Product & Service Guide 2018

the SATELLITE SHOP

"A welcoming,friendly,informative experience. I will certainly use you again"

About us

We have been in business in Tunbridge Wells since 1989 and served generations of local customers,survived several recessions and witnessed many changes in consumer electronics.

What's our secret?

We won't patronise you or sell you kit you need a degree to use! We discuss your requirements and provide clear, unbiased advice based on your needs. We offer free local surveys and detailed quotes. We supply and install a complete package with the convenience of dealing with everything in one place. Our 2 year parts and labour warranty gives you complete peace of mind.

Get a Technology Makeover!

Not sure about the benefits of the latest technology? Let us explain. Call to arrange a free local home visit or come to us for a demo.

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Email	sales@satshop.co.uk

"Clear, impartial advice and information from a professional engineer who gave me confidence"

Products and services

We sell and install a wide range of technology products and services. We have access to most brands and models at competitive prices. This guide helps to explain some of the latest technology available in very basic, easy to understand terms. We regularly update the guide and our website to reflect changes in our fast moving industry. Many of the images shown are from installations we have undertaken and there are also comments received from our valued customers on most pages.

- Reception
- Flat Screens
- Cinema
- Home AV
- Networks
- CCTV
- Security
- Smart Home
- Installation
- Projects

"Very helpful, not patronising (which I have found Sky engineers to be) and left very helpful and clear guide notes."

Reception is the generic term of how video and audio channels are delivered into your home via service providers like Sky, Freeview and Netflix, for example.

As internet speeds increase more and more services are being streamed into the home. It's predicted that in the long term satellite dishes and TV aerials will no longer be required.

Terrestrial

Terrestrial reception consists a TV aerial aligned to a transmitter then connected directly or via a distribution system to a TV or set top box.
We install new aerials and aerial upgrades.
Freeview is the provider of this service in the UK.

Satellite

Satellite reception comprises a satellite dish aligned to a satellite then connected to a multiswitch distribution system or directly to a TV or set top box.
We install dishes for Sky/Freesat and foreign channel reception.
Sky provide a subscription service.
Freesat offer a free service using the same satellite dish as Sky.
There are numerous foreign channel services from various satellites.

Streamed

Streaming reception requires a broadband connection strong enough to cope with high data downloads.
Devices connect to the home network wirelessly or hardwired.
We sell a range of IPTV boxes.

Most set top boxes and TVs have built in streaming services like Netflix and Amazon etc. There is a wide range of IPTV boxes that stream foreign channel services.
Amazon Firestick, Now TV and Apple TV are all examples of IPTV.

Reception

"Very pleased with advice and repair/reconnection that followed. Very knowledgeable engineer"

Sky HD & Sky Q

What's the difference?

Sky HD works using stand alone receivers with the ability to record 2 channels at once plus on demand services. Multiroom boxes are wired and offer independent viewing from that box at each TV point.

Sky Q uses one wired central box that can record up to 6 channels at once. . Wireless multiroom boxes access those recordings from the central box. Smart phones and tablets can also view channels and recordings. Q has some UHD 4K content (with 2TB Box) and an optional bluetooth remote.

Both systems offer on demand services.
Subscri ption prices are similar with lots of options.
Sky HD is only available via independents. Sky only sell Q if you call them.

Freesat & Freeview

Freesat and Freeview are "free to air" services. They offer broadly the same channels with some variations (see our site for channel list).

All UK TVs have Freeview built in and a selection also have Freesat. Most customers want the ability to record so usually opt to go for a separate recording box. Humax are the most popular brand and they offer various models of Freeview and Freesat boxes with different recording capacity. All boxes have on demand services. .

Freesat works with the same dish as Sky.
Freeview works via a terrestrial aerial.

Note
BT offer a subscri ption service that works via a terrestrial TV aerial.
Talk Talk offer a similar package that also uses a TV aerial.
Virgin offers a service via cable that is similar to Sky.

Reception

"Completed the aerial installation and television set-up without fuss and to our satisfaction."

Languages

We have sold and installed systems to receive foreign channels since 1989 and we now sell equipment to both trade and retail customers across the UK. We provide set top boxes for both "free to air" and subscription services with reception via a satellite dish or using an IPTV box connected to the internet.

IPTV receivers usually work with either a wired or wireless network connection and require at least 4-6MBPS bandwidth to work reliably and more for HD.

A satellite system comprises a dish and receiver. Multisat and motorised dishes enable reception of multiple satellites and channels for the enthusiast.

We cater for most European languages plus Arabic & Asian, for example.

Distribution

Once you have the signal from the dish, aerial or internet it may need to be fed to multiple points. We talk about network and HDMI distribution later in this guide. An aerial signal is distributed using a splitter or amplified splitter. A satellite and aerial signal can be combined and distributed down one cable using a device called a multiswitch. There are multiswitches that are compatible with Sky HD & Sky Q plus foreign channels and there are adaptors that enable Sky Q to work using an existing multiswitch.

We design and install communal system into houses, flats and offices etc.
We sell a large range of distribution kit plus connectors and cables.

Reception

"Very pleased with advice and repair/reconnection that followed. Very knowledgeable engineer"

Flat screens

Flat screen televisions have evolved over the years and are bigger , flatter and better quality than ever. HD was a big step forward with 4K UHD now becoming popular with more content available giving a higher resolution image that is especially beneficial on large screens. Most makes offer budget , mid range and top end models of screen . All makes tout their own features and benefits but these are some of the generic features and types.

LED OLED & QLED (Light emitting diode) (Organic)(Quantam)
All budget and mid range screen pixels are lit by LED lights. LG and Sony OLED pixels are lit within the pixel itself making the image more vivid. Samsung QLED screens are a more refined version of the LED screen achieving similar picture quality to the OLED screens. OLED screens can be made thinner and there are already paper thin screens on the market albeit currently very expensive.

HDR (High dynamic range)
Many screens now have HDR which im proves the colour and brightness levels. There are different levels of HDR with more expensive screens offering premium versions There is not much content currently using HDR but it is increasing for both TV and gaming.

Curved
There isn't much difference between flat and curved in terms of specification. We tend to recommend flat especially if wall mounting as bracketry and cabling is better hidden., It's a matter of personal taste and where the screen is going to be located. Some think curved screens limit reflective glare but they don't any more than flat screens.

Smart
The vast majority of screens have smart functions including on demand catch up TV.

Tuner
All TVs have Freeview tuners and selected models also have Freesat tuners.

Size
Most manufacturers have AR apps which enable you to see how a screen will look by overlaying the screen on your mobile. TVs range in size from 22" to 88" if budget is no issue !!

"I would recommend this company. Very approachable and easy to get on with and they get on with the job in hand"

Mounting

All TVs come with a pedestal stand allowing the screen to be simply mounted on any suitable flat surface. We install lots of screens on walls or within cabinetry. Customers like clean lines and we often hide set top boxes etc away from view (more on central hubs and control later).

Flat to wall
This is the most popular method and there is a large range of mounts to accommodate the flattest screens.

Articulated
Sometimes the TV needs to angle into the room. We offer a wide range of mounting options with different stand offs and tilt angles etc.

Bespoke
We can arrange to have furniture made to accommodate TVs or other equipment to suit including motorised mounts and mirrored TVs. We also sell TVs that can be used in wet areas (outside and in bathrooms etc).

Soundbars, Bases & Subs

TVs are now so thin that most can no longer accommodate quality speakers. A sound-bar supplements the audio and can also be used for music and radio using apps like Spotify & Amazon Music. The addition of a sub-woofer gives an even better range of sound. Most sound-bars and sub-woofers work with Dolby Digital and other surround sound formats. Most also work seamlessly via the televison remote control for ease of use.

Soundbars
Generally mount on the wall under a TV or sit below on a cabinet.
Soundbases
These are designed for TVs with pedestals mounts to sit on.
Subwoofers
These usually link wirelessly to the soundbar and can be placed anywhere in the room as the deep bass sound is non directional.

Flat Screens

"I have taken advantage of your services before and have always been inpressed by the technical knowledge and willingness to help - always a good experience"

Cinema

At least 50% of a film or video games entertainment value is in the sound effects. You don't need a full blown cinema room to get the benefit. There are various sound effect technologies including DTS and Dolby, each with their own variation. The effect varies depending on the soundtrack and speaker format used but in basic terms these are the main types of cinema sound systems used in TV rooms, snug rooms and full blown cinema rooms.

2.1 The most basic format but still effective consists FL/FR/SUB 1.

3.1 An additional centre channel for clearer vocals consists FL/FC/FR/SUB 1

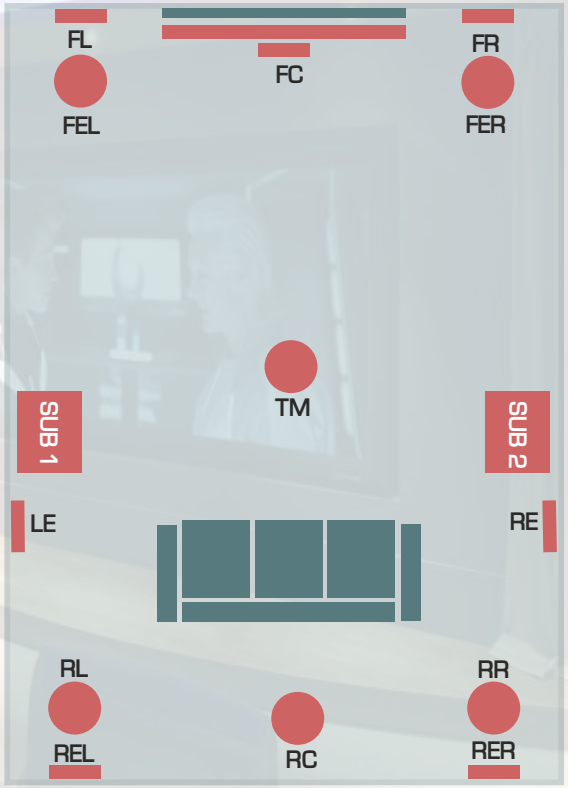
5.1 The most popular format includes rear speakers giving surround effects, consists FL/FC/FR/RL/RR/ SUB 1

7.1 to 13.2 More sophisticated sound effects can be created using extra speakers. Dolby Atmos and DTS-X are the popular formats. , Additional side and rear effect speakers are installed to give a more immersive experience. Systems can comprise up to 13 speaker combinations in various placement configurations.

Speakers can be installed on or in the wall, in the ceiling or if that's not possible use free standing surround and upward firing speakers to create the surround effects.

One or two sub-woofers can be used to deliver the non-directional deep base effect.

Many sound-bar/sub-woofer packages offer varying sound effects including Dolby Atmos. There are lots of integrated amp/speaker cinema packages available if you're on a budget, but the best systems use separate AVR amplifiers, sub-woofers and speakers.



"We found Karl most helpful and knowledgeable in his advice for setting up Sky+ in our flat. Also the engineer was experienced, quick and very competent"

Projectors

Although TVs are now available up to 75", to get the ultimate home cinema effect we recommend a projector system. This consist's a projector and a screen available up to 137". Projectors have improved massively with 4K UHD and HDR projectors now available at a realistic cost. Consider the following features when buying a cinema projector:

LENS Panel- Most projectors we sell have either DLP or 3LCD processors. There are pros and cons but you tend to get what you pay for with similar price models in both formats offering a very similar result' in our opinion.

Resolution - If you're going to install a cinema system you really want a UHD 4K model to get the best quality picture. If your on a budget then look for models with at least 1080p HD.

Contrast ratio - This is the difference between blacks and whites and everything in between. On higher price projectors with better contrast ratios blacks will be more vivid where the cheaper models will look more washed out and grey.

HDR - High dynamic range offer even brighter whites and darker blacks where supported.

Lumens - This is the measurement of the overall brightness. The higher the better.

Bulb life - Most projectors have bulbs that need changing after a determined amount of hours (3000 average). New laser projectors offer far greater quality and lamp life (20000 average or 800 or so days) although laser projectors are very expensive and would need replacing once viewing time has been used up.

Projection Screens

Screens come in fixed and retractable format.
Fixed screens are generally used in dedicated cinema rooms.
Pull down or **electric screens** are used in normal living areas.
Acoustic screens allow cinema speakers to be mounted behind the screen.
In ceiling screens enable the screen to be mounted flush with the ceiling.

Cinema

"10 out of 10 and the aerial is working very well, we are very pleased and the installer was a very nice chap"

AVR Amplifiers

The AVR is the central hub of the cinema system and where the surround speakers connect and devices such as a set top box, blu ray player or games consoles also connect. AV amps vary in power and the sound formats they offer. Only top end amplifiers have multiple outputs for Dolby Atmos or DTS X surround sound. There's way too many features to list here but these are a few to look out for:

Surround sound format - This is critical as will determine how many speakers can be connected. Minimum is 5.1 and current maximium is 13.2 depending on budget.
HDCP 2.2 : Required to view UHD 4K content using compatible kit.
DTS X - A competing format to Dolby Atmos offering a similar multichannel immersive experience.
Multi zone - Some allow a second zone to be connected simultaneously to stereo speakers in a kitchen for example.
APP control - Access and control via a wifi network using a dedicated app.
Music services - Many have built in streaming music services like Spotify, Napster & Tune in radio for example.
Wireless connectivity - Most have bluetooth connectivity and some have Apple Airplay or Spotify connect enabling you to stream music directly from your phone or tablet.

Cinema Seats

If you're constructing a dedicated cinema room you will want to install cinema seats. They can be bought in sets to form a row if required with single seats and sofas joining to form a straight or curved line. Leather & fabric materials are available in a large range of colours and finishes. Most seats recline for comfort and some have extra features like chilled cup holders, massage pads and fold out tables.

NOTE: It usually takes 3 months from ordering until seats are delivered.

" Very pleased with the service,we have used you before and will do so again in the future"

Speakers

There are a large variety of speakers and much depends on budget and what sort of installation is proposed.

In Ceiling & In Wall

This is the most discreet option if it's a new build or refurb where cables can be more easily run. We recommend in ceiling and in wall speakers with multi-room audio systems, for TV sound & in cinema rooms. Ceiling speaker grilles are available in round or square to suit. Single stereo speakers cab be used in small spaces like bathrooms. In-wall speakers and sub-woofers are available for cinema rooms. Grilles can be spray-painted to suit and there are in-wall speakers that can even be plastered then decorated to completely conceal them.

On wall

These mount using brackets and tend to come in a package that consists of small (satellite) or medium (bookshelf) speakers usually with sub for cinema sound. They can usually be mounted on floor stands too. There is a range of on wall flat frame speakers than can be disguised as art. .

Free standing/Bookshelf

If you have the space floor standing speakers do offer great value but are quite bulky. Bookshelf speakers are great quality and we often use them in traditional music systems Speakers come in various wood effect and black or white lacquer finishes so more like pieces of furniture.

Weatherproof

There are waterproof wall mounted speakers for music outside. Speakers that are disguised as rocks or planters and even speakers and subwoofers that can be installed in the ground that give a superb sound.

Home AV

"Excellent and speedy service. Stopped by on Friday and on Saturday morning the job was completed!"

Audio players

Most people stream music directly from their phone or tablet using an app or bluetooth connection.

Speaker types - Most manufacturers have a range of speakers ranging in size, quality,and price. There are amplifiers ready to connect to ceiling or free standing speakers. Some have zone players that connect to an existing sound system.

Music services - Spotify, Amazon, Apple, offer access to thousands of artists. Tune-in radio enables access to radio channels from across the globe.

Control - Music can be selected via a smart phone or tablet via bluetooth, or via the specific app from the device manufacturer.

Multiroom - Most systems enable multi-room connections and control. Denon Heos and Sonos are the most popular we sell and both allow music to be played and controlled in independent zones or in multi zones via their app in up to 36 rooms. Heos is built into the Denon range of AVR cinema amplifiers. Some players can be linked to form stereo pairs.

Voice control - More devices are now compatible with virtual assistants like Amazon Alexa or Google Home for example. Some even have voice control built in. This enable control of other smart home devices like lighting and heating too.

Turntables

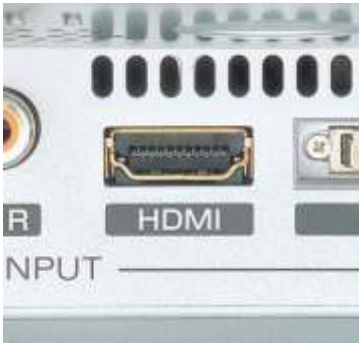
Vinyl is back in vogue !. If you have a record collection lurking in the loft and want to get nostalgic then consider installing a record deck. We regularly install turntables into streaming systems like Heos or Sonos or you can connect directly to an AVR or stereo amplifier. Turntables come in lots of classic or funky finishes and can be displayed like works of art !

NOTE: Ensure the turntable has a phono stage pre amplifier built in as some don't.

Home AV

"I was dealing with an area of technology with which I am/was not familiar and I was guided through it efficiently with clear explanations."

HDMI



All TVs and set top boxes connect using HDMI (high definition multimedia interface). HDMI is capable of delivering HD, 4K and digital audio content between devices in very high speed and quality. There is a large range of products that utilise HDMI.

HDMI leads - In lengths from 0.3m to around 20m (without issues).

HDMI Baluns - HDMI can be adapted then transmitted over data cable with 40m, 60m or even 100m options. These usually carry the IR signal enabling control at the receiver end.

HDMI splitter - If you have a HDMI device and want to send the same signal to other points you can use a splitter. You can use HDMI leads or HDMI baluns but only baluns with also carry the IR signal for control.

HDMI switch - Some older TVs only have one or two HDMI inputs. A HDMI switch enables more devices to be connected to one HDMI socket.

HDMI Matrix - Many customers now want to install all their kit in one central hub location and distribute to multiple points. Matrixes come in 4 x 4 or 8 x 8 formats although there are models up to 32 x 32.+ You connect your HDMI devices to the inputs on the matrix then data cable takes the signal to the point where a HDMI Balun is installed. You can then select any input at any of the points using the supplied remote, an all in one remote or using a control system.

HDMI Modulator - This uses the existing aerial RF coaxial distribution system and converts the device HDMI into DVB-T. The TV can then be programmed to receive the device channel via its digital tuner. These can be cascaded to more devices.

HDMI wireless - There are adaptors that send HDMI between devices wirelessly. In our experience these are not very reliable unless you invest in very expensive models. It's usually much cheaper to run a data cable and use adaptors.

HDCP - High definition content protection. HDCP 2.2 is the latest version and compatible with 4K UHD.

"Very good, helpful when dealing with payment over the phone and aftersales advice was also greatly appreciated. The pricing of the product was also very reasonable."

Networks

Networks, broadband, ethernet, WiFi !! A lot of our customers get very confused when we start talking about networking. All you know is you want your internet to work and where would we be without it nowadays ! Here are some basics:

Landline internet
Most internet is provided using the telephone copper cable via the BT network that Sky and Talk Talk also have access to. High speed fibre internet comes from the nearest BT cabinet then fed to the home using the same copper cable although many new build properties have fibre connections direct. Fibre offers much greater bandwidth making downloads speeds much quicker especially for HD & 4K content.

Virgin cable
Virgin use their own network of coax and fibre cable that connects direct to the home and offers really fast broadband. Virgin is only available in major towns and cities.

Satellite internet
If there are no other options you may consider installing satellite internet although it is only really any good for email and , limited web browsing as the bandwidth is very limited and the latency (delivery speed) is very poor. There are data allowance limits too and its expensive but better than nothing (almost).

3G/4G/5G
Mobile internet coverage and speed has improved dramatically and there are even routers that can deliver broadband into homes. Bandwidth is fast as is latency but users are generally limited to how much data they can download. There are unlimited options but they still restrict usage to stop overuse or commercial use .

Router

Your network provider will supply a router (BT router Hub 6 is shown above) which you will connect to either wirelessly with a user/pass or directly using an ethernet cable to your device if it has a LAN socket. The WiFi range from a router varies a fair bit depending on the size and structure of the property. We always suggest hard wiring devices to take the load of the wireless network where possible although phones and tablets only connect via wireless.

Networks

"Very professional and helpful. Everything went according to plan. Very satisfied"

Boosters

So you have your signal from the router but the signal is poor in some parts of the property. How do you expand coverage?

Ethernet cable
Run a cat 5/6 data cable from the router or via a network switch to the point.

Ethernet over power (EOP)
These work by sending the network signal over a ring main using adaptors. They are quite reliable but rather unsightly.

Repeater
These plug into the mains where the WiFi signal is reliable and boosts it. It's difficult to predict extended coverage, although some manufacturers state the coverage range this is not reliable.

Access point
These are what we generally install as they offer a more reliable coverage. A data cable has to be run from the router or network switch (splitter) to the position required and the access point is programmed to replicate the router so that devices switch seamlessly when required.

Mesh
If you live in a very large property and can't run data cables then a mesh network may be the answer. One access point (node) connects to the router network. Subsequent access points connect and become nodes. Between them they create the required coverage area. A benefit of a mesh network is that if one of the nodes fail the rest will still connect and provide a signal. Sky Q receivers use mesh to expand the wifi network as part of their system.

External and linking
Weatherproof access points can be used to expand the coverage outside. The network can be linked to out buildings or other areas (with power) to extend the signal. Long range mesh extenders can be used to link buildings over a wide area.

Networks

"From our Google search (East Sussex is a completely new area for us). You had one of the best listings,you responded first,visited and quoted first and then got the job."

Network Components

We sell and install a range of network components including:

Cable/Connectors - We sell Cat 6 data cable by the metre or by the roll. Copper clad or solid copper. LSZH to comply with fire regulations in internal and external grade. Patch leads are available in all lengths from 0.3m and a variety of colours.

Patch panels - Used to terminate and label locations all designed to be installed into a data rack.

Network switches - Managed and un-managed gigabit switches from 5 port to 48 port.

Data racks

These come in a variety of sizes and designed to take 19" rack mount components measure in units termed U. 1 rack U measures 44.4 cm. We use data racks not only to house network components but other technology products such as multiroom music amplifiers, HDMI matrixes and CCTV recorder for example.

Types of cabinet

Data cabinet - as shown with lockable doors.

Open rack - to mount within a cupboard.

Pull out rack - ideal if in confined space allows access to components.

Other accessories include:

Shelves - Solid or vented shelves.

Panels - Front panels designed to conceal Sky boxes, Sonos players and games consoles.

Drawers - Store remotes, spares and instructions for example.

Fans - Rack mounted thermostatically controlled to reduce heat.

Wheels - Castor make it easier to access component in the rack if required.

Networks

"The whole process from my first visit to installation was speedy, easy and enjoyable. It's nice to get a 'personal service' which is clearly lacking in the department stores and industrial estates."

CCTV Basics

CCTV stands for "closed circuit television" and used mainly for security. We have seen technology improve and prices come down over the years.

Components of a CCTV system

Cameras - Obviously the most important part of the system that dictates range and image quality!
Recorder - This is the hub of the system where the cameras connect, recordings are made and the link to the network for remote access.
Power supply - Analogue cameras require power. IP cameras usually power from the recorder or POE network switch.
Cable - Analogue cameras use coaxial cable or data cable with adaptors. IP cameras only work with data cable.
Monitor - If required most recorders connect via HDMI to a TV or VGA to older computer monitors.

Types of a CCTV system?
Broadly speaking there are 2 types of system as shown below although there are also different formats within each type. All systems we now install are HD or UHD resolution.

Analogue - Analogue systems use coaxial cable to connect the camera to the recorder with separate power. This makes it easier to upgrade older systems to HD although we still install lots of systems using coax.

IP (internet protocol) - These work via a wired or wireless network and can in theory be used within an existing network although if wired we recommend installing on an independent network if possible. There are quite a few benefits to IP cameras. Power and video connection comes via a single data cable to each camera. A network can be extended using switches and wireless extenders making it possible to connect outbuildings without the need to run cabling. Most IP cameras are ONVIF compatible making them intercompatible with other manufacturers and CMS (content management systems). All stand alone wireless camera systems are IP based. IP cameras are used in home automation systems as easier to integrate with the control software.

"I had been put off by another highly publicised shop because if had too much of everything and a 'pushy' approach. Liked the way you listened to find out what I really wanted."

Cameras

Both analogue and IP cameras come in the popular formats shown. Most work internal & external.

Vandal dome

These are used in areas prone to vandalism and constructed to make them more difficult (but not impossible) to damage.

Weatherproof

Most cameras are weatherproof but these have a cover to protect the lens from rain droplets that can distort the image. They are more obtrusive which is sometimes preferred as a deterrent.

Dome/Turret

Dome cameras (aka eyeball cameras) can be installed discreetly under a soffit or on a wall or internally.

PTZ

Pan Tilt Zoom. These enable the user to move the camera and zoom in. They can also be programmed to cover a pre set area or "tour".

Features

These are some basic camera features to consider:

Resolution - Measured in Megapixels which determines the quality of the image especially when shown on a larger screen. The higher the better ! We sell cameras from 2-12MP.
Zoom - This depends on what angle of coverage is required. Wide angle lenses cover up to 90 degrees. If you want to zoom further then consider a camera with longer range adjustable lens.
IR Range - IR illuminators work rather like a torch beam and reflect off anything in view of the camera in the IR range. More illuminators mean a stronger beam that will work over a longer distance but always brighter in the centre of the image.
Motorised lens - Some cameras have motorised lenses that can be easily focused from the DVR or via an app.
SD Card - This enables the camera to record footage internally as a backup and enabling the camera to be used stand alone and accessed from an app.

"The Satellite Shop goes above and beyond in helping customers before and with after sales service,excellent. We would recommend you to others"

Recorders

Known as DVR (digital video recorder) for analogue systems and NVR (network video recorder) for IP systems. These are the hub of the system where the camera footage is recorded and the link to the network for remote access and monitoring.

These are some features to consider:

Inputs - Domestic systems generally use 4 to 16 input recorders but there are recorders with up to 64 inputs. . Large commercial systems tend to be IP based and can handle a lot more cameras using extra network switches. Always consider possible future requirements as lots of our customers add cameras.

Storage - Footage is recorded onto a built in hard drive and the capacity will vary depending on the size of the hard drives installed and the quality of the camera and recording settings used. All recorders can be set for continual, scheduled or motion only recording which will also affect the recording capacity.

Backup- Footage can be offloaded from the recorder vis USB or remotely using a CMS via a computer.

CMS/App - All recorders can be linked to an app or CMS for remote monitoring and control. Most enable linking of multiple camera sites.

Accessories

Power supplies

Individually fused power supplies for analogue cameras.

Brackets

We sell pole mount adaptors, wall mounts and back boxes to conceal connections.

Cable/Connectors

We sell CCTV coax cable with power in black or white plus internal and external Cat 6 data cable. BNC connectors and adaptors.

CCTV

"All the information provided was more than helpful. Engineer was polite and willing to discuss any alternative ideas to provide the best solution."

Door Entry

Door entry systems are mostly used on blocks of apartments or office buildings to enable secure access for residents and workers. Systems are getting more sophisticated using fingerprint, iris or even facial recognition to enable or disable access. Video entry systems can also enable the user to monitor and record footage on the premises or remotely via a phone or tablet. New smart door locks can be operated remotely to allow entry, useful if accepting parcels etc when not at home.

Video doorbells

Video doorbells are similar to door entry systems but used for individual homes and usually enable extra cameras and other components to be connected. They operate via wifi and are accessible via an app on a smart phone or tablet. The doorbell works in conjunction with a chime like any standard doorbell but will also direct callers to your phone where you can see and talk to the visitor. Most work with smart door locks allowing you to unlock remotely and enable access. Most manufacturers allow remote cloud recording for a monthly subscription or you can manually record to the phone live.

The latest doorbells work in conjunction with Amazon devices like the Echo Show and Firestick where the live camera can be viewed live on screen i.e "Alexa show me the front door". Most manufacturers have a range of cameras that can be used internally or externally using the same app and are very reasonably priced.

Wireless alarms

Wireless alarm systems offer great value and reliability. Components work so efficiently that batteries last years. Systems connect via WiFi and can be activated or deactivated via an app using a phone or tablet. Intruder alerts can be sent via text or email. Pet sensitive PIRs mean an animal won't set off the alarm but a human will. Zones can be part armed, for example the ground floor of a house can be set while the first floor is off, useful during the night. There are a large range of components such as door contacts, PIRs and Keyfobs for convenience.

Security

"We wouldn't go to anyone else for your sort of work. We trust your judgements and you have never failed to give us 100%."

Smart Home

Smart Home aka Home Automation has been around for some years but reserved for the super rich in their homes and yachts !. Technology is now available in the mainstream market and there has been an explosion of new smart devices. Other than energy efficiency, convenience and fun these are some basic benefits Smart Home offers:

Lighting - Smart bulbs can be programmed to come on using location settings or timers if away for security. Bulbs can change hue or colour to create effects and moods. Some dim automatically to save power if depending on available ambient light.

Heating/Cooling - Smart thermostats can intelligently alter usage to be more efficient and be controlled remotely.

Security - Smart cameras can alert you to intruders or enable you to just check in. Many have speakers and microphones for two way communication. Smart door bells enable you to answer the door when your not at home and smart door locks are now available to allow you to unlock doors remotely where required or restrict access.

Blinds/Curtains - Energy efficient motorised blinds and curtains.

Entertainment - Fill you house with sound and control music selection and volume. Set top boxes,

Control

There are various ways smart home devices can be accessed and controlled.
Apps - All can be controlled via an independent app, using a smart phone or tablet.
Control system - Control systems such as Elan, Crestron & Control 4 can bring control into one place using a controller app loaded onto a phone, tablet or bespoke remote. Benefits include zoning areas and customising access to devices. The ability to program one command to enable multi ple , actions. And lots more !
Remote - Some all in one remotes can control smart devices.
Voice control - Many smart devices are also com patible with voice assistant such as Amazon Echo, Google Home. Some devices have voice assistants which are built in for convenience.

"Excellent service all round. Advice on phone was very good and installation installer knowledgeable and helpful showing us how all different sources of TV/Wii/Sky could be accessed"

Installation service

We offer installation of the products and services listed in this guide. We use our own engineers and only cover the local area. This enables us to offer an efficient service and prompt backup where required . We offer FREE local surveys with detailed quotes and we also give 2 years parts and labour warranty with all our installations.

We use our own engineers
Free local surveys
Detailed written quotes
2 Year parts & labour warranty
Local backup service

Checkatrade

We are members of Checkatrade, the vetting service you may have seen advertised on TV. You can scan the QR code shown to view our profile page and read reviews from some of the customers who have used us along with examples of work with images.

Our website lists hundreds of testimonials from valued customers. You can also view examples of some of the projects and installations we have undertaken.

Installation

"Good experience. The installer explained everything so I could understand it. Being on my own I felt comfortable."

Projects

Are you building a new property or refurbishing ?

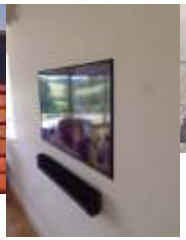
Our installations offer as much flexibility and future proofing as possible. Many of our customers like to centralise kit in a central hub and others prefer a more traditional format with equipment based in rooms.

We take care of all aspects of your technology installation including design, first fix wiring, second fix and final fix commissioning and demonstration. For projects over £5000 we tend to follow this process:

1- Meet the client to look at plans or meet onsite to discuss basic requirements.
2- Provide a proposal based on the requirements and budget.
3- Once agreed we provide a schedule for first fix wiring.
4-We supply benchmark cable and our engineers install first fix.
5-If preferred your electrician can install first fix in which case we charge a fee which is usually 10% of the total project cost. We then liaise with the electrician and make regular site visits to check on their progress.,
6 - We then install second fix equipment like faceplates, ceiling speakers, distribution equipment, network & CCTV.
7 - Final fix install is usually undertaken once decorating is complete and the site is secure and dust free.

We take payment for equipment with the order and labour on completion. If the job is undertaken in stages we take payment for equipment in advance of each stage and labour on completion of each stage.




Projects