

TekTone®

Tek-CARE®
nurse call systems

COMMUNICATIONS FOR TODAY ... AND TOMORROW.



Nurse Call | Wireless Nurse Call | Wander Management | Alert Integration | Fall Detection

Company History

In 1973, TekTone began its manufacturing operations in Lake Park, Florida. For the last 50 years, the company has grown rapidly to serve the intercommunication market both nationally and internationally. In 1998, we completed construction of our vastly expanded research and development department in the beautiful mountains of Western North Carolina. In 2016, TekTone purchased a 72,262-square-foot facility in the same industrial park in Franklin, NC and moved all operations under one roof. The new facility is more than twice the size of the previous space, which will allow TekTone to expand its workforce and output. Being a key player in the nurse call system market and doing business on five continents, this new space will accommodate the expected growth.

TekTone specializes in the design and production of high-quality, affordable, completely interoperable healthcare products including nurse call, wireless nurse call, wander management, alert integration, and fall detection, as well as other valuable systems including emergency call, apartment entry, and area of rescue assistance systems that are used in a wide range of applications. Backwards compatibility to support our legacy systems is a top priority.

Our line of nurse call systems includes tone-visual, wireless, and fully programmable systems. These systems are used as nurse call and emergency call systems in CCRC, skilled care, assisted living, senior housing and independent living facilities. They are also found in clinics and doctors' offices, and public and private hospitals throughout the world.

Mission Statement

As a family owned and operated business, TekTone is committed to providing quality intercommunication

solutions at competitive prices, supported by conscientious customer service, for the Healthcare, Residential, and Commercial markets. This is founded on the principles of sound engineering, continuous product and process improvement, efficient manufacturing, cost-effective purchasing, and ultimately, through the dedication of our employees.

ISO 9000 and Lean

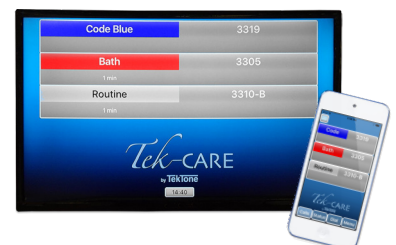
TekTone is a strong supporter of ISO 9000 international quality management standards. Since June 2002, our quality system has been registered by DQS and Underwriters Laboratories Inc. to the ISO 9001 standard. In 2008, TekTone began undergoing a Lean

transformation—focusing on getting the right things, to the right place, at the right time, in the right quantity to achieve perfect work flow, while minimizing waste and being flexible and able to change. In 2018, TekTone became certified under the ISO 9001:2015 standard by DQS.

Quality Policy

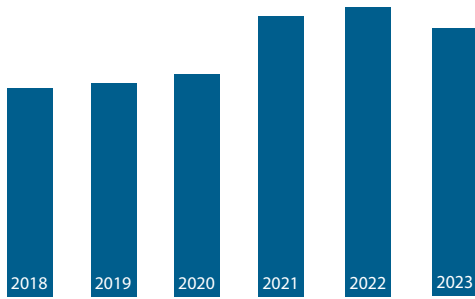
TekTone Sound & Signal is committed to quality and excellence, and to creating the total satisfaction of our customers by meeting their requirements. We are further committed to establishing, pursuing, and reviewing our production, delivery, and service objectives in order to continually improve the effectiveness of our quality management system, and where possible exceed our customers' expectations.

We believe that customer satisfaction and continuous improvement can only occur in an environment where the Company's quality policy and quality system are regularly reviewed and reevaluated and are fully understood by every employee.



50
TekTone
years
1973 - 2023

Sales from 2018 to 2023



Commitment to Product Design & Engineering

- All healthcare products are designed, manufactured and tested in the USA.
- All software is written and owned by TekTone.
- In-house engineering department.

Continuous Improvement

- We are constantly working to use new innovative technology to improve our products.
- We listen to our customers—many ideas for new features come directly from end users.
- Quality Improvement Committee that engages our TEPs in a quarterly Quality & Improvement Conference.
- Our newest systems have been developed on a modular platform. This allows additions and upgrades as new products are created.
- Backwards compatibility is a top priority, so that we can continue to support our loyal customers that use legacy products.
- We've reduced wire size and wiring complexity.
- We concentrate on those features that are useful, productive and increase staff efficiency.
- At least 13% of our annual budget is earmarked for research and development.

What We Do Best

- Customer service from the beginning—there is no end to our relationship with our customers. The members of our dedicated sales and support team have an average of more than 13 years of service with TekTone.
- We take safety seriously, TekTone was awarded the Gold Safety Award from NCDOL in both 2020 and 2022. We were awarded the Silver Safety Award in 2021.

Supply Scope

TekTone currently supplies healthcare products to both domestic and international facilities. Our products have been installed in locations such as the US, Central America, Canada, Mexico, South America, Asia, the Middle East, Africa and the Caribbean.

Recent Advances

- Our Tek-CARE570 system is TekTone's newest Wireless Nurse Call System. The Tek-CARE570 system is a versatile wireless nurse/emergency call system that offers a wide range of device options to suit the needs of many types of care facilities. Available devices include emergency call switches, pendant transmitters, door alarms, universal transmitter, and much more.
- The Tek-CARE750 is TekTone's first Fall Detection & Monitoring System with Sensing by Vayyar. The Tek-CARE750 provides completely touchless, fully automatic fall detection that works in all lighting conditions. Vayyar's imaging technology allows caregivers to see the human body without identifying the person, ensuring rapid response in all scenarios, while maintaining privacy at all times.
- Tek-CARE400 GEN3 is the newest generation of our best-selling, fully customizable nurse call system. This system has completely redesigned patient stations with a revamped appearance and a brand-new snap-on mounting design, ensuring a clean look. The Tek-CARE400 GEN3 customizability creates a user-friendly system for both staff and patients. We also redesigned our NC415AV Master Station. The NC415G3 Master Station has a new and improved, highly responsive LCD screen and a combination the functionality of previous NC415/AV master station versions into a single device and a single part number at a single competitive price!



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TekTone's quality system is registered by DQS to the ISO 9001:2015 standard. (Reference #10001510.)

