

References of the RetroTek-D system

- **Sales Process & follow up**

The sales process was easy and straight forward, supported by video calls, an online presentation and Q&A meetings when needed. Terms of delivery were met even during the pandemic of COVID-19.

- **Service / Technical support**

We are really happy with how technical support works with RetroTek-D system. Never been a problem to contact a RetroTek technician. The support is available everywhere since you only need an internet connection.

- **System vehicle installation process**

The whole installation process was quite an easy operation following a step by step instruction manual. No special tools are required and it took us one work day in two men to complete the installation.

The initial calibration of the system is a few hours process while being on call with a RetroTek-D technician. We personally had a little bit of trouble finding a suitable area for the process of the calibration since you need a flat surface and quite a space. I might recommend a top floor of a public garage (less traffic), it worked for us quite well. After finding a place it's just following a step by step manual again. All tools required for the calibration are part of the package.

- **Operator training & certification**

Operator training is a two hour video call, no hard process since the interface in the operating and evaluation software are both very user friendly.

- **Operating the system – surveying**

The system is easily operated by one person. No need to have two men crew for measuring. The calibration check before survey is better handled and faster with a partner though.

- **Survey results data outputs and software**

We are satisfied with the data output, there is everything we need. There are plenty quality of life features in the software, the batch processing for example is very useful. A very user friendly software, easy to work with.

Overall, we are really satisfied with the customer service and communication with the engineering team. Nothing changed after purchasing the unit and we know that we can count on RetroTek team in terms of technical and economic support as they pro-actively help us with contracts competitions.

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