

ProCare Services

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To:	Whom it may concern
Subject:	Emergency Care parts and service
Date:	October 2024

Stryker's Medical division certifies that it is the original equipment manufacturer (OEM) or sole source distributor of parts for Emergency Care products. All service parts are either manufactured by Stryker or purchased from outside suppliers who are contracted by Stryker and must abide by thorough testing and controls. These parts are all new, tested and the only ones approved for use on Stryker products.

Stryker employs its own field service team (known as ProCare Services) to service its products. Each field service technician goes through rigorous training for each product and are governed through FDA approved processes and documentation requirements. ProCare Services only uses OEM parts for repairs and has exclusive use of certain proprietary tools for diagnostics and repairs. Additionally, there are no 3rd party companies approved to provide service work. Stryker's Emergency Care products include, but are not limited to:

- Power-LOAD powered fastener system
- Power-PRO 2 powered ambulance cot
- Power-PRO XT powered ambulance cot
- Stair-PRO
- Xpedition
- LUCAS Chest Compression System (all versions)
- LIFEPAK 15, LIFEPAK 20e and LIFEPAK 35 monitor/defibrillator
- LIFEPAK 1000, LIFEPAK CR plus and LIFEPAK CR2 defibrillator

Stryker is governed and regulated by the Food and Drug Administration (FDA). Among many requirements, all tooling used in connection with servicing equipment must be calibrated and appropriately documented. This work is controlled by Stryker's home offices in Portage, MI, U.S. and Redmond, WA, U.S. Calibration and training records are available upon request.

Stryker's quality team reviews and documents service repairs. Every service event is tracked and trended to help ensure the highest level of product performance. Preventive maintenance (PM) and service history documentation is available upon request.

Please contact your local Stryker representative with questions.

Stryker or its affiliated entities own, use, or have applied for the following trademarks or service marks: LIFEPAK, LIFEPAK CR, LUCAS, Power-LOAD, Power-PRO, ProCare, Stair-PRO, Stryker, Xpedition. All other trademarks are trademarks of their respective owners or holders.

The absence of a product, feature, or service name, or logo from this list does not constitute a waiver of Stryker's trademark or other intellectual property rights concerning that name or logo.