

PTSG completes specialist services project at Cardiff shopping centre

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[Premier Technical Services Group Ltd](#) (PTSG), via constituent company Trinity Fire & Security Systems, has completed a major upgrade to the voice alarm and public address (VA/PA) system at St David's Shopping Centre in Cardiff, strengthening life safety and communication capabilities at the retail destination.

The project involved the installation of five networked Baldwin Boxall VA/PA cabinets, connected via multimode fibre optic cabling to provide a resilient and high-performance system architecture.

The upgraded system supports 32 broadcast zones, with each zone configured with dual, fully monitored loudspeaker circuits to ensure enhanced reliability and fault tolerance in the event of a system issue.

As part of the works, all Intellivox loudspeakers within the Grand Arcade were fully rewired. This included the provision of new dedicated 100A power feeds from the Baldwin Boxall amplifiers, direct amplifier-to-loudspeaker connections, and the removal of legacy cabling to optimise system performance and long-term reliability.

Following installation, the system was revalidated and subjected to comprehensive testing by Trinity's specialist speaker engineer. Harman Kardon was also on site to undertake acoustic modelling and realignment to help ensure clear speech intelligibility and consistent audio coverage throughout the arcade.

The project highlights PTSG's capability to deliver complex, compliant life safety audio systems within busy retail environments, combining specialist engineering, collaboration and technical expertise.