

The Cranleigh Group

Digital Terrestrial TV and Satellite Specialists

Phoenix House Unit 14 Littlemead Estate Cranleigh Surrey GU6 8ND



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ABOUT US

Welcome to the Cranleigh Group web pages. Inside you'll find information on all aspects of our business from system installation to on-site maintenance as well as background information on the current developments in digital terrestrial and satellite television.

Formed in 1969, the company traded initially as Cranleigh Aerials, adding Satellite in 1989 and evolving into the wider group in 1995.

During 1994, the company wishing to focus its activities, created the separate trading Companies of today all of which are supported by a dedicated technical business, employing all of its own engineers in-house and served by a wholesale buying operation, which also supplies the trade generally.



Cranleigh Aerial. Residential and domestic aerial and satellite installations and service



Cranleigh Systems. Commercial, Industrial and communal applications of TV & Satellite distribution, door entry, emergency lighting and smoke detection




Cranleigh Digital Conversion and upgrade of communal systems to digital TV and Satellite specification




Cranleigh Technical Services. In-house engineering specialists



Southern Aerial Supplies Trade wholesaling operation

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CUSTOMER SERVICES

Installation

Our teams of installation engineers are trained to the highest standards across our activities.

Cranleigh have experience of a wide variety of system configurations acquired from the installation and commissioning of thousands of sites throughout the UK.

Adaptable levels of installation service can be provided from site surveys to full system commissioning with a flexible approach allowing our clients to obtain the level ideal to them; from occasional resource for one off installations through to a full ongoing project.

On Site-Maintenance

Service packages are tailored to meet individual needs, adapted to suit different equipment, working hours and environments. Cranleigh has the resources and experience to meet its client's business requirements, with varying service levels to meeting agreed response time including accommodating specialized working hours.

Cranleigh Field Service Engineers are highly skilled professional's, with unrivalled experience. Their skills in identifying potential problems through Planned Maintenance Checks ensure that fault calls are minimized.

Contact

Our staff are committed to provide the very best quality of service and with a level of expertise that ranks as high as any in our business.

Resources are controlled and managed from Cranleigh Call Control Centre in Surrey. The Customer Help Desk is located here, providing an efficient and friendly response to all calls.

Calls are electronically logged on a system that co-ordinates Cranleigh's response, tracking progress to their completion.

The Team


Highly trained engineers are assigned to the various divisions that make up The Cranleigh Group. Teams are chosen with great care and each member is dedicated to his particular area of expertise.

All our work conforms to the strict standards of the relevant trade group and the current legislation.



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APPROVALS & TRADE MEMBERSHIPS

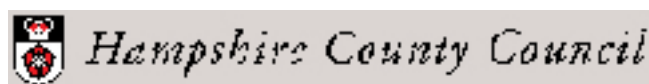


Why Cranleigh?

Our excellent reputation has been established through repeated recommendation and referral.


Our client list will, we feel sure, satisfy you that at Cranleigh, our reputation is your guarantee

EXAMPLES OF OUR RECENT CLIENTS - Housing Associations & New Build Homes



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BACKGROUND


Digital Terrestrial Television - via the aerial

The government has announced that our present analogue television service that supplies us with BBC 1, ITV, etc. will cease some time prior to 2011.


The new digital services, which will replace analogue, are already available in many areas including most of London and the South East and with them come not only our usual five channels but also new free services from the BBC and ITV such as BBC Choice, BBC News 24 and ITV2 and ITV3.

Viewing of digital through the aerial requires the correct antenna, good quality coaxial cable and either a digital television or digital set-top box. (Freeview box). Digital televisions are now available with in-built decoders, which avoid the need for subscription viewing and for the set top box. Where subscription choice is required there are approximately 10 channels available with the capacity to increase.

These can be accessed through TopUp TV at www.topuptv.co.uk

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DIGITAL SATELLITE TELEVISION VIA A DISH

Astra satellite digital transmissions are used by Sky Television for their digital services, including high definition programming.

A 48cm digital dish requires high quality coaxial cabling to link it to a Sky set top "digibox" which can be used in conjunction with an existing television or new digital TV's. Digital Televisions are also now available with in-built Sky decoders avoiding the need for a set top unit.

Programme choice includes five existing broadcast channels, together with a subscription choice in excess of 150 channels. Viewers can either opt to view just the free broadcast channels without ongoing cost or arrange Sky packages by subscription.

Combined with a digital television aerial, these installations provide the viewer with the choice of whether to take aerial based or satellite based digital services or both.

The following benefits are also available:

Radio Channels

ON-screen Home Shopping,

ON-screen Home Banking


E Mail facility-

Internet and Broadband access at discounted prices

Savings on phone calls

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NEW BUILD HOUSE

- Distribution Requirements and Facilities:-
- Receiving aerial (usually externally installed to ensure acceptable quality digital signals)
- 48cm satellite dish sympathetically erected externally.
- FM/VHF radio aerial
- DAB digital radio aerial
- Central distribution amplifier/multi-switch usually located in loft space or services cupboard.
- Clean earth and mains electricity supply in loft space
- Digitally approved coaxial cabling from central location to each outlet
- Two further coaxial cables to outlet at main TV viewing position usually the lounge, to enable Sky+ viewing/recording functions to be used and for the Sky channel, a DVD or video recorder to be viewed at the remainder of the TV sets in the house.
- TV/FM/Satellite outlet plate at main viewing position.
- Dual TV/FM outlet plates at each point except main TV viewing position.
- All coaxial cable must comply to Specification BS EN 50117

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NEW BUILD FLATS

Distribution Requirements and Facilities: -

- Television Receiving aerial (usually externally installed to ensure acceptable quality digital signals)
- 60/80cm satellite dish.
- FM/VHF radio aerial.
- DAB digital radio aerial.
- Central distribution amplifier/multiswitch or several strategically located if a large building.
- Clean earth and electricity mains supply at each distribution location
- Digitally Approved coaxial cable from central location(s) wired individually to each viewing outlet point – cable must not be looped together for this main distribution.
- Two further coaxial cables to main TV viewing position, usually the lounge, enabling Sky+ viewing/recording functions to be used and for the Sky services and dvd or video recorder to be viewed on the remainder of the TV sets in the flat.
- TV/FM/Satellite outlet plate at main viewing position.
- Dual TV/FM outlet plates at each of the TV viewing position.
- All coaxial cable must conform to BS EN 50117

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UPGRADE OF DISTRIBUTION SYSTEMS IN FLATS


Since 1998 digital broadcasting has brought a huge choice of channels to the UK, in excess of the conventional 'analogue' channel selection of BBC1, BBC2, ITV, Ch4 and Five. Today, UK viewers can enjoy about 30 channels of 'digital terrestrial TV' (via an aerial) from Freeview and over 300 channels of 'digital satellite TV' (via a dish) from Sky including 30+ DAB digital terrestrial radio stations and 150+ digital satellite radio stations. Digital TV provides additional services such as interactive TV; shopping, background information, choice of camera angles for sporting events, etc –plus the plan for central and local government to deliver information to citizens via interactive TV. In addition, digital TV is the only means to participate in future enhancements such as high-definition TV. UK viewers have taken to digital broadcasting in a big way. The cost of the domestic reception equipment ('the set-top box') is low and over 15 million homes in the UK now watch digital TV.

Residents of flatted properties are excluded from the digital revolution. In many high-rise and even medium-rise multiple dwelling properties owned by local authorities, housing associations or privately, the communal aerial systems cannot adequately distribute digital TV and radio. The antennas used are unsuitable for digital reception; the distribution system is not compatible and the installed cables cannot carry the full range of signals. At the very least, these outdated systems need updating to provide digital TV for residents and in many cases whole replacement is required. Although digital TV is currently running alongside the old analogue system, in a few short years it will take over altogether, the traditional TV channels will cease to broadcast and if flatted properties have not been upgraded residents will receive no TV at all. Although digital TV is now available by choice, in a few years it will be the only option. The Government has committed to 'switching off' the traditional analogue broadcasts to free up valuable frequency space for more digital TV and other services. The regulatory body OFCOM has proposed a schedule that is likely to be adopted by the Department of Culture, Media and Sport by the end of the year. This recommends a phased switchover to digital, with different TV regions switching off analogue broadcasts at different times, starting in 2008 and completing the process in 2012. So, for some flatted properties there is little more than two years to provide digital reception for the residents – and only seven years for all communal systems across the country to convert. It's essential that landlords begin the process of conversion immediately. The minimum digital communal system provides only digital terrestrial TV (DTT) from Freeview. DTT uses similar signals to conventional analogue TV, picked up with an aerial and distributed from the block's headend to individual flats in a similar way. Conversion of an existing system for DTT alone may require as little as the replacement of the master aerial and headend equipment, maintaining the existing cabling infrastructure, although in older systems complete replacement may still be necessary.

To meet demands in full and provide for future developments an integrated reception system (IRS) should be installed. This receives and distributes to each flat digital terrestrial TV, digital satellite TV and terrestrial/satellite digital radio. It can be used in communal systems of a few homes up to hundreds. Residents use the same low price set-top boxes and other reception equipment used in individual houses. Since an IRS will additionally provide the analogue TV and FM radio channels (until they cease broadcasting) each resident can upgrade their own household to digital whenever they choose, deciding to take, say, just DTT or just satellite TV, or both, and selecting the free services (such as Freeview and Freesat channels) or any of the subscription packages available. An IRS may distribute additional services local to the property such as information channels, in-house radio, or security camera views.

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UPGRADE OF DISTRIBUTION SYSTEMS IN FLATS (Continued)

Where an ethnic group forms a large proportion of residents, the block's IRS may be extended with an additional antenna, electronics and cabling to provide TV or radio services from other countries and in foreign languages too. An 'always on' broadband internet and e-mail service can also be added to provide internet access for residents and a communications path from the estate management. Even a conversion to the 'basic' IRS is an expensive business, because the entire communal aerial system must be replaced, with new antennas, headend electronics and cabling to every flat. It is sensible to plan-in additional cabling to flats – both to cope with future developments and with residents demand for Sky+ and High Definition systems which provide tape-less recording of digital TV and radio but require two separate 'feeds' from the dish antenna.

The complexity of an IRS and the individuality of each installation mean that it is crucial the system is correctly specified and installed for trouble-free reception of all the intended services now and in the future. The exact system specification will depend on the property and the requirements of the management and residents, these issues should be negotiated between the system supplier and the landlord/management.

It is recommended that an appointed contractor should be a member of The Confederation of Aerial Industries, registered and approved by Sky Homes and certificated to BS EN ISO 9001:2000 International Quality Standard. Cranleigh are all of these with a track record of more than three years of successful installations of IRS systems for large public and private sector organisations. Digital services will have to be provided by the time the analogue signals are switched off and as the deadline approaches demand for the limited number of specialist contractors which can plan and install a complete IRS system will rise. A delay will increase the ultimate cost of the upgrade.

The analogue broadcasts will be switched off and it's unlikely that the digital switch-over timetable will be extended. The Government expects to receive huge sums for alternative commercial use of the analogue TV frequencies and will not want to postpone this.


Without communal digital reception, residents will install their own individual dishes and aerials to obtain the digital services. A proliferation of antennas on a block is at best a considerable eyesore, but also flouts planning regulations, may damage the building and even runs the risk of third party injury from poorly fitted antennas.

This can be avoided and the demands of residents satisfied sooner by starting the upgrade process right now. Planning, financing and implementing an up-to-date communal TV system that will serve a property through the digital switchover and into the future is a lengthy process and should not be postponed.

Residents of flatted properties need the same options as individual householders to benefit from the same opportunities as the rest of the community. Existing communal TV systems must be updated. Now is the time to do it and Cranleigh is the company to do it with.

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CONTACTS & USEFUL LINKS

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Tel: 01483 272111 Fax: 01483 277772
People: Ron Ovenden - Technical Sales
Peter Prociuk - Design & Quotations

Cranleigh Aerials

email: aerials@cranleighgroup.com
Tel: 01483 271010 Fax: 01483 277772
People: Derek Smith - Technical Sales
Ian Lucas - Administration

Southern Aerial Supplies

email: southern@cranleighgroup.com
Tel: 01483 277988 Fax: 01483 277772
People: Mike Butt - General Manager
Don Pullen - Assistant Manager

Useful Links

Freeview

www.freeview.co.uk

Digital Television Group

www.dtg.org.uk

CAI

www.cai.org.uk

Sky Television

www.sky.com

Sky Homes

www.skyhomes.com

Ofcom

www.ofcom.org.uk

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