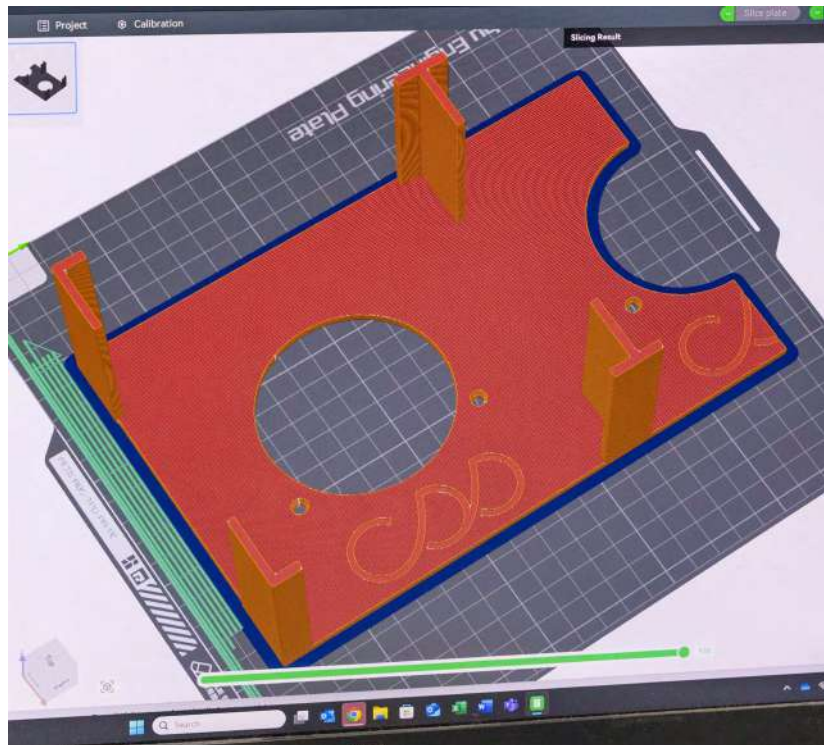
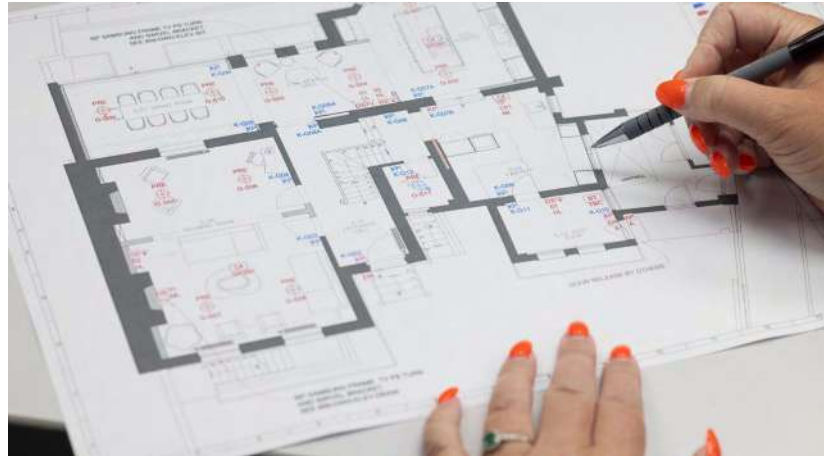




CSS
CUSTOM SIGHT & SOUND
TEL: 01708 223187 WEB: WWW.CSSINSTALL.CO.UK

“When we started out, our driving force was to look after our clients at all costs. While the company has grown, we still live by the same philosophy.”

IAN BOLT, CHAIRMAN & FOUNDER

ABOUT CSS

Formed in 1993, for over 30 years, CSS has designed, delivered and supported award winning integrated systems and entertainment solutions for private clients and property developers, in addition to special projects for the commercial market. Since that time, the business has steadily expanded, but our values have remained the same.

Our experienced staff are our greatest strength, possessing a wealth of knowledge, allowing us to provide technical and design expertise available from only a small number of specialist companies worldwide. Working with architects, interior designers, M&E consultants, contractors and cost-consultants, we deliver the highest quality solutions.

We support our clients far beyond the completion of their installations, ensuring that their systems continue to function flawlessly and helping them keep pace with new technology and functionality.

In recognition of the commitment and care of our team and to cement this for years to come, in October 2025 CSS became Employee owned. This shared Employee ownership will continue to drive excellence into the future.





"We take immense pride in our history and the expertise of our team, offering a rare blend of technical and design know-how. We have built a name for ourselves with our excellent standards, serving private clients, architects, interior designers, M&E consultants, contractors and cost-consultants alike."

GILES CHARMAN
TECHNICAL DIRECTOR



CRESTRON AWARD PRESENTATION 2017



CRESTRON AWARD PRESENTATION 2024



LUTRON AWARD PRESENTATION 2026

OUR TEAM

Our greatest strength and asset is our team, who together possess over 300 years combined experience in the integration industry and whose specialist knowledge and skills enable us to take on any project, anywhere.

KEEP IT IN HOUSE

THE ONLY WAY TO CONTROL QUALITY

From the engineer working on the roof installing satellite and RF arrays, to the termination team in the basement; all are our qualified full-time members of staff. By not sub-contracting and using the knowledge and experience of our dedicated and long-term employees, we maintain total control of quality for the entire duration of a project. Many of our staff joined as apprentices working their way up through the company to senior roles. We possess the skill sets, facilities, capacity and support systems to ensure that we provide solutions at the highest standard from consultation all the way through to client support.

WE CARE

CERTIFICATION BEYOND OUR PEERS

At CSS we are rigorously proactive in the fields of Quality, Environmental Management, Data Security and Health and Safety, achieving standards far beyond those required by our industry, or legislation. In November 2016 we created and implemented a combined business management system which has been certified as compliant with multiple ISO requirements. We continually develop this to ensure that our clients, staff and all who work alongside us are safe, secure and dealt with in a professional, efficient and environmentally conscious manner.

DESIGN MATTERS

THE KEY TO SUCCESS

As part of our complete service offering, we provide full design and project management services on every project. Our client's needs are at the core of our designs. We understand that technology is embraced by some, but feared by others. We listen to client needs and guide at each stage of the process, enabling the realisation of the right solutions for their project.

Our experienced project managers are specialists in their field and not only coordinate delivery of our services with the client's build team, but also assist with support during both the design and the build stages.

OUR SERVICES

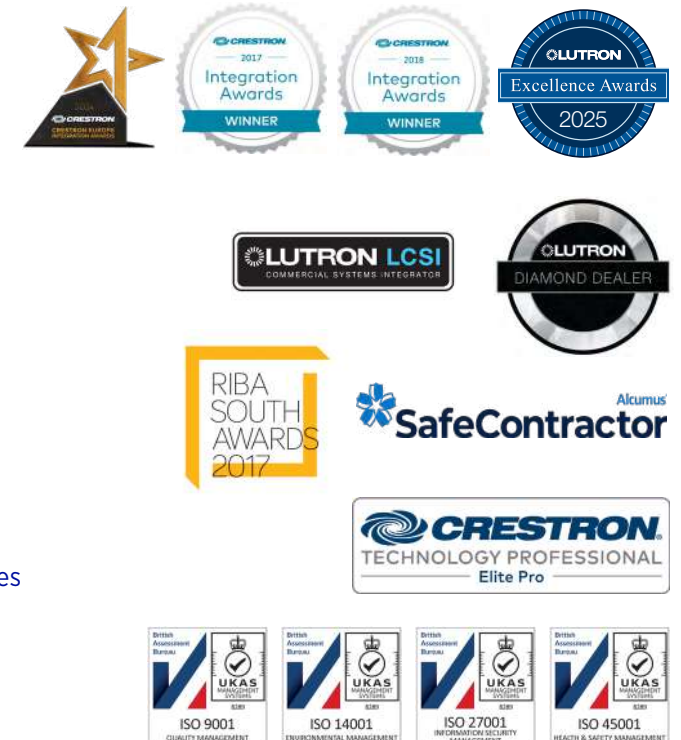
COMPLETE COVERAGE

- Integrated Automation
- Automated lighting control
- Automated Window Treatments
- Entertainment Systems
- Home Cinema
- Data, Wi-Fi & Telephony
- Satellite Systems & Data Streaming
- Security, CCTV & Access Control
- Full Design & Project Management
- Complete Support & Aftercare Services
- Consultancy & Installation Services

OUR PROCESSES

STRUCTURED AND SAFE

In order to excel, a successful project requires expertise, imagination and application. Whilst our specifiers and designers work creatively to ensure that every project is tailored to meet the client's unique requirements and incorporates the latest technology, we also understand that every project must be managed correctly; with processes strictly adhered to, ensuring long term reliability. Every stage from early consultation to long-term support is meticulously planned and executed. Our progress and quality are monitored during regular project meetings and our internal practices adhere to the appropriate ISO standards. We take our accountability seriously.

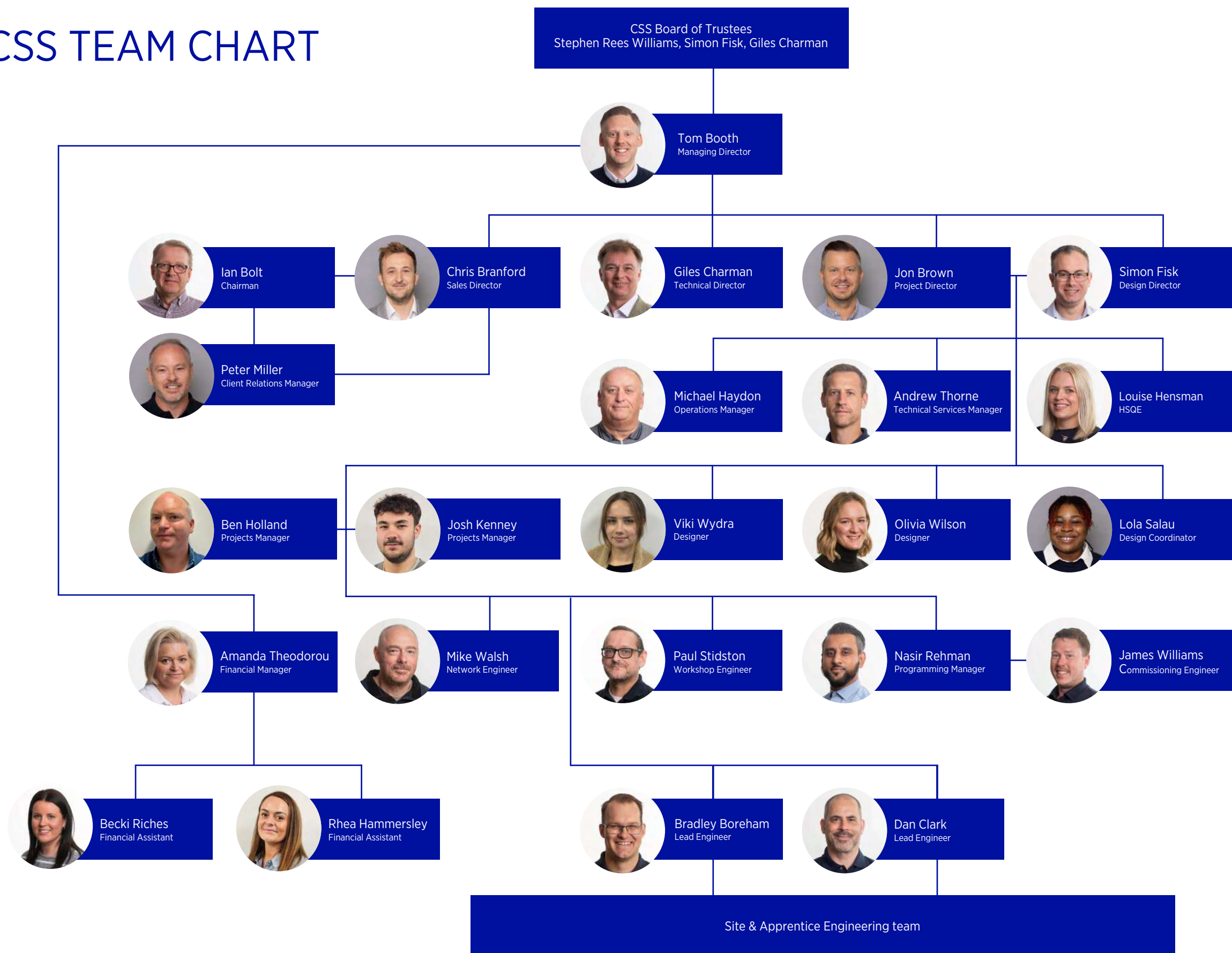




*“Our dedicated design team draws constantly upon
our wealth of experience to provide professional
support to each and every project we undertake.”*

TOM BOOTH, MANAGING DIRECTOR

CSS TEAM CHART





PORTLAND PLACE

A full restoration with LTS Refurbishment of a historical landmark residence used in the filming of 'The Kings Speech' using Crestron and Lutron for full automation of all services.

“I have worked with Ian, Tom, and the CSS team for nearly 20 years within the ultra prime residential sector of London and surrounding counties. The knowledge, experience, and quality that they bring to our projects is always to the highest levels. They work tirelessly not only on behalf of the clients, but also as a key part of the contract team to ensure we deliver projects together that exceed expectations.”

DEREK POOLE, MANAGING DIRECTOR
LTS REFURBISHMENT

“We support our clients far beyond the completion of their installations, ensuring that their systems continue to function flawlessly and keep pace with new technology and functionality.”

PETER MILLER
CLIENT SUPPORT MANAGER

“We have been consistently impressed by CSS over numerous residential projects for end-user clients. CSS have listened to our clients to ensure that the AV and home-automation solutions suit their needs; whether a client enjoys the latest technology or prefers the simplest interface, albeit with the technology hiding out of sight, CSS have provided the right answers.”

JO MAUDSLEY
DIRECTOR, CHARLTON BROWN
ARCHITECTURE & INTERIORS

AFTERCARE

At CSS, we believe our responsibility doesn't end when an installation is complete. Since 1995, our clients have trusted us for technical expertise, compassion, and a genuine desire to provide the best possible service - protecting their investment and ensuring many years of enjoyment.

We provide a full Aftercare service, overseen by Client Support Manager, Peter Miller. With extensive experience in customer support and technical services, Peter ensures every client continues to receive clear, practical advice long after installation.

Peter's approachable style gives clients a reliable, personal point of contact, someone who not only understands their requirements but also takes responsibility for ensuring a consistently high standard of care.

Our support spans every stage of ownership: from routine maintenance and troubleshooting to guidance on upgrades and system improvements. Whether responding quickly to resolve an urgent issue, helping clients maximise the use of their systems, or planning enhancements for the future, CSS is committed to building long-term partnerships.

OUR AFTERCARE VALUES

These values shape everything we do. This approach not only extends system life but also minimises downtime, protects investment, and provides true peace of mind.

RELIABILITY

Consistent, responsive support

CLARITY

Straightforward, clear advice

COMMITMENT

A dedicated team committed to long-term satisfaction

INNOVATION

Proactive guidance on upgrades and improvements

PARTNERSHIP

Building trusted, ongoing client relationships

ONE-YEAR PREMIER AFTERCARE PACKAGE

Every CSS installation includes our comprehensive one-year Premier Aftercare package, giving our clients complete reassurance from the moment their system goes live.

This includes:

- Scheduled maintenance visits to ensure systems remain clean, updated, and fully functional
- Preventative servicing to address potential issues before they arise
- Dedicated access to our Client Support Manager and team whenever needed
- Full accountability for the performance of the installation throughout the year

CONTINUING SUPPORT

As the first year of Aftercare concludes, we'll be in touch to discuss how best to continue your support service. Most of our clients choose to extend their cover through flexible, tailored packages that ensure continued reassurance and performance.

Options include routine maintenance, extended monitoring, enhanced protection, and system upgrades. By choosing ongoing support, you can be confident that your systems will remain fully protected, expertly maintained, and performing at their very best.

EXTENDED SERVICES

Our dedicated services are available 24/7, 365 days a year, combining advanced monitoring with rapid, expert assistance:

SHIELD PRO REMOTE MONITORING

Round-the-clock oversight for total protection

OFFSITE DATA PROTECTION

Secure backup to safeguard your information

RAPID REMOTE ACCESS

Immediate resolution with minimal disruption

SYSTEM ENHANCEMENTS

Regular updates to maintain peak performance

Together, these services are designed to deliver confidence, convenience, and long-term reliability ensuring that your installation remains in safe hands with CSS.



PETER MILLER
Client Support Manager

SHIELD PRO

THE SILENT ASSISTANT

Smarter, faster support, Shield Pro enables our team to deliver rapid responses and effective resolutions, without inconvenience to clients.

REMOTE SUPPORT

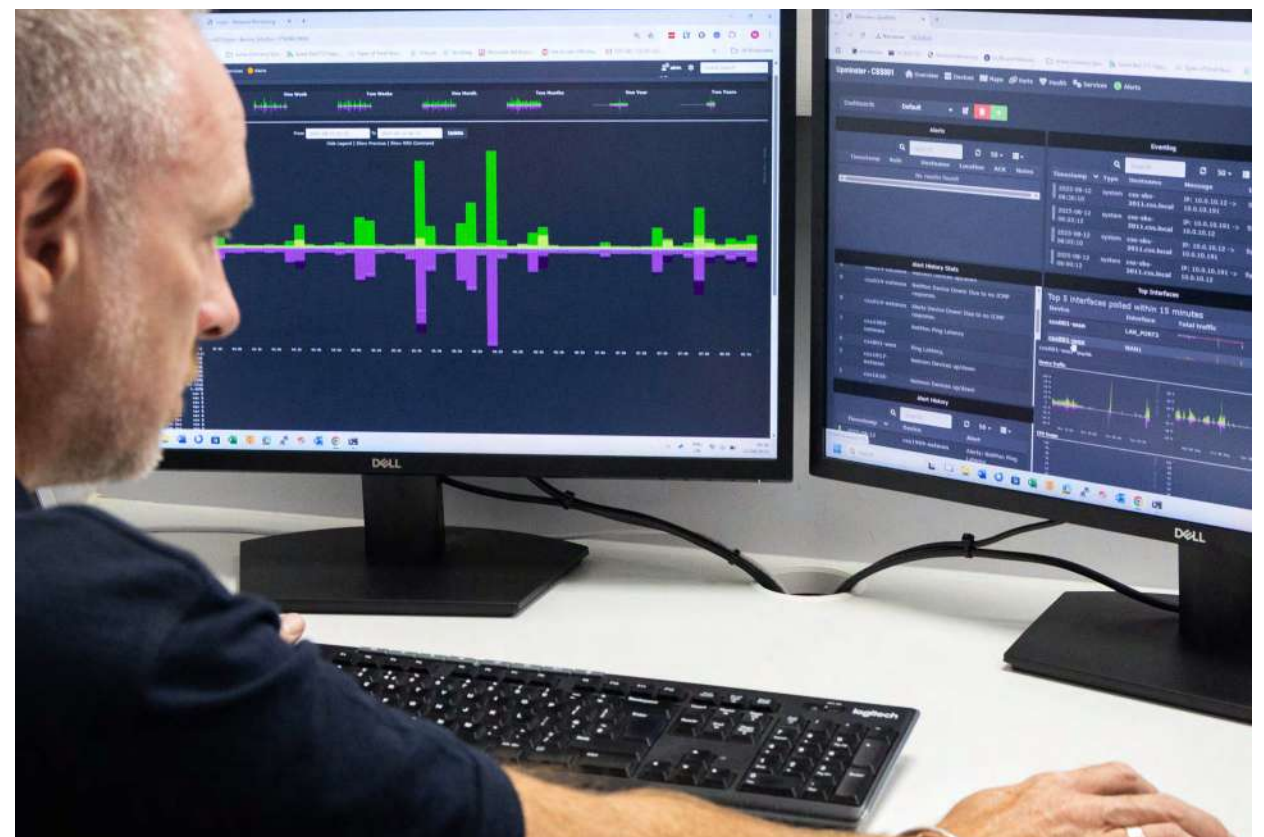
Developed entirely in-house, Shield Pro is a unique and powerful solution that allows us to securely diagnose installations and restart in-home IP devices, often instantly resolving issues without the need of a service visit.

PROACTIVE MONITORING

Our dashboard continuously monitors system health, detecting potential issues and alerting our support team before clients are even aware of them.

PERFORMANCE PROTECTION

Real-time temperature sensing safeguards critical equipment, extending lifespan and reliability. Built on the latest technology and designed by CSS exclusively for our clients, Shield Pro offers true peace of mind—keeping systems reliable, efficient, and protected.



How Crestron and CSS Upgraded David Holmes' Smart Home to meet his changing needs

TECHNOLOGY WITH REAL PURPOSE

From a groundbreaking installation in 2012 to a meticulously planned upgrade in 2024, this high-tech house is testament to innovation, adaptability, determination, and the power of collaboration.

David Holmes' journey from professional stuntman to broadcaster and ambassador for the Royal National Orthopaedic Hospital (RNOH) has been nothing short of extraordinary. Following a life-changing spinal injury on set, David embraced a new kind of freedom - one powered by cutting-edge smart home technology. To keep his mind active in hospital, David set about designing a home in his mind. A team of talented home automation experts would help David turn that vision into reality.

In 2012, Crestron and CSS lead the way in creating a fully automated home that gave David unprecedented control over his environment. 'This house changed my life,' said David at the time. Now, a decade later, Crestron and CSS have returned to adapt and future proof the system with a comprehensive upgrade - ensuring the house can continue to evolve alongside David's needs. This transformation reveals more than just technical achievement. It is a story of partnership, innovation and the application of technology to empower lives.

THE ORIGINAL VISION

When Crestron and CSS were first approached in 2010, they took on the challenge of creating a home that could restore David's independence. The power and flexibility that Crestron offers as a platform was already legendary in the industry. The unique demands of this project also required absolute reliability, ease of use and superb performance. Ian Bolt, CSS Chairman, was unequivocal:

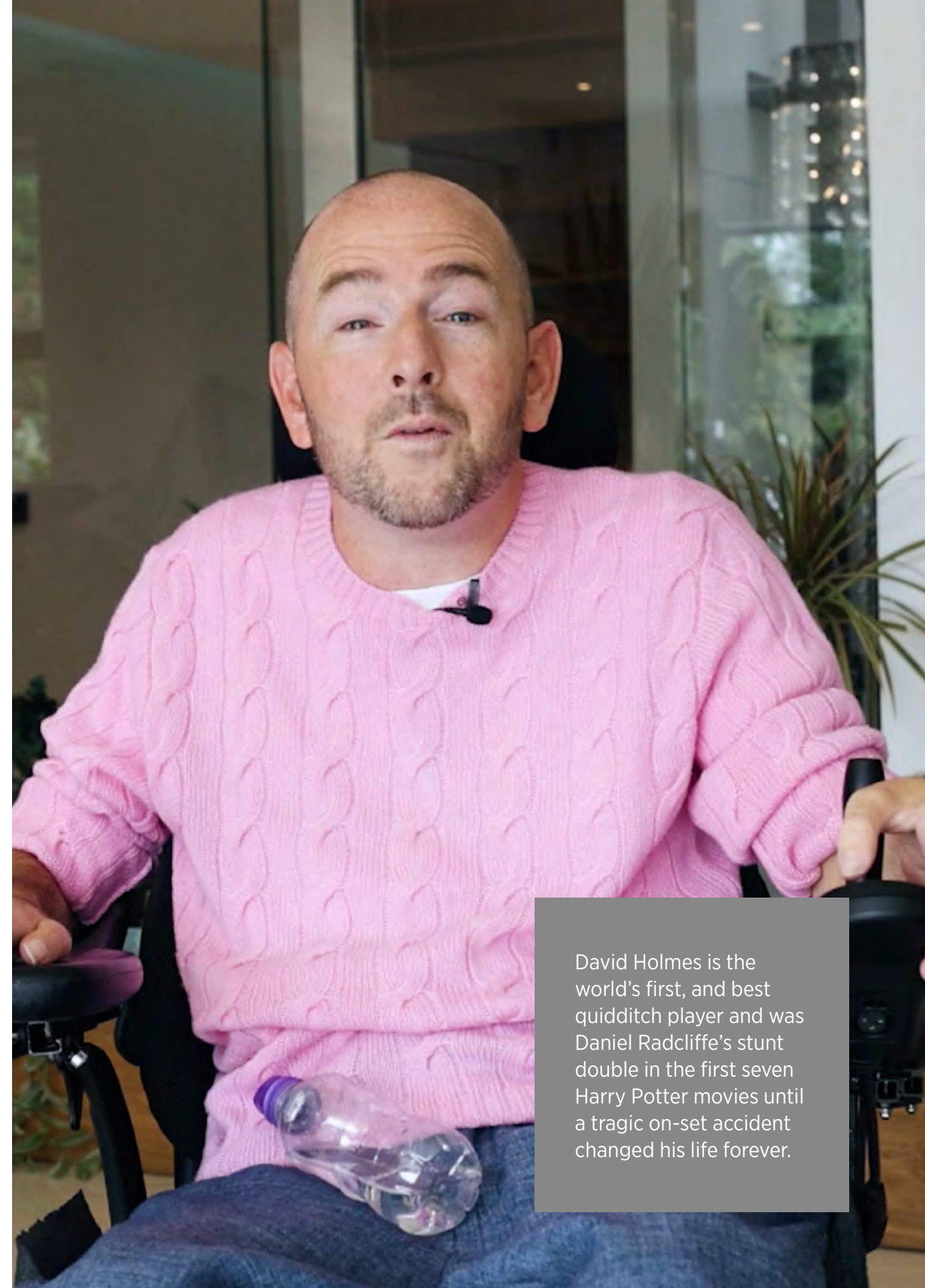
"Crestron is the only manufacturer capable of assembling a platform for such a uniquely complex and demanding array of individual pieces"

And with CSS's proven ability to handle complex, demanding projects with innovative flair, they provided the perfect installation partner. The result was a highly automated smart home that allowed David to control everything - from changing the coloured lighting in the bar area, to viewing security cameras and operating the dropdown screen in his much loved cinema room. Everything was controlled via an iPad, providing superb autonomy. Over a decade later, the original system has stood the test of time, remaining relevant as well as reliable.

WHY THE UPGRADE WAS REQUIRED

As David's condition has evolved, so too have his needs. Recent changes have compromised his ability to use touch-based controls like an iPad, and so a hands-free, voice-driven functionality has been designed to deliver greater usability.

This transformation required reprogramming the entire installation to integrate voice commands across all systems. Now David can control doors, windows, lights, security, his entertainment systems simply by speaking. Every element of David's smart home can now respond to his voice alone. It is a true example of technology responding to human needs.



David Holmes is the world's first, and best quidditch player and was Daniel Radcliffe's stunt double in the first seven Harry Potter movies until a tragic on-set accident changed his life forever.



"Those guys were brilliant. It was CSS that gave me the confidence to believe it could be done. This house has changed my life."

DAVID HOLMES

"This project, one Crestron has been deeply involved with for many years, highlights the power of adaptable smart home technology. David's independence is paramount, and this 2024 upgrade to a voice-controlled system ensures he retains full control of his environment. We're immensely proud of our platform's flexibility in meeting evolving individual needs."

DAVID SHORT
SENIOR DIRECTOR
MARKETING OPERATIONS AND RESIDENTIAL
CRESTRON EUROPE



David Holmes

'This house changed my life'

ESSEX, 2010, 2024

"CSS and Crestron have been able to upgrade my system with the help voice commands and the whole house can be controlled by using my voice. As I was losing a limb, I actually gained another, so that sense of independence was reinstalled."

DAVID HOLMES

"We have been involved in this industry for over 30 years. This is the project that is most important to us, using technology to make a serious positive impact on how David is able to live his life."

IAN BOLT
CHAIRMAN, CSS



WHAT'S NEW: STATE OF THE ART FEATURES FOR THE FUTURE

The 2024 upgrade is not simply about voice controls - the Crestron and CSS team has taken the opportunity for a comprehensive overhaul to bring the smart home up to the latest technological standards and beyond.

Audio and Video Overhaul: all audio and video systems have been upgraded to Crestron's NAX audio and NVX video platforms, delivering high-resolution audio and 4K video to every room.

Extended Voice Control: the SIRI/Crestron-based voice control system has been expanded to ensure David can control every function in the house.

Seamless Integration Across Systems: an astounding array of brands and systems has been integrated under the Crestron platform, ensuring a seamless user experience.

These enhancements mean the system has not only been tailored to David's current needs, but is future proofed to deliver to the same high specification for the next ten years.

A TRUSTED PARTNERSHIP: THE PEOPLE AT THE HEART OF THE PROJECT

One of the standout aspects of this project is the dedication and continuity of the team. Andy Thorne, who led the original 2012 installation as CSS's lead engineer, returned to oversee the 2024 upgrade.

Now CSS's Special Projects Manager, Andy's long-standing relationship with David ensured that the new system would be as intuitive and effective as possible.

TECHNOLOGY THAT MAKES AN IMPACT

What sets this project apart is how technology was used to truly improve someone's life. For Crestron, this project highlights the platform's ability to truly integrate a uniquely complex system.

For David, the impact of the upgrade goes far beyond convenience: it's about regaining control over his life:

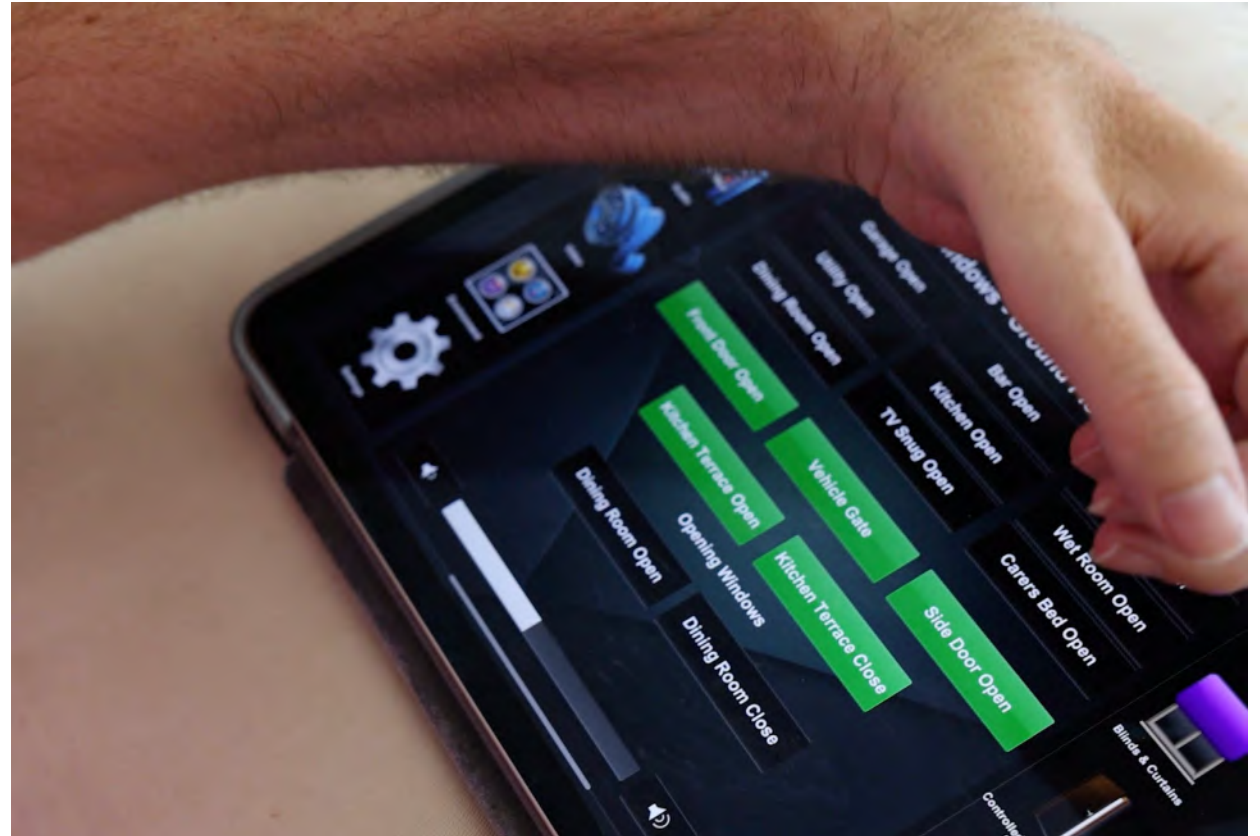
"The whole house can be controlled by my voice", he says. "As well as losing a limb, I actually gained another. That sense of independence is re-installed."

A TRULY UNIQUE APPLICATION OF SMART HOME INTEGRATION

From the first installation in 2012 to the transformative upgrade in 2024, the partnership between Crestron, CSS and David Holmes shines a light on the radical power of smart technology. With the right team alongside, we can harness this power to adapt to and even anticipate human need. We can use it to offer freedom, independence, and peace of mind.

Ian Bolt recalls: 'CSS has been involved in this industry for over 30 years, working on some of the finest properties across the UK and beyond. But this is the project we feel most strongly about. It allowed us to use technology to make a serious impact on how well somebody's able to live their life.'

The Crestron and CSS teams continue to innovate. As for David's home, they are proud for this to remain a beacon of accessibility and smart living into the next decade and beyond.



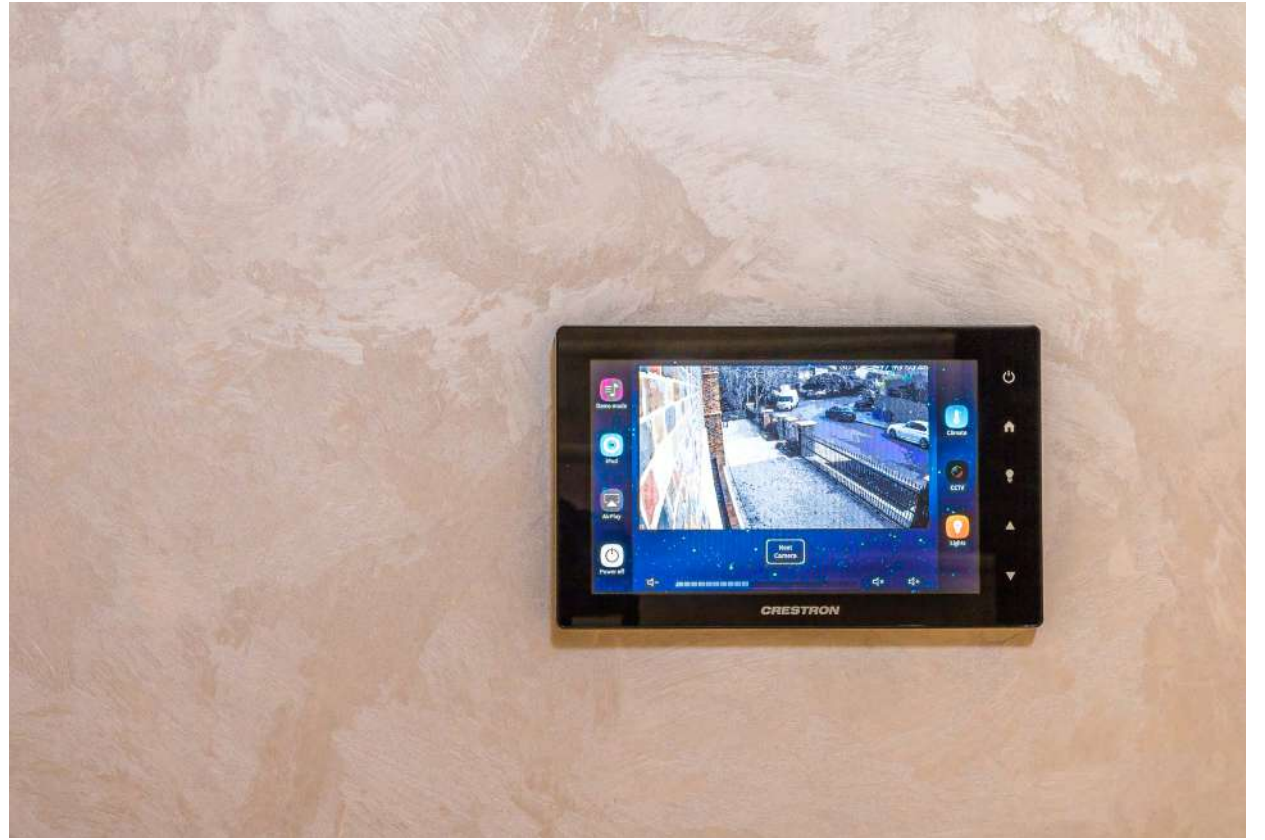
PORTFOLIO

TOWN



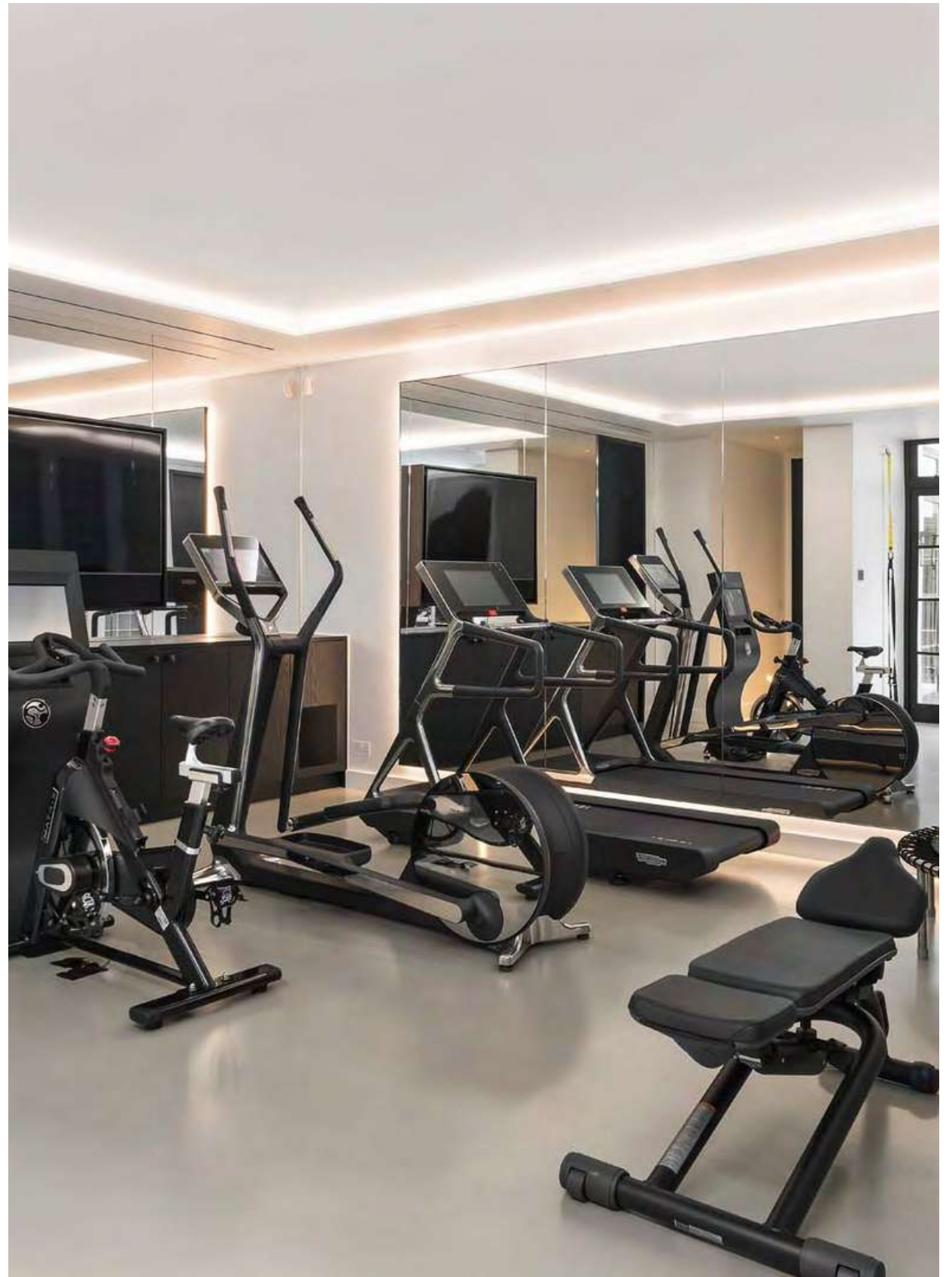
Bishops London

3 TOWN HOUSES
5 APARTMENTS





Chelsea



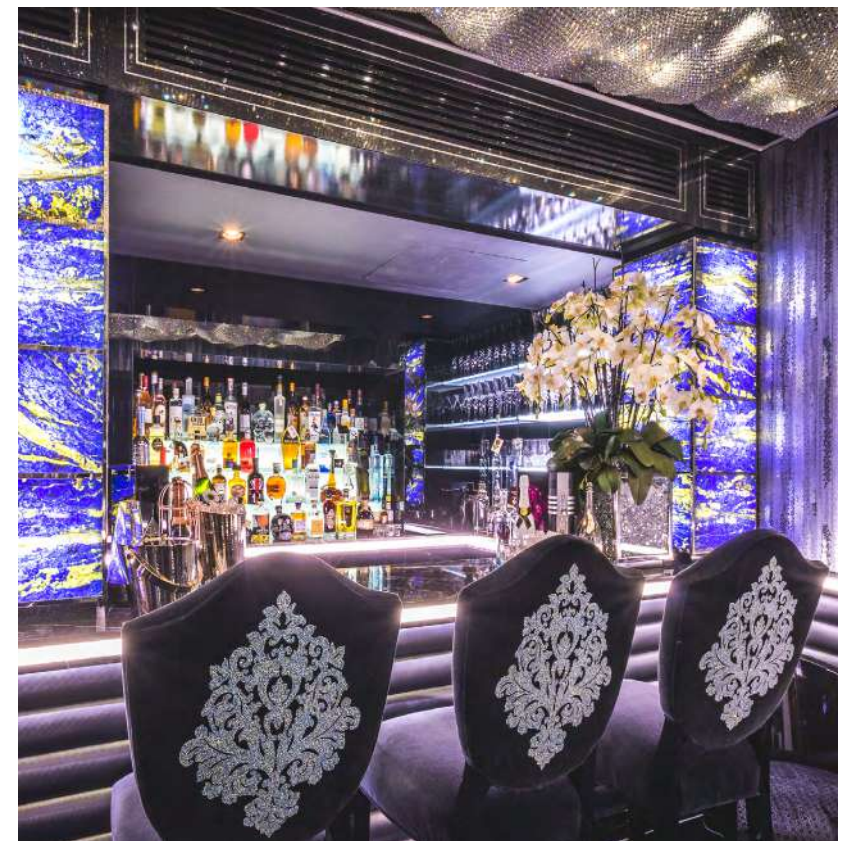
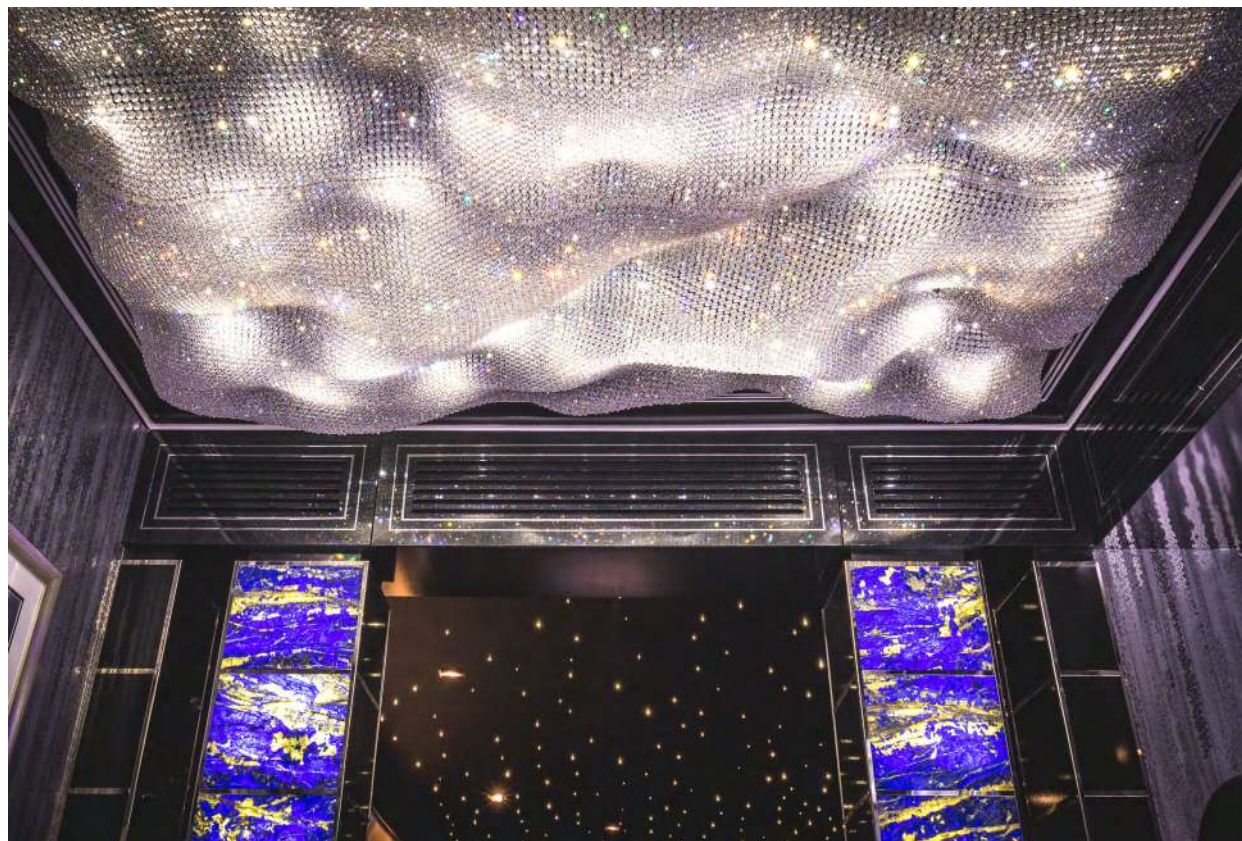
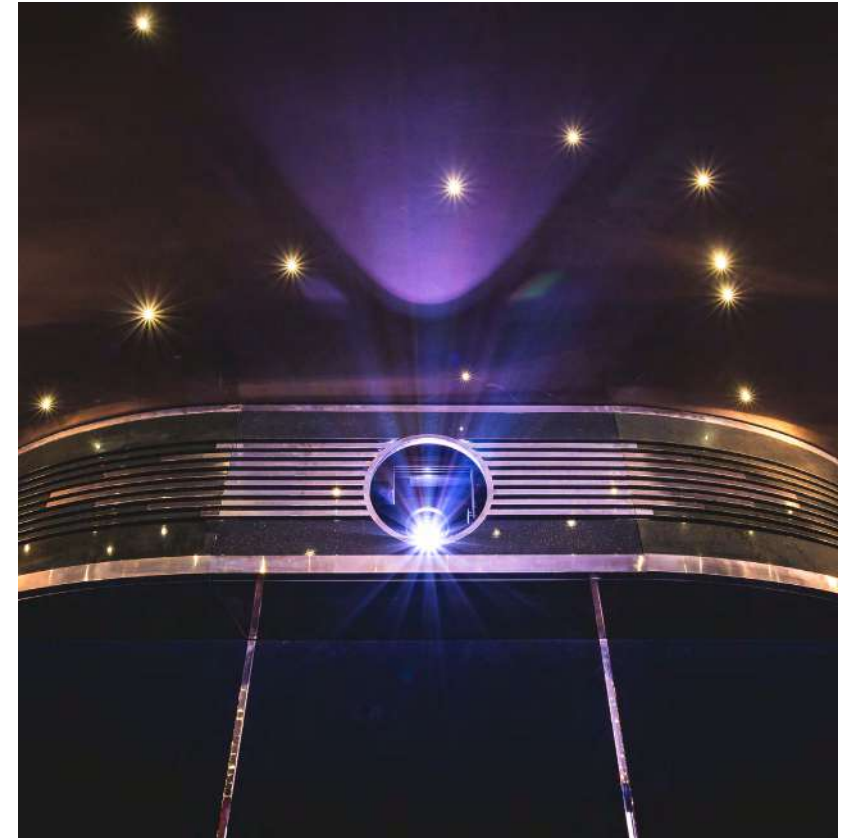
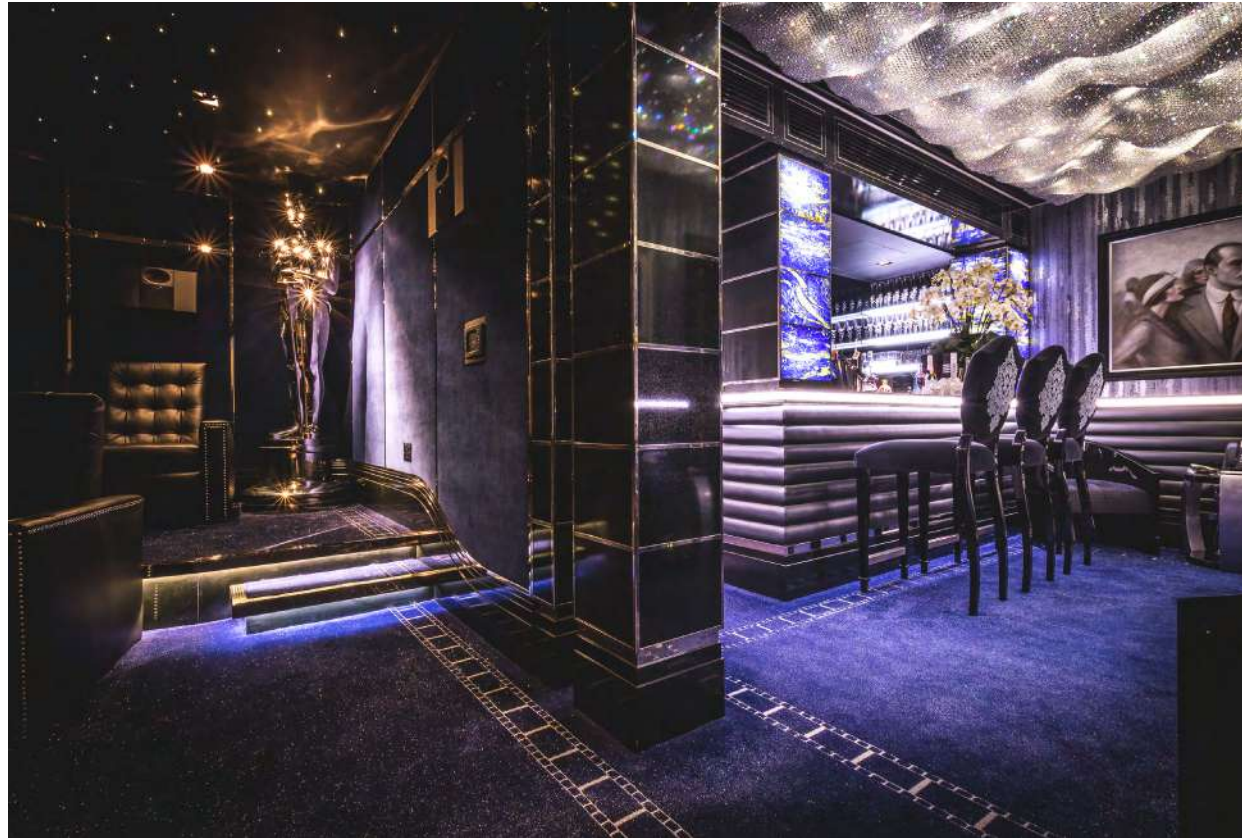




"CSS were responsible for all the technology throughout the project so every time we wanted a TV to come out of a unit they were the guys who could make it happen."

JOE BURNS, OLIVER BURNS
INTERIORS

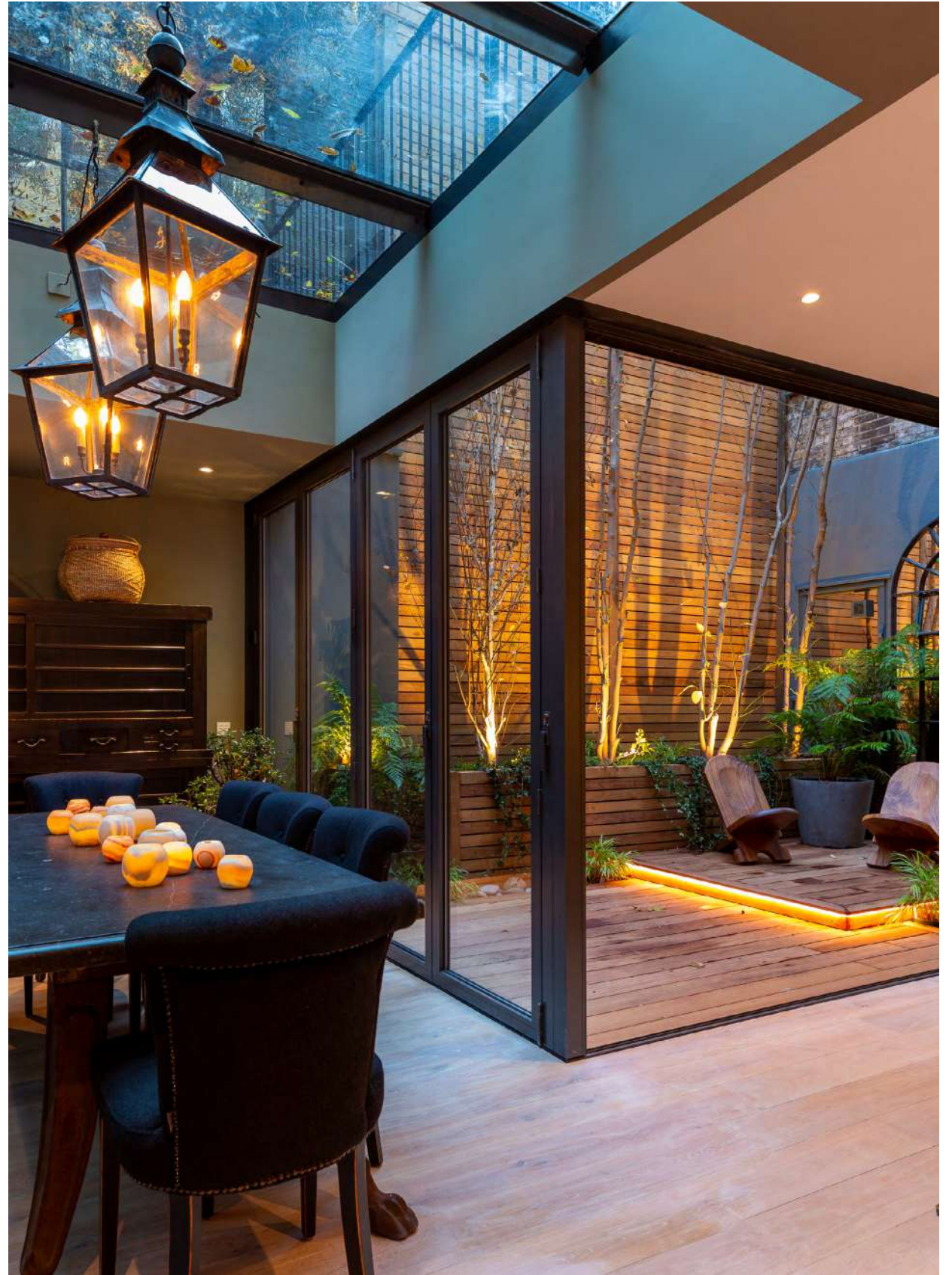
Mayfair





Farrington







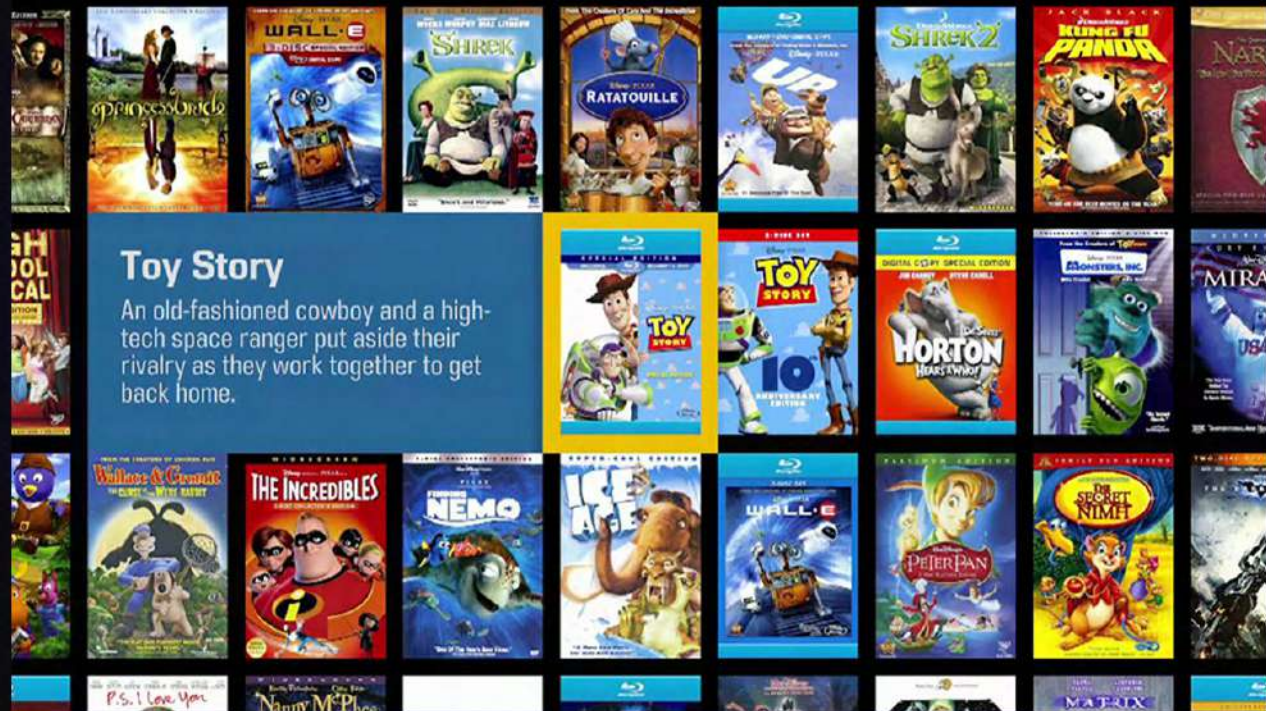


Marylebone









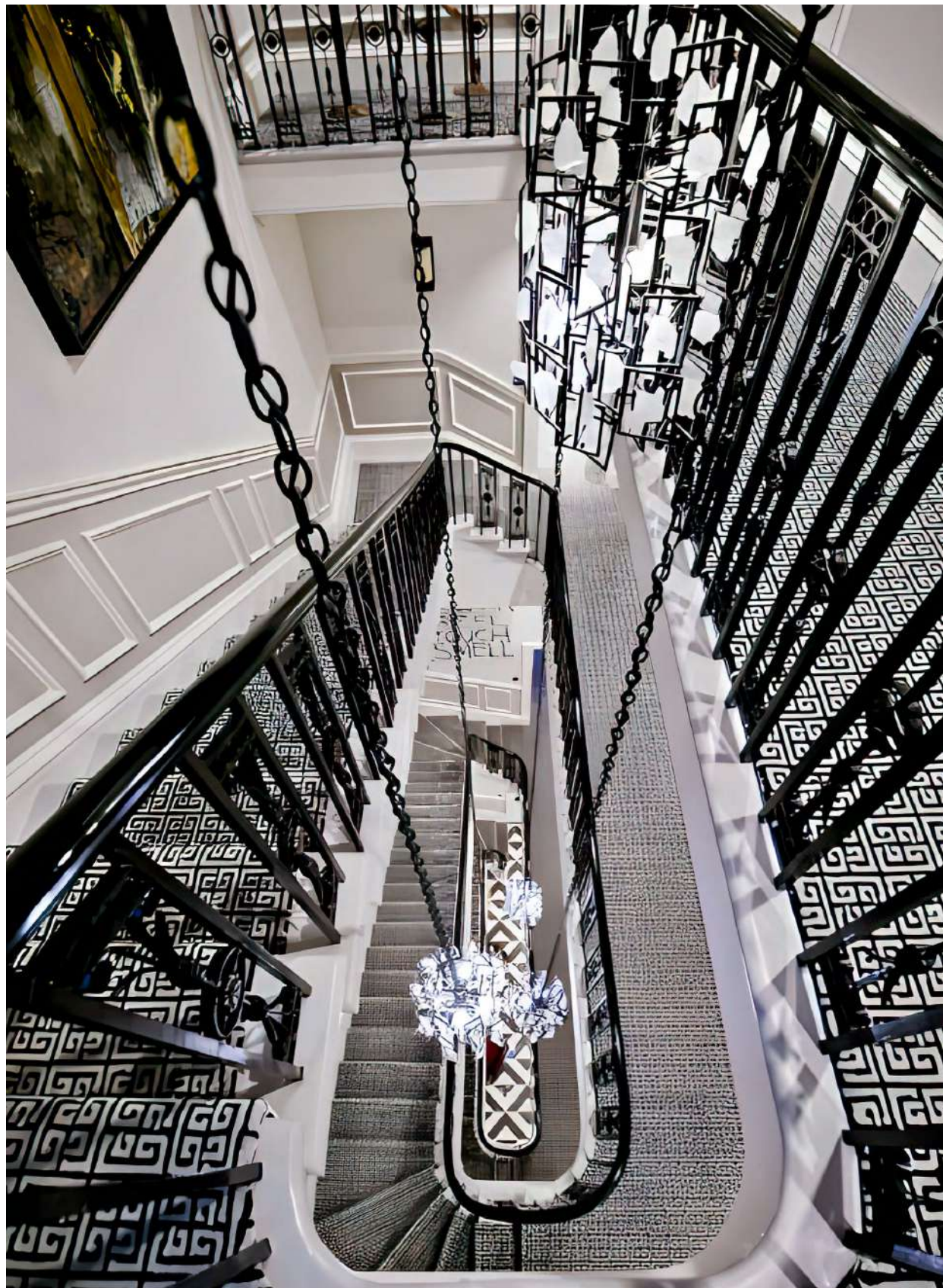




Mayfair









Chelsea

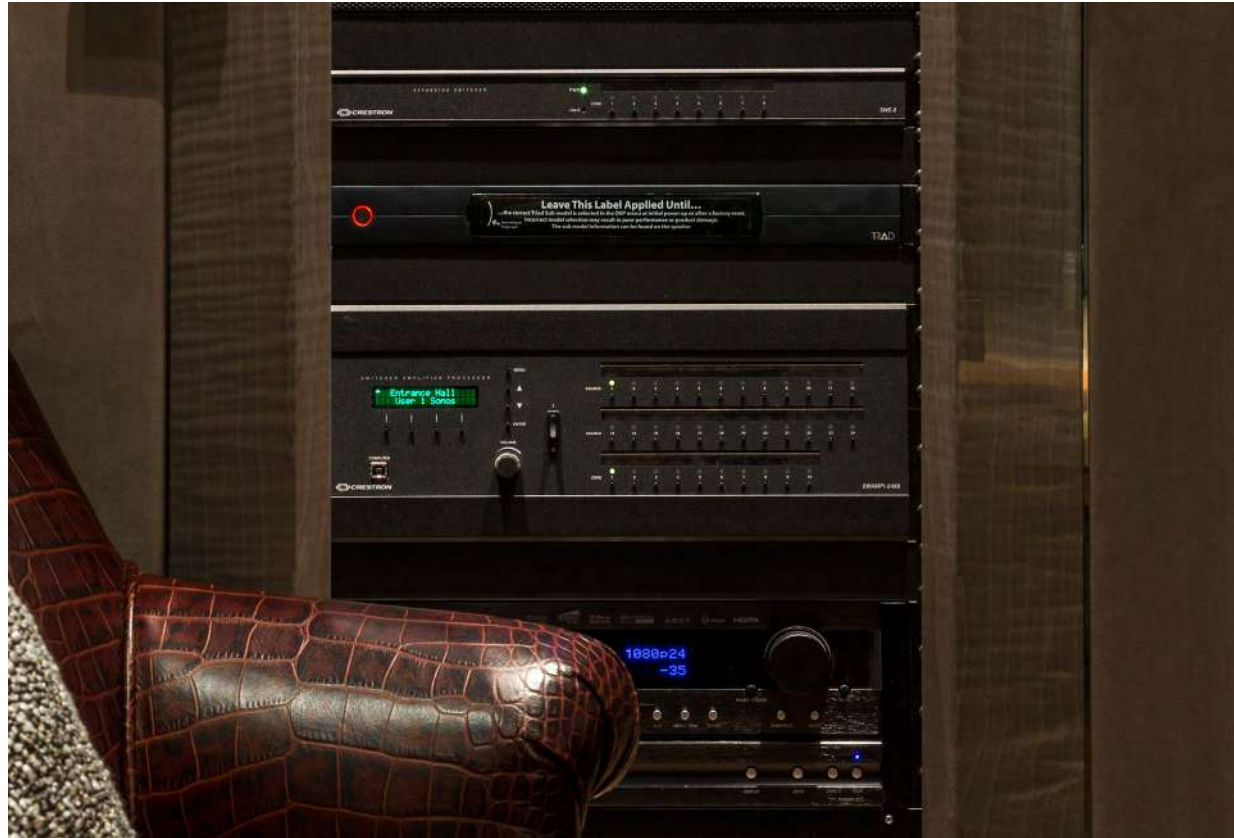






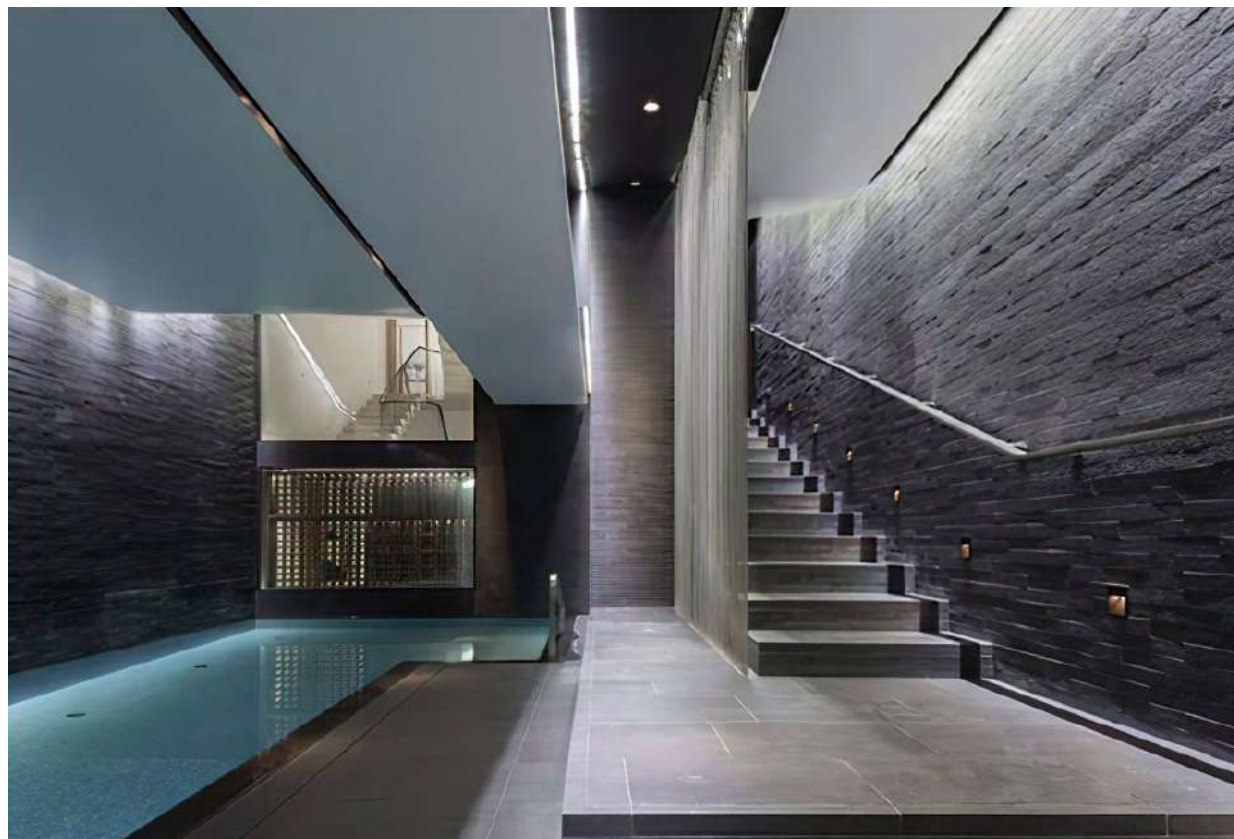


Knightsbridge





Bayswater





Kensington







Knightsbridge



PORTFOLIO

COUNTRY



Hampshire





Oxfordshire



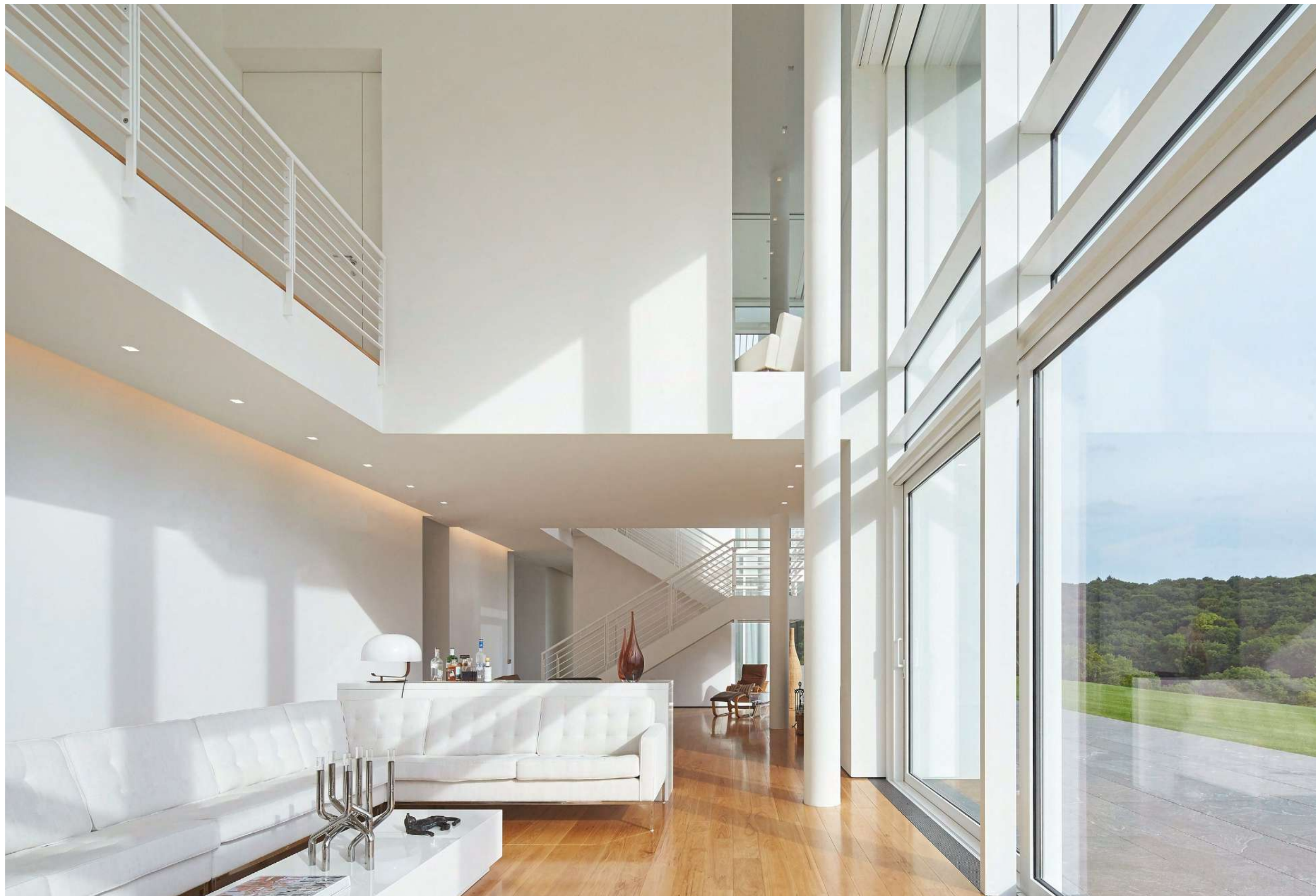
Hampshire



Hampshire



Oxfordshire







Surrey
IN PROGRESS



Hampshire



Wiltshire



Surrey



Hertfordshire





Jersey



Surrey



Hertfordshire

PORTFOLIO

SPECIAL PROJECTS



Embassy Gardens

FRONT OF HOUSE & COMMUNAL CINEMA





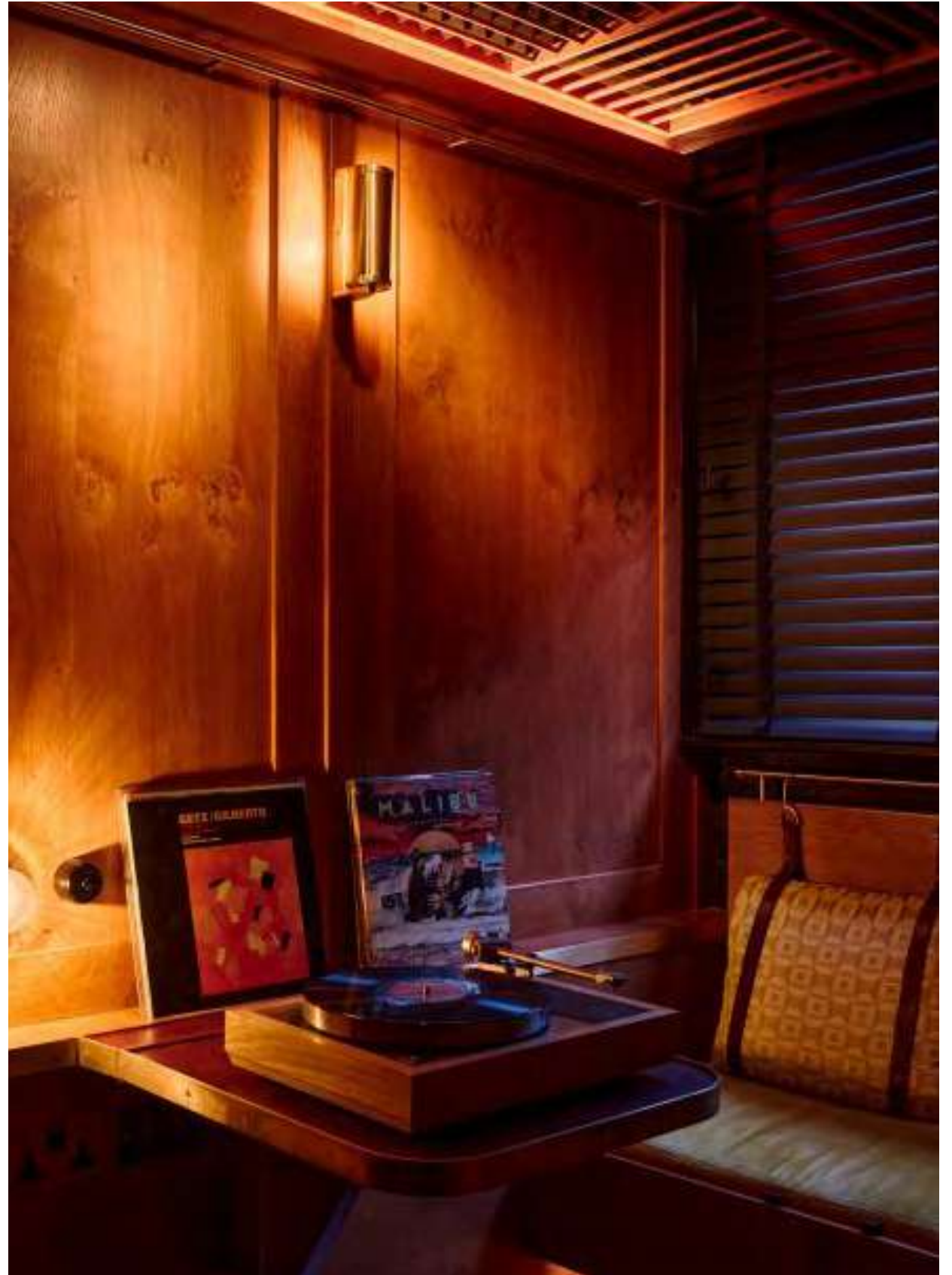
Private Boardroom



KOKO
HOUSE OF KOKO
PRIVATE CLUB









WEST HAM UNITED



London Stadium
PRIVATE BOARDROOM



One Thames City

67 APARTMENTS



Pan Peninsula
COMMUNAL CINEMA



1996

Lutron arrives in our portfolio and we understand the power of lighting control.

2000

We have a proper team now, 6 staff including full time engineers.

2004

Lutron motorised shading arrives, and we learn another new skill set.

2008

Jon Brown joins as a junior engineer and Simon Fisk as a junior designer.

1993

CSS established by Ian Bolt and Michael Haydon and we win our first multi-room audio installation.

1999

Our first major cinema project, driven by Crestron and we realise the power of home automation.

2002

The CSS team trek through Europe for our first overseas installation: a ski lodge cinema in Courchevel.

2005

Tom Booth joins as a junior designer.

2009

Giles Charman joins and we become the most technically adept installer in the market.



2014

We qualify for 4 stringent ISO standards and have every year since.

2017

A full commitment to HQSE with Louise Hensman joining.

We win the Crestron European installation award.

2019

The team builds to over 20 strong.

2024

We win the Crestron European installation award for the 3rd time!

2025

We win the prestigious Lutron European installation award.

2016

We start our apprenticeship commitment.

2018

We win it again!

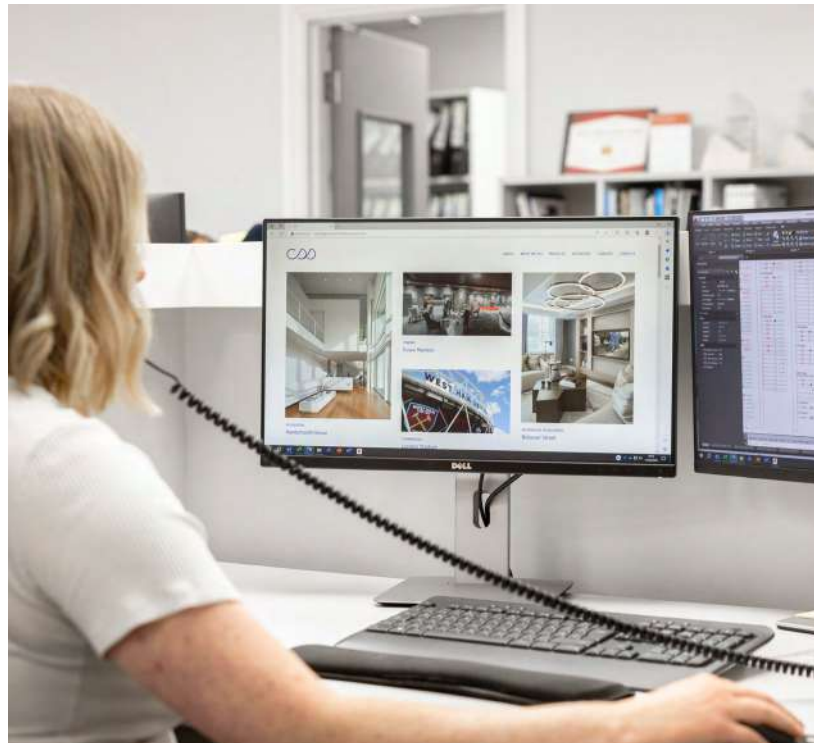


2023

We celebrate our 30th birthday with a party in KOKO. Very fitting as it is a CSS install.

2025

With a staff of more than 30, CSS becomes employee owned, ensuring its future as well as dedication to its team.



"I am writing to express my sincere gratitude and appreciation for the professionalism, helpfulness, kindness, and technical expertise demonstrated by Andy, Dan, Toren, and Harry during their visits to the house.

Each of them has been exceptionally knowledgeable, considerate, and courteous, making every interaction a pleasure. Their dedication to their work and their willingness to go above and beyond have not gone unnoticed. It has truly been a pleasure to have any number of them assist us with all things technical here at Regents Park.

Please do pass on my thanks to Andy, Dan, Toren, and Harry for the wonderful job they have done for us. I cannot speak highly enough of their professionalism and the positive impact they have made here."

PRIVATE CLIENT, REGENTS PARK



Custom Sight & Sound Ltd
Unit 13, Upminster Trading Park
Upminster, Essex RM14 3PJ

cssinstall.co.uk