




Expert service designed to work for you

When lives are at stake, you need someone who takes a proactive approach to keeping your equipment up and running. With our ProCare Service, you can count on trusted experts dedicated to caring for your equipment, so you can focus on what truly matters – saving lives.

We're your ideal service partner and will provide you with OEM expertise as well as propriety diagnostics tools that help us fix equipment efficiently and effectively.

Stryker's ProCare® Service plans tailored to your needs			
	Preventive maintenance	Protect plan	Prevent plan
Annual preventive maintenance inspection service	●		●
Documentation for regulating bodies	●		●
Stryker-trained service specialist	●	●	●
Stryker OEM parts		●	●
Battery servicing and replacement*		●	●
Labor and travel expenses		●	●
24-72 hour repair turnaround**		●	●
2-hour call back time		●	●

Don't see what you're looking for?

ProCare Services offers customizable packages to help fit your facility's needs. Some options include, but are not limited to

- PM-only agreements
- Co-op plans
- Onsite services
- Labor and travel plans

Preventive maintenance

Power-Pro® XT Cot

Base

Inspect the cot frame/base
Verify all welds intact, not cracked or broken
Verify no bent, broken or damaged components
Verify all fasteners secure
Verify no excessive damage to X-frame guards; replace if necessary

Cables / wires

Verify no damage or pinching of wiring harness, cables or lines
Check routing(s) and connection(s), verify no hanging wires
Verify no damaged connectors; replace if necessary

Cylinder

Verify all fasteners are secure
Verify the cylinder is adjusted so the lock nut is tight and the cot stops moving when it hits the dead stops
Inspect for and verify that no hydraulic fluid leaks; inspect the fittings and tighten as necessary
Extend cylinder rod completely and wipe down rod with soft cloth and household cleaner

Electronic Controls

Extend cot to raised position, measure and check load height
Verify "jog" function is operating
Verify high speed raise/retract is working

Wear and tear

Verify no bent, broken, or damaged components
Verify no tears, cracks, or damage to the mattress, head section, or litter frame
Verify all fasteners are secure
Verify siderails and safety bar operate and latch properly
Verify head section, backrest, and foot section operate and lock properly
Adjust pneumatic cylinder for full range of motion
Verify all welds intact, not cracked or broken
Verify all warning labels are present and legible

Hydraulics

Inspect motor mount and verify that all fasteners are secure
Verify that there are no hydraulic fluid leaks
Inspect the reservoir and verify that there are no leaks
Inspect hoses and fittings for damage or wear; replace as necessary
Verify the hydraulic velocity fuse

Manual back-up release handle

Verify the manual back-up release handle functions properly
Verify the manual back-up release handle returns to the stowed position
Verify the base extends/retracts smoothly when the manual back-up release handle is engaged
With 100 pounds or more on the cot, verify the cot does not lower when the manual back-up release handle is pulled

Settings

Verify the in-fastener shut-off bracket is configured properly
Verify the cot and fastener fit and function properly
Verify the safety bar engages the vehicle safety hook properly

Switches

Verify there is no damage or wear to either switch
Verify both switches operate correctly; replace if necessary

Wheels

Verify wheels are free of debris
Verify tires are in good condition
Verify all wheels secure, rolling and swiveling properly
Check and adjust optional wheel locks

Power-LOAD® Fastener System

Battery

Check the battery terminal screws are tight (torque to 9 in-lb)
Check the battery and replace if lifting is sluggish

Wear and tear

Check and replace worn parts, including arm covers, arm wear pads, trolley top and side covers, cot release handle springs, anchor lever cover, and cot guides
Check dead stop bumpers and replace if corner is damaged

Cylinder

Replace motor if motionless
Check cylinder rod end and replace if unit functions in manual mode with error LED illuminated

Transfer

Clean debris from the foot end lock location on the transfer
Clean debris from the top of the transfer and anchor assemblies
Clean and prevent debris accumulation from transfer roller channels
Check for hydraulic leaks
Replace the transfer lock bearing, if due for service

Functionality

Check the load and unload functionality
Replace V-guide rollers and replace transfer rods if unit is difficult to roll
Replace lift spring arms located under trolley top cover

Protect plan

- Unlimited repairs to restore equipment to manufacturer specifications.
- This includes all Stryker OEM parts and labor and travel expenses.
- Responsive support from your field service representative who is guaranteed to return your call within 2 hours.
- Guaranteed equipment turnaround time of 24-72 hours.**
- Option to include unlimited battery service and replacement.

Prevent plan

- Combines benefits of Preventive Maintenance and Protect plans.



ProCare Service packages are available for all of our emergency care equipment, include cots, chairs, fasteners, chest compression systems, defibrillators and monitors. Contact a Stryker account manager or visit stryker.com/procare to learn more about our comprehensive service plans!