

Grundig merge into TKH Security Solutions

Where can we place our orders?

Grundig orders can be placed at:
ASP AG
Max-Planck-Straße 15 a-c
40699 Erkrath
Germany
Tel: +49 (0)211/73 10 81 03
Fax: +49 (0)32 12/1 30 46 34
Email: info@grundig-security.com

TKH Security Solutions orders can be placed at:
Siquira B.V.
Zuidelijk Halfroond 4
2801 DD Gouda
The Netherlands
Tel. +31 (0)182 592 333
Fax. +31 (0)182 592 123
Email: sales.nl@tkhsecurity.com

Who will handle the warranty for Grundig legacy products?

Warranties for legacy products will be handled by ASP in Germany.

Where can we go for the recording equipment and analogue cameras?

Recording equipment orders can be placed with ASP as long as the stock lasts. Note that TKH Security Products will not adopt the recording equipment into its portfolio.

Will the Grundig models retain the Grundig model number or will they receive a TKH number?

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Will the Grundig models retain the Grundig model number or will they receive a TKH number?

Yes, we do. A full cross reference list is available at both ASP and Siquira.

Will Grundig products under warranty now be under TKH warranty?

Grundig products will remain under the same warranty as at purchase. New TKH Security Solutions products will have a warranty of 3 years.

How will RMA cases regarding Grundig products be handled?

Service matters will still be handled by ASP in Germany.

Can we send defective products to Gouda for repair?

ASP in Germany will handle RMA requests for Grundig products. Returns & Repairs for any TKH Security Solutions products will be handled by Siquira in the Netherlands.

What can we relay to our customers about the Grundig Product warranty?

The warranty will be respected as it was at the moment of purchase.

Who can we contact for Grundig questions?

Please contact:

ASP AG
Max-Planck-Straße 15 a-c
40699 Erkrath
Germany
Tel: +49 (0)211/73 10 81 03
Fax: +49 (0)32 12/1 30 46 34
Email: info@grundig-security.com

Who will honor Grundig technical support, especially where older Grundig models are concerned?

We have a contact in place at ASP who will answer any technical and operational questions regarding Grundig products.

If product support is no longer available at ASP, where do we go for support?

We have a contact in place at ASP who will answer any technical and operational questions regarding Grundig products.

Can we still place orders for Grundig products as long as you have stock available, and if so, where?

Yes, Grundig orders can be placed at:

ASP AG
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40699 Erkrath
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Tel: +49 (0)211/73 10 81 03
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As of when will the newly branded products be available?

The newly branded TKH Security Solutions products will be available in the Netherlands as of July 1st.

How will TKH Security Solutions promote the new brand in the market?

The brand name and newly branded products will be heavily promoted through the regular channels; web site, exhibitions, press, and social media.

Who will be our day-to-day sales contact?

For all TKH Security Solutions matters please contact the internal sales team of Siquira B.V. at telephone number +31 (0)182 592 333 or via email at sales.nl@tkhsecurity.com.

Who can we contact for orders and who takes care of operational processes?

TKH Security Solutions orders can be placed at:
Siquira B.V.
Zuidelijk Halfroond 4
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The Netherlands
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Fax. +31 (0)182 592 123
Email: sales.nl@tkhsecurity.com

What other products can we buy from TKH Security Solutions?

In addition to the merged (rebranded) Grundig products, you can buy TKH Security Solutions cameras – choose from up to 44 different models – along with codec, switches, fiber transmitter, and media converters. You will also have access to the Sense VMS software and the iProtect access control platform.

Where do we find product documents?

All product literature should be available on www.tkhsecuritysolutions.com. If you can't find what you are looking for please contact the internal sales team of Siquira B.V. at telephone number +31 (0)182 592 333 or via email at sales.nl@tkhsecurity.com

Is there a possibility that Grundig will return to the market in the future?

Yes, that is possible, however it is very unlikely as the current product line will not be available for future sales.