

"Help from Hummel" has been providing support with heat cost allocators, water meters etc. for one year now

Customers and technicians receive tips from QUNDIS GmbH via YouTube tutorials

Erfurt, 20 September 2017

For just under a year QUNDIS veteran Klaus Hummel has been explaining how it's done in [YouTube tutorial videos](#): whether it's installing, operating or reading devices and filling out reports – Klaus Hummel has a whole range of tips and tricks for every QUNDIS product. A member of the Technical Support team at QUNDIS, over the past 12 months he has been sharing his professional know-how and has given lots of customers, partners and technicians a helping hand.

With his videos on heat cost allocators, heat meters, water meters, network technology and QUNDIS software solutions Klaus Hummel has become a minor 'Internet star'. The videos, which are unique for the industry, have so far been accessed nearly 50,000 times on YouTube. In addition, via the website www.Hummel-hilft.de the expert on metering devices has distributed more than 100 "Help from Hummel" coffee cups to winners of his prize games.

"To start with I was a little sceptical when the idea of me appearing in front of the camera was suggested. In spite of my decades of experience in the metering technology industry, making films was a very different world", comments a smiling Klaus Hummel. "But feedback from fitters and technicians indicates that people enjoy watching the videos and really find them useful."

In making tutorial videos available on YouTube QUNDIS has adopted an approach which is unique for the industry. With these online videos the Erfurt manufacturer of metering devices is extending the range of contacts which customers have to the company's technical support facilities. In addition to the service hotline, email support and participation in seminars, QUNDIS is now helping its partners and customers to help themselves. With their images and sound the detailed explanations on metering devices and software solutions can be accessed anytime and anywhere (provided that Internet access is available) and on any kind of device - PC, tablet or smartphone. QUNDIS is accordingly offering its customers the best possible support in their operations.

The "Help from Hummel" videos are now also available in [Italian](#). For further information about the installation videos and documents for downloading (e.g. records), please see: www.Hummel-hilft.de

Press image for downloading:

Installation videos and more are available at the "Help from Hummel" website: [Hummel-hilft-Website.png](#)

About QUNDIS:

In Germany QUNDIS GmbH is among the country's most successful suppliers of devices and systems for the metering and billing of heat and water consumption. In Erfurt the company manufactures products such as [heat cost allocators](#), [heat meters](#) and [water meters](#) under the label "Made in Germany". Its customer base includes metering services, OEM partners and the housing industry. Innovation is a central component of the QUNDIS corporate philosophy, which was confirmed at Germany's 2016 SME Summit when the Erfurt company was awarded the TOP 100 Prize as "Innovator of the Year". The QUNDIS systems for [remote meter reading](#), which also include [smoke alarms](#), are in use in over 6 million homes in over 30 countries.

For more information please visit: www.QUNDIS.de

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