

Wilo UK

Wilo Service Division

General Overview



THE FUTURE IS NOW.

Founded in 1872 as Kupfer- und Messingwarenfabrik in Dortmund, Wilo has evolved from being a local specialist to a global player. As the majority shareholder with a stake of approximately 90 percent, the Caspar Ludwig Opländer Foundation ensures the company's continuity and independence. An uncompromising customer-driven mind-set, immediate market proximity and, in particular, our culture of innovation have made us who we are: one of the worldwide leading manufacturers of high-tech pumps and pump systems.

Wilo is a premium supplier in the field of building services, water management and industry. This leading position drives us to maintain our superiority. For our customers, we make complex technologies user-friendly, simple to operate, energy efficient and powerful. The main focus of our activities is therefore on the people. We offer them outstanding products, system solutions and services. In this spirit, our brand promise "Pioneering for You" stands for maximum quality of life.



Reliable Servicing – 24/7*

Wilco UK Service Division are passionate in their pursuit of excellence, our dedicated service team can offer you a full range of after sales care for any manufacture of pumps and control systems.

Wilco Site Engineers are qualified for confined space working and hold CSCS cards. Our Engineers attend annual Asbestos Awareness Training Courses, and receive regular training on Wilco products and across manufacturers.

We carry out detailed Risk Assessments, provide detailed Method Statements and produce detailed reports– making system and service recommendations.

- Head office based team working closely with engineers
- External Service Support Team
- Fully stocked distinctive fleet of service vehicles
- Modern electronic form of communication and job handling
- PDA report systems
- International award– Top Service Department with Wilco SE
- Call outs assessed and prioritised. Attendance within Same Day or agreed at point of sale
- Our Electricians are trained to the 17th Edition Wiring Regulations

***Our experienced Service Engineers are available 24 hours a day, 7 days a week for our Maintenance Contract Holders**

CERTAINTY FROM THE BEGINNING

Wilo are able to offer commissioning on all our pumps– we can arrange a prompt, convenient time for yourself.

All alignment and setting work is done using state-of-the-art technology.

Afterwards, the pump undergoes a thorough function test together with test runs, which will be documented for your information using a checklist.

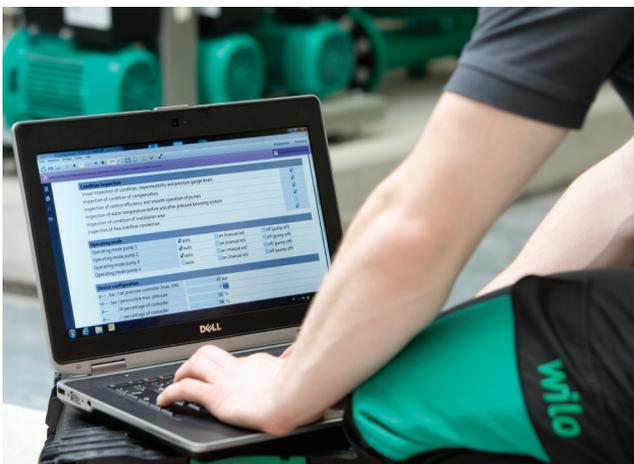


WILO SUPPLY & INSTALL

We offer you a variety of options for supplying and installing our products, ensuring that they are installed to the highest standard so they work reliably in the long term. In doing so, we provide you with the best service from start to finish, and adapt our maintenance to your individual requirements and your products.

Our supply and install services for you:

- Direct supply of pumps, with installation by our specialist engineers
- Optional commissioning to get your pumps working optimally
- Standardised maintenance options and packages after install
- Individual maintenance solutions and full service contracts



In addition to providing a high quality, energy efficient product range, Wilo (UK) provides a comprehensive servicing capability to its ever-growing customer base via its service subsidiary, Wilo (UK) Service Division.

SERVICE 24/7

Our Service Division operates throughout the UK, providing a bespoke service and care package for all your pumps and associated equipment requirements. Our experienced Service Engineers are available 24 hours a day, 7 days a week*. This service is supported by a national network of service partners, which helps to ensure that all site requests are fulfilled exactly to our customer requests. Additionally our Engineers' Reports are provided within 3 working days of the site visit.

*in most areas, please check with us for details

QUALIFIED ENGINEERS

All Wilo Site Engineers are qualified for confined space working and all hold CSCS cards. We carry out detailed Risk Assessments, provide detailed Method Statements and produce detailed reports- making system and service recommendations.

All work completed by Wilo complies with ISO 9001:2008 and ISO 14001:2004 and we are also SAFE Contractor approved.

Once your pump is installed and commissioned by us, or one of our Service Partners, you can secure its lifespan by implementing an extended warranty. Our skilled Technicians will revisit the equipment on its commissioning anniversary and carry out a scheduled service. During the service all wear parts will be checked and consumable components assessed and replaced where necessary.

Our Service Division offer 24 months warranty on all work undertaken on Wilo Booster sets, 12 months warranty on all work undertaken on our non-booster products and 6 months on any third party product.



**The importance of having
continuous service on your pumps.**



Pumps and systems must always work reliably – regardless of whether high-performance pumps are used to cool servers in a Google data center or to ensure a perfectly green football or rugby pitch, by providing the right flow and pressure to a pitch irrigation system. As well as high-performance and high-quality products, Wilo, the provider of pumps and pump systems also offers a range of high quality service packages tailored specifically to user groups.

In over 60 countries, more than 2,500 Wilo technicians and 900 service partners are out and about providing individual customer service. Wilo supports its customers during commissioning of the pumps, including an installation check, a setting optimisation and an obligatory test run. Wilo's service includes not only individual maintenance packages but also on-site maintenance and supplying more than 90 per cent of genuine spare parts anywhere in the world within 24 hours. Premium market and customer-based replacement part solutions also increase operational safety.

To ensure a reliable operation, there are three different steps to consider. Firstly, it's important to ensure correct installation and commissioning. To achieve this, the

service team takes care when putting a pump or system into operation and also gives all the right instructions to guarantee the best possible operational performance.

The retention of operational safety and conservation of value by maintaining the products on a regular basis can avoid uncontrolled and unwanted breakdowns. With regular maintenance, upcoming faults can be identified early enough to avoid malfunction of the pump or pump system.

Relying on experts can also save costs for the customer due to the optimization or replacement of the current system by high efficient products. Replacing an old system will not only reduce costs through energy savings, a proactive change is also more sustainable for the environment.

“Our ‘Value added Services’ will provide benefits around our well known quality products, which ensure the performance of your processes at the highest possible level and gives you the comfort to concentrate on your business,” says Peter Glauner, Senior Vice President Group Service at Wilo.



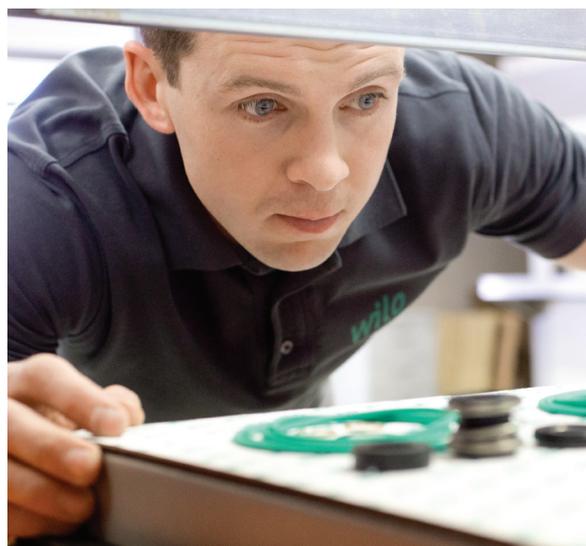
MAXIMUM OPERATIONAL RELIABILITY

Wilo UK has a fast, friendly knowledgeable team dedicated to meet your spares requirements.

We value your business and want to work with you to build lasting relationships.

To support our spares commitment to you, we have –

- Stocks for popular lines ready for immediate delivery
- Access to thousands of pump specific spares from our European production sites
- A team dedicated to meet your spares needs
- Availability on spares for pumps up to 10 years old
- Fast Friendly service
- Spares covering pumps in all major market sectors including Water Supply, Drainage & Sewage
- Quality assured parts produced specifically to maintain pump performance
- Recommended critical spares lists.



For all spare queries, please contact;

+44 (0) 1283 523 000

spares@wilo.co.uk

www.wilo.co.uk/spares

SERVICE PACKAGES

Systems, Solutions, Services: We go beyond the pump as a single component and offer our customers an attractive package consisting of installation check, commissioning and maintenance in conjunction with an order of a new product.

Optionally, the customer can extend the package by an extended warranty by additional 3 years in order to have absolute planning and cost security.

Service package Offering

(In combination with new ordered product)

Basic

- Installation check
- Commissioning
- Maintenance incl. functional check (only in year 2)

Comfort

- Installation check
- Commissioning
- (semi-annual) annual maintenance incl. functional check (year 2-5)

Optional

- Extended warranty up to 5 years
- Special termination right
- Connectivity (WiloCare)

Premium

- Installation check
- Commissioning
- (semi-annual) annual maintenance incl. functional check (year 2-5)
- *Wear and tear parts included*

Optional:

- Extended warranty up to 5 years
- Special termination right
- Connectivity (WiloCare)

Wilo Energy Solutions – Proactive Replacement

An initiative for enhanced efficiency and sustainability

Energy costs are rising continuously. You need to act now. Because anyone intending to operate in an economically viable manner in the building management or water supply sector, or in the operation of industrial plants, now needs to embrace high-efficiency technology.

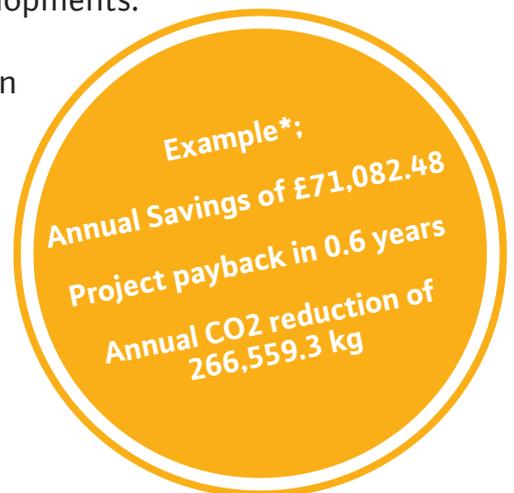
Wilo-Energy Solutions involves the proactive replacement of functional, but uncontrolled pumps with Wilo high efficiency pumps. By using Wilo-Energy Solutions you will be able to reduce the running costs of the pumps in your buildings and installations by up to 90%, while taking advantage of additional benefits such as security with respect to the future, hygiene and energy supplies.

The application of Wilo-Energy Solutions further emphasizes the fact that we, as a leading manufacturer of pumps and pumping systems for heating, cooling and air-conditioning, are taking the needs and requirements of our customers in the public, commercial and industrial sectors extremely seriously. We offer you targeted advice and analysis, including assessment of your potential savings, as well as comprehensive support for the switch-over to high efficiency technology. That is what we call “Pioneering for You”.

Pumps are responsible for approximately 10% of global energy consumption. This represents a considerable figure, but also an excellent opportunity, as this is precisely where the operating costs of public, commercial and industrial buildings and installations can be reduced.

Over two thirds of the operators in the building management sector alone are currently using pumps that consume more energy than is necessary and advisable. A proactive change offers advantages for all parties concerned. You can reduce energy and costs, improve the sustainability performance of your buildings and installations, while also bringing your technology in line with state-of-the-art developments.

Wilo are the only pump manufacturer to receive accreditation by the Carbon Trust, an independent and expert partner of leading organisations around the world, helping them contribute to and benefit from a more sustainable future through carbon reduction, resource efficiency strategies and commercialising low-carbon technologies.



ACCREDITED
SUPPLIER

Wilco-Energy Solutions:

3 steps to being greener and efficient



Step
1

Have a chat with our Energy Solutions Manager who will explain our Energy Solutions process.

Step
2

Wilco will undertake an energy audit in your plant room.



Step
3

We will then present to you how we can save your money on energy bills and also how much carbon is emitted from your old pump versus our new product.

We plant trees and save energy costs and everyone is happy - Hurray!



With Wilco you will make a decision to go with the future today.

Our high efficiency pumps meet the requirements of the second stage of the regulation for circulation pumps which is applicable from 2015 onwards. If you would like to know more about these regulations please take a look at www.wilo.co.uk.





Pioneering for You

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