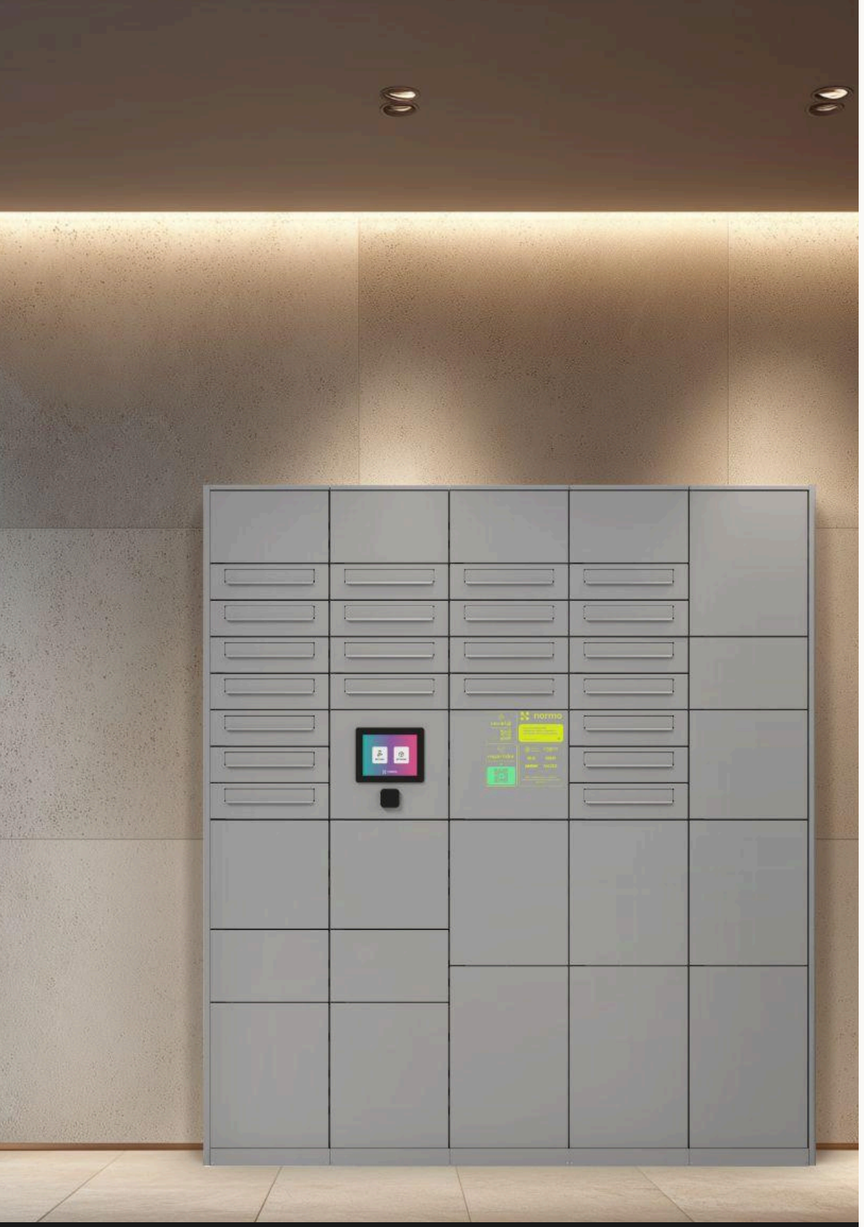
normo

GENERAL TEASER · 2026

Over 80 years making it work. Now intelligent too.

We turn the traditional mailbox into a connected system for storage, delivery and internal logistics: smart lockers installed in the building and run on our own software.



+24.000
LOCKERS INSTALLED

02 / WHAT WE DO

We manufacture smart lockers. And we take care of everything else.

01	DESIGN	**Technical office** We adapt the module to the space, the capacity and the regulations.
02	MANUFACTURING	**Our own factory in Legutio (Álava)** Manufacturing since 1942, with capacity for construction-scale runs.
03	INSTALLATION	**In-house team** Installed in new builds or in occupied buildings.
04	MAINTENANCE	**National network** San Sebastián, Madrid and Málaga, with support across Spain.
05	SOFTWARE	**NORMO OS, app and screen** Built in-house: maintained and developed in the same place.

Six use cases, one system

What changes is the volume, who manages it and who pays. The product and the software are the same.

Developers and builders

Equipment specified in the project and installed before handover.

Residential

Occupied buildings: retrofit onto finished work, without touching the entrance.

Corporate and coworking

Offices and coworkings: personal parcels and internal distribution. API integration.

Hospitality

Check-in and check-out with no front desk: luggage, keys and guest deliveries.

Click & Collect

Shops and markets: customers collect their order whenever they like, no opening hours.

OOH operators

Pickup point networks and an API for third parties.

WORK IN PROGRESS Refrigerated locker for retail and business. In development: not yet available.

Works with every carrier and retailer, no integrations required

Autonomous deliveries

The courier delivers with no prior coordination and no help from the building.

24/7 pickup

Residents collect and return whenever they want, with no schedules and no third parties.

Compatible with every logistics company

No apps, no integration.

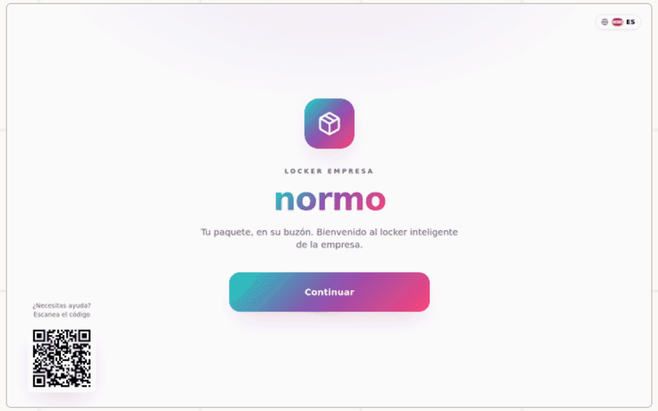
amazon Correos MRW SEUR GLS. NACEX

Delivery no longer depends on someone being home.

The courier drops the parcel off, the recipient collects it with their code, and every opening is logged. Two steps to deliver, one to collect: no training, no instructions, nothing to download.

Delivery · 2 steps

COURIER



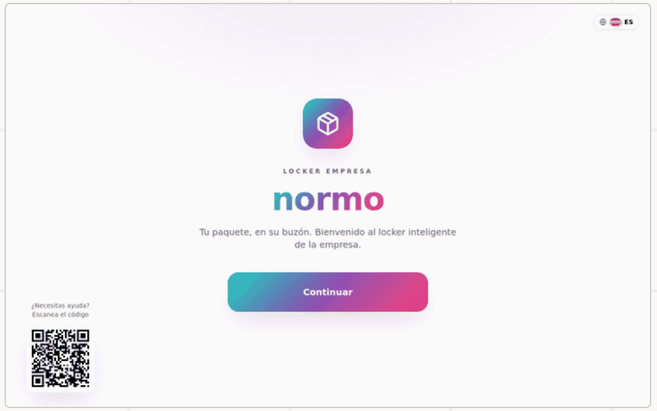
01 Select the recipient: apartment or phone number.

02 Select the box size.

The door opens automatically so the parcel can be dropped off.

Collection · 1 step

RESIDENT



01 Enter the code received and open the locker.

The code arrives by email or notification and expires once used.

Receive
Online orders and mail

Return
No pickup point involved

Log
Every opening, with time and user

Four parts, one system

They combine to suit the building: a lock, a column with a screen, the postal mailbox and the access panel.



LOCK + APP

Normo Lock

Power	Not required
Connectivity	Not required
Best for	Retrofit and small communities



TOUCHSCREEN

Normo Display

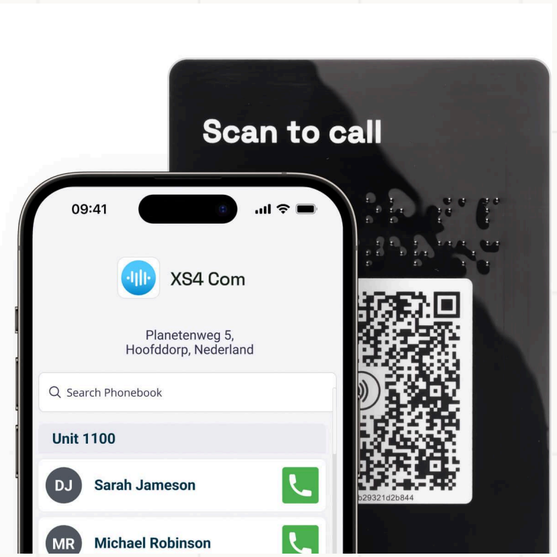
Power	220 V
Connectivity	Ethernet, Wi-Fi or 5G
Best for	New builds, BTR and electronic mailbox



POSTAL MAILBOX

Electronic mailbox

Mail and parcels in the same front, keyless.



ACCESS

XS4 Com panel

- Digital video intercom
- Remote access from the phone
- Keyless access (QR and NFC)
- Unattended access for couriers



POSTAL MAILBOX · SHARED FRONT

07 / POSTAL MAILBOX

Keyless electronic mailbox, built on Normo Display

The postal worker drops the mail into the shared front and the system assigns it to the right home. Residents collect it with the same credential they use for parcels.

01 **No keys to replace**
Tenants added and removed from the panel, on the spot.

02 **Meets postal regulations**
Front accessible to the postal operator, with a record of each deposit.

BUILT-TO-RENT

One digital credential opens the entrance, the mailbox and the locker. At each tenant turnover it is reassigned in seconds, with no key copies and no locksmith.

Smart building access, from anywhere

Digital video intercom

Real-time video call with the visitor before opening the door.

Remote access from the phone

Residents open the entrance from anywhere, with no physical keys.

Keyless access

QR and NFC credentials for residents and visitors, with expiry and logging.

Unattended access for couriers

The code travels on the parcel and validates entry. Nobody has to open the door.

WITH SALTO

No physical keys

No copies or cylinders to replace: the costs and hassle of lost or misplaced keys disappear.

24/7 security

Every opening is logged and every credential can be revoked instantly.

Remote management

Move-ins, move-outs and permissions per home, without going to the building.

Built into your management

Connected to the operator's software and its residents' app.

The credential travels on the parcel

Entry does not depend on someone opening the door. The courier goes in, drops the parcel off and leaves with nobody involved.

01

The resident generates the code

They create it in their panel and share it when ordering.

02

The code travels on the parcel

The label arrives with the resident's name and the code.

NX·7F2A

03

The entrance validates and opens

The panel reads the code. No call, no waiting.

04

Drop-off in the locker

The courier opens the door with the same code.

05

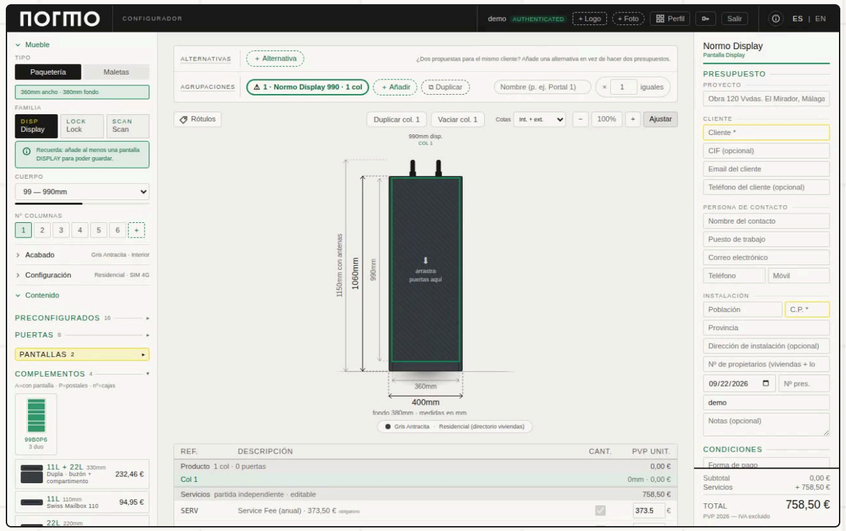
The resident collects

They get the notification and open with their credential, at any time.

EXCEPTION Unexpected delivery or invalid code: the system falls back to the classic intercom and the resident or concierge opens remotely. The autonomous route is the norm; the call is the exception.

Every market has its own mailbox. We are the ones who adapt.

Switzerland does not buy the Spanish mailbox: its unit is the pair — letters on top, parcel below — with its own master key system. Product redesigned, made at our own plant and quoted in the same configurator.



SWISS CONFIGURATOR

BUILDING CYLINDER

Eurolock, KABA, CES or electronic

The same mailbox with three machinings, to fit the master key the building already uses.

DOORS AND MODULES

Filled on screen

Doors in multiples of 110 mm and Display modules. The configurator flags any combination that cannot be built.

HOW IT SCALES

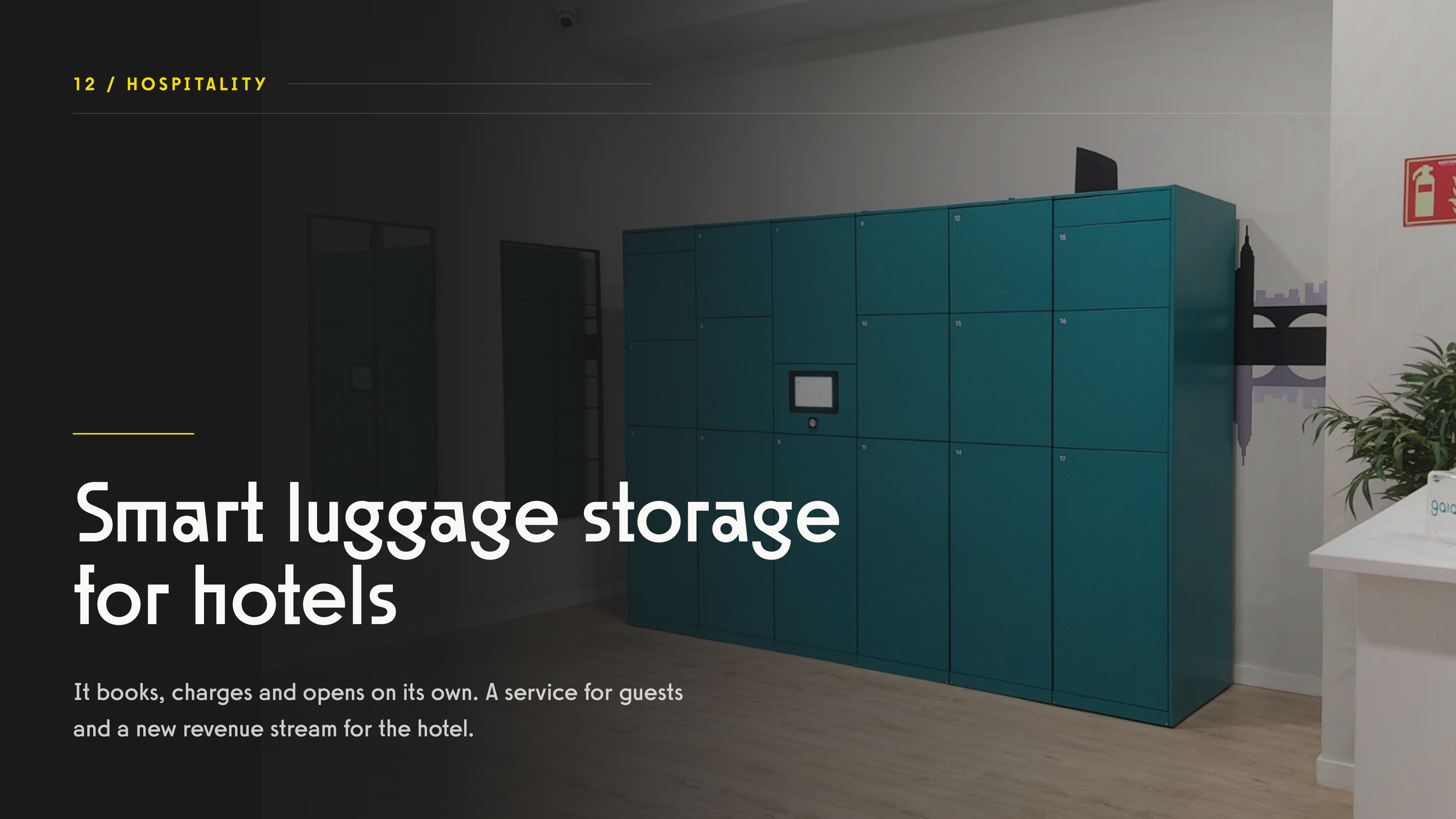
Wider, not taller

Homes that do not fit in height are solved side by side, with the opening at the height Swiss regulation requires.

330 mm
HEIGHT PER HOME

660 · 990 · 1980
COLUMN HEIGHTS

110 mm
DOOR INCREMENT



Smart luggage storage for hotels

It books, charges and opens on its own. A service for guests and a new revenue stream for the hotel.

The hotel gains a new revenue line. The guest, a 24/7 service.

Luggage and parcels without the front desk, and every use is paid.

The locker earns

HOTEL REVENUE

By slot or by night
Rates set by the hotel

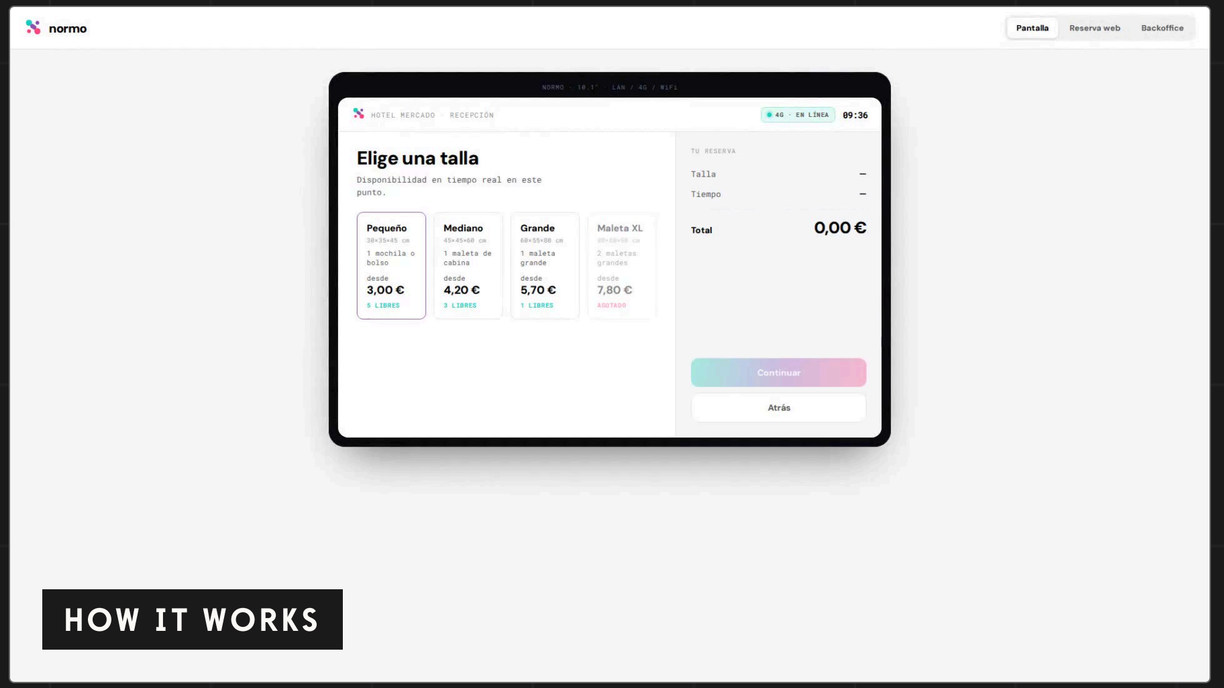
15-minute steps
You pay any overtime when you open

Mobile payment
Card, Apple Pay or Google Pay with Stripe

Coupons
Guest discounts

Book from anywhere
Screen, web and API

Built-in settlement
No manual reconciliation



HOW IT WORKS

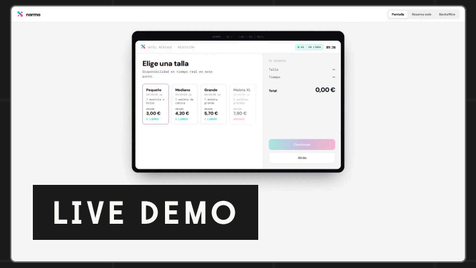
SCREEN
Book on the screen, pay by phone and open with a QR or code.

WEB BOOKING
With the hotel's brand. QR by email or WhatsApp.

BACKOFFICE
Occupancy, rates and PMS integration.

Luggage and parcels, 24/7, no front desk needed

The product covers everything requested plus a few extra functions that fit how a hotel actually runs.



KIOSK · 10" OFFLINE TABLET

Locker screen

What the guest sees on the unit itself.

- Book right there: size and duration
- Payment by phone with Stripe, no cash
- Open or collect by scanning a QR code
- On scanning: open briefly, or collect and release
- Overtime paid on opening, in Stripe Checkout
- 6-digit code by email as an alternative to the QR
- Real-time availability
- Overtime charged in 15-minute blocks

WHITE-LABEL PLUGIN

Web booking

Online booking from the phone, in the hotel's own branding.

- Size and dates with a calendar, payment and confirmation
- Transactional messages by email and WhatsApp, with the QR code
- Discount coupon for guests
- Multi-day bookings by night or by time slot
- It carries the hotel's brand, not ours

MULTI-PROPERTY CONTROL PANEL

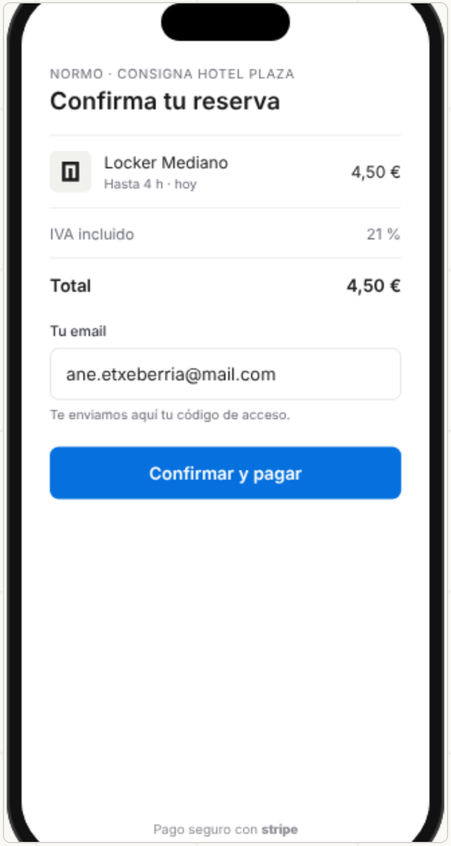
Backoffice

Where the operation lives.

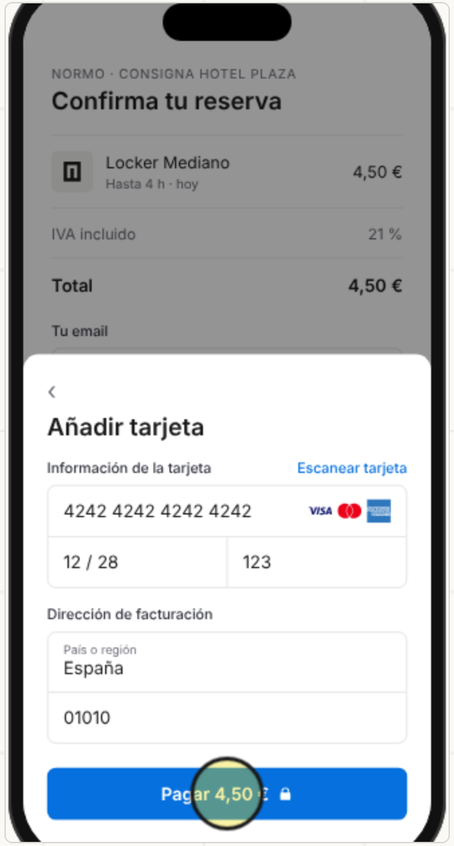
- Real-time occupancy and remote opening
- Bookings from the screen, the web, the back office and the API
- Editable rates and time slots: blocks and price per day
- Payments, invoices and coupons
- Configurable communications by email and WhatsApp
- Incidents, with a cleaning QR code to close overdue lockers
- Local server for network outages and key override
- Grace periods and a cap on lockers on sale
- PMS integration via API
- Built-in SaaS settlement and audit trail
- Multi-property operations consolidated from day one

Guests pay by phone and read the screen in their own language

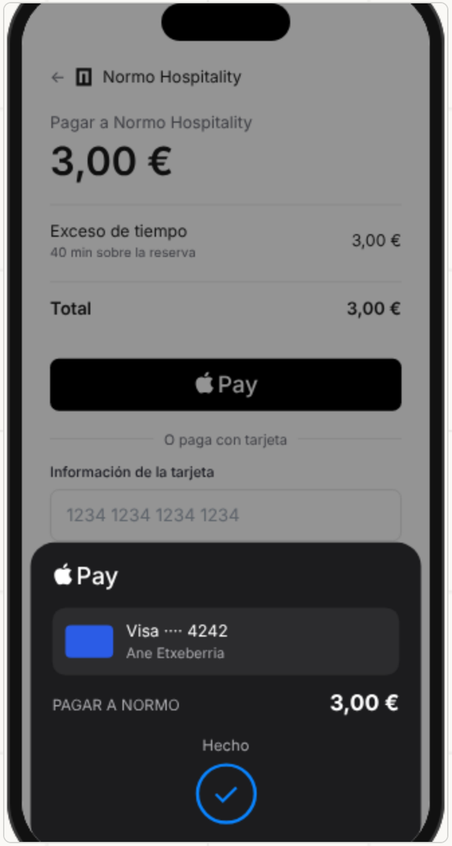
CARD, APPLE PAY OR GOOGLE PAY WITH STRIPE



1 · Confirm

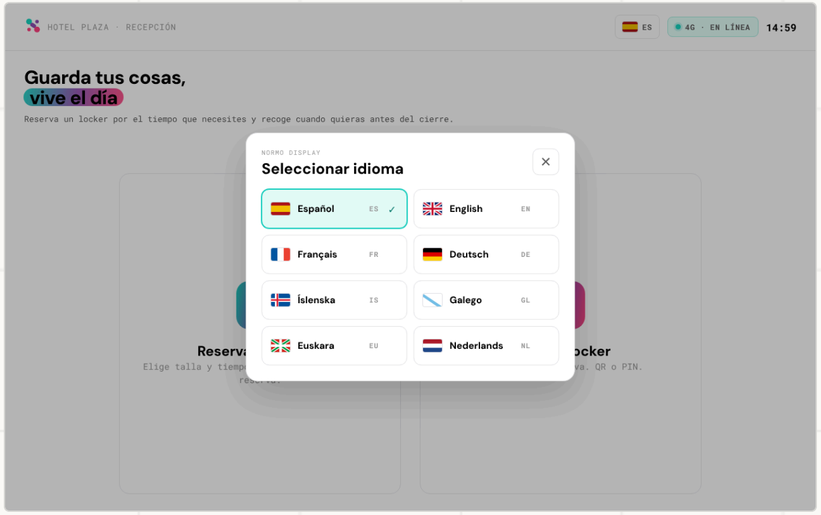


2 · Pay



Overtime, same way

SCREEN IN 8 LANGUAGES



No cash

No card terminal, no keys: everything happens on the guest's phone.

Code by email

The 6-digit access code is sent to the email the guest provides.

Dead space in the hotel that earns every day

01

Guest payment

Normo collects 100% of every booking and every overtime charge.

02

Stripe and fee

Stripe's fee and Normo's fee, a percentage of volume, are deducted.

03

Net to the hotel

Monthly settlement, with invoice and a breakdown of every charge.

PERIOD BASE

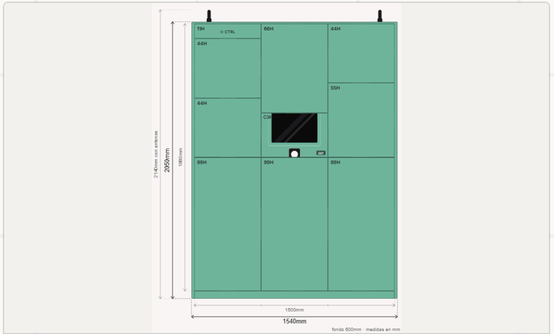
Settlement · one month

Paid bookings	412
Transaction volume	3.180,00 €
Stripe fee	– 63,60 €
Normo fee	– 159,00 €
Net to the hotel	**2.957,40 €**

Sample figures

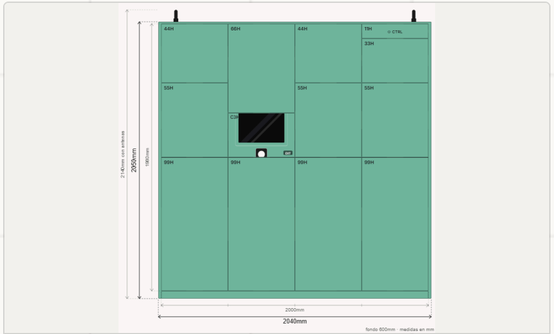
Four standard layouts, designed property by property

Each property has its own drawing, from 3 to 9 columns depending on capacity and available space. End-to-end delivery: sizing, manufacturing, installation and commissioning are all ours.



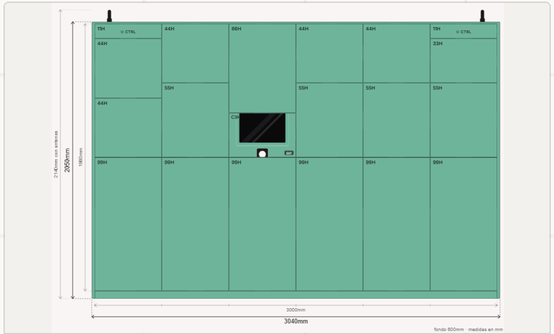
3 COLUMNS

Gaia 3



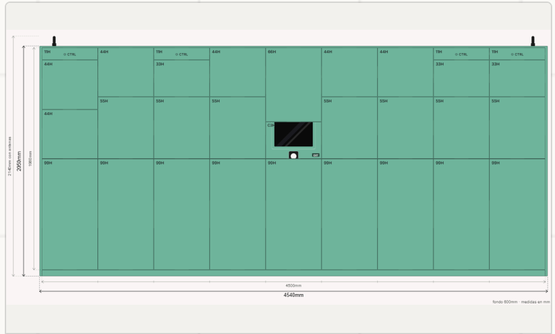
4 COLUMNS

Gaia 4



6 COLUMNS

Gaia 6



9 COLUMNS

Gaia 9

REVENUE

The locker earns

The hotel sets rates and time slots; Normo collects every booking and pays the net amount to the chain. The equipment pays for itself with use.

SaaS settlement is built into the back office: you see what has been billed and what is settled, with no manual reconciliation.

From drawing to installed unit, with our own team

Finished in the hotel's own colour, doors in three sizes and a reader in the central module. Made at our own factory and assembled by our own team.







SIZING

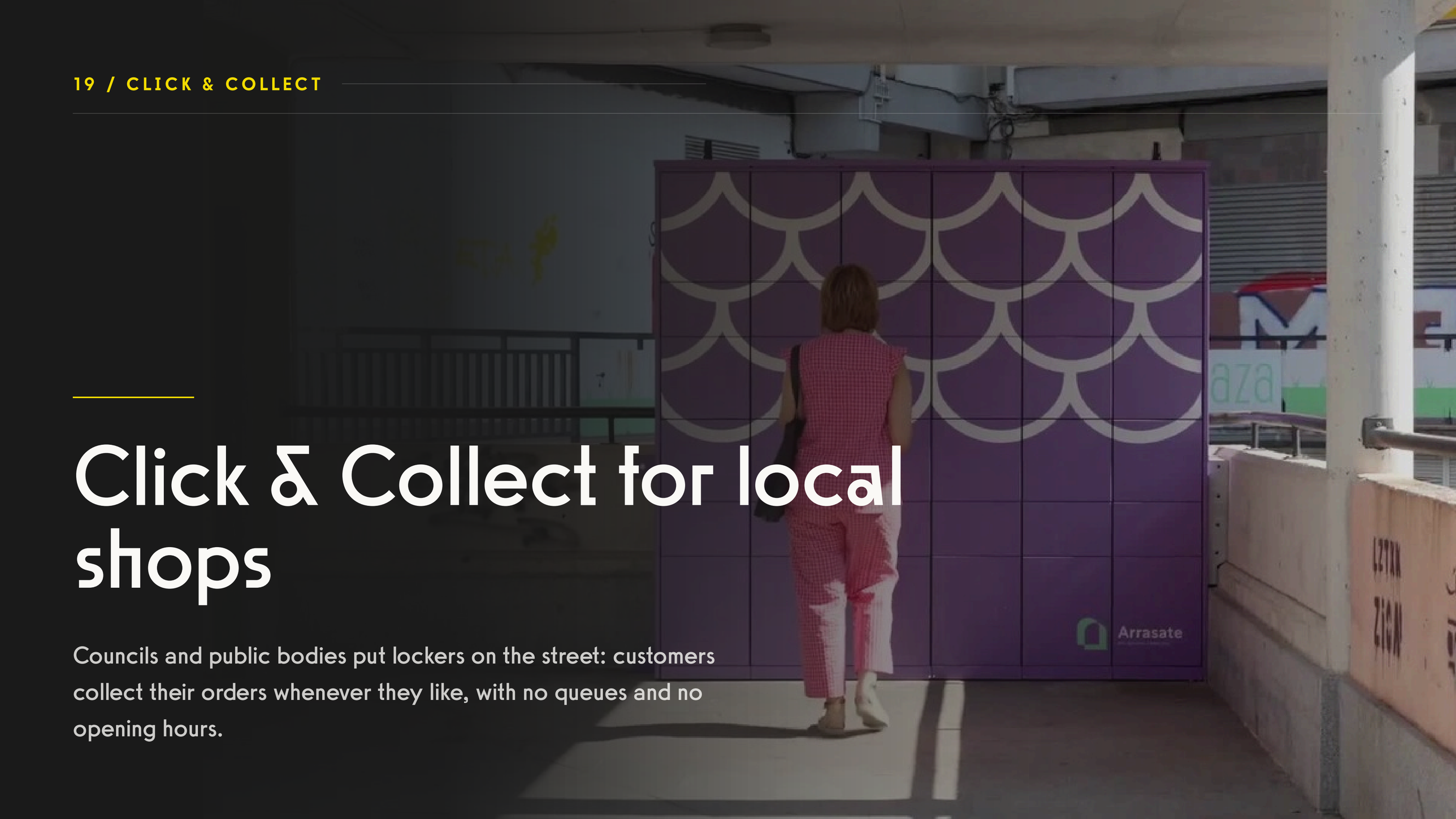
A drawing per property, matched to the space and the capacity.

MANUFACTURING

Our own plant in Legutio, with bespoke colour and engraving.

INSTALLATION

Assembly, connection and commissioning by our own team.



Click & Collect for local shops

Councils and public bodies put lockers on the street: customers collect their orders whenever they like, with no queues and no opening hours.

The order waits. The customer decides.

A web app on the shop's phone and an email for the customer. Nobody installs anything.

01 SHOP

Drops off

Picks a size, enters the customer's email and scans its QR at the reader. Once closed, delivery is confirmed.

02 CUSTOMER

Gets an email

With their QR, the pickup point and the assigned locker. No app, no sign-up.

03 CUSTOMER

Collects

Scans the QR at the reader, takes the order and closes. The shop sees it as collected.

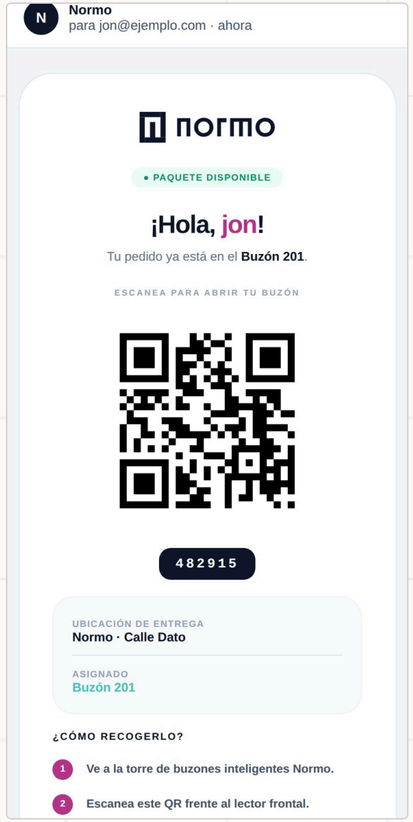


Full flow · real web app and email, sample data

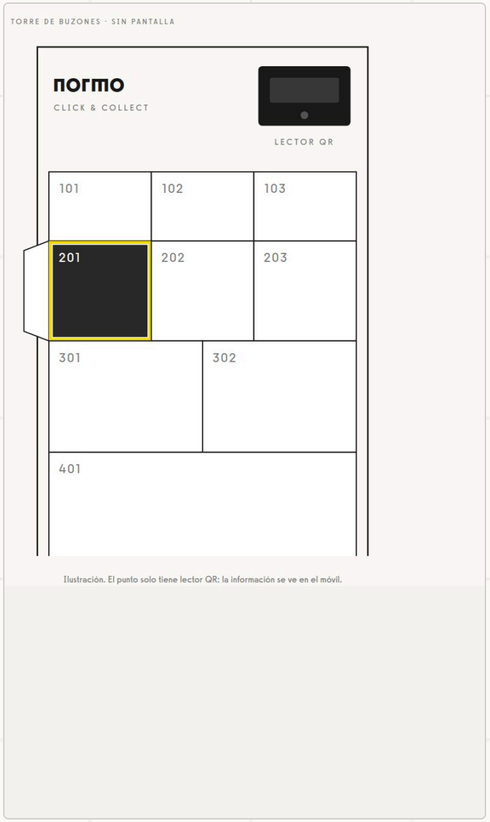
Two phones and a reader



Shop
Web app on their phone



Customer
Email with their QR



Tower
QR reader only

IN PRODUCTION

- Several points per shop
- Four-step drop-off, sizes S, M, L and XL
- Automatic confirmation when the door closes
- “Doesn't fit”: moves to a bigger locker
- Email to the customer; with a phone number, SMS too
- Dashboard with pending, collected and history
- Web app in 8 languages, Basque included

Already installed where failure is not an option

Developers, builders, corporate and retail. Every installation goes live backed by the same factory and the same service.

KPMG · INDITEX · ferrovial · acciona · sacyr

AXA · URÍA MENÉNDEZ · Estrella Galicia · urbania. · Avintia

INTEGRATED WITH DEBOS Data space for intelligent building management.

From the first call to go-live

Seventeen touchpoints chained together in Odoo. Manufacturer, engineering office and installer are the same company.

01

Quote

Quote generated in Odoo with the drawing attached. Automatic sales follow-up: five touches in 30 days.

Odoo · sales

02

Confirmation

Order confirmed and the factory purchase raised as a dropship with the same drawing.

Odoo · Joma

03

Contract and SEPA

Form A: Normo Service contract and direct debit mandate, signed by the account holder.

erp.normo.es/alta-contrato

04

Location and installation

Form B with the installation address and form C with the site conditions. The assembly date is fixed.

Forms B and C

05

Activation and invoicing

Set-up in the back office, resident registration and instructions. Year 1 invoice and year 2 renewal.

app.normo-tech.com

FORM A

Service contract and SEPA mandate.

FORMS B AND C

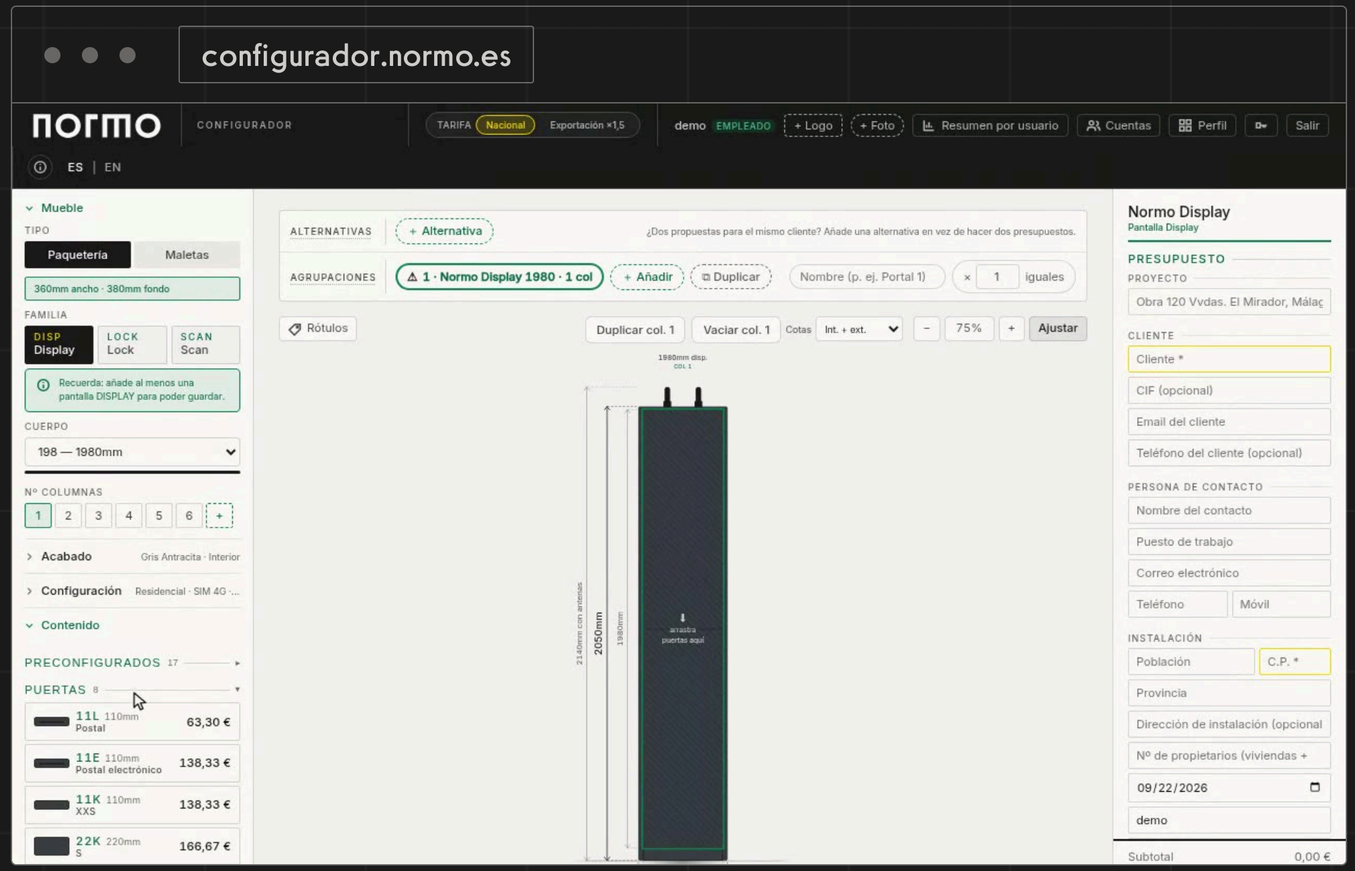
Installation address and site conditions.

WELCOME

Resident registration and instructions at instructions.normo-tech.com.

Every project is sized and quoted in under 5 minutes

Our own tool: you build the column door by door and out come the dimensioned drawing and the PDF quote, with your logo and your price list.



01 **The column is assembled**
Six door sizes, from XXS 110 to XXL 660 mm, plus letter box. Three body heights: 660, 990 and 1980. Or a preset, and the whole column is settled in one move.

02 **A dimensioned drawing comes out**
Elevation of the unit with real measurements to check the available space.

03 **Price with your rates**
The finish is included in each door's price; a free RAL carries a surcharge. Shipping, installation and engraving are added as their own lines. On issue, prices are frozen into the quote.

04 **The quote goes out under your brand**
PDF and link with your logo and tax details; you appear as a NORMO PARTNER. Every quote stays in the history your whole team can see.

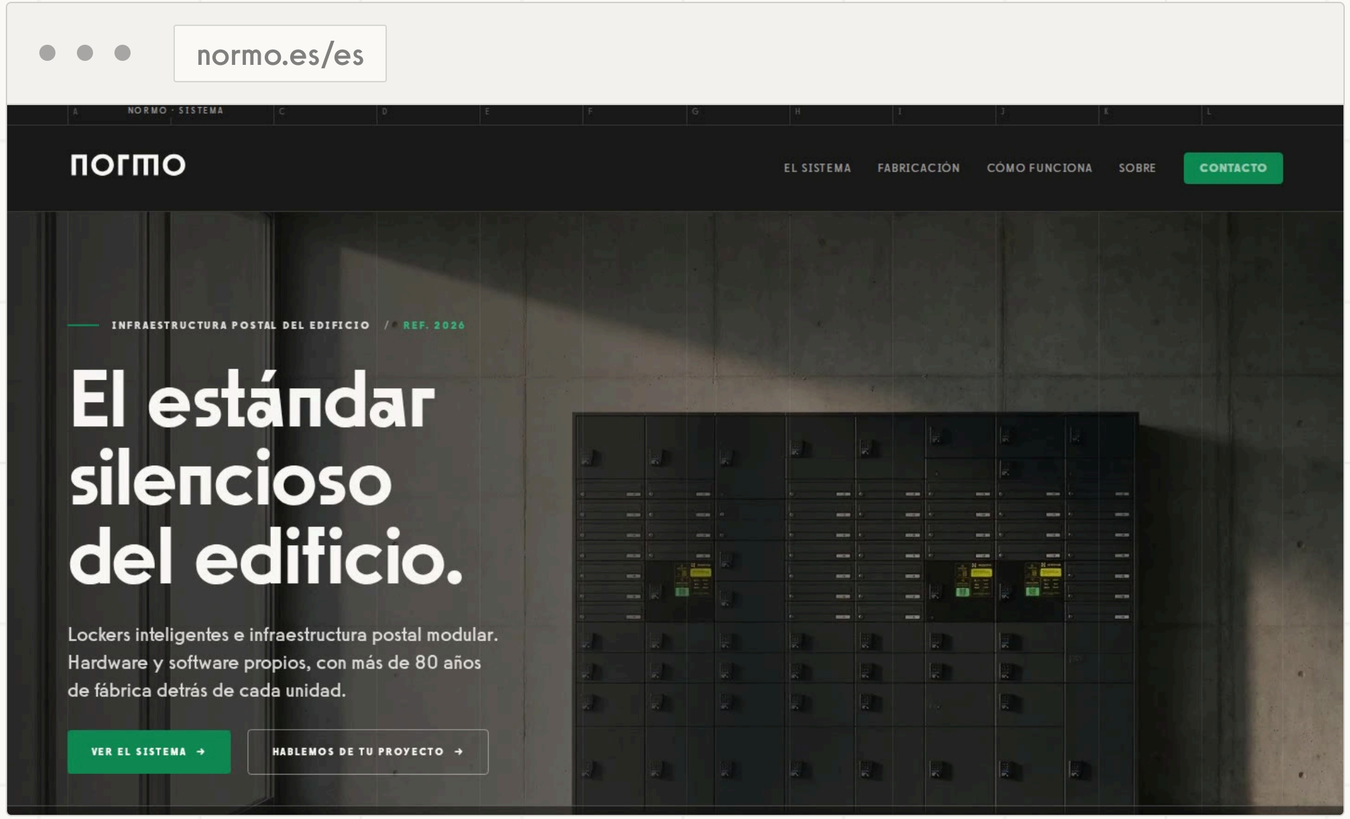
OUTPUT

Customer PDF and link, ready to send. The link carries the downloadable PDF inside.

configurador.normo.es

New website with everything that's new

normo.es explains the product by vertical, carries the positioning claim and captures the client's project.



Positioning claim in the hero

Over 80 years making it work. Now intelligent too.

One entry point per vertical

Developers, residential, corporate, hospitality and OOH operators.

Backed by the group

SALTO Systems, 1942 and our own factory, with verifiable figures.

Project form

Homes, typology and available space: the lead arrives already sized.

Software isn't explained: it's touched

A site where every function is live: the client goes in during the meeting, tries the flow for their vertical and sees the resident app before signing anything.

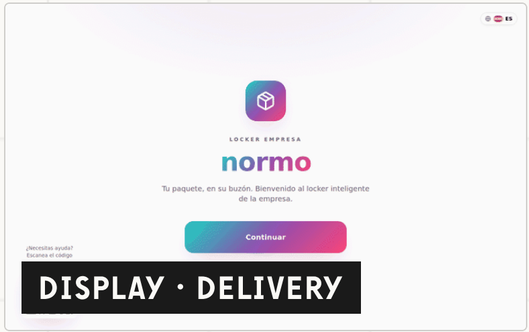
DEMO ENVIRONMENT

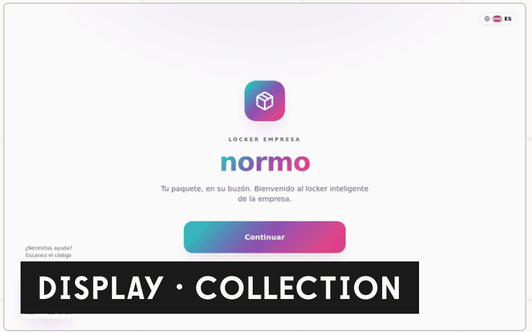
preview.normo.es

	DELIVERY	COLLECTION
Lock	Code and lock number	Bluetooth opening from the app
Display	Recipient and size on screen	QR or PIN on the unit's screen









The hardware is bought once. The service is what keeps it alive.

The annual fee is not an administrative surcharge: it is the connectivity, software and support that keep the unit working in year five exactly as in year one.

Software

- User app and management panel
- Delivery and collection notifications
- Users added and removed on the spot
- Remote firmware and app updates
- Screen and app in 8 languages: ES · EN · FR · DE · IS · GL · EU · NL

Connectivity

- Data line for the unit included
- Local server for network outages
- Opening logs and traceability
- Integration with building apps, BMS and API

Support

- Support for users and administrators
- Corrective maintenance and spare parts
- Nationwide network run from our own factory
- Long-term supply guarantee

YEAR 1

Invoiced together with the hardware, at back-office activation.

YEAR 2 ONWARDS

Annual renewal by SEPA direct debit, signed at activation.

WITHOUT THE SERVICE

The unit still opens with a key, but it stops being a system.

Help is built into the locker

The screen shows a QR code to the help centre. And when a person is needed, WhatsApp goes straight to our team.

01 Users, couriers and administrators on the same channel

02 Issues solved remotely: opening, codes and notifications

03 If needed, a technician is dispatched from our maintenance network

HELP CENTRE

help.normo-tech.com

SUPPORT WHATSAPP +34 621 18 46 34

A real person from our team, no call centre

Who's behind it

Management, sales, operations, product and technology. No org chart: every project is worked on with the people who will deliver it.



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Martín Domínguez
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m.dominguez@normo.es

+50 people in manufacturing, administration and installation, at our own factory and across the three offices.

The smart locker division of the SALTO Systems group.

NORMO comes out of a factory, not a pilot. Over 80 years making mailboxes and locks at our own plant in Legutio (Álava), now with the technological backing of SALTO Systems, one of the three largest access control manufacturers in the world.

1942
MANUFACTURING SINCE

+100
COUNTRIES WITH A SALTO PRESENCE

3,4 M
ACCESS POINTS INSTALLED

700 M€
GROUP REVENUE

GROUP BRAND **SALTO WECOSYSTEM**

CONTACT

Over 80 years protecting what matters inside a building. Now intelligent too.

Tell us about the project and we'll size it: number of doors, location and how it will be managed.

SALES

comercial@normo.es

WEBSITE

normo.es

OFFICES

San Sebastián · Madrid · Málaga