

Feedback from your visit to Tavy Junction (Plymouth DU) has all been positive so far. The upgrade day went extremely well and it was really useful that High Motive could attend and actually speak to some of the guys and answer their questions in person. As an exercise it went really well – the only exception being our fault in not bringing one set along ! I think the fact that the turnaround is quick- meaning that they have virtually no down time – is another factor in the success of the day.

The units themselves now appear a step change away from their original incarnation and I have received no meaningful negative feedback / comments since we upgraded the firmware and moved to throat mikes. Hopefully this honeymoon period will last and become a marriage 😊

The new DECT COMMS have been a very successful change, I have had no bad comments regarding this, the change was swift and the guys on the field are finding it a lot more comfortable when using the DECT COMMS.

Compared with the old style mouth piece, the throat piece is a lot more clear and precise, also because the throat MICS come locked, it's a lot quicker and guarantees a good practice.

I would like to thank yourself and your team for your previous service to us at Euston DU. The professionalism was second to none and you actually did what it said on the tin!

The feedback I am now receiving from the men on the ground regarding the upgraded system is fantastic. They are very impressed with the ease of use compared to the old set up.

One of the main issues we were having with the old kit was the head sets. They would not sit on the head securely, people were complaining about the hygiene when using them and they would also break very easily. With the new throat mics, I am again receiving high praise; I would recommend changing the head sets to the throat mics to anyone.

The extension leads are also very beneficial as the operators did not have enough lead previously so the base and cradle were being put on the floor of the cab where the signal was not at its best. Now we are able to place the unit on the window behind the operator they have a lot more manoeuvrability and the signal is at its best. Again, great feed back.

The time it took to re-program and re-label the kit was next to nothing, so a single day turn around was fantastic as the kits were being used the same evening.

To be honest the kit has dramatically changed every ones opinion of existing kit that was like a boat with a hole in it to new kit that comes almost with a life jacket.

From head sets that were clumsy and so fragile to allowing the operator to have that extra lead so he can turn his head now without dragging the dect com unit onto his locked axle button (And I can assure that was an accident waiting to happen)

The kit being used over a 4 week period has instilled confidence in some staff that I thought goliath would struggle with. It's simple and to be fair and not meaning to be detrimental to our guys but they want simple tools. Press a button & it works –'simples'

With regards to the ease of use, the upgraded handsets are now fool proof once the operators are familiarised with the system.

The benefits of the throat mics are that they are far easier to put on and they eliminate external noise. I was not familiar with the old system but as long as they are using the system now and that the crane controllers and machine controllers are able to carry out their duties easier and more safely then I am more than happy.

The benefits of the extension lead are that if the operator needs to look out of the cab window for increased visibility then he can do so, and also if the base unit cannot be mounted in the ideal position then the operator has more options of where to mount it.