



Kinoton GmbH
Industriestrasse 20a
82110 Germering
Germany

www.kinoton.com

Contact:

Astrid Schroeter
Marketing/PR
schroeter@kinoton.de

Phone: +49 (0) 89 / 89 44 46-89

Fax: +49 (0) 89 / 89 44 46-84

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Kinoton Expands D-Cinema Customer Support

As recently announced, Kinoton will soon be to be present with D-Cinema systems in more than 25 countries. Kinoton's success in the Digital Cinema market is accompanied with a rising demand of professional service and support concerning the new D-Cinema technology. Therefore the German cinema technology manufacturer has further improved its comprehensive support concept for D-Cinema customers.

The constantly expanding D-Cinema Support team is the first port of call for any troubled customer as well as for Kinoton's international sales and service partners. Only recently the team, supervised by senior service engineer Otto Hadek supported by Stefan Natterer and Michaela Fuerst and Kinoton's D-Cinema product manager Markus Naether, has been reinforced by Maik Schoenebeck, a skilled service engineer from the Kinoton agency in Berlin with many years of experience as a trouble shooter. These D-Cinema experts serve as a helpdesk and knowledge base for any inquiry about digital cinema. A telephone hotline ensures fast and exhaustive on-demand support: They members of the D-Cinema Support team analyze the problem in question in direct dialog with the inquirer and provide instant free advice.

But the assistance given is by far not limited on trouble shooting to eliminate problems arising from operating errors or misalignment. The D-Cinema engineers are happy to answer literally any question arising from the daily handling of the new technology, like content specific issues, the connection of new content sources, required changes in the projector set-up, color calibration, questions about network problems or help and advice concerning digital 3D projection, just to name a few typical topics. The D-Cinema Support team even assists in problems with third-party D-Cinema players.

Of course the D-Cinema Support team also arranges for the fast and reliable dispatch of of necessary spare parts from Kinoton's central warehouse. If a technical problem cannot be solved from afar, the engineers of the D-Cinema support team will swiftly pay a visit to the customer to render prompt technical assistance on site.

About Kinoton

Sixty years of experience make Kinoton, based close to Munich/Germany, one of the world-wide leading designers and manufacturers of professional equipment for processing and projection of film and digital pictures. Kinoton offers complete system solutions for cinema and studio applications as well as for large format and special venue projection. The extensive product range also includes the innovative Litefast 360° LED Display systems for advertising and digital signage. The well-established system provider with a staff of 160 employees and in-house manufacturing keeps impressing professional circles with innovative technical developments. An extensive international service and support network with competent partners guarantees reliable customer proximity all over the world. Kinoton's DCP Digital Cinema Projector series with 2K DLP Cinema® technology for brilliant digital pictures was specially designed for cinema use. The DLP Cinema® components are supplied by Barco, one of the licensees of the DLP Cinema® technology from Texas Instruments. More information about Kinoton is on the Internet at www.kinoton.com and www.litefast-display.com.