



Dear Valued Customer,

Stryker is the sole-source provider in the Hospital (hospitals and hospital-owned facilities), Emergency Response Services and Emergency Response Training (paramedics, professional and volunteer fire) markets in the U.S. for the following products:

- New and certified-preowned LIFEPAK® 35 monitor/defibrillators
- New and certified-preowned LIFEPAK 15 monitor/defibrillators
- New and certified-preowned LIFEPAK 20e defibrillator/monitors
- New LIFEPAK CR2 automated external defibrillators
- New LIFEPAK CR2 cellular automated external defibrillators
- New LIFEPAK 1000 automated external defibrillators
- New HeartSine Samaritan PAD automated external defibrillators
- New and certified-preowned LUCAS® chest compression systems
- CODE-STAT™ data review software and service

Stryker is the sole source provider for the following products and services:

- RELI™ (Refurbished Equipment from the Lifesaving Innovators) devices
- LIFENET® system and related software
- New and certified-preowned ACLS (non-clinical) LIFEPAK monitor/defibrillators
- LIFELINKcentral™ Government Campus Solution
- MultiTech 4G and Titan III gateways
- LIFEPAK 35 Docking Station
- LIFEPAK FLEX®
- LIFEPAK Printer
- Crash Cart Stand
- Storage Bag Kit (left, right, and rear)
- Factory-authorized inspection and repair services which include repair parts, upgrades, inspections and repairs.

Stryker does not authorize any third-party companies to sell these products or services in the markets listed above. We will not fulfill orders placed by non-authorized businesses seeking to resell our products or services. If you have any questions, please contact your local Stryker Account Manager, or call 1-800-STRYKER.

Sincerely,

Matt Van Der Wende
Vice President, Americas Sales

A healthcare professional must always rely on his or her own professional clinical judgment when deciding whether to use a particular product when treating a patient and must refer to the instructions for use before using any Stryker product. Stryker Corporation or its divisions or other corporate affiliated entities own, use or have applied for the following trademarks or service marks: LIFELINKcentral, LIFEPAK, LIFEPAK FLEX, LUCAS, CODE-STAT, RELI, LIFENET, Stryker. All other trademarks are trademarks of their respective owners or holders.

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Emergency Care

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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.