

# Professional service supplied by the Kathrein group of companies

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The company ESC - Electronic Service Chiemgau - belongs to the Kathrein group of companies, a group comprising 51 enterprises worldwide. ESC was founded in 1986. Successful work was the basis for the company's rise to a highly efficient service centre with more than 60 employees. Today, ESC functions as the customer service centre for well-known firms busy in consumer electronics, signal transmission and reception systems, measurement technology and telecommunications.

## QUALITY is given pride of place

Equipped with the most modern measuring instruments, profound technical know-how and a qualification above average of the employees guarantee that quality is not left to chance. All work routine is subject to the certified quality system according to DIN EN ISO 9001. Our quality consciousness is supported by highly efficient test and tuning software, fault statistics, monitoring with test equipment and many other things. Regular product training assists our technicians to get quickly acquainted with innovations.

## Outstanding competence for many areas

Our service potential not only applies to audio technology but also to RF and measurement technology. We repair:

- RF amplifiers, modulators, demodulators
- LNB's
- Telecommunication appliances, e.g. hand-held telephones, TK systems, etc.
- Satellite, TV, FM reception systems
- Measuring instruments, e.g. signal generators, mobile communication test equipment, measuring instruments, etc.
- Fibre-optic technology, e.g. optical transceiver systems
- PC equipment

We accept your challenge!

## We accept your challenge

Punctual deliveries and guaranteed quality are important prerequisites for a successful partnership. We take these requirements for granted. 6000 repairs and 4000 deliveries of spare parts each month prove this. Our flexible service technicians boast a short length of 1 to 5 days for repairs.

# ESC the efficient service company - from reception of goods to dispatch of goods

## Logistics

### Reception/Dispatch department

- Employees: 9  
Deliveries: 10.000 each month  
Received goods: 6.000 each month  
Services:
- Dispatch and invoicing to central offices or individual customers
  - Tracing of dispatched goods is possible
  - Dispatch of spare parts and appliances worldwide

### Reception of orders/Sale of spare parts

- Employees: 5  
Orders for spare parts: 4.000 each month  
Services:
- Orders may be placed by phone, fax or E-mail
  - Quick delivery of spare parts: Orders received until 2 p.m. are delivered the same day
  - Customer oriented order reception with technical support

### Stockroom for spare parts

- Employees: 5  
Availability:
- More than 25000 different parts are permanently available

## Central workshops

### Service workshop telecommunications

- Products:
- hand-held telephones (CT1+and DECT)
  - Answering machines
  - TK systems (ISDN and analogue)
  - Telephones
  - PC electronics
  - ISDN terminal units

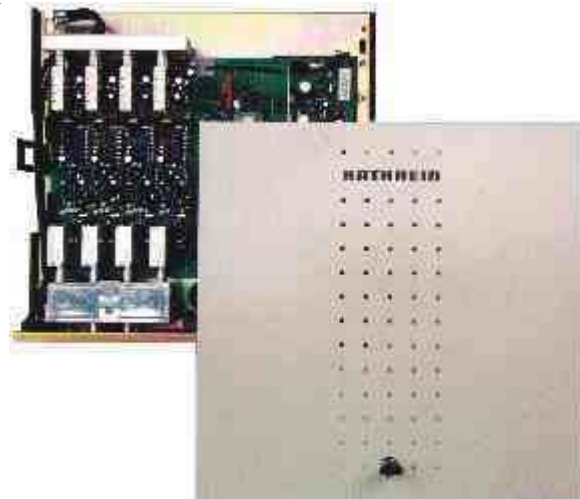
- Employees: 6
- Length of run:
- Exchange 1 day
  - Repairs 3 to 5 days
- Service:
- Permanent availability per homepage of the latest software versions
  - Service hotline



### Service workshop for signal transmission and reception systems

- Products:
- Satellite and terrestrial reception systems
  - Modulators, demodulators
  - RF amplifiers
  - LNB's
  - RF converters
  - Planar antennas
  - Fibre-optic technology

- Employees: 7
- Length of run:
- Exchange 1 day
  - Repairs 3 to 5 days
- Service:
- Service hotline
  - Permanent availability by homepage of the latest software versions



### Service workshop for signal meters

- Products:
- Signal generators, decade counters,
  - Test transceivers, measuring transmitter
  - Sat/TV/FM test receivers
  - Pulse reflectometers

- Employees: 5
- Length of run:
- Service:
- Exchange 1 day
  - Repairs 5-9 days
  - Permanent availability in the Internet of the latest software
  - Service hotline
  - Calibration service



### Service workshop for satellite receivers

- Products:
- Satellite receivers, digital and analogue
  - Antenna positioners
  - Sat reception systems for campers
- Employees: 12
- Length of run:
- Service:
- Exchange 1 day
  - Repairs 2-5 days
  - Service-hotline
  - Permanent availability in the internet of the latest software



## Your advantages at a glance

- Cost saving for clients due to bundling up repairs and work.
- Economic due to graded hourly wages allowing in compliance with agreements extra service such as hotline, express service or customer oriented order reception assisted by technical support.
- Taking over logistics and organisation of repair procedures, including guarantee control and generosity.
- Quality management system acc. to DIN EN ISO 9001.
- Environmental management system acc. to DIN EN ISO 14001.

- Establishment of detailed fault statistics and customer information in case of epidemic faults.
- Guarantee for all effected repairs.
- Short length of run for all repairs because of scheduled monitoring.
- Complete disposition, warehouse and delivery of spare parts.
- Guaranteed delivery of spare parts up to 10 years.
- Cost saving due to quick delivery of spare parts. Orders received until 2 p.m. are delivered the same day.
- Satisfied customers due to the permanent service hotline for all products.
- Extensive know-how for all export matters, such as payment of duties for imported/exported goods, preference control, etc.
- Correspondence in English, French and Italian.

## ESC Organisation chart

The organisational structure of ESC is a distinguished flat hierarchy. Short ways of communication and quick decisions regarding the handling of repairs constitute important advantages.

