

aerocom
pneumatic tube systems worldwide

1956
—
2026

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Dr. Wolfram Pfitzer, Managing Director

The idea of pneumatic tube systems continues to inspire me to this day – a technology with its origins in the 19th century that we at Aerocom have continuously developed and refined. I am particularly proud that we have not only driven innovation forward, but also significantly expanded our international presence. This strong foundation enables us to deliver the highest quality and customized solutions – reliable, competent, and close to our customers.

Since 1956, Aerocom has stood for strength, reliability, and partnership. Our mission statement embodies vision, excellence, and market leadership. Based on our values – customer satisfaction, individuality, expertise, trust, commitment to our location, and the future – we create sustainable value and exceed our customers' expectations. These principles shape our culture and drive us to continue achieving success together in the years to come.

70 YEARS – OUR VALUES



Roland Pfitzer, Managing Director

Mutual trust and appreciation are the foundation of our success. This applies not only to our employees, but also to our partners worldwide. I am proud that many employees and partners have accompanied us for many years and continue to grow together with us.



Rüdiger Pfitzer, Managing Director

Our mission is to continuously develop proven technology and adapt it to the modern requirements of our customers. At the same time, I am particularly committed to high quality standards 'Made in Germany' and the optimization of our internal processes, because this is the only way we can ensure that innovation and quality go hand in hand.

QUALITY AND RELIABILITY – MADE IN GERMANY



**made
in
Germany**

Since 1956, pneumatic tube systems have been manufactured in the Stuttgart area.

In 1996, the merger of several long-established manufacturers gave rise to the Aerocom brand, which continues to stand for quality, reliability, and technical innovation. The move to Schwäbisch Gmünd in 2001, along with the construction of a modern production and administration facility, marked an important step toward the future.



That's where we bring our mechanical construction as well as hardware and software development into one building.

Aerocom stands for contentment, individuality, and expertise in transport automation. As a traditional yet modern company, we focus on trust and commitment to our location and develop tailor-made solutions for the future. Our pneumatic tube systems are of the highest quality thanks to our modern production methods and optimal working conditions. Thanks to our network, we are always close to our customers and reliably meet individual requirements in approximately 100 countries.

Contentment

The contentment of our customers is our highest demand. It is the basis for serious and successful cooperation and determines our daily actions.

Individuality

Every customer is unique. That is why we develop tailor-made solutions that are consistently geared to the needs, wishes, and ideas of our customers. This individuality is the starting point for every long-term partnership.

Expertise

Our know-how is based on decades of experience and the expertise of our employees. This enables us to develop ideal solutions for different markets and respond flexibly to changes.

Trust

Trust is the foundation of every business relationship. Long-term partnerships are built on personal exchange, reliability, and mutual appreciation. A standard we have remained committed to for more than seven decades.

Commitment to our Location

Our systems are developed and manufactured in Germany. For us, "Made in Germany" stands for modern production methods, the highest quality standards, and optimal working conditions. This is how we ensure that every product we deliver is durable and reliable.

The Future

For 70 years, we have been looking ahead. We develop new ideas, pursue innovative paths, and shape the future of pneumatic tube systems together with our partners. In doing so, we focus on continuity and openness to change – with confidence and drive.



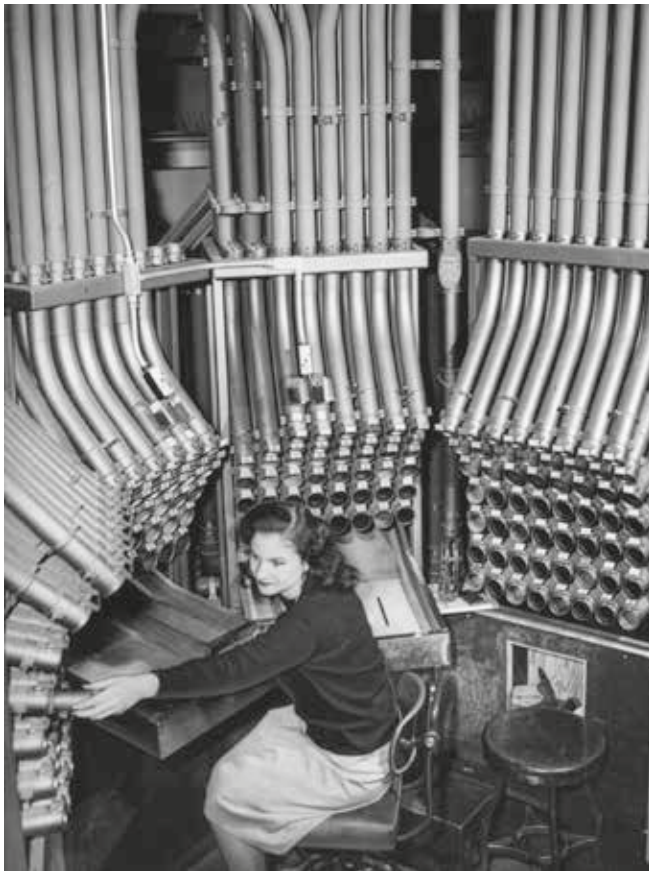
OUR CUSTOMERS' NEEDS

Customers of pneumatic tube systems require fast, secure, and reliable transport of materials that cannot be sent by e mail – often in 24/7 operation. They look for efficient solutions that simplify internal processes and unlock potential savings.

These include samples of widely varying sizes and specifications: from standard samples such as blood samples and medications in hospital operations, to quality samples in industrial environments, and even hot, powdery, or toxic materials used across various sectors. Transport across multiple building complexes or secure shipment with access control are additional requirements our customers bring to us.

From the Idea to International Brand

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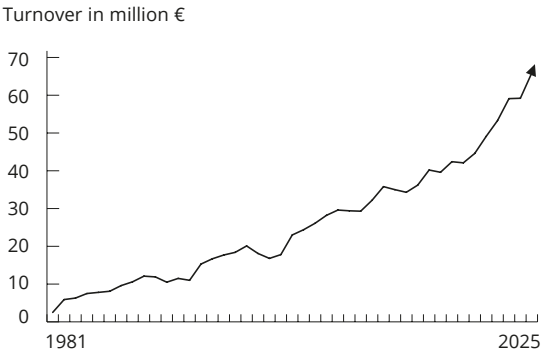
Already in the 19th century, pneumatic tube conveying systems revolutionized transport in major cities. Aerocom builds on this long-standing experience: following the merger of Aeropost, Airfix, and Aerotrans, and the acquisition by ASCOM, Aerocom was founded in 1996 through a management buy-out led by Dr. Wolfram Pfitzer. Today, Aerocom stands for innovative pneumatic tube solutions based on decades of expertise.



1956
Founding of the company
under the name Aeropost



1981
Dr. Pfitzer joins the company
and start of the export activities



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2011
Symbolic handover of management to the two sons Roland and Rüdiger Pfitzer. Dr. Pfitzer and daughter Susanne offer their congratulations.

Development of the automatic unloading station for blood samples.

1996
Dr. Pfitzer acquires the company through a management buyout (MBO) and renames it to Aerocom

2001
Construction of a new administration and production building and relocation to Schwäbisch Gmünd.



2014
Aerocom expands its company building in Schwäbisch Gmünd

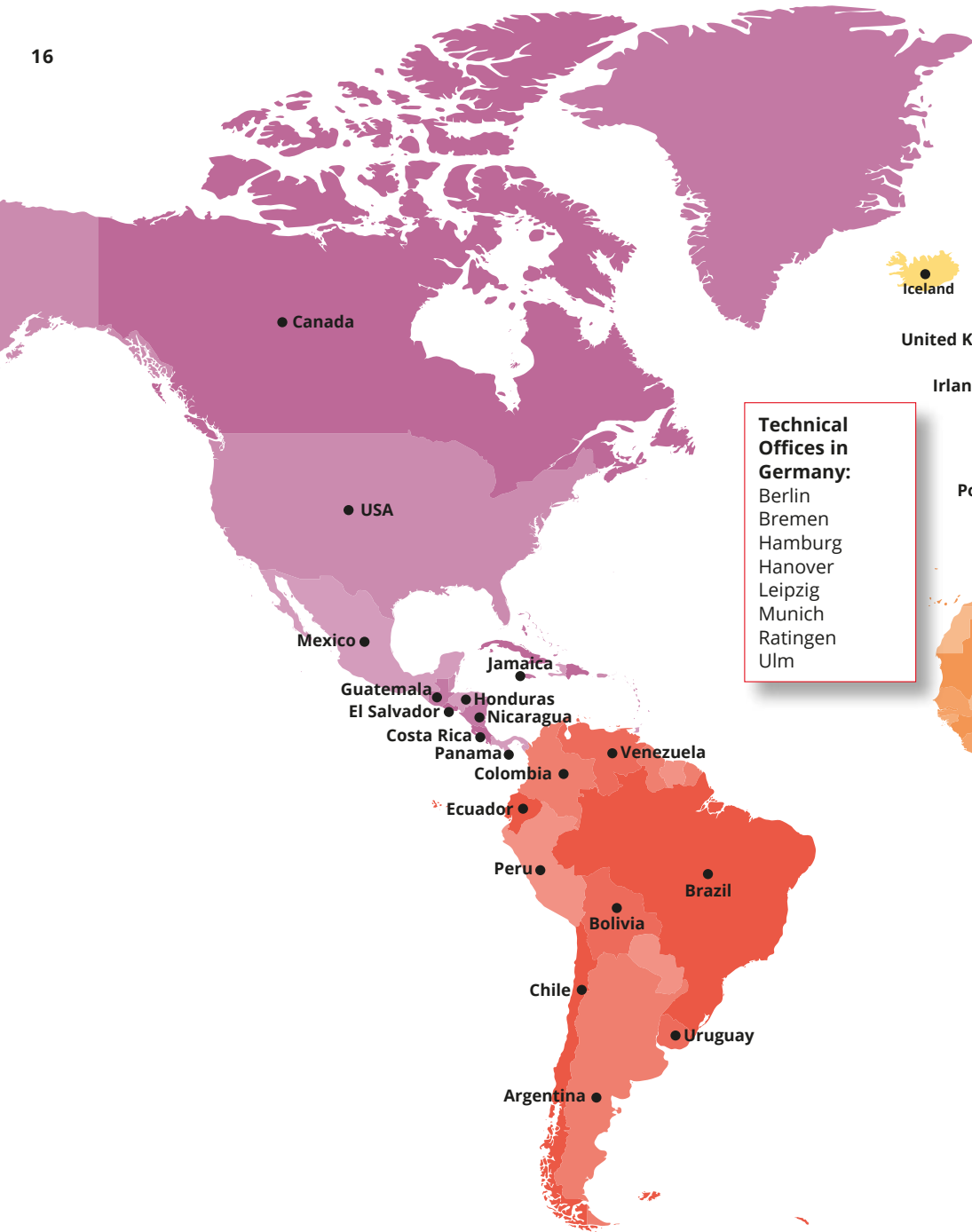
2024
Certification according to DIN EN ISO 9001:2015



2025
New production building for mechanical manufacturing at Adam-Riese-Str. 18

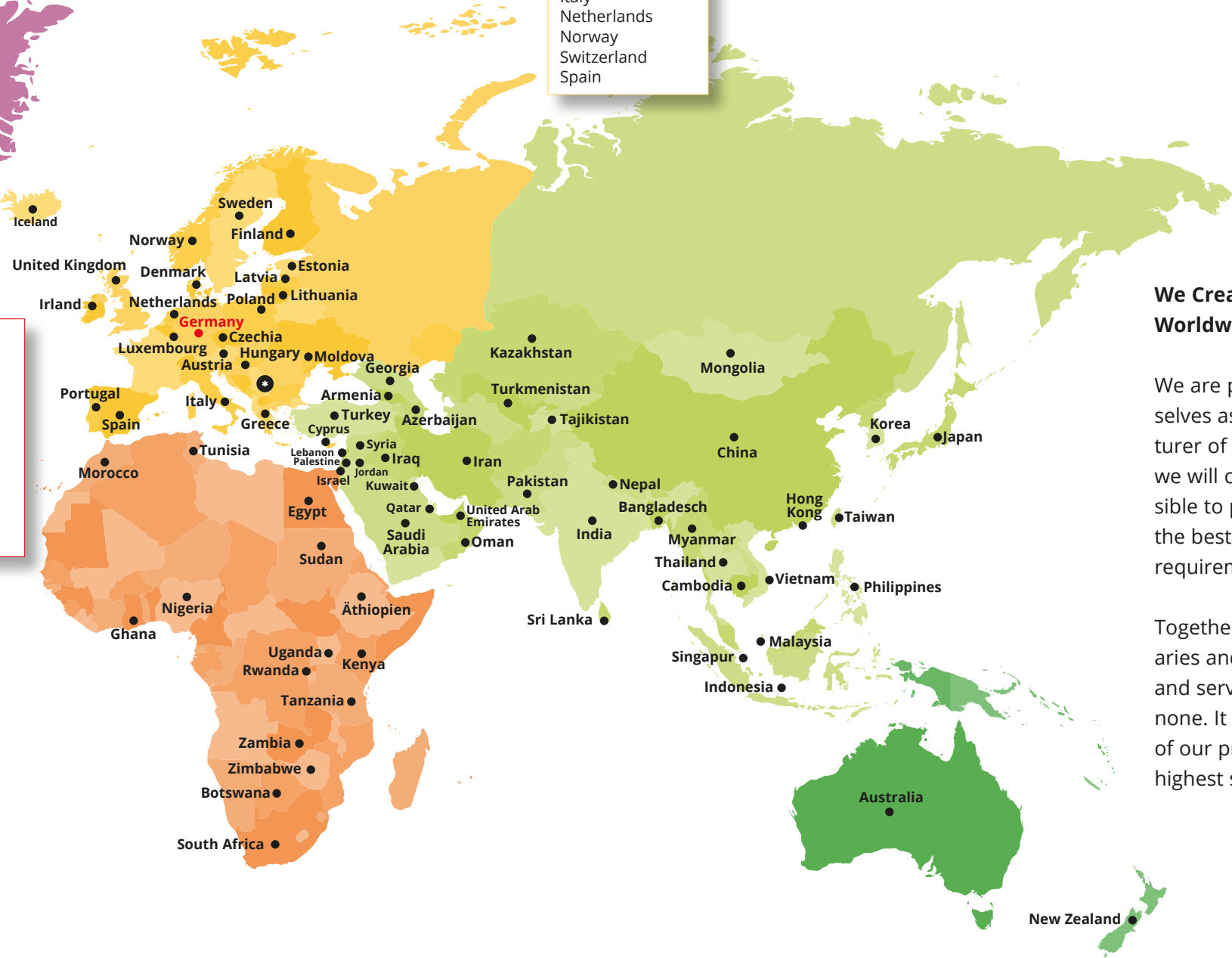


Aerocom Worldwide



Technical Offices in Germany:
Berlin
Bremen
Hamburg
Hanover
Leipzig
Munich
Ratingen
Ulm

Subsidiaries in Europe:
Belgium
France
Italy
Netherlands
Norway
Switzerland
Spain



⬤ Bulgaria, Croatia, Romania, Serbia, Slovakia, Slovenia, Czechia

We Create Connections – Worldwide

We are proud to have established ourselves as a globally leading manufacturer of pneumatic tube systems, and we will continue to do everything possible to provide our customers with the best solutions for their individual requirements.

Together with our international subsidiaries and partners, we have built a sales and service network that is second to none. It represents the commitment of our products to reliability and the highest standards.



Our Commitment: Manufacture our Products in Germany

made
in
Germany



PEOPLE AT AEROCOM



Modern production methods and optimal working conditions guarantee a consistently high level of quality for our products. Flexibility is one of our key strengths. Due to our flexible configuration, our systems meet a wide range of requirements – from small-scale operations to large corporations and hospitals. Thousands of users around the world would never want to be without pneumatic tube systems again.

Our Strongest System: The Team

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„My job is to carefully inspect all our devices during final acceptance and to train and instruct my colleagues in production. Delivering the highest possible quality is very important to me, as maximum customer satisfaction secures our jobs.“

PEOPLE AT AEROCOM



„I got to know Aerocom during my internship – and from the very first day, I knew this was where I wanted to work! What excites me is that pneumatic tube systems have remained relevant for decades and continue to be further developed today with state-of-the-art technology. That's exactly what I want to be involved in: shaping this technology and leading it into the future.“

Experience and Innovation – Hand in Hand

Our team combines decades of expertise in pneumatic tube technology with fresh, innovative ideas. Open exchange between experienced specialists and technology-driven young talents gives rise to solutions that set new standards. This ensures continuous further development, the highest quality, and sustainable expertise.

Our Reliable Service



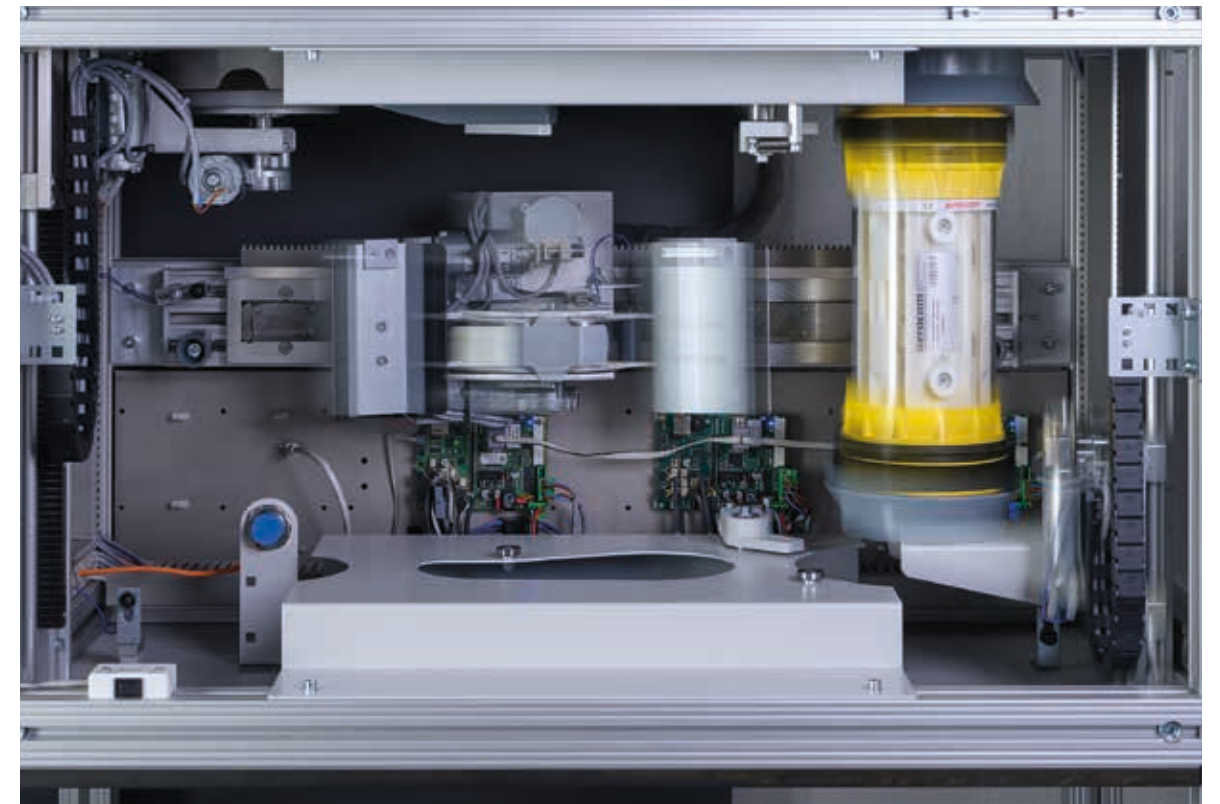
Our service technicians are more than skilled professionals, they are problem solvers, proactive thinkers, and true specialists in pneumatic tube systems. With a high degree of personal responsibility, they accompany every project from installation and implementation to maintenance and repair. What sets our team apart is their strong cohesion and knowledge sharing. No two workdays are alike. Despite careful planning, each system requires individual solutions and a high level of flexibility. This is exactly what makes the work so varied for our team – and so valuable for our customers.





Our Holistic Training Concept

We provide comprehensive training for our partners and customers, covering our broad product portfolio as well as the individual planning, implementation, and ongoing support of our pneumatic tube systems. This ensures high-performance and reliable operation in everyday use.



Technology in Transition

In recent years, technology has undergone rapid change. Innovation, digitalization, and automation shape our daily work and open up new opportunities as well as significant cost-saving potential for companies. At the same time, increasing hospital consolidation, the centralization of laboratories, and ever more extensive analyses and quality testing are raising the demands on organizations for efficient and high-performance in-house transport solutions.



Our Applications

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The connection between different lines can be realized using diverter technology or a linear coupler. All sending processes are monitored and coordinated by the control system. With the slow-speed function, sensitive goods are transported gently to their destination.



Hospital

Modern pneumatic tube systems in hospitals enable the fast, secure, and reliable transport of a wide range of materials – 24 hours/day. Whether laboratory samples, blood products, medications, documents, medical instruments, injections, or frozen sections, all of these items are ideally suited for transport by pneumatic tube. By implementing a pneumatic tube system in hospitals, distances can be reduced, staff workloads eased, and valuable time saved – resulting in significant cost-saving potential for medical facilities.

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APPLICATIONS



A clear structured 7"touch-screen with a graphical user interface provides users with a wide range of operating options as well as all relevant dispatch information at a glance.

Our Applications

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Industry

We develop customized transport solutions for demanding applications in steel mills, the automotive and aerospace industries, quality assurance, logistics, and cleanroom environments. Our systems ensure that materials, samples, and small parts reach their destination quickly, safely, and reliably – even over long distances. They do so efficiently, precisely, and perfectly tailored to the processes of our diverse customers.

Pharmacy

PharmaPost revolutionizes medication transport in your pharmacy: the innovative pneumatic tube transport system reliably and fully automatically delivers medicines from the storage area or automated dispensing unit directly to the pharmacy counter. Even complex, long, or winding routes are handled effortlessly – completely independent of the location of the dispensing unit. The result: maximum flexibility, shorter distances, and noticeable time savings in everyday pharmacy operations.



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APPLICATIONS

Cash Handling

Pneumatic tube systems for cash transport reduce risks for cashiers by eliminating open handling of cash and manual transfers. The visibly installed system acts as a deterrent and minimizes cash on hand through continuous collection. Change holdings are significantly reduced, workflows in the main cash office are optimized, and personnel costs for manual change supply are noticeably lowered.



Our Products

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Aerocom offers a versatile portfolio of high-performance and elegantly designed through-stations and end-stations tailored to the diverse requirements of our customers. These stations ensure fully automated and secure dispatch of stored carriers to their desired destination.

Logging and secure transportation are the focus here: the entire transport process is clearly visualized in the monitoring software and can be evaluated in detail through comprehensive statistics. Thanks to state-of-the-art transponder technology, seamless and reliable tracking of all transports is ensured at all times.



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PRODUCTS



Our Products

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The installation of transparent tubes and bends gives the system a unique, almost artistic character.

Our challenging task is to integrate complex transfer and control units and all blowers into existing premises. As a basis for planning and later as execution drawings, highly precise 3D models created using BIM methodology are employed. These models digitally represent all components of the installation and ensure optimal coordination throughout the system.

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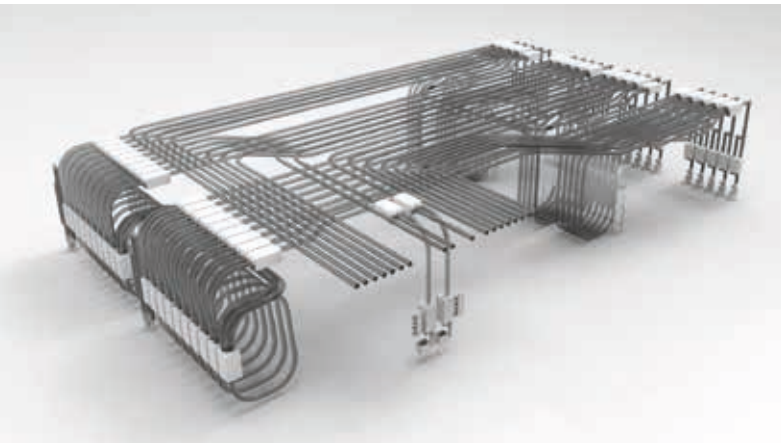
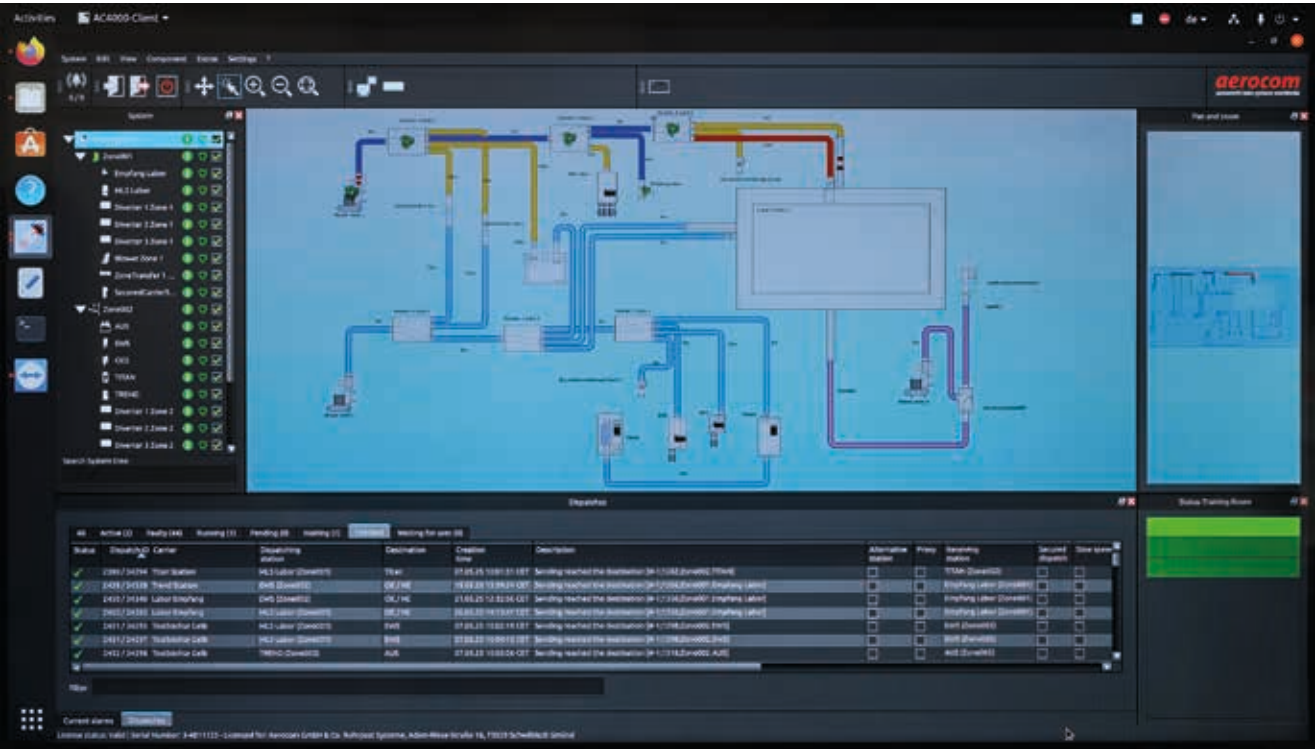
PRODUCTS



Thanks to modern motor technology, transport carriers are transferred precisely and reliably between different zones. Smooth-running, high-precision, and durable guidance systems ensure maximum reliability and long-lasting product quality.

Our Products

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The new-generation fully automated single- or multi-line system provides a graphical real-time visualization of all dispatches as well as comprehensive statistical analysis of all transport operations.

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Connections between buildings can also be routed underground using specially calibrated PEHD tubes distinguished by their material thickness and dimensional stability. The elements are joined using welded couplings and are optionally available with composite insulation or tube tracing heating to protect against condensation.

PRODUCTS



The transport of sensitive materials requires the utmost care. Our modern pneumatic tube systems offer individually adjustable speeds and are equipped with leak-proof transport carriers. This ensures that even highly sensitive items such as blood and laboratory samples are conveyed particularly gently and arrive at their destination safely and intact.

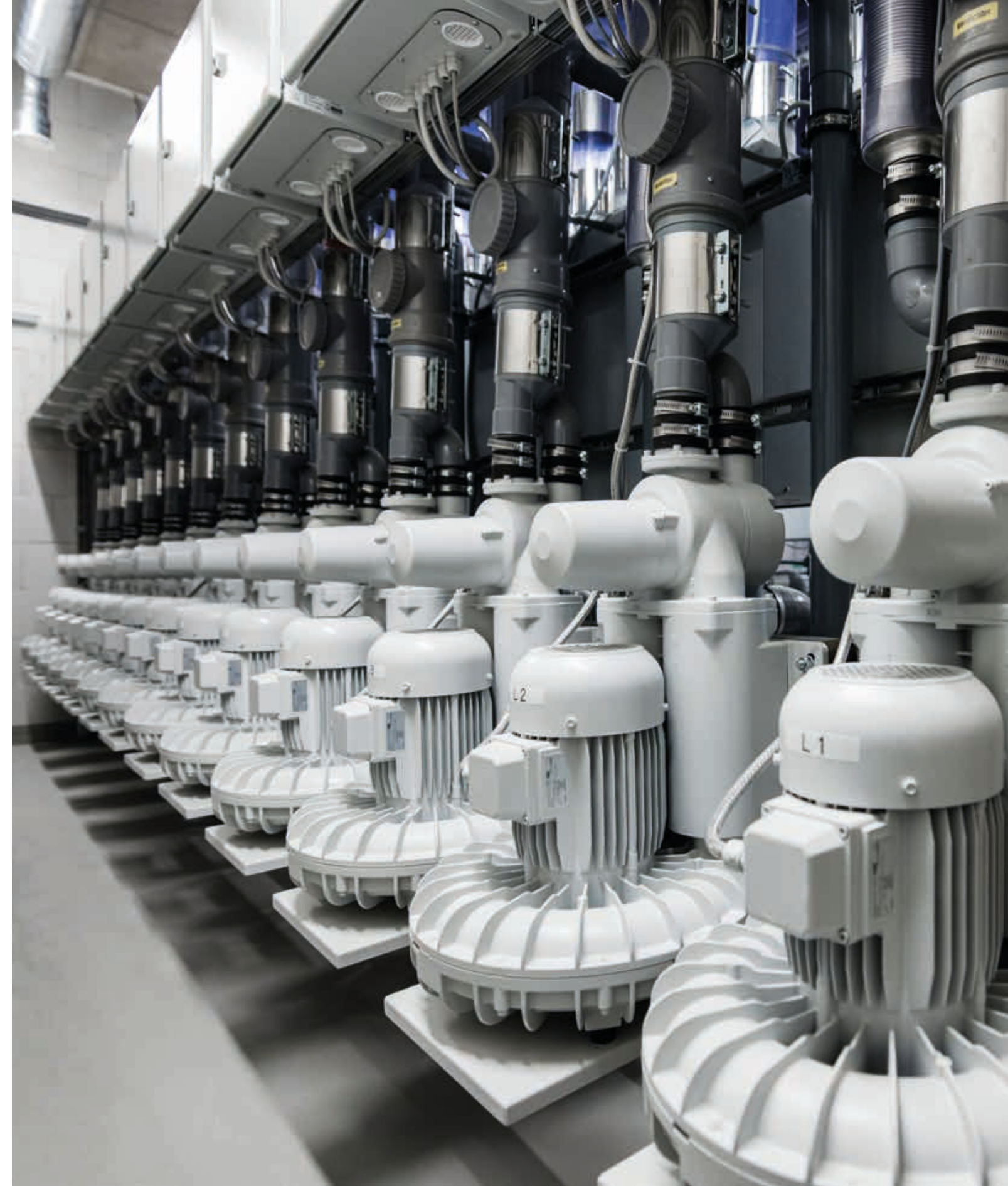
Our Products in Operation

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***Pneumatic Tube Systems –
Fast. Secure. Efficient.
Our carriers are trans-
ported to their destination
within seconds, reliably
and fully automated.
Maximum security and
significant cost savings.
The smart solution for
“transport applications.”***

Modern pneumatic tube systems in hospitals, industry, and retail ensure fast, secure, and reliable transport – 24 hours/day. Whether laboratory samples, blood products, medications, documents, or material samples, all items can be transported efficiently by a pneumatic tube system. As a result, distances are reduced, staff workloads are eased, and valuable time is gained – providing a decisive advantage in terms of efficiency and cost-saving potential, particularly in medical facilities and quality assurance.



Case Studies

What Our Customers Say

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„The combination of fast and secure sample transport, automatic unloading, and pre-sorting enables fully automated pre-analytical sample processing. This not only relieves our staff but also increases satisfaction by eliminating repetitive tasks.“



Blood transport in leak-proof carriers



Laboratory application with automated sample sorting



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CASE STUDIES

“Before the implementation of the pneumatic tube system, sample transport involved considerable effort, long distances, and corresponding waiting times. This resulted not only in delays but also in unnecessary costs in our day-to-day operations. With the installation of the automated pneumatic tube system, we were able to fundamentally optimize this process. Samples are now transported directly to the laboratory quickly, safely, and reliably. The results speak for themselves: significantly shorter transport times, noticeably reduced costs, and an earlier start to analysis processes. As a result, we gain valuable time while simultaneously increasing the efficiency of our entire internal workflow.”





What Developments
can be Expected:

Sample and Material Transport
by Drone

Future-proof, flexible, and efficient: transporting samples and materials by drone opens up new possibilities for hospitals with centralized laboratories. Carriers are transferred fully automatically to the drone and transported safely to their destination – even to more distant locations.

Drone transport allows laboratory samples to be moved quickly, reliably, and independently of location. At the same time, the system allows for centralized storage of laboratory equipment, which optimizes resource utilization and reduces investment costs.



Automated Carrier Unloading in the Laboratory

The automated carrier unloading system sustainably optimizes the flow of samples in the laboratory. The carrier is gently received at the station, and the lid opens automatically. The laboratory samples are then precisely and reliably unloaded completely without manual intervention. Thanks to intelligent transponder technology, the carrier is returned automatically and smoothly. Sensitive samples are handled with particular care. The fully automated process saves time, reduces potential errors, and significantly eases everyday laboratory work.



Pneumatic Tube Systems as an Innovative Design Element in Retail

Pneumatic tube systems are no longer just functional logistics solutions. By routing tubes visibly and aesthetically within a store, technical processes become tangible and are integrated into the overall design concept. The dynamic movement of the carriers draws attention, increases engagement on the sales floor, and creates a modern, innovative atmosphere. Visiting a store with an integrated pneumatic tube system thus becomes a unique experience. The increased interest and longer dwell times positively influence product perception and can ultimately help boost sales.



Robotics as the Next Step in Pneumatic Tube Technology

With the ongoing advancement of automation, the use of robotics for loading and unloading pneumatic tube carriers is becoming increasingly important. Intelligent, robot-assisted solutions help reduce manual tasks and significantly simplify processes.

The goal is to make transport processes more efficient, safe, and reliable. Automated interfaces between pneumatic tube systems and robotic technology allow carriers to be loaded and unloaded with precision. This opens up a wide range of applications, particularly in industry and healthcare. In production environments, material and sample transport can be streamlined, while in hospitals, rapid and hygienic distribution of medications, samples, or sterile goods is supported. Overall, the use of robotics helps optimize internal transport, relieve staff, and sustainably streamline operational workflows.

Long-standing Cooperation as the Foundation of our Success

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„We would like to express our sincere thanks for your long-standing and trusting collaboration, your confidence in our products, and your valuable ideas and suggestions. We also extend our gratitude to our partners for their committed and professional representation of our brand to their customers.

***Our success is built on people.
We extend our sincere thanks to
all employees for their outstanding
dedication, their daily commitment,
and loyalty.”***

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