

When patient care is on the line, you shouldn't have to worry about the condition of your monitoring system. That's why Nihon Kohden Performance Care provides the most comprehensive service offering in the industry – to give you peace of mind when it matters most.

What sets Nihon Kohden Performance Care apart:

- Award-winning service and repair support
- Broadest standard service model across the industry
- Two levels of protection
- Additional services available upon request

**md buyline**

RATED #1

in patient monitoring  
or telemetry more than  
10 consecutive years\*

### TYPICAL INDUSTRY SERVICE MODEL

#### Potential workflow and patient care interruptions

- Technicians available limited days and times only
- Devices unavailable during repair or reconfiguration
- Part availability may result in significant repair delay
- Standard warranty = 1 year
- Upgrades and updates available for an additional fee

### THE NIHON KOHDEN DIFFERENCE

#### Designed for minimal disruption to workflow and patient care

- 24/7 technical, clinical, and IT support
- Remote access diagnosis and repair of gateway applications
- Consigned spare equipment and overnight loaners available while repairs take place
- Standard warranty = up to 5 years, depending on system
- Free software upgrades and updates for life of product

# Performance Care Service Program

## Service Overview

SERVICE	STANDARD PROTECTION	ADDED PROTECTION
<b>LEVEL 1: Standard Performance Care Protection</b>		
• 24/7 technical, clinical and IT telephone support	•	
• Remote access diagnosis, and repair of gateway applications	•	
• Depot evaluation	•	
• Depot repair parts and labor	•	
• Loaner units available for overnight delivery <sup>1</sup>	•	
• Exchange of some devices available for overnight delivery <sup>1</sup>	•	
• Tuition-free training for staff <sup>2</sup>	•	
• Free software upgrades and updates for life of product <sup>3</sup>	•	
<b>LEVEL 2: Performance Care Protection Plus</b> Each option purchased separately		
• Option 1: Extended warranty Provides same features covered during the standard warranty for an extended period.		•
• Option 2: On-site services <sup>4</sup> Offers added layer of protection that includes on-site technical services, when needed.		•
• Option 3: Damage protection <sup>4</sup> Covers devices beyond the standard warranty.		•

Additional Available Services: *Quoted upon request*

- Software updating service
- Equipment refresh bundle
- Refresh gateway servers
- Network enterprise upgrades

**For more information, please contact us at 1-800-325-0283 or visit [us.nihonkohden.com](http://us.nihonkohden.com)**

<sup>1</sup> Monday-Friday with weekend shipments available for an additional fee

<sup>2</sup> While under warranty; travel and expenses not included

<sup>3</sup> Labor to implement software upgrades and updates requires additional fee

<sup>4</sup> Extended warranty required

Different Thinking for  
Better Healthcare.®

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