

## Nihon Kohden Product's Warranty Policy

### Products from NKC

#### Equipment's:

PVM-2700, PVM-4000, BSM-3000, BSM-6000, BSM-1700, CSM-1500, CSM-1700, CSM-1900, SVM-7200, OLV-4200, OLG-3800, GZ-100P, CNS-6201, TEC-5600, TEC-8300, EMS-1052, ECG-1250, ECG-1350, ECG-2450, ECG-2550, NKV-550, MEB-9600, EEG-1200, EEG-1250, EEG-9100 (PC not included).

#### **Conventional warranty policy**

- 12 months from the date of installation or 12 months from delivery date
- 18 months from the date of shipment from NKC, whichever comes first.

#### **Two Year warranty policy**

- 24 months from the date of installation or 24 months from delivery date
- 36 months from the date of shipment from NKC, whichever comes first.

*This equipment warranty applies only when the customer information is provided within 1 month after delivery. Otherwise, the conventional warranty of 12 months from date of installation or 18 months from date of shipment applies. For more detail review service new NKMX-002*

### Accessories and consumables

#### *SpO2 probes, CO2 sensor kits*

12 months from date of delivery to the users or 18 months from the date of shipment from NKC, whichever comes first.

Any accessories item purchased from NKC not listed above will be warranted for 6 months from delivery date.

#### *Consumables with expiration date*

Up to the expiration date Disposable electrodes, paste, gel, and Reagents

#### *Consumables (no expiration date)*

6 months from date of shipment from NKC: Reusable electrodes, cable, electrode lead, stylus, pickup, probe, cuff, and hose.

### Service parts

Any spare part item purchased from NKC will be warranted for 6 months from delivery date.

### Warranty Coverage

This warranty does not apply if products are:

- Improperly stored, installed, used, or maintained.
- Damaged or fail to operate properly because of connection to another manufacturer's equipment without NKC's written consent.
- Technically modified or changed without NKC's written consent.
- Repaired with any parts not supplied by NKC without NKC's written consent.

## **Products from SKC**

### **Equipment's:**

SVM-7500, SVM-7600, CNS-9101, ECG-2150, ECG-2250, ECG-2350, ECG-2010

### **Conventional warranty policy**

- 12 months from the date of installation or 12 months from delivery date
- 18 months from the date of shipment from NKC, whichever comes first.

### **Two Year warranty policy**

- 24 months from the date of installation or 24 months from delivery date
- 36 months from the date of shipment from NKC, whichever comes first.

*This equipment warranty applies only when the customer information (See attached registration form) is provided within 1 month after delivery. Otherwise, the conventional warranty of 12 months from date of installation or 18 months from date of shipment applies.*

## **Accessories and consumables**

### ***Accessories from SKC***

Don't have warranty

### ***Accessories from NKC***

*SpO2 probes, CO2 sensor kits*

12 months from date of delivery to the users or 18 months from the date of shipment from NKC, whichever comes first.

### ***Consumables with expiration date***

Up to the expiration date Disposable electrodes, paste, gel, and Reagents

### ***Consumables (no expiration date)***

6 months from date of shipment from NKC: Reusable electrodes, cable, electrode lead, stylus, pickup, probe, cuff, and hose.

## **Service parts**

Any spare part item purchased from NKC will be warranted for 6 months from delivery date.

## **Warranty Coverage**

This warranty does not apply if products are:

- Improperly stored, installed, used, or maintained.
- Damaged or fail to operate properly because of connection to another manufacturer's equipment without NKC's written consent.
- Technically modified or changed without NKC's written consent.
- Repaired with any parts not supplied by NKC without NKC's written consent.

## **Products from NKOM**

### **Durable/capital goods**

- The NKV-550 Series Ventilator: Two (2) years
  - Up to five (5) additional years of extended warranty may be purchased.
- Second GUI: Two (2) years
- AIR-550 Medical Air Compressor: One (1) year

### **Accessories**

For accessories manufactured by a third-party, there is no additional warranty other than that of the manufacturer.

- Aerogen nebulizer and accessories: One (1) year
- Fisher and Paykel humidifier and accessories: One (1) year
- Great Group Medical humidifier and accessories (not available in the US): One (1) year

### **Service parts**

- Refurbished BDU or GUI: Six (6) months
- Oxygen sensor: Six (6) months
- Backup and extended batteries: One (1) year
- Expiratory flow sensor: 90 days
- Preventative maintenance kits: 90 days
- Fuses and filters: 90 days

Any consumable item purchased from NKOM not listed above will be warranted for 90 days.

Any non-consumable item purchased from NKOM not listed above will be warranted for one (1) year.

### **Warranty Coverage**

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- Damaged or fail to operate properly because of connection to another manufacturer's equipment without NKC's written consent.
- Technically modified or changed without NKC's written consent.
- Repaired with any parts not supplied by NKC without NKC's written consent.