

Pandoras Box product line acquisition Frequently asked questions

On October 15, 2025, Christie Digital Systems Germany GmbH sold the Pandoras Box® product line, which includes media servers, compact players, software, accessories, Widget Designer, and AirScan, to twoloox GmbH, a company owned by Daniel Schäfer, Daniel Kaminski, Andre Maier, and Barbara Battaglia.

We understand that you may have questions about this. To address some of your questions about the transition of the Pandoras Box product line to twoloox, we've put together answers to some of the frequently asked questions.

Why is Pandoras Box being sold?

Christie® made this decision to streamline and refocus on its core strengths, ensuring the long-term growth and support of the Pandora Box product line. The transaction will enable twoloox and its founders, who possess an extensive understanding and history with the product line and market, to continue growing the award-winning Pandoras Box real-time rendering engine and control system solution.

Will my existing products still be supported?

Yes, twoloox will support all current Pandoras Box products and provide service, technical assistance, and warranty support. They are committed to maintaining the same high standards for products and services you have come to expect from Christie.

What happens to existing warranties?

Effective October 15, 2025, twoloox will manage all warranty claims and inquiries. You're not required to take any action. Christie will transfer all Pandoras Box sales and technical data to twoloox to maintain ongoing support

What will happen to my service level agreement?

Christie will continue to support any service level agreements for systems containing Pandoras Box hardware and software.

If I don't have a service level agreement, who do I contact for support, service, or spare parts?

You can contact twoloox at support@twoloox.de for dedicated support.

Where can I find training, technical documentation, software updates, user manuals, and so on?

All current training materials, technical documentation, and software updates can be found on the Christie website until they are transitioned to the [twoloox website](#).

Will my sales contact change?

You can continue to contact your Christie sales representative or regional integration partner for product inquiries about Pandoras Box and Widget Designer hardware and software solutions.

You can email sales@twoloox.de with any sales inquiries or you can send orders, inquiries, and requests to become a sales or solution partner directly to barbara.battaglia@twoloox.de or andre.maier@twoloox.de.

Will my pricing or terms change?

Any existing purchase orders issued to Christie will be honored as agreed. twoloox will keep the pricing from the EUR pricelist for now and may introduce new pricing, offerings, or programs over time.

Please reach out to sales@twoloox.de, barbara.battaglia@twoloox.de, or andre.maier@twoloox.de if you would like the EUR price list to be sent to you or if you have any additional questions.

Will the products I use today continue to be available?

Yes, twoloox intends to continue manufacturing and supplying the Pandoras Box and Widget Designer software products, media servers, compact players, and accessories, to ensure ongoing availability and continuity for your business.

Will the quality standards remain the same?

Absolutely. The same manufacturing processes, quality controls, and engineering expertise will remain in place, and twoloox is committed to upholding—and building upon—the quality you trust.

I'm a customer of Pandoras Box and Widget Designer. Has my information been shared with twoloox?

As part of the sale, twoloox acquired transaction data and associated contact data. If you don't wish for twoloox to have your data, contact them at support@twoloox.de and put '**Remove from database**' in the subject line. Be sure to include your full name and any email addresses that you used during your interactions with Christie so they can identify your contact record(s).

For any other questions we haven't captured, feel free to contact any of the twoloox founders directly:

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barbara.battaglia@twoloox.de

daniel.kaminski@twoloox.de

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