

How Semtex Supercharged Safety & Communication with Sensear Headsets

Client: Semtex Plumbing and Civil Contractors Palmerston North, New Zealand

Industry: Plumbing, Gas, Drainage, Pipe Relining, Civil Pipelaying

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Overview

When split-second decisions can make or break a job—and even save lives—communication is everything. For Semtex Plumbing and Civil, a high-performing New Zealand contractor operating in loud, high-risk environments, the old ways of staying in touch just weren't cutting it. Mobile phones and traditional two-way radios alone left too much room for error.



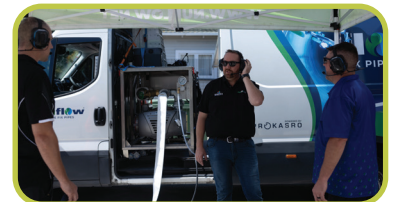
That all changed when Semtex discovered **Sensear's high-noise communication headsets**. The result? Game-changing clarity, elevated safety, and serious savings.

The Challenge

Semtex operates in some of the most demanding conditions and hazardous environments—from civil drainage systems and pipe relining to offshore oil tank maintenance. Effective communication was essential but constantly hindered by:

- **Extreme Noise:** Heavy equipment and machinery made standard radios and phones nearly unusable and useless.
- **Distance & Depth:** Crews were often spaced up to **200 meters apart**, with workers located inside **manholes 4+ meters below ground**, standing above the manholes, and inside vehicles operating and controlling machinery—all needing to stay in sync.
- **No Line of Sight:** Clear communication was often required **without visual contact** between workers.
- **Expensive Mistakes:** A miscommunication incident during a liner pull cost the team **\$50,000**.
- **Fragile Gear:** In-ear communication systems couldn't hold up to rugged, everyday field use.

And as Semtex began more offshore projects, the need for **intrinsically safe (IS) technology**—capable of operating safely in explosive-prone environments—had become increasingly critical.



The Solution

After thorough testing and research, Semtex equipped their teams with Sensear's Bluetooth®-enabled over-ear headsets, designed for high-noise hazardous environments. Featuring behind-the-neck bands that fit comfortably under climbing helmets and hard hats, and paired easily with the GME Bluetooth® two-way radios to ensure crystal-clear communication even in the loudest and most chaotic worksites.

What Made the Difference:

- **Advanced High-Noise Suppression** with clear, natural voice transmission
- **Bluetooth® Connectivity** with a broad variety of two-way radio models
- **FM Short-Range Communication**—ideal for 1:1 comms within 50 meters
- **Rugged, Over-Ear Design** built for harsh field conditions
- **Future-Ready** planning for IS headset deployment in hazardous zones

The Results

What happened next was more than just clearer conversation—it redefined the way Semtex teams operated and coordinated on-site:

- **Seamless Team Communication:** Up to six team members—in vehicles, above ground, and inside manholes could now communicate effortlessly in real time—**even without line of sight.**
- **Fewer Mistakes:** Miscommunication was no longer the norm, significantly reducing operational risks and costs.
- **Improved Safety:** Faster response times and immediate alerts in confined or noisy spaces could be sent if something went wrong.
- **ROI Justified:** Avoided errors and increased efficiency had already added up to major savings—conserving thousands of dollars, validating the investment.
- **Operational Expansion:** Following success in the pipe relining division, Semtex plans to roll out Sensear headsets across its drainage and civil teams.

“It's increased our safety, productivity, and ultimately profitability. Last year, a \$50,000 mistake likely would've been avoided had we had better communication gear like Sensear.”

— **Matthew Nieper,**
Semtex Plumbing and Civil

Looking Ahead

Semtex isn't slowing down. With increasing offshore projects on the horizon, they're preparing to deploy Intrinsically Safe (IS) headsets and trialing external PTT (Push-To-Talk) accessories for added functionality.

Conclusion

Whether it's a man 200 meters away in a vehicle, another four meters below ground in a manhole, and a third standing above him—all needing instant, accurate communication.

Sensear makes it possible.

By embracing Sensear's intelligent headset technology, Semtex has turned high-risk job sites into streamlined, safer, and smarter work environments. With reduced errors, improved clarity, and a proven ROI, Sensear is now an essential tool in Semtex's mission to deliver excellence safely and efficiently.

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