

Newsletter N°1 - 2022



Editorial

Sontex has experienced tremendous growth in recent years and has brought many innovative new products and systems to market. In addition, the company is directly active locally through its subsidiaries in Germany and Italy. Maintaining a high level of quality during such an evolution is a permanent challenge. Sontex has a responsibility, towards its customers and partners, but also towards the Swiss image, to provide high quality services even when times are difficult, and even to improve it if necessary. It is for this reason that we have decided to strengthen our Quality team by welcoming Urs Tanner as CQO (Chief quality officer) since the end of 2021.



He brings with him a great experience in process optimization, acquired in his positions. precedents, within international technological companies. The current goal is to establish efficient and comprehensive processes; from the partner, through our branches, to the parent company in Switzerland.

At the same time, the feedback analysis team has grown, which now allows us to react faster and more effectively. Finally, Patrick Baechler, with his experience, continues to work for safety and quality at Sontex. If you have any specific concerns, you can contact sontex@sontex.ch (general enquiries) or support@sontex.ch (technical enquiries) directly; in the sense that we can only achieve better processes and products in close collaboration.

I wish you and your families all the best and much success.

Olivier Carnal
General Manager

New Product

Superlink solution

In order to meet the increasing requirements for data reading and processing, Sontex now offers its Superlink Solution. This essentially consists of the new Superlink C gateway as well as the Sonexa Platform. The Superlink Solution is an open solution that meets all expectations in terms of flexibility and interoperability. In addition to simple on-site commissioning, extensive modifications and optimizations have been made which will make life much easier for our customers. The video shows you an initial overview of the possibilities you can expect from the Superlink Solution.

[Superlink solution video](#)

Solutions

Helios

Our new Helios production line allows us to meet market requirements in terms of flexibility and delivery times. She carries out the final customization operations of our devices according to the requests of our customers. The laser and the various communication interfaces provide Helios all the flexibility necessary for our production. Thanks to this line and the innovative SC5X product, we are able to produce and test this type of product much



faster than with the previous model. This example clearly illustrates the importance of collaboration with the industrialization and production teams from the early stages of product development.

Inside Sontex



Name, surname: Shems Musiqi

Number of years at Sontex: 1 year

Position: CPO (Chief Production & Planning Officer)

Hobbies: Football, jogging, skiing

My contribution to the environment: In my free time, I try to avoid taking the car and I travel a lot by foot, by bike or by public transport.

Why Sontex: I had never heard of Sontex before and was impressed that very close to home they could still develop, produce and market all these high quality products. The interesting products and the depth of the value chain convinced me to come to Sontex.

My contribution to Sontex: After 10 years in the automotive sector, I have learned one thing above all: efficiency is essential. I try to bring this attitude to the company because I think it's the only way for a company, with such a deep value chain, to survive in the long term in a country with high labor costs like Switzerland.

My personal slogan: I believe that life is so dynamic that one slogan is not enough to deal with all situations. Nevertheless, I find Henry Ford's slogan suits me well. If you always do what you've always done, you'll always get what you've always got. It means I'm always on the move and trying new things.

Sedical talks about Sontex



Sedical celebrates its 45th anniversary in 2022.

From the beginning, its founders brought to Spain the technology and energy techniques of the manufacturers from the rest of Europe to implement them in our country. Sedical's strength is in its team that works daily to achieve advanced applications of energy saving systems.

Thanks to the relationship with Sontex for more than 25 years, we have been among the first to introduce the need for metering in the Spanish market, long before the different regulations took it into account. Service and quality are our motto. We currently supply thousands of Sontex energy meters, and integrate many heat meters into control systems, thanks to its great communication versatility.

After so many years of relationship between Sontex and Sedical, this is more than a business, and we consider ourselves very lucky to have a serious and quality supplier to carry out our day-to-day work.

Exhibition

E-world energy & water 2022 Essen

The dates of the exhibition have been postponed to 21-23.06.2022. We will be present in hall 5 / both 110

<https://news.e-world-essen.com/en>



Mostra Convegno Expocomfort 2022 Milano

The dates of the exhibition have been postponed to 28.06-01.07.2022. We will be present in hall 7 / both R41/S42

<https://mcexpocomfort.it/>



Hello from Germany



Amendment to the German Heating Cost Ordinance

The amendment to the German Heating Costs Ordinance (HKVO) was passed at the end of November 2021 and the related changes are effective as of 01.01.2022. This means not only an obligation to install remotely readable devices and ensure interoperability, but also new notification and information obligations. From 2022, users in buildings equipped with radio devices will have to be provided with monthly billing and consumption information. To implement this regulation, we have developed the new Superlink C gateway, which, in combination with our innovative Sonexa cloud solution, is ready for connection to our customers' systems.

E-world energy & water trade fair

The E-world energy & water trade fair in Essen has been postponed from February to June 2022 to allow a larger number of participants to attend the event. We are looking forward to your visit from June 21 - 23, 2022 in hall 5 / booth 110.

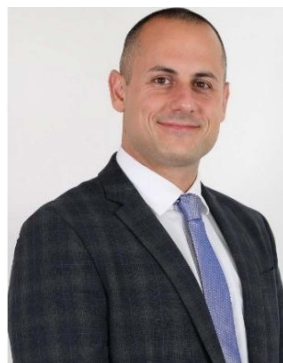
Availability Superaqua 1

Our portfolio has been extended by an electronic water meter. Since the beginning of January, the first meters of type Superaqua 1 are available and have been delivered to customers. The first feedback on installation and handling was very positive. Further variants of the Superaqua 1 will follow in the next few weeks.

Marc Swoboda

General Manager Sontex Deutschland GmbH

Ciao from Italy



The year 2022 starts with a new breath. In January we moved to our new headquarters in Reggio Emilia, which has a larger space to welcome our customers in a modern and dynamic context.

As well in this new year the Sontex family is growing, expanding its sales network, technical support and logistics. We are ready to face future challenges, offering new services and new meters.

In the coming months, we will introduce to the Italian market innovative products and technologies for the management of large projects. With a single concentrator, we will be able to receive thousands of telegrams through the LoRa network.

Emanuele Fiorini

General Manager Sontex Italia Srl



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