Stryker Medical EEMEA – Product Technical Support Request

Technical Support Team

(TST) Assists (SP) with troubleshooting and recommends spare parts or product replacement

Service Partner

Start
(SP) Requests Product Technical Support

(SP) Opens online ticket http://mts.stryker.com & Provides Purchase Invoice or Delivery Note to End-User (in case of warranty claim)

LIFEPAK, HeartSine or LUCAS products? — YES / NO

Product Complaint already open? — YES / NO

(SP) Shares Product Complaint reference number

(SP) Opens Product Complaint and shares its reference number https://www.stryker.com/productexperience/

Continue Product Repair/ Replacement? — YES / NO

(SP) submits regular order for recommended spare parts or products (if not available in (SP) stock)

(SP) submits FOC order for recommended spare parts or products

(SP) Receives order and attempts repair or product replacement

Repair or replacement successful? — YES / NO

(SP) returns unnecessary FOC parts (if provided) and faulty spare parts or products to Stryker (if requested)

End

Customer Services

Warranty? — YES / NO

(CS) Processes the order