

# Service & Support





**Holistic service from CeoTronics:**  
At the best price/performance ratio.

By choosing the professional communication systems from CeoTronics, you are taking the short path to German engineering expertise and communication solutions, from a certified company, which have deserves the “Made in Germany” quality seal.

**Certified and guaranteed**  
Successful quality management has significantly helped CeoTronics become the first company in its branch of the communications industry to be certified according to ISO 9001:2015 in January 2016. This was followed in 2018 by successful certification in accordance with the new PSA Regulation (EU) 2016/425. CeoTronics is a “registered NATO supplier” and is therefore recognized as an official provider.

**“Serviced by German Engineers”**  
CeoTronics employs 20 engineers in Germany alone in the departments of research and development, technical support, quality management and sales. Together with these engineers, another 25 sales colleagues ensure

that our customers receive individualized and expert advice in their demanding application areas of industry, firefighting, at airports or in governmental uses.

Development, standard-compliant testing and production, all take place at the company headquarters near Frankfurt am Main. That is not self-evident, but an important part of our corporate philosophy. This also includes not operating production facilities in low-wage countries with doubtful working conditions and no environmental protection requirements.

As a holistically oriented company, we of course offer our customers all relevant consultancy and services of the highest quality. Use this opportunity to find your needs-oriented communication solution! Our CeoTronics team will be happy to advise you in person and will also be at your side after the investment. In addition to product training sessions and system commissioning, we offer you support in all service areas, about which we provide detailed information on the following pages.



**Know-how provides safety:**  
Preliminary examinations and feasibility analyses.

Not all aspects of development can be planned on the drawing board. That is why it is not the product that is in the foreground at the beginning, but the individual customer situation. Before our development engineers become active on your behalf, we initiate detailed preliminary investigations to be able to rely on reliable facts for the development contract.

We are aware that constant change, innovation, as well as quality and cost optimization are on the agenda of every one of our customers. We have adapted to this and are developing efficient systems with appropriate services.

We always think in terms of our customers. We do not think product-, but solution-oriented and clarify in advance whether all requirements can be met under the given conditions. Our feasibility studies ask the right questions, uncover pitfalls, and provide the answers for efficient implementation.







**Customer-specific product developments**

Due to their high level of development, CeoTronics products usually offer more functions than standard products and can be used under the most demanding environmental conditions. Nevertheless, some areas of application are so specific that the products need to be individually adjusted or a new product combination needs to be looked for.

**Every industry has its challenges**

Please talk to us if you have an application case that requires individual product development or adjustment. In any case, we guarantee that the products developed for you receive all the necessary and agreed certifications for operation in the respective area of application.

**Prototypes**

Thanks to a large number of in-house development engineers, we are broadly positioned in software and hardware development to implement customer-specific projects in a timely manner.

**Increase in efficiency:**  
Product training and system commissioning.



Based on the training courses for the commissioning of our products, CeoTronics technicians or product managers provide you with intensive instruction with application-specific focuses, to achieve not at least the best possible “Return of Invest”.

We also offer an “All-round Carefree Package” for extensive system commissioning of communications systems. Not every company deems it economical to employ specialists in this field and leaves it to the CT-Technik team. In this way, we remain in dialogue and can also develop and install user-oriented software packages if necessary.

Our intensive training program for product administrators, foremen or service employees, who we train as multipliers for technical expertise and prepare for their user environment, has also proven its worth.

Topics such as transport, storage and care are also taken into account. In this way, the full potential of the communication systems can be exhausted right from the start and is not limited by the user’s level of training.

**Training sessions by CT employees are possible in the following languages:**

German, English, Spanish, French, Swedish, Dutch and Turkish.





# CT-Software-Service



**Individual, like the areas of application:**  
Programming and Up-to-date Service.

CeoTronics maintains or modifies the software for its customers and keeps it up-to-date on its own responsibility. We actively approach product managers as soon as new software packages are developed and the products can be updated.

**Stagnancy is a step backwards**

CeoTronics' professional communications systems are continually being enhanced and optimized. We recommend our CT Software Update Service on a project-specific basis so that you are always up to

date and have every opportunity to use your communications systems.

New software features or functional enhancements are usually transferred directly to the systems locally and put into operation together.



# CT-Maintenance



**For employers and employees:**  
Increase work safety, reduce the risk of absences.

Communication systems make a significant contribution to occupational safety and help to make work processes efficient. Basic prerequisite: The communication systems work flawlessly.

**Packages for maintenance and security checks**

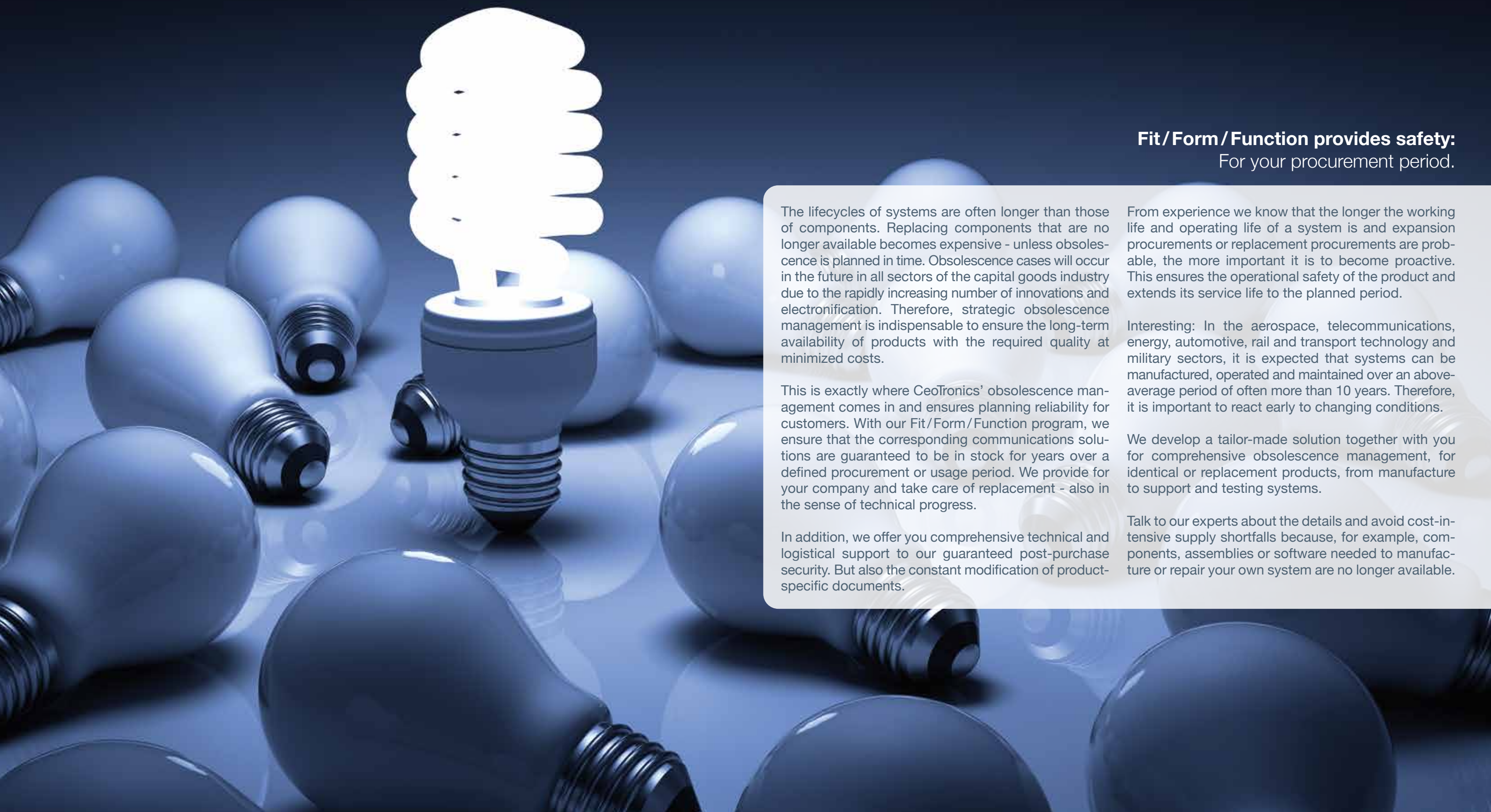
Adverse environmental conditions and high product loads cause wear and tear in daily use. Regular maintenance intervals increase functional and planning reliability and prevent spontaneous repairs. To ensure functional readiness, we put together individual maintenance packages, which can also cover warranty extensions depending on the agreement. We arrange

maintenance and inspection intervals and set, for example, the date for the replacement of ear cushions and hygiene parts which have lost their function as a result of intensive use and become hardened or dirty. We also check the sound insulation function of individual ear cushions to protect employees from hearing damage and employers from recourse claims.

We will be happy to include a tailor-made service package for you in our offer!







**Fit/Form/Function provides safety:**  
For your procurement period.

The lifecycles of systems are often longer than those of components. Replacing components that are no longer available becomes expensive - unless obsolescence is planned in time. Obsolescence cases will occur in the future in all sectors of the capital goods industry due to the rapidly increasing number of innovations and electronification. Therefore, strategic obsolescence management is indispensable to ensure the long-term availability of products with the required quality at minimized costs.

This is exactly where CeoTronics' obsolescence management comes in and ensures planning reliability for customers. With our Fit/Form/Function program, we ensure that the corresponding communications solutions are guaranteed to be in stock for years over a defined procurement or usage period. We provide for your company and take care of replacement - also in the sense of technical progress.

In addition, we offer you comprehensive technical and logistical support to our guaranteed post-purchase security. But also the constant modification of product-specific documents.

From experience we know that the longer the working life and operating life of a system is and expansion procurements or replacement procurements are probable, the more important it is to become proactive. This ensures the operational safety of the product and extends its service life to the planned period.

Interesting: In the aerospace, telecommunications, energy, automotive, rail and transport technology and military sectors, it is expected that systems can be manufactured, operated and maintained over an above-average period of often more than 10 years. Therefore, it is important to react early to changing conditions.

We develop a tailor-made solution together with you for comprehensive obsolescence management, for identical or replacement products, from manufacture to support and testing systems.

Talk to our experts about the details and avoid cost-intensive supply shortfalls because, for example, components, assemblies or software needed to manufacture or repair your own system are no longer available.



# CT-EarGuard



## These are your advantages:

- Avoidance of health damages
- No loss of employees due to hearing damage
- Safety from recourse claims
- Precise measuring of the sound insulation of individual ear pieces (ear molds) by difference sound measurement
- Preparation of measurement certificates for earmolds; compliant with EN 352-2 standards
- Documentation of all measurements including the complete measurement data set
- Robust system for use by customer (even in ambient noise)



## Occupational safety for employees: Safety for companies.

If hearing damage has occurred and is diagnosed, it is usually irreparable. The cause is often sought and unfortunately also found in the working environment. That is why the following principle applies to occupational health and safety: prevention before rehabilitation. Protect your employees with certified communication systems that can be used as personal protective equipment (PPE) and protect your company from recourse claims.

### Certified hearing protection

In-the-ear communication systems, such as the CT-ClipCom Digital, have many advantages. For example, they can be worn with individual earmolds, which are certified as hearing protection according to the EN 352 standard after the accuracy of fit has been checked.

### 360° service

CeoTronics offers therefore a service package for all ClipCom products that includes everything from taking al mold to the so-called tight fit test of the ear-mould.

### Quickly on the safe side

The CT-EarGuard measurement system developed by CeoTronics enables the accuracy of fit of individual earmolds to be checked in the shortest possible time, so that certification can be achieved. The system is mobile and with its user-friendly interface it enables a simple and rapid measurement of sound insulation.





# Delivery guarantee

## Ready for shipment in 48 hours

Our swiftness and flexibility are especially advantageous for customers who are often purchasing medium or large quantities of certain CeoTronics products. In this way, we can hold an agreed number of products in stock so that we can deliver them within the shortest possible time. This reduces your stocks and reduces the capital commitment on the customer side.

To bridging repair times, for example, we can also hold a certain number of units of your product in stock, depending on the order volume. If you have an urgent need, we will provide a quick replacement.

All this is guaranteed within 48 hours on working days.

# CT-Product guarantee

- 6 Month**  
Statutory warranty
- 36 Month**  
Guarantee in accordance with the warranty terms and conditions of CeoTronics
- 12-24 Month**  
optional additional warranty extension

## Additional warranty period – lower repair costs

CeoTronics grants a warranty\* of up to 3 years on almost all products. This is up to 30 months more than the warranty prescribed by law for electronic products.

CeoTronics has a lot of confidence in its products. Take the advantage of this confidence and an addi-

tional warranty extension of 12 or even 24 months to up to 5 years!

Talk to us about your needs, we will be happy to make you an individual offer.

\*For the exact scope of the warranty, please refer to the warranty conditions (also available as a download at [www.ceotronics.com](http://www.ceotronics.com)).





# CT-Measurement and Testing Facilities



## Measurement and testing facilities:

IP, EMC pre-tests according to DIN, EN and IEC standards and cable tests.

Continuous quality improvement and quality assurance are tenets of CeoTronics AG's corporate philosophy. To be also able to internally test Communication systems in accordance to the German Industry Standard (DIN), the European Standard (EN) and the International Electrotechnical Commission (IEC) CeoTronics AG has various test and inspection facilities with which it can perform protection class tests. For example, with regard to dust and water tightness, the testing of electromagnetic compatibility and a cable test facility.

**CeoTronics will test for you**  
Our experienced measurement engineers will support you with your developments and can provide preliminary tests for necessary IP or EMC certificates. By early detection and recording of housing, electronic problems or durability of cables, we help you to identify undesirable developments. Do you develop your own products or produce prototypes that do not compete with the CeoTronics product portfolio? Would you like to test existing products? Then contact us.





\*Unless otherwise stated in the offer, CeoTronics grants a three-year warranty against material and manufacturing defects of CeoTronics products. For the exact scope of the warranty, please refer to the warranty conditions (also available for download at [www.ceotronics.com](http://www.ceotronics.com)).



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