



Quality Remote Controls
for Hospitality

Hospitality Remote Controls

Our products are designed with you to provide a bespoke solution that meets your requirements, offers simple operation for your customers, and helps demonstrate your brand quality.

In a hospitality setting, remote controls often have unique requirements:

-  **Custom designs**, layouts and finishes to represent the quality of your brand
-  Support for **multiple TV brands** and models, both IR and Bluetooth
-  Hygiene related solutions such as **anti-microbial coatings** and wipe clean finishes
-  **Anti-tamper construction** including screw-battery doors and hidden mechanisms
-  Logistical planning for regular delivery of replacement products to **multiple outlets**
-  Coordinating with multiple parties including **technology providers**
-  Real world **customer trials**, testing and continuous improvements

At TW Electronics, we understand these common challenges and our team excel in providing custom solutions through our long-term expertise.

We're able to provide a solution for almost any requirement, from low quantity orders through to continuous mass production runs.





About TW Electronics

We're a remote controls manufacturer, established in 1978 and based in Newbury, UK.

As a leading provider of remote controls to some of the highest profile brands, we've been delivering quality products for over 40 years.

We're well placed to support you for a number of reasons:

- We have a strong UK and EU presence with teams in the UK, Germany & Spain.
- Our team shares skills in manufacturing, product design, technical & mechanical expertise, procurement and logistics.
- We have valuable experience in managing many complex projects for leading brands.
- We work with 4 specialist manufacturing partners, each bringing a number of specialisms.
- We have warehousing capacity within the UK and Hong Kong.





Our unique approach allows us to work projects of all sizes, and according to your specific requirements.



Our Solutions

For hospitality and healthcare applications, we supply remote controls that offer an ideal solution for your customers and clients.

These include:

-  Bespoke plastic & aluminium extrusion remote controls, with an infinite range of finishes.
-  Expert integrations of IR (Infrared) and BLE (Bluetooth Low Energy) protocols to solve any technical challenge.
-  Customised to your requirements and personalised for your brand.
-  A range of 'OTS' (off the shelf) products and standardised features allowing a short time-to-market.



In addition to hospitality, we provide remote controls for a range of leading hi-fi brands:



Our Customers

For our customers, we're a reliable, long-term partner for innovative remote control solutions.



Product Design for Hospitality

A remote control from TW Electronics offers you an opportunity to personalise the TV entertainment that's offered to your customers.

For every project, our goal is a remote control that fits seamlessly within your hospitality setting, works perfectly and has the quality you demand.

We're able to offer a range of materials including recycled or recyclable plastics, anodised, brushed or polished aluminium case constructions.

We combine this with the form factor that you're looking for, and the feel of the remote control down to its precise weight.

Further, we focus on the tactility of the product, providing an array of options for plastic and rubber keys, with painted, etched and even backlit finishes available.

Down to the individual key labels, we'll work with you to define a product that's unique to you.



MATERIAL CHOICES INCLUDE ANODISED, BRUSHED, POLISHED & PAINTED ALUMINIUM



DEFINE THE MATERIALS AND FINISHES FOR ALL ASPECTS OF YOUR REMOTE CONTROL



Product Technology

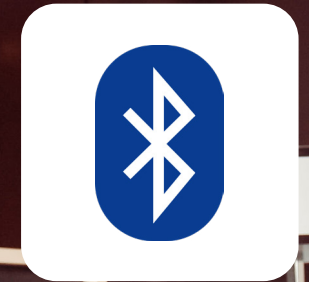
At the core of our products is reliable operation, suitably designed to allow your customers to control with ease.

We support all the current technologies deployed within remote controls, from IR and RF, to voice, Bluetooth, touch, backlit keys, LED displays and motion sensing.

Powering the device is also an area we are continually developing. Alongside the traditional coin, AA and AAA battery formats, we have the capability to add docking and USB charging and are leading the way in emerging innovations such as Energy Harvesting and wireless charging.

We have the ability to retro-fit products already established within the market, and are open to opportunities where we're able to work with you to define a remote control that's specific to you and your customers needs.

- | | | | |
|---|----------------------------------|---|--------------------|
|  | IR, RF & BLE Protocols |  | LED Displays |
|  | Infrared Database Options |  | Haptic Feedback |
|  | Backlighting & Proximity Sensing |  | Software Solutions |
|  | Multiple Battery Solutions |  | Wireless Charging |



Comprehensive IR Database

Boasting one of the largest IR databases available, our extensive data covers thousands of brands and models.

This capability ensures we're able to support even the most complex hospitality technology requirements, including scenarios where support for many brands and models are required.

Unlike many IR databases, our database includes key mappings for every single key of the original remote control, so you're able to choose the exact keys required for your hospitality integration.

Here are some of the methods that can be used for your project:



1:1 Mapping

Pre-programmed for your specific device



Multiple Devices

Send commands for multiple TVs at once



Database on Chip

Select the brand/model on first installation



Cloud Database

Program individual remotes on demand



Bluetooth Solutions for Android & Apple TV

Future proofing technology with Bluetooth remote controls for Android TV & Apple TV.

For hospitality brands, providing 'smart' TV services is becoming a common way to provide added-value entertainment to customers, as well as offering alternative input methods such as Voice.

We've delivered multiple successful projects to integrate Bluetooth Low Energy technology remote controls within the hospitality sector.

Every aspect of your Bluetooth remote control can be customised, from the overall product design and finish, to the specific keys and functions integrated into the remote control. This presents a great option when you're looking to provide additional value to your customers by offering access to smart TV services and other benefits that Android TV & Apple TV services offer.

Finally, our Bluetooth remote controls can integrate seamlessly with existing televisions and devices through our comprehensive IR database.



ROOMNET APPLE TV
REMOTE CONTROL

Anti-microbial Coatings

Antibacterial coatings that offer an additional level of protection to your customers for the lifetime of the product.

This presents an ideal solution for customers in hospitality markets where maintenance of cleanliness is paramount and a common concern for their clients, preventing bacterial build-up on all touch surfaces of the product.

This peace of mind solution also prolongs the lifetime of the product by avoiding the need for harsh cleaning solutions that can damage the remote control.

Wipe-clean Plastics

In addition to anti-microbial plastics, we're able to design remote controls that incorporate wipe clean plastics, ensuring high touch surfaces such as the touch pad can be cleaned regularly with liquid cleaners.

This has an added benefit of making the remote control spill proof and results in saved money through less replacements and service calls.



ANTI-MICROBIAL
PLASTICS

TW09 Wipe Clean Remote

The TW09 remote control succeeds in providing a wide range of features that are well suited to busy hotels:

- Supports LG, Samsung & Philips brands at once, with no programming required
- 'Hidden' battery compartment release avoids user removal of batteries
- Wipe clean, water resistant plastic construction
- Multiple accessibility features incl. Braille, Audio Description & Subtitles
- Supported by our 'Classic Database' covering thousands of TV/AV brands

The result is a remote control that's simple for customer operation and easy to maintain, with no programming and a hygienic wipe-clean design.



TW09 HOTEL RCU

Aklia & Hoppen Group

We've supported Aklia, a leading healthcare technology provider to provide accessible entertainment in healthcare settings across France.

Since beginning our work with Aklia (now Hoppen Group) in 2014, we've supplied **over 130,000 remote controls**.

Our products, designed with Aklia solve multiple challenges:

- Utilises a simplified remote control layout - removing unnecessary TV setting access from the end-user.
- Varied use of colour on the key pad, to help accessibility within its healthcare application, particularly those with visual impairments.
- Installer mode with quick TV brand setup on first use, for IR pairing.
- Designed for ease of operation for those with dexterity impairments.



AT&T Business

We worked with AT&T Business, a prominent US technology provider, as well as their technology partners to develop a remote control suitable for multiple business hospitality applications.

Since the project began in 2018, we've **supplied over 160,000 units** of the bespoke AT&T remote control.

In summary, the product features:

- Bluetooth integration, designed specifically for the AT&T Business Set-top box.
- Hygienic rubber key mat with tactile keys.
- Versatile key layout, suitable for a range of applications and business settings.
- Secure battery door with screw mechanism.

The remote control, and its accompanying set-top box have been used in a range of commercial and institutional markets, including hotels, hospitals, conference centres, bars and restaurants.



Get Started

The products outlined over the following pages demonstrate what's possible for your remote control project.

These examples are available as samples, providing an insight into the range of materials, finishes and features used to create our high quality remote controls.

They may provide a starting point for your next project.



VRC-017A

-  Aluminium & Plastic Construction
-  IR & BLE Integration
-  2 x AAA Batteries
-  Hard Plastic Key Caps
-  Digital Microphone
-  Backlighting Available

TW09 OTS Design

The TW09 is a revolution in remote controls for hospitality applications, featuring wipe clean materials, a hidden battery compartment and is able to send IR codes for multiple television brands with a single key press.

The TW09 layout & printing can be customised to your brand, and the top surface can be cleaned with a cleaning solution to ensure it's always kept hygienic.






Since the TW09 is able to send IR commands for multiple brands for each key press, there's no programming required upon installation. By selecting up to 5 TV brands, you can be assured that the TW09 will work with every television in your inventory.

- ✚ 185mm (H) x 52mm (W) x 20.5mm (D)
- 📦 Water resistant, wipe-clean plastic construction
- 🔲 28 x Key Count (+ 2 optional keys)
- 📶 Sends up to 5x IR commands for multiple brands at once
- 🔋 2 x AAA Batteries in a hidden compartment
- </> No programming or setup necessary
- ⠠ Braille key markings for accessibility
- 🎨 Available in multiple colours, and branded with your logo





VRC-017D

-  Plastic Construction
-  IR & BLE Integration
-  Coin-cell Battery
-  Hard Plastic Key Caps
-  Backlighting Available

VRC-018A

-  Aluminium & Plastic Construction
-  IR & BLE Integration
-  2 x AAA Batteries
-  Hard Plastic Key Caps
-  Backlighting Available



TW08 OTS Design

The TW08 is our first aluminium 'off the shelf' product, providing a high quality remote control with no tooling cost and a low MOQ.

- ✚ 122mm (H) x 36mm (W) x 8mm (D)
- 📦 Aluminium & Plastic Construction
- 🔊 Hard Plastic Key Caps
- 📦 8 x Key Count
- 📶 IR Integration
- 🔋 1 x Coin-cell Battery



Standard Tooling Options

A wide range of standard tooling options are available.

Our case styles catalogue for plastic-construction remote controls is available upon request.



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