

# Newsletter N°3 - 2021



## Editorial

Many regions and markets have recovered from the shock of the pandemic surprisingly quickly. The demand for raw materials, semi-finished products and components has therefore exploded in a very short time, overwhelming many supply chains that are still in a fragile state because of the corona virus pandemic. The result: a shortage of components and rapidly rising prices.

Sontex is unfortunately also affected by this development. Due to our long-term demand planning and willingness to absorb rising supplier prices and not pass them on, we were able to deliver products without major delays for

months and avoid a price increase. However, the coming weeks will be a major test: delivery times that were common in the past will be difficult to maintain for some products, and price adjustments have also become unavoidable. We apologise for this unplanned and unpleasant situation, but hope for your understanding and forbearance. We will do everything in our power to help you and to minimise the impact of this situation to you. And you have my word that prices will also be adjusted again should market prices fall. Together we will win this battle too!

We wish you a successful year-end spurt and a colourful autumn.



Olivier Carnal

General Manager

## New Product

### Supercal 5

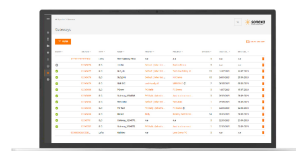
Supercal 5, in version 5 S as a combined heat meter or 5 I as a stand-alone calculator, has been available for a few months. The device, which won the Plus X Award for pioneering design, innovation, high quality, ease of use and functionality, also impresses with its modularity. Two slots are available for the use of different modules. The classic modules have two digital inputs or outputs each. In addition to that, there is also an analogue module with two outputs, which could either be voltage or current operated. In terms of communication, we also cover most market requirements with the M-Bus and the combined BACnet/Modbus module. For BACnet, the BTL listing is available. You can find more information about our modules on our website [www.sontex.ch](http://www.sontex.ch).



## Solutions

### Sonexa Platform

Our new online platform "Sonexa" serves as a data hub and makes it possible to easily transport remote readings via the new Superlink Gateway to the customer application. The Superlink Gateway has an NB IoT communication module and periodically establishes a secure connection to Sonexa. The measuring points in a building are regularly read out remotely and made available to the customer in the platform. Periodically, the data is prepared for download in the desired format or delivered via automated file transfer. It is also possible for customers to connect their IT infrastructure to



Sonexa via API and to collect the measured values via REST interface; for this purpose, we are in contact with renowned companies for industry solutions. For monitoring purposes, e.g. for industrial or commercial properties, we will enable direct access to the data on our message queue - all E2E encrypted because data security is important to us.

## Inside Sontex



Name, surname: Perez Esther

Number of years at Sontex: 28 years

Position: Employee in the production team

Hobbies: Walking and being outside in nature

My contribution to the environment: We do a lot of waste segregation in our household

Why Sontex: From the beginning, I liked the work environment and the human dimension of the company. Working in a small team means that you have to be versatile, which makes the tasks less monotonous. The human and very open dimension of the company has also always enabled me to combine my work and my family life.

My contribution to Sontex: My personal responsibility to maintain a high level of product quality.

My personal slogan: Stay positive in all situations and smile at life.

## Enbra talks about Sontex



ENBRA is a purely Czech company with a strong family tradition. This year, we are celebrating a very significant anniversary. ENBRA was founded in 1991 and has been on the Czech market for 30 years.

Originally, we started our business in the field of water and heat measuring. Gradually, we expanded our portfolio of products and services to heating, cooling and ventilation systems.

In the early days of our business, we concentrated mainly on selling goods to companies and wholesalers. These days, we focus much more on getting closer to our customers thanks to the perfect service and maximum expertise that we offer. Our goal is to provide an individual solution tailored to the needs of every customer.

Sontex has been one of the first suppliers that ENBRA started cooperating with in the very beginning of our business and it still remains one of our most valued partners. We sell tens of thousands of heat meters every year, which makes a pretty large amount in the joint history of Enbra and Sontex. We highly value the relationship with Sontex that have grown from business-like to family-like throughout all those years.

## Hello from Germany



Marc Swoboda  
General Manager Sontex Deutschland GmbH

Our team is growing and five new colleagues have recently joined us.

Nikolaos Zormpalas has been strengthening our internal sales team since May 2021.

Julia Kornfeld has taken over the tasks in marketing and as sales assistant since June 2021.

Christopher Bunge and Marcel Gatz have been working as Sales Managers North and West since July 2021.

In the area of technology and quality management, Timo Völger has been supporting us since August 2021.

In addition, we have expanded our warehouse space from 400 m<sup>2</sup> to 750 m<sup>2</sup> to ensure short-term delivery times for our customers, even during difficult material procurement periods.

## Ciao from Italy



Emanuele Fierini  
General Manager Sontex Italia Srl

The 2021 installation season is coming to an end and Sontex Italia is about to close its best year since its founding. Thanks to the contribution of our customers, we have achieved important goals for our growth and expansion in the market.

To replace the old devices (10 years old), we have installed ones with radio transmission that can be read remotely with our 4G centrals. The data are transmitted monthly to the Sontex portal or to the client's portal.

We offer new services and products that guarantee maximum transparency and freedom of choice.



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Products

Solutions

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