03

Integral Scan

Optimised installation of fire detectors

PAGE 03

BOKU Vienna

Modernisation using new IP technology

PAGE 04

Smart hospitals

Complete solutions according to latest standards

PAGE 08

DECEMBER 2018

fire&care





Editorial

Dear customers and business

associates, a successful year together is coming to an end and I am already looking forward to the challenges and potentials of 2019. One core issue will definitely continue to fuel our innovative strength: the digital transformation that has long been on the rise in security technology, fire safety and communication systems. Above all, we have the continuing development of systems towards mobile solutions on the radar. Take the example on page 3, where you can find out how the new Integral Scan app is making the installation of fire alarm systems even faster and safer.

Digital networking

The increase in networking different security systems remains a central topic. Dozens of technical solutions are often used in complex buildings with different usage structures. As digitisation and greater automation gain ground, it is increasingly important to combine these systems into a solid network in terms of efficiency and security. In our cover story starting on page 8, you can read about how, using the example of hospitals and care homes, Schrack Seconet as a total solution provider is developing linked service chains, from nurse call systems

to fire alarm systems to access control and video surveillance, and about the innovations that are yet to be expected.

Use of synergies

In the same vein, I can also recommend the interview with Daniel Liechti starting on page 16. This trained electrical engineer and experienced manager will from January 2019 oversee the Alarm and Security Systems division of the Swiss Securitas Group to which Schrack Seconet, as a competence centre for fire detection and communication systems, belongs. During the interview, Daniel Liechti sketches out the next steps in digitisation and networking, and explains why the focus will be, above all, on exploiting synergies.

With this in mind, I hope you enjoy reading the newsletter and wish you a blessed holiday season. I look forward to continuing our close cooperation in the new year.

Yours, Wolfgang Kern

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Content

PAGE 07

Saab Arena

Security technology for Swedish stadium

PAGE 14

CLEAR MESSAGE

Fire detection and speech alarm in a single detector

PAGE 18

The digital hospital

Commentary: Engelbert Mach, Vienna Technical University Campus



New: app optimises installation of fire detectors

hen an Integral IP modern fire alarm control panel with all its detector zones is installed and commissioned, all detectors must be assigned a unique number. In the past, technicians or electricians had to assign the detector numbers in the order in which they were installed and to note down the wiring of the components. The new Integral Scan app from Schrack Seconet now makes things much easier and safer at the same time. Since the beginning of October, it is possible to scan the detector data matrix code using a mobile phone or tablet, regardless of the position of each component in the loop circuit. The app captures the data, assigns logical detector numbers and prepares them to be imported automatically for the Integral software.

Faster and safer

The new Integral Scan app means Integral IP fire alarm systems can now be commissioned significantly faster. Quality is the main winner here: many steps that were previously performed manually are omitted and there are no longer any assignment errors. This means that the interface to the installer or installation company can be digitalised and data transfer of consistent quality can be assured

The Integral Scan app developed by Schrack Seconet makes commissioning Integral IP fire alarm systems even faster and safer.

Integrated project management

Life is also made easier if a technician is responsible for more than one site at the same time. With integrated project management, he can switch between multiple projects at any time. It is also simpler to transfer collected data by email. Any interested technicians, customers and partners can now download the new app from Android and iOS stores in a variety of languages.

Further upgrades on the horizon

The feedback about Integral Scan has been very positive during the first few weeks of its use. That is why the developers are already working on an upgrade. The item and serial

number of the scanned components are now received automatically via a data matrix code. Within the next two or three years, the app will also be able to interact with the Schrack Seconet service platform and provide linked content such as connection diagrams and data sheets. *

> The Integral Scan app was designed and developed in-house by Schrack Seconet itself. Michael Leitner, Technical Support Manager for Information Systems, is pleased with the positive feedback from technicians, who now find it much easier to commission fire alarm systems.



HOTO: JOHANNES ZINNER

BOKU Vienna: system replacement during ongoing operation

n recent years, fire alarm systems and security solutions have undergone enormous advancements. Complex networks, new detection technologies and much more offer enhanced levels of quality and efficiency. The good news is that anyone wanting to benefit from the latest functions does not need to replace the entire system. This is because Schrack SecFire alarm systems from Schrack Seconet are worth it: once purchased, they are easily adapted to the latest requirements, even many years later. They are forward and backward compatible, so individual components can be replaced or retrofitted at any time – even during operation.

onet's modernisation concept allows individual components to be upgraded as required. For example, fire alarm control panels can be updated to the latest generation, while the smoke detectors continue to be operational. This is precisely what the University of Natural Resources and Life Sciences (BOKU) in Vienna opted for. The existing Maxima fire alarm control panels at the sites in Muthgasse were swapped for modern Integral IP devices. Thanks to backwards compatibility, all peripherals including all fire alarm devices, were retained.

Networked IP technology

At the same time, Schrack Seconet also upgraded the analogue video monitoring system to new IP technology. Access areas and fire escape stairs are now protected with high-resolution dome cameras. Both the data flow and, particularly efficiently, the power supply to the cameras by Ethernet takes place via CAT7 cables, which replace all existing coaxial cables. Schrack Seconet also installed a modern access control system, which is integrated into BOKU's central campus online system via an interface. This is used to manage access cards, assign authorisations and set up schedules for automatic door opening. Some areas are also connected to the fire alarm system, which allows escape routes to be automatically unlocked when the fire alarm sounds and provides the fire brigade with unhindered access to the point of action.

University challenges

The entire modernisation of the facilities on the 40,000-square metre site took nine months from start to handover - partly because the technicians had to accommodate university circumstances when working. After all, it is equally as impossible to carry out an alarm test during an exam as to switch off the ventilation in a laboratory where sensitive research projects are currently under way. Despite all delays, the quality of the installed systems is impressive, and Schrack Seconet is already in discussions about follow-up projects. BOKU's operator, BIG, is currently considering upgrading the acoustic fire alarm to include visual signals. This would make orientation easier, especially on the floors that are connected between buildings by bridges. *



BOKU Vienna modernised the fire alarm systems to new IP technology during operation.





Bad Erlach: VISOCALL IP for Lebens. Med Zentrum





ower Austria's first stationary oncology rehabilitation centre in Bad Erlach recently celebrated its fourth birthday. The Lebens.Med Zentrum, which supports cancer patients for three weeks after an operation, chemotherapy or radiotherapy in improving their health and quality of life, has more than 100 patient beds and a further 32 beds for carers. It is also connected to a clinic with two interdisciplinary wards where patients from Lower Austrian regional clin-

VISOCALL IP from Schrack Seconet is a certified full-IP nurse call system that is taking hospital communication all around the world by storm. The communication system is embedded in a common technology platform for communication, organisation and care. ics are cared for. During construction of the new building, Schrack Seconet installed VISOCALL IP, a hospital communication system that uses sophisticated technology to provide security and convenience.

Flexible solution

Even before this project, planners of the Lebens.Med Zentrum in Bad Erlach have had good experience with Schrack Seconet systems. A key asset leading to the decision for VISOCALL IP was also the great flexibility of the nurse call and communication solution, which made it possible to integrate the system economically into the existing IT network. Close collaboration between Schrack Seconet technicians and the building services department

meant the challenges of a multipart building structure were overcome without any problems. The integrated alarm server, which automatically forwards calls to staff mobile devices, is a welcome relief in everyday nursing care.

Open-ended

Since its launch four years ago, the modern VISOCALL IP communication platform has proven to be highly reliable in operation. This has









led to follow-up projects. For example, Schrack Seconet also equipped the clinical area of the Lebens. Med Zentrum in Bad Erlach a year ago with a disorientation system for patients in particular need of protection. Once again, the advantage of the open-ended VISOCALL IP platform demonstrated that it could be adapted to meet specific needs at any time. In recent months, the disorientation system has successfully provided the desired service several times. *

Fire safety upgrade for Saab Arena

he Saab Arena in the Swedish city of Linköping is the fourth largest event venue in the country. It mainly caters for ice hockey matches and international concerts. In 2017, a preliminary round of the Swedish selection for the Eurovision Song Contest took place here and in 2011, the hall was one of the venues for the Men's Handball World Championship. Now, the hall, which can hold up to 11,500 visitors, has a state-of-the-art alarm system from Schrack Seconet too.

Safety for major events

Working with regional partner Assemblin, Schrack Seconet replaced the existing system with a high-performance Integral IP MX fire alarm control panel, which is particularly suitable for protecting large facilities. New combined smoke and heat

detectors from type CMD are also integrated into the system. The detectors have a special feature: during an event, they automatically switch to CO mode, that is, they also react to carbon monoxide. Unlike in the past, when many detectors had to be switched off during smoke-intensive events such as ice hockey matches or concerts in order to reduce the risk of unwanted alarms, continuous monitoring is now possible, meaning visitor safety is guaranteed at all times.

Further expansion coming

The upgrade to the fire alarm system was completed in summer 2017. This year, Schrack Seconet also equipped the hockey and figure skating training areas with modern CMD detectors. Collaborating with Assemblin works to everyone's complete satisfaction and so further projects cannot be ruled out. *





The digital patient

Healthcare is in a state of upheaval: digital transformation is gaining ground and systems are being increasingly networked. This makes for greater efficiency, increases security, lowers costs, unburdens staff and provides more comfort for patients. As a total solution provider, Schrack Seconet offers hospitals and care homes a wide range of individual solutions in line with the latest standards.



FireAlarm

Integral IP fire alarm systems guarantee early detection of fires and reliable alarm notification. The innovative fire alarm systems are developed and manufactured in Austria and Germany. They guarantee maximum fail safety and are used throughout the world.



HealthCare

VISOCALL IP is a nurse call system with full IP to the patient's bed and is used in more than 50 countries. All communication tasks for patients, residents, doctors and care teams can be fulfilled with just one single network. Additional multimedia terminals provide entertainment to hotel comfort standards.



Schrack Seconet was a pioneer in the use of IP technology – many processes in hospitals are made easier.

ozens of technical systems are often used in major hospitals, from building systems and medical technology to security systems. Consolidating this diversity and combining it into a network is gaining in importance as digitisation progresses, and for good reason. Better networking and greater automation make it possible to reduce expenses because the cost pressure in hospitals and care homes is high, so the technology must deliver top performance 365 days a year. Digitisation is also making advances in procedures, relieving employees of the burden of technical and administrative tasks. Christian Wimmer, Head of HealthCare Product Management at Schrack Seconet, explains, "We see clear developments in the targeted planning of resources. Trained staff

should be employed in hospitals primarily for their specialisms and simple tasks should be transferred to assistants." It is therefore conceivable that hospital communication systems of the future will analyse calls and forward them according to category.

Security technology from a single source

Solutions have significantly expanded their original functions since the times of the first nurse-call systems. Today, they not only support communication between care staff and patients but also provide multimedia entertainment, control of building technology and much more. VISOCALL IP was an important pioneer here and one of the first solutions based on the use of Internet protocol. Since its launch ten years



"Closeness to end users is very important to us, so we are collaborating very closely with hospitals and educational institutions."

Christian Wimmer Head of Product Management HealthCare at Schrack Seconet ago, the system has undergone continuous development and today has a completely new set of functions. Schrack Seconet was also a pioneer of IP technology when it comes to preventative fire detection: the Integral IP fire alarm system therefore offers maximum security in terms of early fire detection accompanied by the latest technology standards. "Hospitals can obtain all their security technology from us as a single source. Our continuous service chain takes care of all issues, from call systems to fire safety to access control and video surveillance. The customer has only one contact person, and this reduces channels and saves time," emphasises Markus Korunka, Sales Manager at the Vienna office of Schrack Seconet.

Disorientation protection

In addition, customers can rely on our solutions undergoing continuous development. Mobility is currently a central issue here. An intelligent app solution also sends fire alarms via Integral IP to the service smartphone or ward terminal. The real-time locating system SecurWATCH from Schrack Seconet provides mobile security. The intelligent system consists of a central software solution, various sensors indoors and out, plus innovative technologies for people in need of protection. As well as that, SecurWATCH offers many other solutions such as personnel emergency calls, asset tracking and baby matching.

The latest innovations from VISOCALL IP include smart RFID terminals. These allow staff to record their attendance in a patient's





With nurse call systems, fire alarm systems and more, Schrack Seconet offers a multitude of digital solutions according to the latest standards.

room without having to enter information manually in the room terminal. The Staff Mobile app is equally interesting and sends all calls to a service smartphone. This way, care staff working elsewhere always have an overview of what is happening on the ward. Every call is visible at the support point at the same time; no request is lost. This means more convenience and allows for a quick response. "Nursing staff can take a call from a patient's room, and this can be particularly helpful during the night shift. We've taken a first step in the direction of mobility and will continue along this path," says Christian Wimmer.

Standard-compliant mobility?

On this path, however, we must satisfy diverging interests. First there is compliance with standards and security, then there is the desire to take advantage of digital innovations. Cordless phones are a good example of this conundrum. Until now, hospitals have mainly used DECT standard devices. They meet



the requirements of security but only have tiny displays. Larger touch screens would significantly expand the functions available to nursing staff. Similar touch screens would also be an advantage for patient terminals. They would open up more usage options for patients and allow more freedom when programming the interfaces.

With modern patient terminals, many things can be done from the bed. In the future, they will become even smarter.

Weighing up the arguments

However, these pros also have their cons, as Christian Wimmer explains, "Can older or weak patients also successfully use touch screens? Today, we're already seeing that patient terminals with multiple functions are too complicated for many user groups. That's why it's important to consider further developments very carefully and keep an eye out for what is the best for all involved, for patients as well as staff. Responding to the needs of end users is very important for us, so we are collaborating closely with hospitals and educational institutions - the School for Health and Nursing Care in Wiener Neustadt, for example, has integrated the use of VISOCALL IP into its curriculum."

The feedback from end users of VISOCALL IP, therefore, flows directly back into further development. In the medium term, a redesign of the system is planned, which will also bring changes to integration with other professions. "We are currently evaluating the possibilities of how, in the next generation of VISOCALL IP, there can be direct data exchange with other systems. such as via the HL7 interface," explains Christian Wimmer. Ongoing innovations are also being sought around in-bed entertainment - an essential need for patients and care home residents. Multimedia terminals from Schrack Seconet make everything that is being requested possible, from video streaming to IP TV to Internet access at the bedside. The meal menu and other information can also be called up, and room control functions selected. *



CLEAR MESSAGE

DETECTION AND ACOUSTIC ALARM NOTIFICATION COMBINED INTO ONE FIRE DETECTOR – THIS PRINCIPLE ENABLES FAST AND DIRECT EVACUATION AND LOWERS INSTALLATION COSTS. A SPECIAL MODEL SERIES FROM SCHRACK SECONET IMPLEMENTS THIS PRINCIPLE.

apid reaction is crucial in the event of a fire. This is especially true if there are a lot of people in a building or if people are not familiar with the surroundings. Each minute can be decisive here if they are to save themselves without delay. The combined multiple sensor detectors from Schrack Seconet, with integrated siren and voice output, are the ideal solution: fire detection and alarm notification combined in a single unit.

Effective information

No additional equipment is needed for the acoustic alarm notification. This saves on separate wiring solutions and therefore on installation costs. The combined detectors have visual benefits because there is one less component to fit. There is also no need for separate sirens, which are

"Spoken announcements mean people receive specific instructions on how to react."

Harald Kobermann Product management Fire Alarm Systems Schrack Seconet



Where many people work together, responding quickly to fire alarms is particularly important. Combined detectors with sound output support self-rescue.

often considered ugly to look at. At the same time, these alarms appeal with their reliable detection in line with proven standards. Models have all the performance features of the combined smoke and heat detectors from the Integral CUBUS line. They are available in two versions; siren alone or siren with voice output.

The later version has other impressive features when it comes to an evacuation. "A calmly spoken announcement is naturally better received by the people in a building than an alarming tone, and it provides people with specific instructions on how to react. This can save a lot of time during the evacuation," explains Product Manager Harald Kobermann.

15 languages

Schrack Seconet offers the detectors with speech alarm notification in German, English, French, Italian and other frequently requested languages. They are ideal for use in hotels, hospitals, offices, schools or shops. Alarm devices with just sound output are suitable, for example, for warehouses, laborato-

ries, etc. It is also possible to have an illuminated ring on the fire detector to act as an optical alarm notification in line with the two senses principle.

Separate speech-based alarm system

If the requirements for sound alarm notification are more wide-ranging. it makes sense to consider a separate speech-based alarm system connected to the fire alarm system. Schrack Seconet can provide highly specialised products in this regard via its sister company g+m elektronik. These solutions allow a variety of customised texts to be used. matched exactly to the building being monitored. Security personnel are also able to make announcements using a microphone. Solutions from g+m will be discussed in more detail in the next edition of fire&care. *

The VISOCALL IP modern hospital communication system from Schrack Seconet is also encountering great interest in Southeast Asia: the Medical Fair Asia in Singapore in August was a complete success. Schrack Seconet was represented on two stands: the WHO joint stand and the EU Gateway Mission. Many international visitors were impressed by the performance of both VISOCALL IP and the IQ Messenger alarm server. There was also a highlight at this year's MEDICA in November in Düsseldorf: Schrack Seconet presented the eagerly awaited software release 6.1 with the new, mobile staff terminal. *





VDE 0834 certification

Schrack Seconet has successfully passed its recertification for standard VDE 0834. The new certificate for VISOCALL IP and VISOCALL Plus was issued after a detailed audit in July 2018. It means an important seal of quality for operators of hospitals and care homes and guarantees security. VDE 0834 is the main standard for implementing hospital communication systems. It applies to all companies and organisations undertaking the planning, installation and operation of call systems. **

A world of smart devices

According to a Gartner 2019 study, the blockchain, quantum computing, augmented analytics and artificial intelligence are the key drivers that cause disruptive changes in the economy and make new business models possible. In the future, Al-driven robots and other autonomously operating smart devices will provide a new generation of digital services where real and virtual experiences intertwine. The study cites a total of ten strategic issues that will profoundly effect and bring about change to the economy over the next five years. *

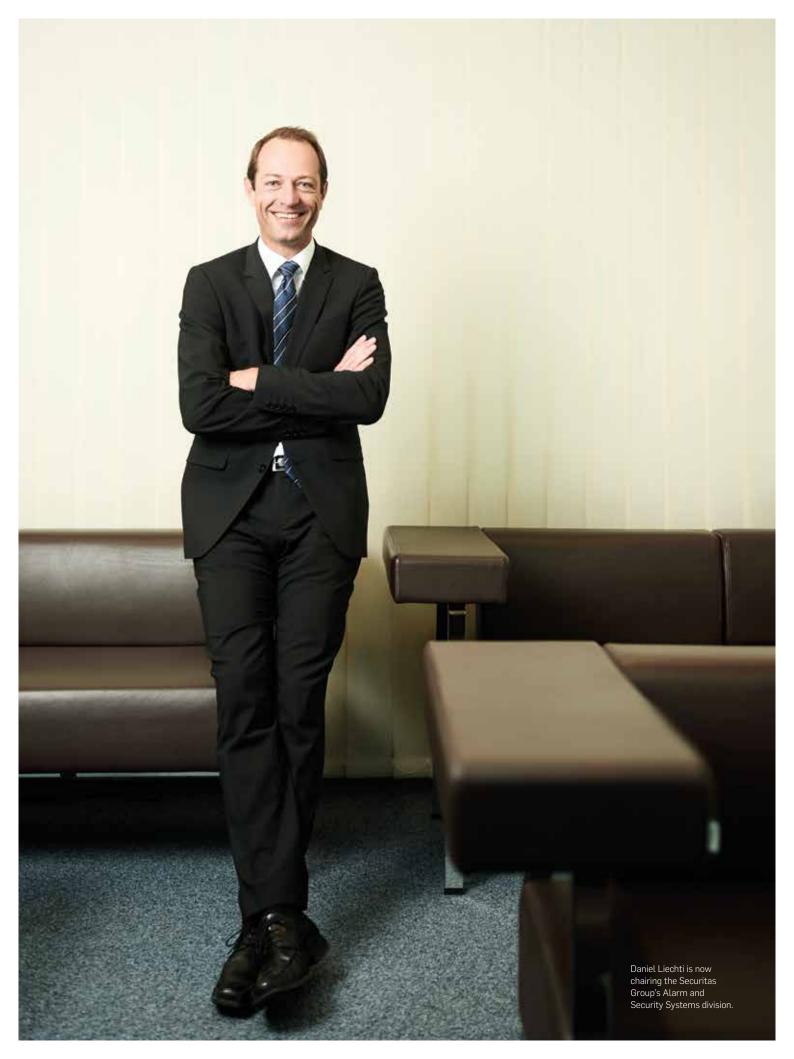


New EMC test chamber

Anyone launching fire detection and fire alarm systems on the market must provide detailed measurements and tests for the CE marking to prove the electromagnetic compatibility (EMC) of the systems, that is, that they are immune to interference and do not themselves emit interference in practice. Schrack Seconet pays very close attention to standards and guidelines and can itself now check for CE conformity. the fire test room at the headquarters in Vienna has been fitted out with a new EMC test chamber. This makes it possible to test and optimise products for EMC conformity during their development. This means the final test in an accredited laboratory is simply a box-ticking exercise.*

Top relevance for security

For decision-makers, security is the most important issue in the technology environment. That is the result of a Capgemini survey in Germany, Austria and Switzerland. Compared to the previous year's survey, the security factor gained in relevance again, which can also be linked to digitisation. The second and third places in the survey were occupied by data and processes. *



Permanent Innovation

aniel Liechti is in charge of the Alarm and Security Systems division of the Securitas Group. He previously spent several years in management at ERNI, a software engineering and consulting company. During the interview, Daniel Liechti talks about his initial impressions of the Securitas Group and priority issues.

fire&care — Starting in January 2019, you'll be in charge of one of the two central divisions of the Securitas Group. What appeals to you about this position?

Daniel Liechti — It's exciting to work for a family-run company in an industry with a promising future, such as security technology. I also like the multi-brand concept of the Securitas Group, with different companies that are highly specialised and work outstandingly well. I'm still an electrical engineer at heart, so the products really appeal to me. The focus is on complex systems with wide-ranging security requirements and a high level of networking.

fire&care — You've familiarised yourself in depth with the issues in this area. Why was that important to you?

Daniel Liechti — We have many well-functioning companies in the Group. It's important for me to understand their corporate culture,

their business models and their challenges. That's why I've personally visited the companies and customers on site.

fire&care — Schrack Seconet is the competence centre in the group for fire detection and communication systems. What are the challenges here? Daniel Liechti — Schrack Seconet is very well established within the Group and in the market. The challenges are similar throughout the entire division: we work in security technology in an area of conflicting priorities. Above all, it's about safety, so saving lives. When it comes to the implementation, it's about meeting the requirements, and finally there's the issue of permanent innovation, which has accelerated enormously thanks to digital transformation. A lot is asked of us. On the one hand, there are the legal and statutory requirements, which are important and must be observed. On the other hand, we must and want to be innovative: we have to work to improve our fitness continually.

ABOUT THE PERSON

Daniel Liechti was born in 1972 in Biel near Bern. He completed a degree in electrical engineering (HTL) and has an Executive MBA (HSG) from St. Gallen University He is married and has an adult daughter. In his spare time, Daniel Liechti likes to take to the outdoors, hiking or running, and in winter enjoys both downhill and cross-country skiing. In his home town of Büren, he is also the co-founder and president of the annual sculpture symposium.

"Our network enables us to use synergies to master the challenges of digitisation." fire&care — You've mentioned digital transformation, a subject that's important throughout the various industries at the moment. What are the specific issues in security technology?

Daniel Liechti — Digital transformation starts with the products themselves - their functionality is expanding, with apps and portals bringing new options. New business models are also being developed. Changes are also taking place as products are used. New approaches are arising in customer support and training. Finally, there's the change going on internally, with digital collaboration between locations becoming more important. We've already taken a number of steps in the direction of digitisation but there are many still to come. Our network enables us to use synergies to master the challenges of digitisation. So cooperation between our companies is becoming ever more important. *

SECURITAS GROUP SWITZERLAND

Security from a single source – this is the principle according to which the Swiss group provides professional services, cutting-edge technologies and the highest level of commitment in Europe and beyond. The focus is on the two divisions of security services as well as alarm and security systems. Schrack Seconet is part of the second division. 3,000 people are employed here in about ten companies.



Wolfgang Kern and Daniel Liechti: master the digital challenges together.

DIGITISATION OF THE HEALTH SECTOR

igitisation can increase process efficiency and the quality of treatment in

Austrian hospitals, while reducing the amount of documentation at the same time. Soon, digital solutions must be controlled and promoted sensibly.

A central, long-term goal here is the idea of a paperless hospital, while further focuses are the digitisation of the complete patient file (e-temperature chart) and the digital incorporation of resident physicians.

However, important steps need to be taken along the way. Successful digitisation calls for processes that are highly standardised from start to finish. In many Austrian hospitals, standardisation is currently limited to sub-processes or is aimed at the path of medical treatment without considering administrative activities such as resource planning and accounting. The lack of process standards and

indicators complicates the introduction of digital solutions in hospitals. Why? Because these are crucial for controlling processes, improving quality and understanding the economic implications.

Digital added value

It makes sense in this context to see the added value of digitisation for hospital administrators in terms of operational management and personnel issues. A major benefit lies in the fact that automated real-time data transfer takes place via existing information systems. Thus, there is no additional burden for staff in their daily work, and the administrative work for diagnostic results and organisational appointments is reduced. Automated data transfer and the central provision of information have a positive effect on user acceptance. IP-based systems can today perform a wide range of tasks, making it possible to efficiently transfer information and alerts from nurse call, fire alarm, staff emergency and anti-disorientation systems. There can be full networking between systems and responsible personnel. In critical situations, seconds often determine the fate of patients. It is therefore vital for medical specialists to receive information as quickly

as possible. Only in this way can the best possible response be guaranteed. It is also a major advantage to use IP-based systems in heterogeneous environments as central information platforms for different sub-systems.

Extensive benefits

Digitisation also benefits patients in matters of security and convenience. for example. As well as optimising the quality and efficiency of treatments in hospitals, close involvement in the outpatient area via remote monitoring and tele-medicine opens up totally new possibilities. For example, readmissions can be avoided by the early detection of worsening symptoms. Finally, in addition to patient-treatment processes, other possibilities for digitisation in hospitals should be considered, including in the areas of purchasing, internal logistics and financial accounting. *

> Mag. DDr. Engelbert Mach, PhD, graduate in biomedical engineering, health informatics

and education theory Lecturer in the Department of Clinical Engineering at the Vienna Technical University Campus Court-sworn and certified expert for biomedical engineering numerous scientific publications and author of a book in the field of health sciences.

EVERY 20 MINUTES



A FIRE BREAKS OUT IN AUSTRIA.
THE MOST COMMON CAUSES OF FIRE ARE
LIGHTENING STRIKES AND NAKED FLAMES. THAT
MAKES CANDLES A SERIOUS RISK IN WINTER, WITH
OPEN FIRES ALSO CAUSING THE HIGHEST DAMAGE
FIGURES. FIRE DETECTORS RESPOND QUICKLY
TO DANGER AND HELP AVOID DAMAGE.

VISIT US AT THESE TWO TRADE FAIRS IN THE GULF

Schrack Seconet will be exhibiting its current product range at two trade fairs in Dubai in January 2019. The first, Intersec, will focus on preventative fire safety solutions. This will be followed a few days later by Arab Health, the most important health trade fair in the Near East.

www.schrack-seconet.com

INTERSEC: DUBAI : 20 – 22 January 2019

28 - 31January 2019

ARAB

HEALTH

Stand 7A37

: Austrian Pavillon Hall 7 : Z1.E11



