

Hochiki Europe 2025 Customer Survey: customers confirm high satisfaction with quality, reliability and support

2 months ago



[Hochiki Europe](#) has released highlights from its 2025 Customer Survey, with respondents reporting consistently high satisfaction in the areas that matter most to specifiers, installers and facilities teams. Customers praised the experience delivered by Hochiki's people, friendliness, helpfulness and product knowledge, alongside product fundamentals such as high quality and reliable performance that helps reduce false alarms.

Service delivery also strengthened versus last year. Respondents noted improved stock availability and faster delivery, as well as high order accuracy and ease of ordering, reflecting focused investment in planning and logistics across the business.

"Customers trust Hochiki for robust, high-quality devices and responsive support, and we're delighted to see that recognised so clearly," said Shinsuke Kubo, Managing Director for Hochiki Europe. "The step forward in stock and delivery performance shows our operational investments are landing where customers feel them most."

Looking ahead, the survey points to a clear technology roadmap. Customers are most interested in aspirating smoke detection, cloud/remote access and control, multi-sensors and fully wireless systems over the next two to five years. Demand for control panels continues to centre on the half- to two-loop range, aligning with a broad mix of project sizes across commercial, education and public-sector estates.

Sustainability remains a decisive theme for many organisations. Customers expressed strong interest in circular design and end-of-life pathways, complementing ongoing product approvals and compliance requirements across European markets.

Commenting on the overall results, Kubo added: "I am very pleased with this year's survey results. Customer service is at the forefront of what we do. We pride ourselves in delivering a best in class, value-added service to every customer.

"For our customers to acknowledge this makes me very proud. These results reflect the hard work, dedication and commitment our entire team put into putting people first, which helps drive our success. I

want to thank everyone who participated in this year's customer survey.

"Your input and feedback are essential for continuing to create meaningful progress in how we support you."

The results confirm a confident market position for Hochiki Europe: trusted people, reliable products and stronger service performance, with customers energised by a roadmap focused on wireless, cloud and advanced detection, and underpinned by lifecycle responsibility. The team at Hochiki are well-aligned to deliver practical innovation that will help partners design safer, smarter life safety systems in 2026 and beyond.