

# TekTone®

COMMUNICATIONS FOR TODAY ... AND TOMORROW.

Tek-CARE®  
nurse call systems



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

## Company History

In 1973, TekTone began its manufacturing operations in Lake Park, Florida. For over 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 & 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 has allowed 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 has been key in accommodating our growth.

TekTone specializes in the design and production of high-quality, affordable, completely interoperable healthcare products including nurse call, wireless nurse call, wander management, and alert integration, 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. Backward 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.

## TekTone National and Regional Affiliation

TekTone is proudly affiliated with the following organizations:



Ambulatory Surgery  
Center Association



ARGENTUM  
EXPANDING SENIOR LIVING

## 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 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.

## 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.

## 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.
- 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 15% 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 2020, 2022, and 2023. 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 newest Wireless Nurse Call System, the Tek-CARE570, became UL®2650 Listed for use by assisted and independent living facilities. This listing provides a further layer of safety and security for those facilities that require a more flexible system for mobile and permanent residents.
- We developed a brand new position of VP Business Development to oversee our Sales, Technical Support, Customer Success, and Marketing, and Training Departments. We hired our long-term TekTone representative, Tim DeBarr, to fill the role and help us grow in those departments.
- We've made the switch to lead-free solder on all our Nurse Call, Wireless Nurse Call and Wander Management Systems, which allows our products to be sold in countries that have previously banned lead solder for electronics.
- We released new and improved versions of our Vandal Resistant SF120-series Peripheral Stations that include tamper-resistant spanner screws and LED visual indicators for visual notification.
- We released the SF506ES Wireless Smoke Detector for our Tek-CARE500 system. Features of the SF506ES include: low battery detection, maintenance warning and LED indicators.



[www.tektone.com](http://www.tektone.com)

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

