

日本光電 品質

QUALITY AND
RELIABILITY

TRUSTED NIHON KOHDEN SERVICE EXCELLENCE

Pioneering Excellence in Healthcare Technology



A Legacy of Quality

For over 70 years, Nihon Kohden has led the way in healthcare technology. Since our founding in 1951, we've been dedicated to excellence. Our engineers craft medical devices with meticulous care, ensuring they meet the highest standards. Quality isn't just a goal; it's our promise to patients, doctors, and hospitals worldwide.

Precision Saves Lives

Precision is our core. Every circuit, sensor, and algorithm undergoes rigorous testing. Our engineers prioritize accuracy, because they know that the correct detection of a heartbeat is crucial. We maintain high standards in everything we do, from detecting brain waves to monitoring vital signs during surgery.

Tradition and Innovation

Rooted in Japanese tradition, we honour generations of craftsmanship. But tradition alone doesn't drive progress. Nihon Kohden blends ancient wisdom with cutting-edge research. Our EEG machines, patient monitors, and defibrillators showcase this perfect harmony.

Responsibility to Humanity

Our mission goes beyond profit. It's about humanity. Nihon Kohden devices are in operating rooms, emergency departments, and intensive care units. We carry the responsibility of the lives entrusted to our technology. In this context, we adhere to the highest standards of compliance, ensuring our practices meet rigorous regulatory requirements.

In a world of constant change, Nihon Kohden remains steadfast — a beacon of precision, tradition, and unwavering commitment to those who heal and those who seek healing.

Providing You an Appropriate Solution

Decision Support

Our support is designed right from the beginning to help clinical care staff and IT service teams understand individual requirements and select the best solutions for their needs. We ensure that our devices integrate seamlessly with your existing systems to improve patient care and operational efficiency.

The aim is to simplify the decision-making process and ensure you have all the information you need to make an informed decision.

Product Consultation

Experienced advice on selecting the right devices

- Collaborate with purchasing teams to understand requirements.
- Provide insights on device features, safety, and compatibility.

Demonstrations

Showcase features and customization options

- Arrange personalized demonstrations for technical service teams.
- Showcase customization options and ease of use.



EXPERT ADVICE TAILORED
TO YOUR HOSPITAL'S
UNIQUE NEEDS



EXPERIENCE OUR
DEVICES FIRST-HAND

Ensuring Seamless Operations

You Purchase – We Care



ZERO-HASSLE SETUP

1

Seamless installation and staff training

- Certified technicians install devices swiftly
- Comprehensive training for your technical staff



IMMEDIATE SUPPORT WHEN YOU NEED IT

2

Technical assistance

- Dedicated helpline for troubleshooting
- Minimize downtime, maximize patient care



PREVENTIVE CARE FOR A STEADY SERVICE

3

Avoiding downtime

- Regular device servicing and calibration
- Upgrades
- Avoid unexpected disruptions



RAPID RESPONSE, MINIMAL IMPACT

4

Repairs and spare parts

- Certified repairs using genuine parts
- Well-stocked spare parts inventory



STAY CURRENT AND COMPLIANT

5

Software updates: Keep devices up-to-date

- Regular software enhancements
- In line with industry standards *and* customer requirements



HASSLE-FREE WARRANTY CLAIMS

6

Efficient handling of warranty claims

- Clear terms and conditions as well as efficient handling

Choose Your Way of Service

Examples of Tailor-made Packages

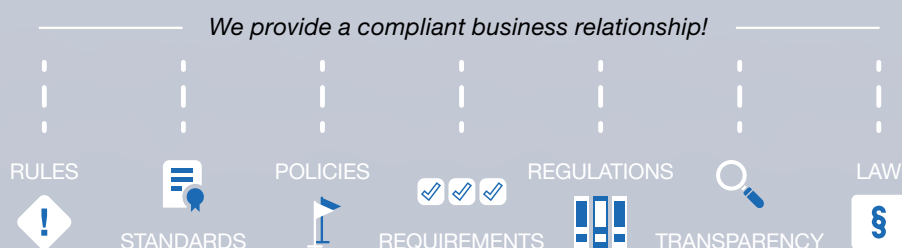
Service Components	Standard	Advanced	Premium
Technical support (phone or email)	✓	✓	✓
Preventive maintenance	✓	✓	✓
Electrical safety test	✓	✓	✓
Software update	✓	✓	✓
Maintenance report	✓	✓	✓
Loaner device for bridging		✓	✓
Inspection of main components		✓	✓
Repair (labour hours)		✓	✓
Spare parts		✓	✓
Less invoicing and booking			✓
Predictable costs			✓
All inclusive service (no extra spare parts costs)			✓

These service packages are our main examples. Certain components will be discussed and customized individually to suit your local needs. For more information and availability, please contact your nearest Nihon Kohden subsidiary directly.

Navigating Regulations

Compliance and Documentation

At Nihon Kohden, we want to be a company that dedicates its products to the service of mankind, medicine and science. Our aim is to be a company that convinces through innovation, through technological progress and through constant renewal. But we also want to be the company that is committed to continuity, diversity, humanity and absolute fairness towards its business partners, customers and employees. This fairness also includes a commitment to compliance with all applicable laws and the principle of legality within our business.





Learn more about
our trainings here.

Technical Training

Certified Courses

Broad specialist knowledge for the maintenance and repair personnel of our products is extremely important. We organize training courses for new employees or provide up-to-date specialist knowledge in our European headquarters, subsidiaries or directly at your hospital.

The seminars provide you with comprehensive know-how in theory and practice, give tips and show trends and new developments. Participants (maintenance and repair personnel) are shown how systems can be operated and maintained optimally in terms of product quality, service life and cost efficiency. We take into account the individual experiences of the participants.

- Providing skills and knowledge required to design, development, implementation, maintain, support or operate a specific technology or related application, product or service
- Customized approach that offers job-specific training and increases productivity and quality of work
- Long-term reduction in your maintenance costs due to high quality of original spare parts
- Development of training contents, training materials, presentations, online courses and conducted trainings
- Workshops for technical service teams
- Learn professional troubleshooting
- Renewal of NKE certification
- Recommendations for tools and materials

Please note that our service trainings may not be available in all sales regions. For more information and availability, please contact your nearest Nihon Kohden subsidiary directly.

Original Manufacturer Equipment

Nihon Kohden Spare Parts

Does it really make a difference which spares are used for maintenance and repair?

Yes, your Nihon Kohden product was delivered to you exclusively with Nihon Kohden original spare parts. If you start using non-genuine parts, this will affect the durability, productivity and reliability of your product.

Our services offer cost-effectiveness through affordable excellence and long-term savings. We ensure efficient procurement with a streamlined ordering process. You will benefit from a dedicated account manager to enhance our vendor relationship.

Finally

Predictable Financial Advantages

Our offerings are designed to be cost-effective, providing competitive pricing and ensuring long-term savings. We also prioritize efficient procurement with a streamlined ordering process.

Comprehensive Technical Support

We ensure reduced downtime by providing fast solutions to problems, backed up by our skilled technicians who undergo continuous training. We also guarantee timely availability of spare parts to keep your operation running smoothly.

Four Steps to a Professional Service Partnership with our Customers



At Nihon Kohden, we pride ourselves on delivering medical devices crafted with precision and excellence, all made in Japan. This promise is our commitment to quality and innovation to enhance patient care and streamline your daily practice.

Get in Touch with Us Today

Service Contact

Region	Contact
Austria, Germany, Switzerland and any other European region	service@nke.de
France	sav@nkfrance.fr
Italy	service@nkitaly.com
Spain and Portugal	tecnico@nkib.com
United Kingdom and Ireland	support@nihonkohden.co.uk

Service Training

Our trainings will be coordinated by our European Headquarters

service.training@nke.de

... or use the contact form on our website.

Elevate Your Service with "Made in Japan".



Improving Healthcare with Advanced Technology

Since its foundation back in 1951, Nihon Kohden's mission has been to improve the quality of life with advanced technology. We provide solutions for diagnosis, critical care, clinical information, and in vitro diagnostics – and we are dedicated to collaborate with you to meet the challenges of healthcare today and tomorrow.

Visit www.eu.nihonkohden.com to find out more.

NIHON KOHDEN EUROPE GmbH
Raiffeisenstrasse 10, 61191 Rosbach, Germany
Phone: +49 6003 827 0, Fax: +49 6003 827 599
Internet: <https://eu.nihonkohden.com>, E-mail: info@nke.de

NIHON KOHDEN DEUTSCHLAND GmbH
Raiffeisenstrasse 10, 61191 Rosbach, Germany
Phone: +49 6003 827 0, Fax: +49 6003 827 599
Internet: <https://eu.nihonkohden.com>, E-mail: bestellung@nke.de

NIHON KOHDEN FRANCE SARL
Centre d' Affaires, La Boursidière,
Bâtiment C – RDC, 92357 Le Plessis-Robinson, France
Phone: +33 1 49080550, Fax: +33 1 49089332
Internet: <https://eu.nihonkohden.com>, E-mail: info@nkfrance.fr
SIRET 479 402 935 00023 (RCS Créteil B)

NIHON KOHDEN IBERICA S.L.
C/Toronga 23, Oficina 1, 28043 Madrid, Spain
Phone: +34 91 7161080, Fax: +34 91 3004676
Internet: <https://eu.nihonkohden.com>, E-mail: info@nkib.es

NIHON KOHDEN ITALIA S.r.l.
Via Fratelli Bronzetti 28, 24124 Bergamo Italy
Phone: +39 035 219543, Fax: +39 035 232546
Internet: <https://eu.nihonkohden.com>, E-mail: info@nkitaly.com

NIHON KOHDEN UNITED KINGDOM Ltd.
Unit 3, Heyworth Business Park
Peasmarsh, Guildford, Surrey, GU3 1AF, United Kingdom
Phone: +44 1483 331328,
Internet: <https://eu.nihonkohden.com>, E-mail: mail@nihonkohden.co.uk