

# EOS|HD™

DIGITAL DRIVE-THRU COMMUNICATION  
SYSTEM WITH HD AUDIO



## DESIGNED FOR DURABILITY

The Perfect Combination of Size, Performance, and Reliability.

**HME**

HOSPITALITY & SPECIALTY  
COMMUNICATIONS®



## DID YOU KNOW...

EOS | HD IS DESIGNED TO HAVE

**57%**  
fewer repairs than other headsets.

“ Day in and day out, EOS | HD has stood up to whatever our drive-thru and crew members can dish out. They love the clarity and comfort ... and I love the durability and fewer repairs. ”

—**ROBERT GREEN**  
Major Quick Service  
Restaurant Manager

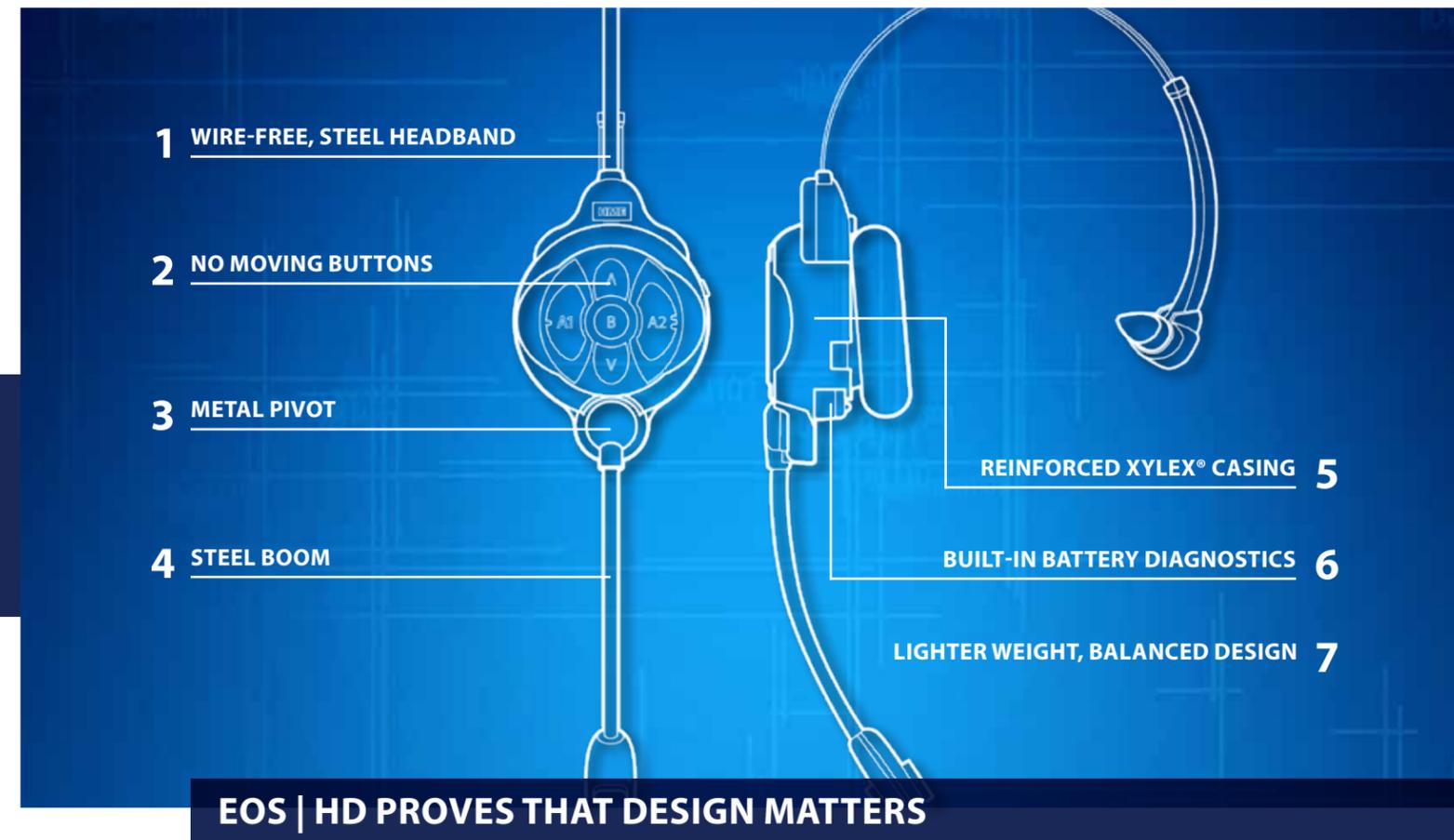
### THE DIFFERENCE IS IN THE DESIGN

As the leader in the QSR industry with decades of experience, HME is committed to developing quality equipment that delivers the best return on investment for its customers.

That's why HME developed the innovative EOS | HD that has 57% fewer repairs than other headsets.

After three years of advanced engineering, HME introduced the smallest, most durable all-in-one (AIO) drive-thru headset ever. With stronger materials and an advanced design, EOS | HD dramatically improves reliability by eliminating the most frequent repair issues for AIO headsets.

	EOS   HD	COMPETITORS
Headband	Wire-Free	Plastic-Cased Wires
Buttons	Non-Moving, Touch-Sensitive	Mechanical Springs/Domes
Mic Boom	Steel	Plastic
Mic Boom Pivot	Sonically-Welded Steel	Plastic C-Clamp
Casing	Reinforced Xylex®	Plastic PVC



#### 1. Wire-Free, Steel Headband

No wires across the headband to the battery means no wires to break, solving the number one repair issue for AIO headsets. And the flexible steel can be pulled and twisted in various directions without damage. Instantly snaps back to fit any head size. Strong enough to withstand the rigors of the QSR environment.

#### 2. No Moving Buttons

No mechanical switches or springs means nothing moves – for greater reliability.

#### 3. Die-Cast Metal Pivot

Innovative metal pivot point keeps the boom in place and helps keep wires from breaking.

#### 4. Steel Boom

Unlike flexible booms, the steel design prevents wire breakage. Eliminates the number two repair issue for all-in-one headsets.

#### 5. Reinforced Xylex Casing

The strength of steel in plastic. Special Xylex resin allows for more impact absorption. Reinforced where it matters the most to prevent breakage.

#### 6. Built-In Battery Diagnostics

Alerts trigger when the battery needs to be charged or is not working correctly, preventing headset downtime.

#### 7. Lighter Weight, Balanced Design

Less likely to fall off. Less impact if it does. Greater reliability.



## DID YOU KNOW...

THREE TYPES OF ISSUES CONTRIBUTE TO

**45%**  
of all-in-one (AIO) headset repairs.

“ I’ve never had to send any of my headsets in for repair. It’s the best headset we’ve used so far and my employees love how light it is! ”

—PERRY LYSON  
Major Quick Service  
Restaurant Manager

### EOS | HD ELIMINATES REPETITIVE REPAIRS

Many things can cause a headset to require repair, but over 45% of all AIO repairs are a result three things: broken wires across the headband, broken wires in the mic boom, and broken buttons.

All headsets have at least some moving parts. But with any headset, the more things that move, the more things break. With this in mind, HME created the EOS | HD AIO headset.

Its groundbreaking design has fewer moving parts to deliver a more reliable solution to headset repair problems and lower the cost of ownership over time. By removing the wires across the headband, creating a steel boom and using touch-sensitive buttons, EOS | HD is designed to last longer and need fewer repairs than other AIOs—saving you time and money.



HEADBAND: WIRE-FREE DESIGN ELIMINATES POWER FAILURE

BUTTONS: TOUCH-SENSITIVE DESIGN KEEPS BUTTONS WORKING LONGER

MIC BOOM: STEEL DESIGN PROTECTS CRITICAL WIRES

### THE TOP 3 REPAIR ISSUES FOR AIO HEADSETS—SOLVED

#### HEADBAND

The leading repair issue for AIO headsets is broken wires across the headband. Wire breakage often creates intermittent power failure which severs communication with customers and results in a costly repair.

EOS | HD eliminates this issue by completely removing these wires. You can twist, bend, and pull the headband without worry of losing communication with customers. And with EOS | HD’s innovative design, the headband can instantly snap back into shape for a comfortable fit.

#### MIC BOOM

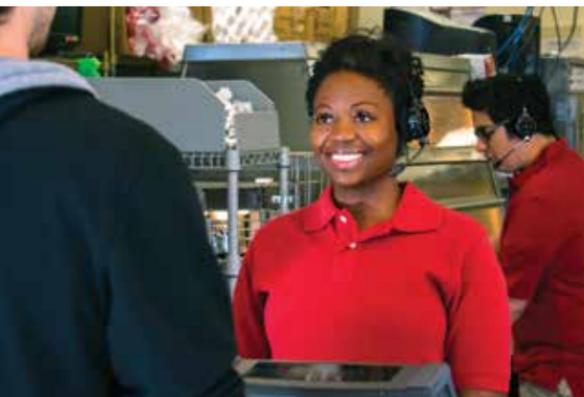
Flexible booms and poorly designed pivots put strain on internal wires and often cause intermittent or complete power failures. This creates costly repairs and can negatively affect customer experience.

EOS | HD was designed with a steel boom and pivot to help eliminate this issue. The steel casing prevents wires from breaking which keeps your repair bills low and your headsets working longer than ever before.

#### BUTTONS

With hundreds of presses a day, the buttons on a drive-thru headset take lots of abuse. This constant motion can wear out the mechanical switches inside most buttons and cause them to stop working.

EOS | HD was designed with touch sensitive buttons with no mechanical switches or springs so nothing moves inside which allows for greater reliability and fewer repair bills.



**DID YOU KNOW...**

EOS | HD CAN SAVE YOU OVER

**43%**

in repair costs over the lifetime of ownership.

“ EOS | HD is definitely the best headset we’ve tried. It’s comfortable and has really great sound quality. We haven’t had any problems with it at all! ”

—**MEGHAN HENSCHEN**  
Major Quick Service  
Restaurant Manager

### FEWER REPAIRS, GREATER RELIABILITY

Repairs can be costly. Not only do QSRs have to deal with the cost of a repair but also the time and hassle of sending it in.

HME’s EOS | HD will save you thousands in costs during the lifetime of your system—and you also avoid the hassle of shipping. Its durable design is superior to

other all-in-one headsets on the market, extending its life and reducing repair costs by over 43%.

Because the EOS | HD doesn’t need to be repaired as often, stores save time and money and lower their cost of ownership over time.



**SIZE + RANGE + STRENGTH = EOS | HD**

The EOS | HD AIO headset is the perfect combination of size, performance and durability. At half the size of any other drive-thru headset on the market, EOS | HD brings unparalleled balance and comfort to users—and that translates to faster and better service for your customers.

EOS | HD features an expanded range that goes above and beyond competitive headsets. It easily reaches into far areas of the parking lot, and resists dropouts and interference caused by stainless steel and walk-in coolers. And when it comes to

sound quality, EOS | HD is second to none, featuring an exclusive sound management system with advanced noise cancellation and a highly directional microphone that delivers superior sound quality.

EOS | HD is built to withstand the daily demands of the QSR drive-thru business. A unique design with fewer moving parts guards against breakage and enhances reliability. And die-cast parts ensure durable performance under even the toughest conditions.

All this, and it’s still the smallest headset on the market.





## About HME

HME was the first to introduce the wireless headset for the drive-thru to the QSR industry. Today, we lead the industry in the number of worldwide QSR communication and timer system installations. Each day quick service restaurants take over 25 million orders using our systems. HME is the only manufacturer that provides total solutions for the QSR drive-thru, including wireless and cabled communication systems, timers, service, and support. To learn more, visit [www.hme.com](http://www.hme.com).

**Call toll-free (800) 848-4468 or your authorized HME dealer for more information.**

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