

# ZETTLER care communication systems



The leaders in safety and efficiency

The power behind **your mission**



# Care communications for the 21st century

Our Care Communication Solutions team provides a range of innovative solutions designed to meet the needs of today's healthcare environment. Our priority is the safety and integrity of our nurse call systems.

Our mission is to help hospitals save time and money by driving efficiencies with systems on a single platform. We are proud to say this combination makes us almost unique in the market.

## Creating safe working environments

Caring for patients is the most important task of healthcare professionals. Communications between staff, patients, and visitors play a key role in challenging healthcare environments.

Our wide range of ZETTLER systems help healthcare managers supply safer environments for people.

These systems are designed to meet the exact needs of a variety of different healthcare establishments.

## We're known for our backward compatibility

There can be nothing more frustrating than making a major investment without the reassurance your provider is with you all the way as you grow and adapt.

Our systems are backward compatible to make for easy integrations.

In addition, our new product ranges can replace older items without costly rewiring and disruption.



## Our specialisms

- Nurse call systems
- Real-time location systems
- Staff attack systems
- Wanderer alarm and infant security
- Disabled WC systems
- Distress alarm systems

# The story of the world's first nurse call system

In 1877, a young Alois Zettler founded his company. He was the proud inventor of many products, including nurse call and security systems. His guiding principles were innovation, quality, and reliability. It's on these three pillars that ZETTLER has built an international reputation for quality. Today, ZETTLER systems are sold in more than 35 countries.

## Our philosophy - why customers choose us

We believe our products should be based on a deep understanding of the environment they will operate in. Since our systems are used on a daily basis, they need to adhere to the strictest of standards to ensure that clients and users continue to trust the reliability and ease of use of the ZETTLER brand.

## A passion for excellence

There's one common theme about a ZETTLER product - we're passionate about what we do, and that shows in our approach, solutions, and service.



# Designed for the healthcare workplace

## Enhancing patient experiences

Evidence shows that a hospital's environment can play a major role in patient experience and outcomes.

Since our healthcare communications range is so central to everyday life in these workplaces, we understand the connection between good design and patient satisfaction.

## Listening to our customers

Only by gaining a deep understanding of how parties interact with each other in the healthcare workplace can we truly deliver excellence through our products.

We place tremendous emphasis on listening to our clients' needs.

## Technology you can trust

Ultimately, the unit's essential functionality is of even greater importance than aesthetic design considerations.

In a healing environment, it's vital the unit operates with optimum reliability.



# Proactive infection control solutions

## Hospital-acquired infections

Therapy-associated infections are infections that patients contract as a result of medical or surgical treatment.

Infections are caused by fungi or bacteria and can be made worse by the weakened immune system of individual patients.

Typical contact surfaces in hospital rooms are often contaminated with methicillin-resistant *Staphylococcus aureus* (MRSA), as well as other bacteria.

Bacteria growth on surfaces that are regularly touched is a major challenge for healthcare professionals.

Therefore, effective hygiene measures in the fight against the transmission of harmful bacteria are of paramount importance.

## Anti-microbial plastics

Since our new plastic room units incorporate an anti-microbial feature, they offer superior protection over other 'coated' options that are more susceptible to scratching and wear and tear.



Developed with a world leader in this field



# Leaders in system safety

When choosing a partner to provide your hospital's care communications, it's absolutely vital to consider the key areas that will support your system's foundation.

We recognise this and, together with our customers, we have developed integral safety features that even exceed the requirements of common codes of practice.

## Zetsafe - for system safety and integrity

The advantage of our platform lies in the fact that the different layers of monitoring work in conjunction to create a safe foundation for the system.

Under normal conditions, general and emergency calls will be forwarded to a nurse registered in the area.

However, ensuring the system continues to operate even in cases where there is a fault is important.

Since our system is based on circuits that are divided into independent segments that can be as small as a single room, any rule exceptions to normal operation will

be immediately detected and will only affect the system locally. It will never disable the entire system.

With IP-based systems, the failure of a LAN switch device could normally mean a whole suite of rooms is no longer able to signal call information to a central display.

Our Zetsafe emergency mode system will automatically provide a secondary communications path to maintain basic system functionality.

## Asking the big questions

When clients are faced with a choice of nurse call systems, they are often faced with a bewildering array of features that need to be examined.

One area that often does not get the attention it deserves is the monitoring platform. This is important because it underpins the whole system.

- What would you do if your nurse call system suffered a failure in the middle of the night?
- What would be the consequences of emergency calls not getting through?
- Who would take responsibility?
- How do you ensure that any issues are monitored and addressed?
- How can you avoid the risk of alarm fatigue setting in?

We can answer these and many other key questions.

## DIN VDE 0834 System Certificate

We are proud to be fully compliant with this stringent code of practice. Our ZETTLER Medical® 800 system has been tested and certified the conformity with the requirements of DIN VDE 0834 by an independent certification body.



# A choice of wiring configurations

The system can be configured in three typical ways:

- Using a network structure known as LON (Local Operating Network)
- Using an IP network structure known as LAN (Local Area Network)
- Alternatively, the system can combine both

## Standard contemporary wiring to future-proof the installation

With IP cabling, you can be assured that your choice of system will future-proof your organisation and mitigate the risks of unnecessary unforeseen costs in the future.

## Unique backwards compatibility - saving considerable costs and disruption

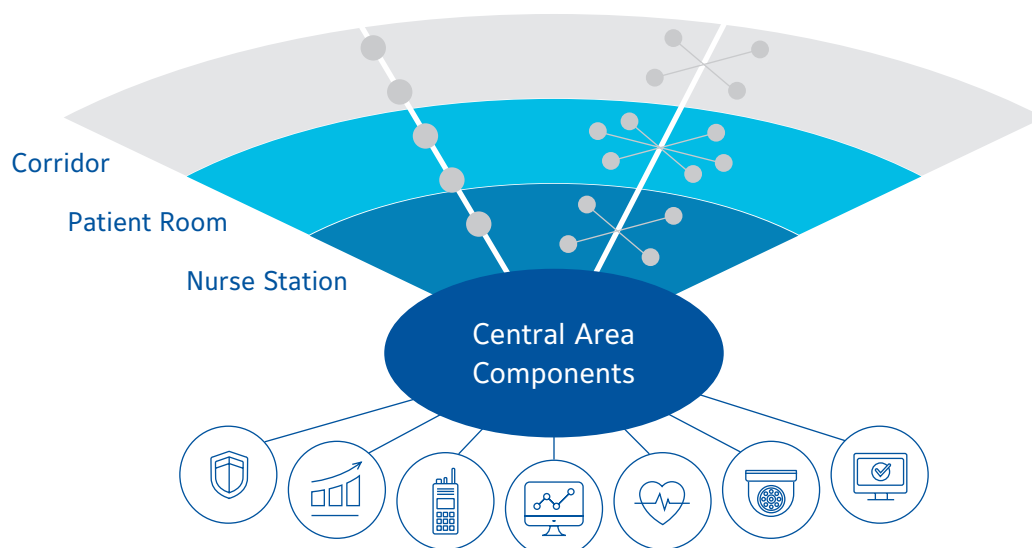
In cases where an existing site is upgraded and extended, our unique combined LON and LAN wiring concept, enables cables to be reused, hence saving considerable costs and disruption.

## IP at the bedside information at your fingertips

IP-based media terminals at the bedside allow entertainment and information to be delivered to the patient whenever it is needed. Installations can be kept simple with a single link between the ward area and the main IP infrastructure.

## Easily extendable

The ZETTLER Medical 800 IP System can also be expanded to add other disciplines such as staff attack, real-time location, and mobile telephony systems.



# Real-time location systems (RTLS)

Improve safety and efficiency

## Your organisational goals

To begin with, we listen to your organisation's concerns and targets.

Typical issues include the need to locate staff and equipment, improve response times, drive operational efficiency, and patient/staff safety.

## How does it work?

Badges and asset tags with unique IDs constantly report their location to ceiling-mounted infrared/radio frequency receivers.

We establish a clinical-grade standard by combining safe, invisible infrared (IR) light and the communication capabilities of Radio Frequency Identification (RFID). This provides the most precise locating technology available to healthcare.

Staff, patients, visitors, and assets can all then be located and tracked in real time to deliver operational workflow efficiencies.

## Return on investment

The key to getting any capital investment approved is so often Return On Investment (ROI). We will help justify these goals with our technology.

## Integrated with ZETTLER nurse call platform

The system sits on our established Zetsafe Safety and Efficiency platform. This enables you to easily add nurse call and staff attack components while keeping costs and disruption to a minimum.

## Advantages of RTLS and nurse call on one network

### Integral Nurse Call Automation

A common request is Nurse Call Automation. As nurses enter the room, their 'presence' is automatically registered and time-stamped. The active 'presence' condition will automatically reset as they leave the room. This also captures nurse rounding data.

### One network - less cost and disruption

By combining systems, there's less wiring and disruption.





# Information on the move

## Mobile applications and web services

When planning your healthcare communication system, it makes perfect sense to consider the various types of information in your building that, for reasons of safety and efficiency, you'd like interfaced in a way that improves your day-to-day operation.

Our clients are increasingly looking to receive and manage their calls

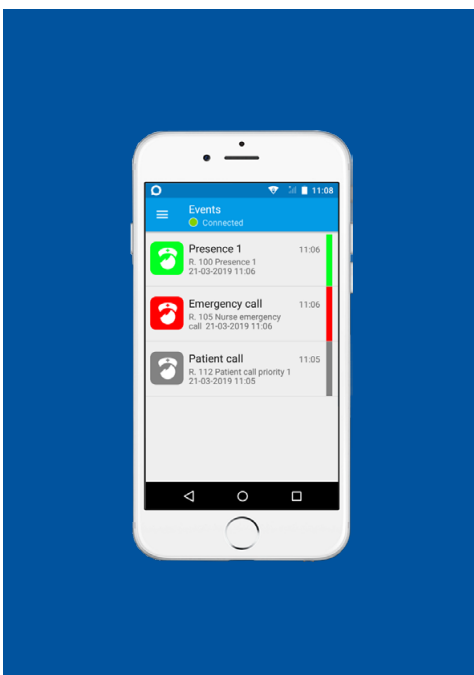
on the go. Furthermore, they are keen to manage inputs from various sources on a single platform.

Our messaging and alarm platform is fully IP and monitored. It also provides mobile applications and web services.

Typical integration requests include digital communication systems such as nurse call, security systems, real-time location, patient information systems, and medical care systems.

Applications/web services include mobile devices, reports, and graphical views. One simple illustration of its use would be nurse call integration where incoming calls can be directed to staff mobile devices as well as nurse call displays.

Messages can either be viewed in a simple-to-understand prioritised list or in the form of an easy-to-read graphical display. Alternatively, you can speak directly to patients from wherever you are using a speech-enabled nurse call system.





## Room applications

The following section provides typical illustrations for different types of application within hospitals.

Examples include bedrooms, WCs, and accident and emergency departments.

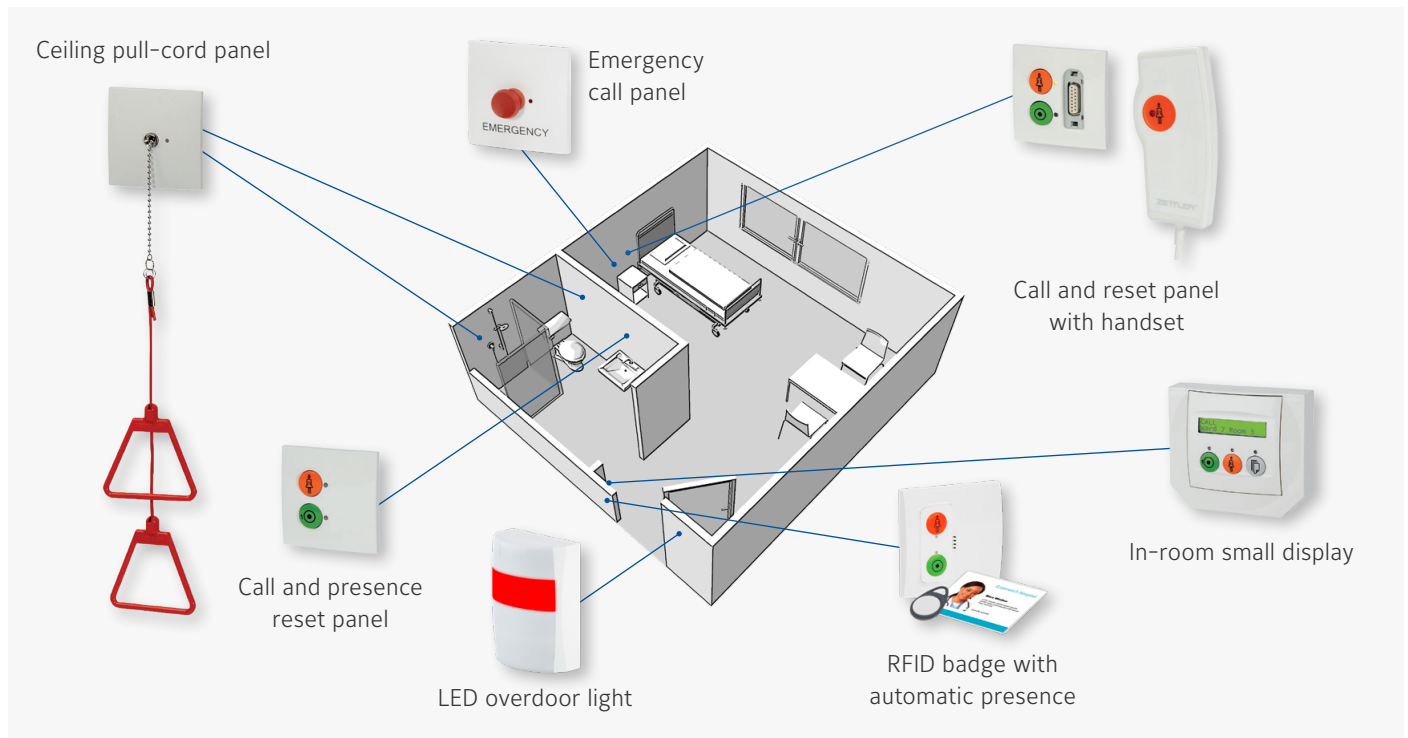
In each case, products and locations are provided to guide your understanding of what is required.

One of the outstanding features of our system is how it can be easily adapted to different specification requirements.

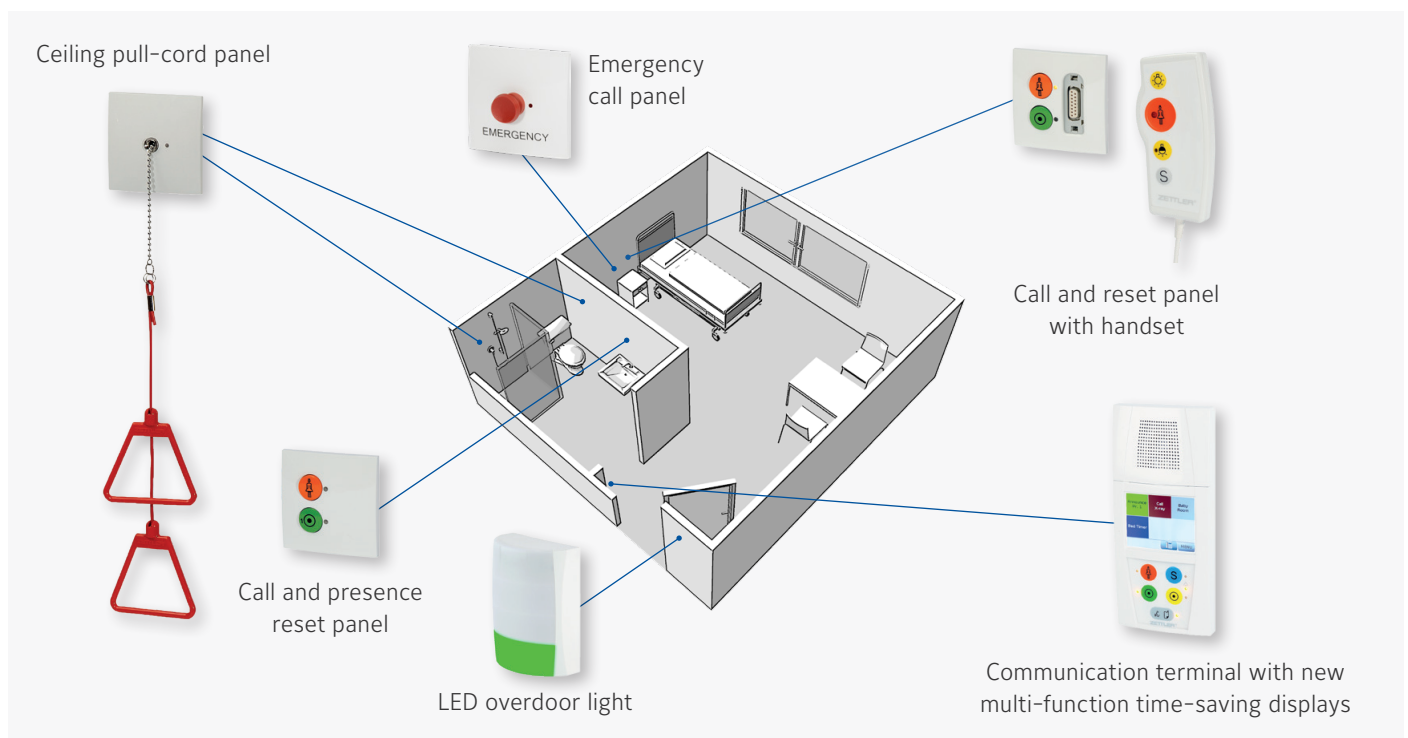
We have a wide range of solutions that will address the vast majority of needs – not all of which are shown in the following pages.

# ZETTLER Medical® 800 in use

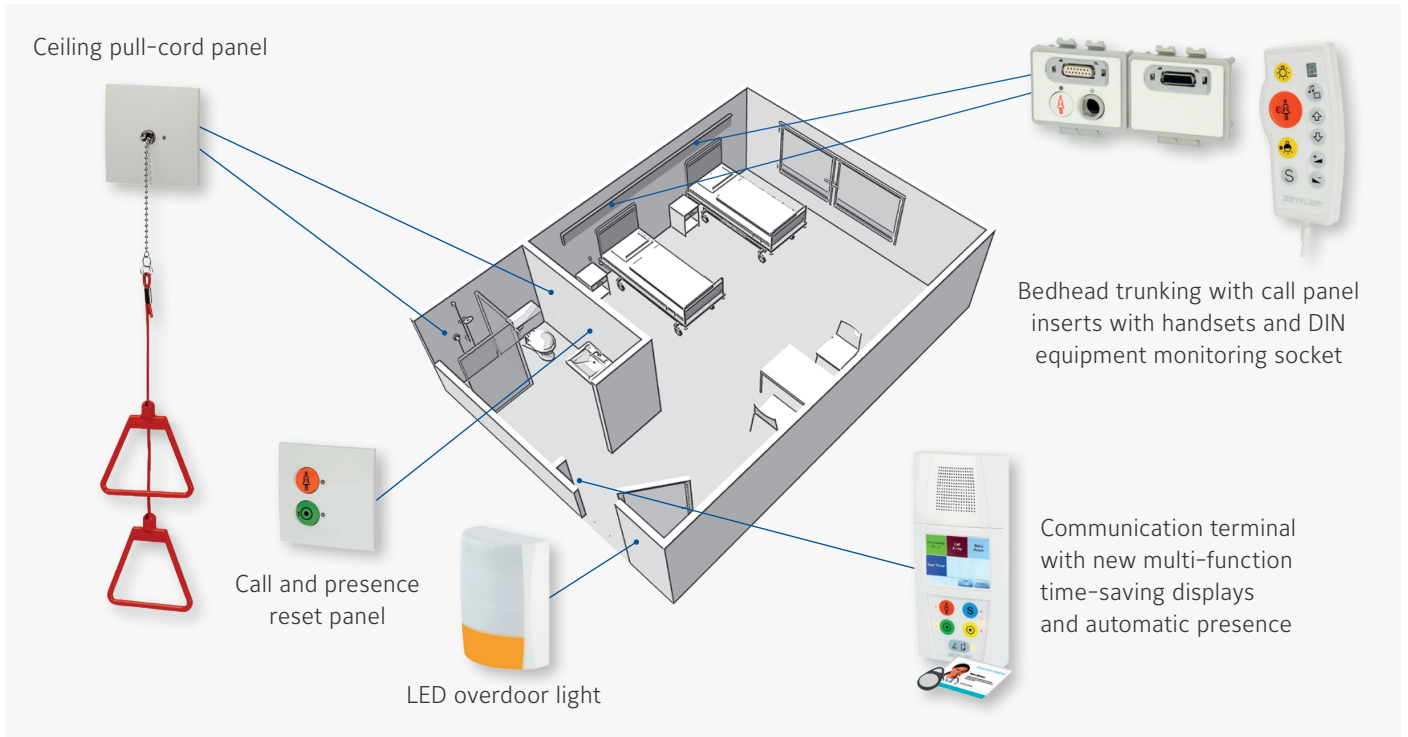
## Patient room - one bed, without speech



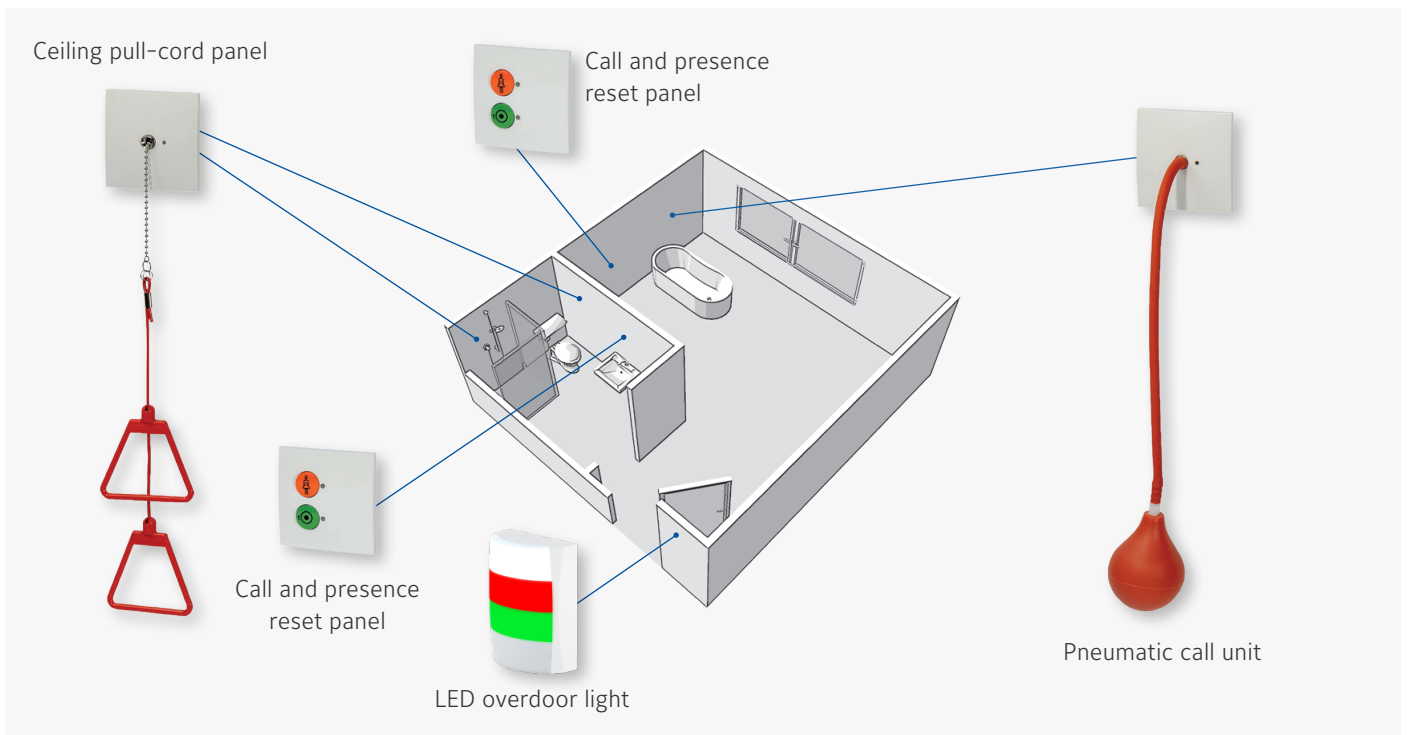
## Patient room - one bed, with speech



## Patient room - two beds, bedside services, with speech

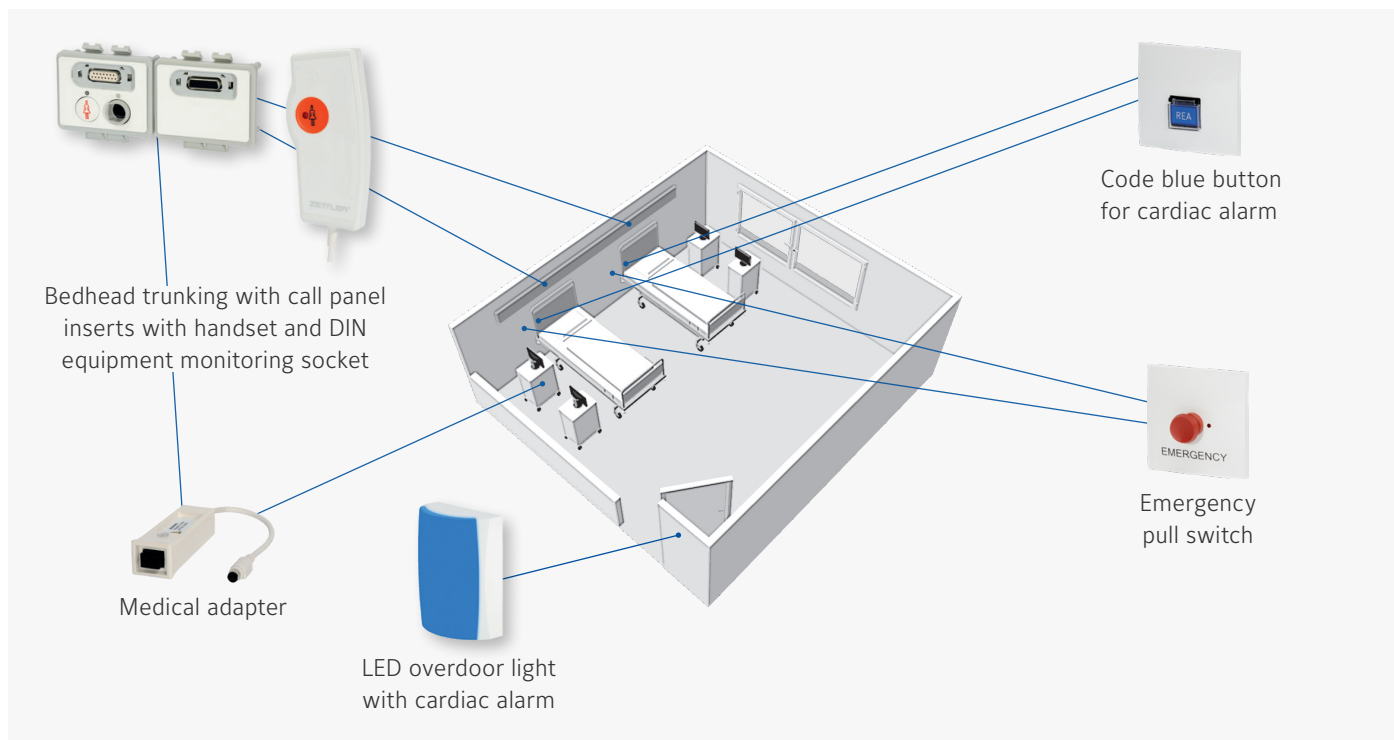


## Assisted bathroom

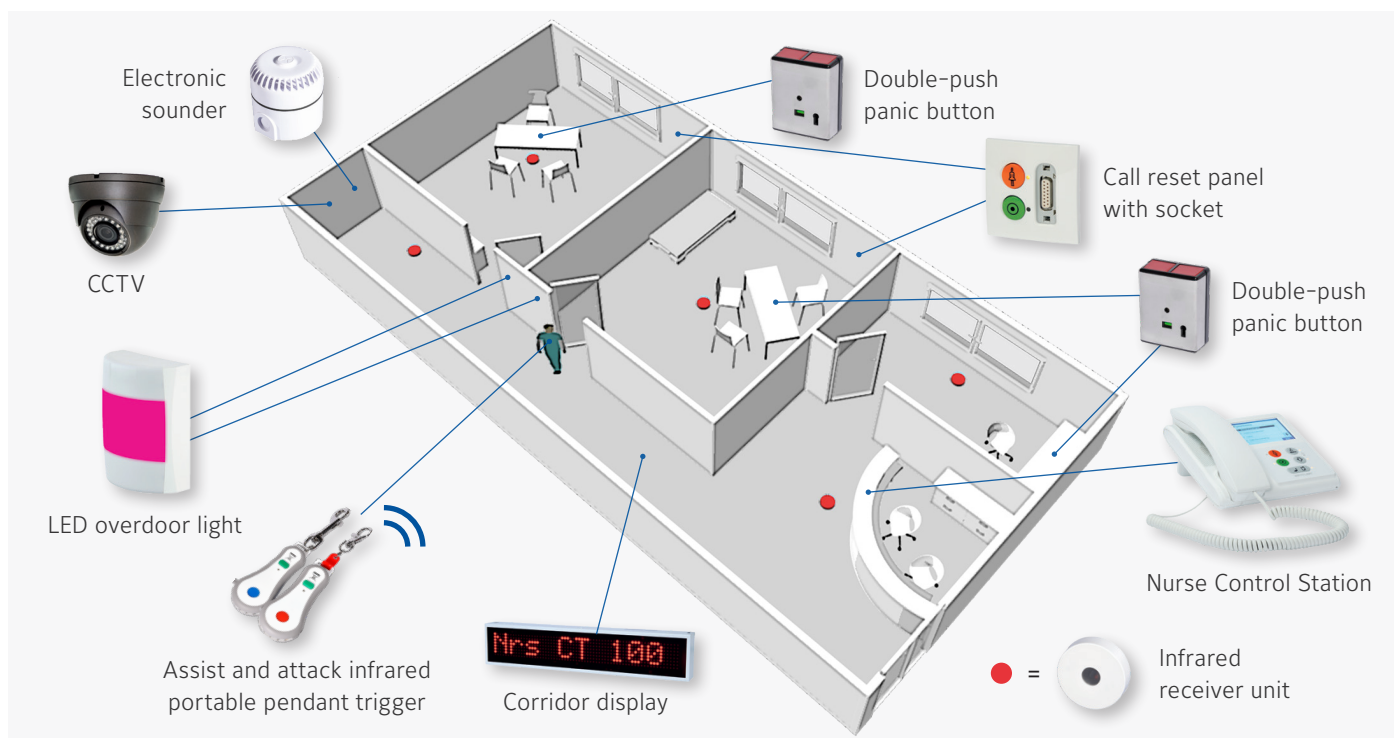


# ZETTLER Medical<sup>®</sup> 800 in use

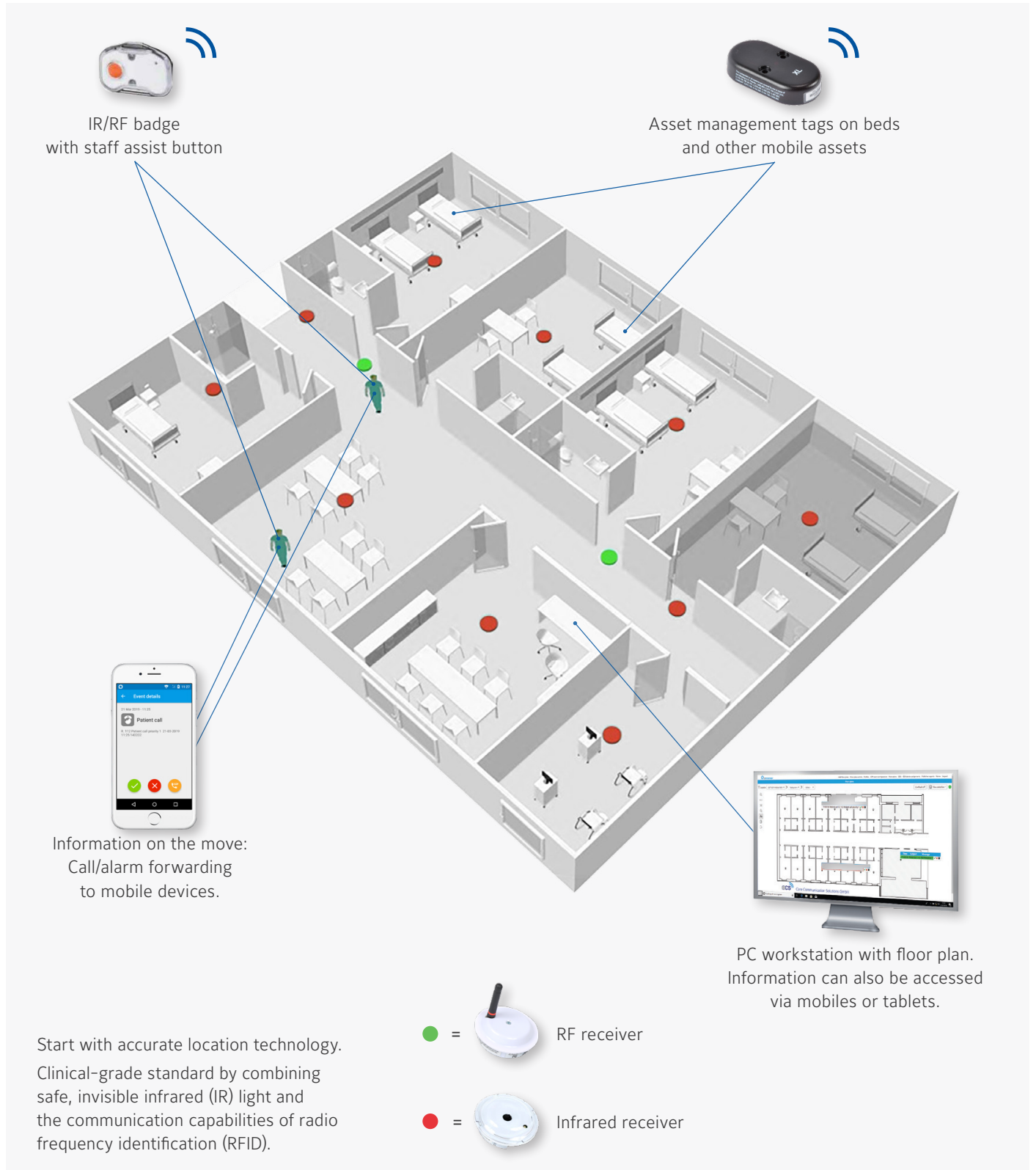
## Intensive care room



## Accident and emergency department - Staff Attack application



## Nurse base and ward - real-time location application



## Product highlights

The following section provides a more detailed overview of each product group together with the key features and advantages. For the complete range and even more detail, please refer to our full catalogue.

At CCS Care Communication Solutions, we are proud of our care communications suite of products. We place great importance on listening carefully to our client's needs, which is reflected in the quality and reliability we are known for.





# Displays



## A wealth of clear information and easy to use

From desk- and wall-mounted station units, to PC-based displays, our units display precise call types and calling locations according to preset priorities. Calls are generally displayed in a prioritised order, with the most urgent and oldest call at the top of a scrollable list.

### Nurse control station

This staff unit displays and controls all station-related events and fits perfectly into a flexible and modern care organisation.

Numerous options include:

- 'Nurse-to-Patient' speech
- 'Nurse-to-Nurse' speech
- Announcements
- External calls
- Room 'listen-in' facility
- Acknowledgement message



Large colour touchscreen allows layers of information to be easily accessed. Screen simply guides the user through the functions, such as assigning rooms to care groups or calls to mobile or fixed point devices.

Crystal-clear audio providing the facility for 2-way speech. Speech can be either hands-free or - for privacy - via handset.

Desktop and wall mountings available.

To suit your preference, the unit can be operated by touchscreen or keypad.

To assist with infection control, the membrane keypad ensures that the surface can easily be wiped clean.



### In-room small display

This is our optional in-room display which is ideal in cases where it's useful for staff to have an immediate view of all other calls on the system.



### LCD display units

Located at strategic staff locations, these non-speech units display the highest priority of active call and indicate call type, location, and group/station.



### Corridor displays

Our larger corridor displays are ideal for viewing active calls and presences from a distance.



### Group and directional lights

Otherwise known as 'follow me lights', we have a wide range of group and directional lights to help staff locate calls.

# Software suites



## Many different ways to assist you

Our PC Workstation software suites help visualise all system events at a glance. Whether graphically on imported floor plans or in a traditional list, our views are freely configurable to suit your needs.

## mediGraph

High-end and fully scalable PC-based management tool to visualise all system events (text and graphics) within a station or the entire premises. Full control over standard system operations.

A combination of both view sets is also possible.

Our software is powerful, visually intuitive and yet incredibly easy to use.

To satisfy any reporting requirements that you may have, data logging information can easily be exported for historical analysis of call and response times.

This can be done by ward or globally. Care managers can also produce customised call exception reports.



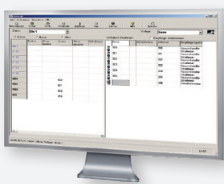
Depending on the capacity situation in the healthcare institution, patient "rooms" can be assigned quickly and flexibly to another care group within the same station or to a care group of another station. There is no need for extensive modifications.

Our scalable software applications can oversee just a small group of patient rooms, one or more stations to a complete hospital wide employed nurse call system.

Call and presence information is displayed by just taking the handset off the speech unit. A speech connection to the calling patient is automatically established.

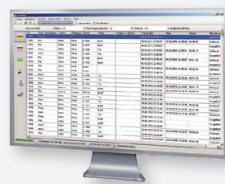
Furthermore, calls into one room, a group of rooms or announcements to predefined groups of room or into the whole system can be easily activated with a simple push of a button.

Day and night shifts can be switched manually or automatically in a time-dependant way.



## mediPage

The assignment of pagers to stations, care groups, rooms or beds is stored in "pager templates". These can be activated individually for each station or in shift mode for the entire system.



## medilog

PC tool to oversee all system events through text and graphics within station or entire premises. Also logs calls, alarms, messages, presences, tag information, voice communication, shift changes, and faults.



## Alarm and communication platform

When planning your healthcare communication system, it makes perfect sense to consider the various types of information in your building that, for reasons of safety and efficiency, you'd like interfaced in a way that improves your day-to-day operations.

# Multi-functional display



## Easy to use and saves time - for staff bases, corridors, and bedrooms

These have become one of our bestsellers. With touch-safe screens, large coded displays, built-in intercom, different levels of call, RFID Audit Trail and time saving apps - all of which are completely configurable.

### CT Touch - our multi-functional display

'IP Ready' in-room touchscreen display. Used for speech-based systems, it boasts a large clear-view colour touchscreen display for ease of use.

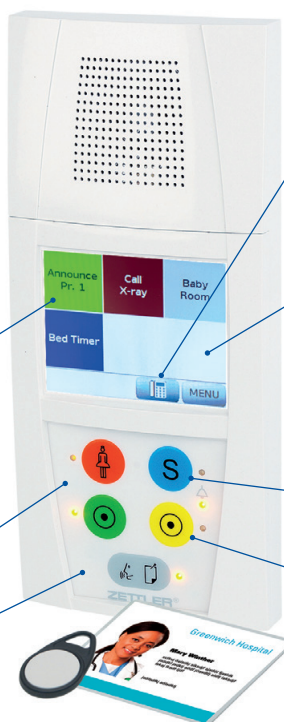
Can be used for various communication options:

- 'Nurse to Patient'
- 'Nurse to Nurse'
- Announcements
- External calls

A simple press on the touchscreen will activate an announcement to all areas where the first level of presence is activated.

Anti-microbial protection and easy-clean membrane keypad

Integrated RFID reader allows staff to be automatically identified



Optional press button to enable telephone keypad for internal or external calls.

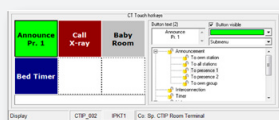
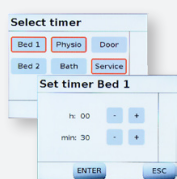
Crystal-clear audio providing the facility for 2-way speech. Speech can be either hands-free or - for privacy - via a patient handset.

Colour-coded calls instantly aid and alert staff to urgency of call. You can also personalise settings such as the contrast or menus.

Time-saving features for staff such as room to room calling options.

Configurable buttons to meet needs - i.e. 'bed free' or 'next patient' calls.

There are two levels of presence as standard. Different calls can be assigned to the different presences registered.



### Timer reminders for repetitive tasks

Care staff are often time poor and distracted by their duties. This feature allows carers to set a reminder in hours or minutes - for example, repeat medication cases, bed turning.

### Colour-coded screens to show call status

People react faster to colours than text. That is why we have created our colour-coded customisable large screens.

### Customisable apps

Up to six helpful one-touch buttons can be customised to suit your needs. Common requests include room cleaning, announcements or timer prompt facility.

### Want real-time location?

You can cost-effectively directly add real-time location receivers directly to our CT Touch displays - no extra network needed.



# Overdoor dome lights

## Attractive design, futureproof, configurable colours with Zetsafe individually monitored lamp segments

These units are available with or without room-control electronics. They control and monitor patient and staff calling units. Easy-to-understand lights combined with sound help staff manage calls effectively.

### Ultra-efficient overdoor dome lights

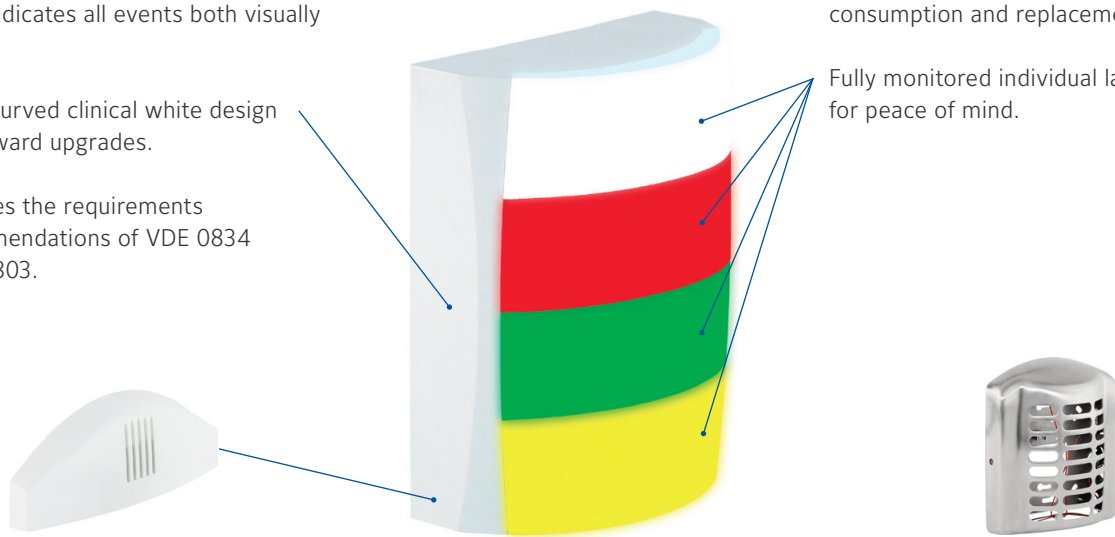
Controls and monitors patient and staff call units. Indicates all events both visually and audibly.

Attractive curved clinical white design – ideal for ward upgrades.

Fully satisfies the requirements and recommendations of VDE 0834 and HTM 0803.

Ultra-low current LEDs reduce energy consumption and replacement downtime.

Fully monitored individual lamp segments for peace of mind.



Optional: addition to base tone sounder – completely synchronised to flash with the frequency of the lights.

Optional: security cover for more challenging environments.



### Room controller with and without lamp

Our standard room controller for all non-speech applications is available with or without the light. It controls room units and indicates all events from the room visually and audibly.



### Low-voltage LED technology - life cycle advantage

We are proud to employ ultra-low voltage technology that will extend system life and lower running costs.



### Standard calls

Our new Multi-Coloured Overdoor LED light will perform the combinations required for everyday use: normal calls, WC calls, diagnostic calls, assistance calls, emergency calls, cardiac calls, presences etc.



### Customisable lamp segments

The ability to customise lamp colours is one of our latest features. This means you can now tailor colour combinations to suit – i.e. room needs cleaning/room in isolation.

# Wall combinations



## Room unit design - we are proud of our quality

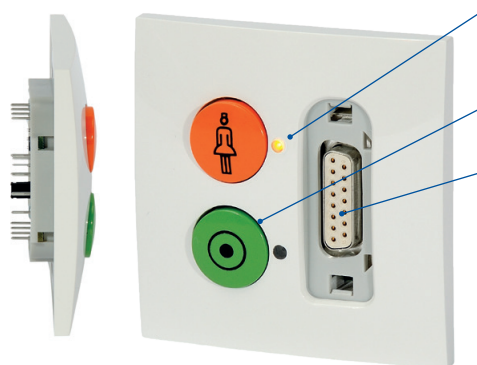
Since our new plastic room units are anti-microbially treated, they offer superior protection over other 'coated' options that are more susceptible to scratching and wear and tear.

## Our call panels

Our modular system makes it simple and economical to swap out components, saving money, time, and disruption. We have a wide range of units to suit most environments.

Features at a glance:

- Superior anti-microbial protection
- Fully monitored
- Interchangeable 'swap-out' components
- Optional integral presence buzzer
- Hospital trunking insert modules
- Surface or flush mounting options
- Easy-release safety sockets
- Reset only or reset/presence options



New, attractive slimline design.

Integral light for reassurance and call status.

Large, tactile buttons.

To save cost and downtime, the socket and plug have been designed to release quickly with undue cord stress - a 'plug removed' call will follow.

For even greater safety, all patient call circuitry is monitored for faults.



Choice of buttons and colours.



## Wide range of special sockets

As well as call and reset/presence options, we have call panels that include an integral DIN socket that can take inputs from external equipment - i.e. alarms from patient monitoring equipment.



## Call panels (code blue, mushroom)

Where a general emergency or cardiac call needs to be raised, we also have a selection for this purpose. This includes our 'pull-on/push-off' emergency panel.



## Containment adaptor options

We have a range of call unit modules which can be incorporated into horizontal and vertical bedhead containment trunking.



# Patient handsets



## Patient handsets - designed for the modern healthcare environment:

To assist in the battle against Healthcare Associated Infections (HAI), our new range of handset plastics, cords, and plugs are anti-microbially treated for even greater protection. Our room units also receive the same treatment.

## Patient handsets

We have a wide range of configurable handsets to cater for the needs of the modern care environment. As standard, we can provide a whole host of options.

Features at a glance:

- Superior anti-microbial protection
- Fully monitored for peace of mind
- Cost-effective suite of spare parts
- Numerous safety features
- Entertainment facilities
- Anti-static
- Easy speech facility
- IP 67 versions available

A large bright and illuminated button with reassurance light, complete with a tactile ridge for easy use.

Optional 'hotel' services button.

To save cost and downtime, the plug and socket have been designed to release quickly when faced with undue cord stress.



Optional buttons for room/bed light control and dimming. Other options include roller shutter, radio/TV switch and volume controls - all configurable.

All handsets can be cleaned with a wipe for effective infection control.

Ergonomically designed to suit the curvature of the hand, our patient handsets provide easy operation.

All patient call circuitry is monitored for faults.

Standard 35mm headphone socket for entertainment with automatic voice override.

IP 67 versions can be immersed in a disinfecting solution.



## Patient handsets

With different button combinations, cord lengths (3, 5, 10m as standard), our handsets have been especially designed to be attractive, ergonomic, and superbly reliable for long-term use.



## Handset bracket and blanket clips

With speech handsets, patients can choose between a hands-free (when in bracket) or discreet mode. Blanket clips prevent handsets from slipping.



## Patient handsets with speech

An integral microphone and speaker allows speech for an efficient response to patient needs. Patient can choose between a hands-free or discreet modes with our easy speech facility.



## Commitment to after sales service

To save cost, time, and disruption, we stock a comprehensive range of spare parts at sensible affordable prices. This is also part of the CCS Care Communication Solutions commitment to protecting the environment.



# Staff attack and distress alarm

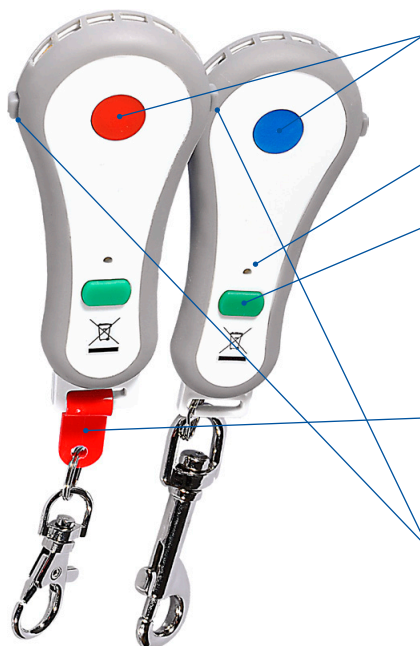
## Taking care of your staff, patients and visitors

In difficult working situations, the reassurance that our well-designed staff attack system can offer is invaluable. For staff on the move, alarms can be raised via portable transmitter units. With a simple press of a button, the system will raise the alarm, notify security, and provide the location of the incident for a swift response.

## Staff attack system

- Triggers - light, robust and discreet
- Provides exact call location
- 'Assistance' and 'Attack' levels
- Low battery audible/visual indication
- Two call options - assistance or attack

Our fully integrated, unobtrusive, portable infrared transmitter units have been designed to be lightweight and robust.



Created to suit the curvature of the hand, they have large, bright, tactile buttons to make operation easy.

The trigger unit will also give a reassurance signal when the transmitter's test facility button is pressed and battery strength is recorded as positive.

Triggers can be recharged with a charger unit if necessary.

When tugged away to raise an 'attack' alert, it does not detach from unit and remains with person for added safety.

Alternative 'double-push' staff attack buttons to satisfy police response requirements.



### LCD display units – status is provided in a clear and easy way

This unit displays the highest priority of active call and indicates call type, group/ward, and location. If more than one call is active, just scroll through the list.



### Fixed-point panic buttons – for wall and desk mounting

Fixed-point panic buttons can be added. Where police response is required, a 'double push' can be used.



### Ceiling-mounted infrared receivers – discreet and reliable

These units have been designed to give excellent reception and are suitable for almost all environments. An integral light indicates that an alarm call has been received.



### Logging and tracking facility – ideal for security managers

A vital log of events can be kept to archive activity. When used with PC graphic displays and with the portable transmitters in attack mode, tracking is enabled.





# Real-time location options

## Save time, money and improve safety

Hospital staff, patients, visitors, and assets can all be located and tracked in real time to deliver workflow operational efficiencies. Modules all share the platform – Bed Management, Asset Management and others all connect.

## Real-time location system complete with staff attack feature

- Real-time location technology (IR/RF)
- Dual transmission for added security
- User ID
- Asset tracking capability

These dual technology RF/RFID badges deliver the benefits of people and asset location as well as staff attack in the same badge.

Extensive battery life to save money and enhance security. When idle, intervals between signals are longer and saves on battery life.

Unique identification codes mean that users can be easily identified and safely located when necessary.



Badge can be affixed to clothing and clients' existing ID tags can be attached to the outside of the unit.

A simple, ergonomically designed button can be pressed to summon assistance.



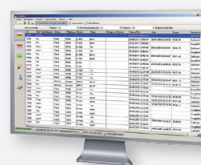
## IR/RFID badge – safe and reliable

These lightweight portable units transmit their location in real time to the ceiling receivers. The wearer's ID card can be affixed. An integrated staff attack button is also included.



## Asset location – managing material resources

By utilising small, lightweight tags affixed to assets, the location of equipment is constantly updated in real time. This information can be displayed on a PC with our software.



## Automatic presence/mediLog

Assets, colleagues and even visitors can all be viewed and located in real time.



## Ceiling-mounted IR and RF receivers – discreet and accurate

The receivers are available in two types – a short range infrared for accurate positioning and a longer-range unit for more general supervision.

# Integration

## Zetsafe safety and efficiency network

Our network is designed to integrate all areas within the healthcare facility using secure and continuously monitored interfaces for optimum system resilience.

### Patient and staff safety systems

- Staff attack
- Patient monitoring and wandering
- Infant security
- Pressure mats
- Voice-activated alarms
- Movement detectors



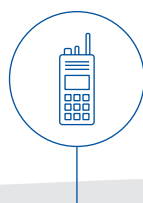
### Real-time location systems

- Real-time location technology
- User-friendly graphic displays
- Asset tracking
- System integration options
- Prompts
- User ID



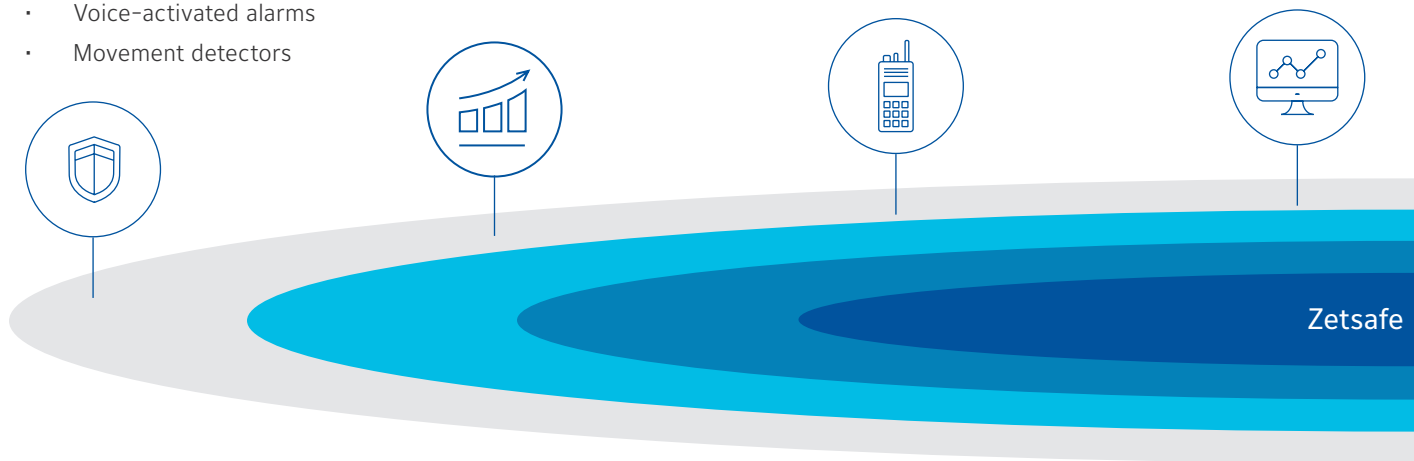
### Entertainment systems

- TV
- Radio
- Games
- Video on demand
- Internet



### Communication systems

- Pagers
- DECT phones
- PABX
- Mobile phones



### TCP/IP gateway

The TCP/IP gateway is the interface between conventional LON-based systems and our new future-proofing TCP/IP-based systems.



### Foreign system interface

This interface can be used to transmit alarm information from, for example, a fire detection system into Medical 800 via a serial RS-232 interface.



### Entertainment systems

We can integrate our nurse call system with a variety of entertainment systems in a safe and fully compliant way.



### Security systems

Our system can integrate with intruder, fire alarm, and other systems. Additionally, security can be alerted via pagers and CCTV can record events in the activated locations.

We support a wide range of different interfaces from simple input-output units to the latest in TCP/IP-based communications to fulfil your needs. Interfaces are rigorously tested, certified, and monitored to satisfy demanding standards.

### ns systems

### Medical systems

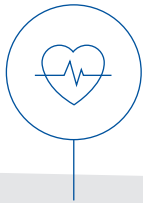
- Bedside lighting
- IV pumps
- Containment trunking
- Medical/electrical devices

### Security systems

- Fire alarms
- CCTV
- Voice evacuation
- Asset tracking
- Drug cupboard monitoring

### Alarm receiving and service center

- Remote maintenance
- System diagnostics
- Alarm receiving facilities



Network



### Care communications server

Designed to operate in environments where robustness and continuity of operation are vital, our care communication server offers a wide range of interfaces for the integration of various technological areas.

### A wide range of interface protocols

One-way and bi-directional communication protocols, analogue (RS-232/485) and digital (TCP/IP), ensure the highest operational standard in flexibility (XML/ESPA-X / ESPA 444 / ESPA input and others).

### Medical adaptor EN 60601-1

Where medical equipment is connected to raise an alarm, our EN 60601-1-1-compliant interface can be deployed. This electrical isolation creates a barrier that protects the patient.

### Telephone interface IP/ISDN

For the integration of a PABX system for call transmission and speech communication from a Medical800, the telephone interface IP/ISDN provides standardised protocols (SIP, S0).

# A commitment to quality

CCS Care Communication Solutions is a fully ISO 9001 registered company. We stand apart because all our research and development is carried out in-house. This delivers greater security and integrity over our processes that, in turn, results in an improvement of quality for our clients.

## Extremely low rates of return

### **We're proud of our quality.**

Our zero-failure rate policies deliver amazingly low rates of return and we are very proud of that. This benefits our clients by delivering substantially increased customer satisfaction.

## Fully trained, accredited, and authorised distributors

Our engineers receive the very best of training which helps ensure that any issues are resolved in a timely manner.

## National and local technical support

Our authorised distributors have been trained to our stringent standards.



# Regulatory environment

Regulations - we take them seriously so that you can relax

## Compliance with VDE standard

Medicall® 800 is a care communications system that complies with the DIN VDE 0834 standard (call systems in hospitals, nursing homes and similar institutions). The system components are DIN VDE 0834 tested and certified by an independent accredited certification body.

The equipment of the Medicall® 800 system also meets the EMC regulations currently in force and complies with the limit values imposed by EN 61000-6-3 (radiation) and EN 61000-6-1 (immunity to interference).

For safety reasons, it is made up of standard switch material (DIN VDE 41050), and uses standard devices with line monitoring for making calls in the rooms.

## Compliance with ÖZS R1 standard

We also satisfy the requirements of the Austrian marketplace by complying with the ÖZS R1 standard.

## Compliance with the UK Bedhead Services Code of Practice: HTM 08-03

Our system fully conforms to the UK healthcare technical memorandum (HTM 08-03) giving you peace of mind that the very highest of standards are in place.

Where appropriate, we also satisfy the relevant sections of part M of the building regulations and BS 8300, 2009.

## Members of IHEEM

We are affiliate members of IHEEM (The Institute of Healthcare Engineering and Estate Management). IHEEM is an international professional engineering institute, a specialist institute for the healthcare estates sector.

The institute was founded in 1943 and was originally called the Institute of Hospital Engineering.

Product quality and research, ISO 9001



ZETTLER Medicall® 800 System Certification, compliance with DIN VDE 0834



Compliance with global standards



Member of a number of healthcare institutes and standard associations globally



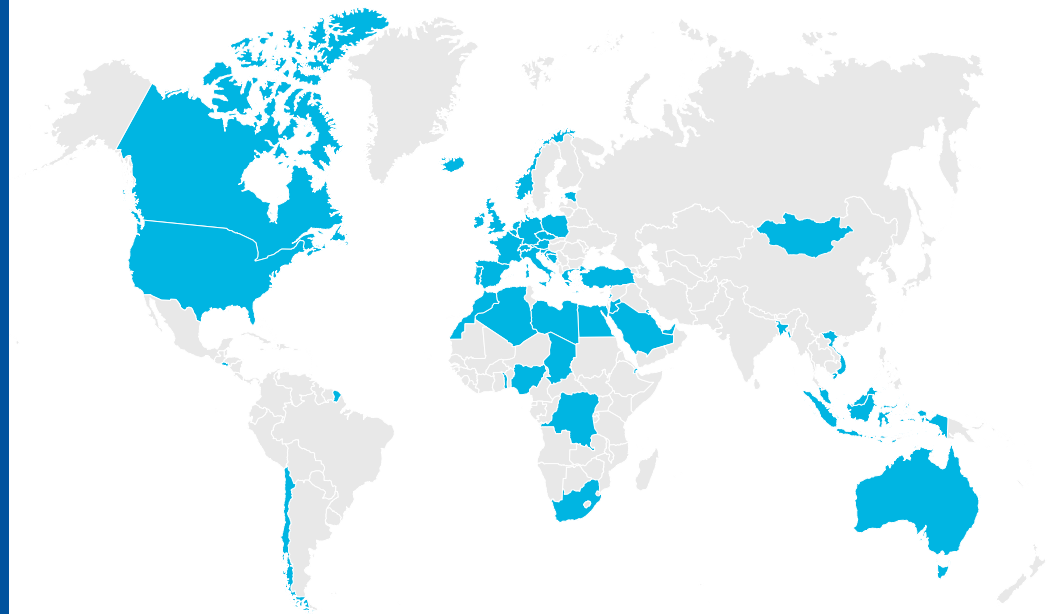
# Quality recognised around the world

More than **12,500**  
healthcare facilities

In over **35** countries

More than  
**600,000** rooms

More than  
**1.2 million** beds



University Hospital Aachen,  
Germany



Polyclinic - Outpatient Department,  
Brescia, Italy



New Cross Hospital, Wolverhampton,  
United Kingdom

# Explanation of symbols



Time-saving feature



Real-time location system



System safety feature



Integrity of system design



Anti-microbial feature



Patient and staff safety



Communication interfaces



Medical integration



Energy-saving feature



Entertainment features

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## About Johnson Controls

At Johnson Controls, we transform the environments where people live, work, learn and play. From optimizing building performance to improving safety and enhancing comfort, we drive the outcomes that matter most. We deliver our promise in industries such as healthcare, education, data centers and manufacturing. With a global team of 105,000 experts in more than 150 countries and over 130 years of innovation, we are the power behind our customers' mission. Our leading portfolio of building technology and solutions includes some of the most trusted names in the industry, such as Tyco®, York®, Metasys®, Ruskin®, Titus®, Frick®, Penn®, Sabroe®, Simplex®, Ansul® and Grinnell®.

For more information, visit [www.johnsoncontrols.co.uk](http://www.johnsoncontrols.co.uk) or follow [@johnsoncontrols](https://www.linkedin.com/company/johnsoncontrols) on LinkedIn

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