetic environment in which radiated RF disturbances are controlled. The customer or the user of this device can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and this device as recommended below, according to the maximum output power of the communications equipment.

Rated maximum output power of transmitter (W)	**Separation distance according to frequency of transmitter (m)**		
	150 kHz to 80 MHz $d = 1.2\sqrt{P}$	**80 MHz to 800 MHz** $d = 1.2\sqrt{P}$	**800 MHz to 2,5 GHz** $d = 2.3\sqrt{P}$
0.01	0.12	0.12	0.23
0.1	0.38	0.38	0.73
1	1.2	1.2	2.3
10	3.8	3.8	7.3
100	12	12	23

For transmitters rated at a maximum output power not listed above, the recommended separation distance d in meters (m) can be estimated using the equation applicable to the frequency of the transmitter, where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer.

NOTE 1

At 80 MHz and 800 MHz, the separation distance for the higher frequency range applies.

NOTE 2

These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects, and people.

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LIMITED WARRANTY

Stryker Medical Division, a division of Stryker Corporation, warrants to the original purchaser P100 Powered Support Surface to be free from defects in material and workmanship for a period of one (1) years for the support surface assembly and the control unit after date of delivery under normal use*. Stryker's obligation under this warranty is expressly limited to supplying replacement parts and labor for, or replacing, at this option, any product which is, in the sole discretion of Stryker, found to be effective. If requested by Stryker, products or parts for which a warranty claim is made shall be returned repaid to the factory. Any improper use or any alteration or repair by others in such manner as in Stryker's judgment 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.

CONDITIONS AND LIMITATIONS

Stryker Medical's P100 Powered Support Surface is designed for an expected service life as listed below under normal use conditions, and with appropriate periodic maintenance as described in the operations/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 here under for incidental or consequential damages arising from or in any manner related to sales or use of ay such equipment. This warranty does not extend to, nor cover:**

- Normal wear and tear; or
- Damage or product failure due to causes beyond Stryker's control such as, but not limited to abuse, theft, fire, flood, wind , lightning, freezing, clogging of mattress pores due to tobacco smoke, unusual atmosphere conditions, material degradation due to exposure to moisture; or
- Damage to support surface or support surface handles through the use of the support surface for patient transfer or transport.

* Normal use is defined as normal hospital or facility usage. Damages arising from abnormal use such as those caused by needle punctures, burns, chemicals, negligent use or improper care or improper cleaning or staining resulting from it are exempt from warranty coverage.

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 USA at 1-800-327-0770.

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 return merchandise. **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 fifth (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.

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International Addresses

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