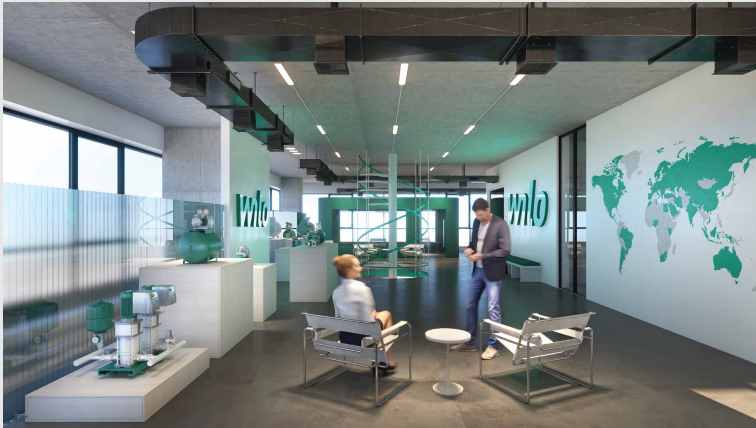


# Entering the "New 20s"

1ST QUARTER – 2020

WILO LEVANT NEWSLETTER

-Issue #1-



## WE ARE MOVING !

Moving Minds, Moving Water, Moving the Future; and now Moving our Offices to make of your experience with Wilo, the Most Pleasant.

📍 Visit us at our New Offices in Mirna Chalouhi, The Bridge Building, Floor 4.



## BLF DISASTER CENTER An Exceptional Challenge

Get a chance to dig deep into the challenges we have encountered and the solutions that our team have provided in order to make of this project a success story

## H I G H L I G H T S



## WILO STAYS CONNECTED The Digital Era

- Wilo-Live Assistant; the world's first virtual service assistant for pumps
- Wilo Assistant App ; the future in your hands



## BECOME PUMP-SMARTER

EDUCATE AND ENTERTAIN YOURSELF WITH OUR TIPS AND TRICKS SECTION  
How much do you know about electronically heating controlled circulated pumps?

Take the Quizz and Submit your answers by mail to: perla.awad@wilo.com

Hurry Up... The Game Ends on April 30!

YOU CAN BE THE WINNER!



# OUR NEW OFFICES – LEBANON



## Because YOU Matter!

The Wilo Group is a leading manufacturer of pumps and pump systems.

Our slogan “Pioneering for you” expresses our commitment to a clear customer focus, strict quality orientation and strong passion for technology.

We are presenting ourselves not only with many trendsetting products, but also with a new image, the “communication image”.

For this reason, We are Moving! We are moving to communicate this change with the outside world, having YOU at the center of all our thinking and development, ensuring to make your life and work as simple as possible with our products, solutions and services.

Located in Mirna Chalouhi, The Bridge Building, Floor 4, the panoramic view of our New Future Offices overlooks the city of Beirut.

Designed at an industrial yet digital standard, the overall space of 605 m<sup>2</sup> constitutes of employee offices, a 105 m<sup>2</sup> showroom and a training room crafted to expend your knowledge and experience.

The concept of our “Future Offices” is Space. The unique and digital office design allows us to serve you better, bringing you even closer to our innovative digital solutions.

## ... Work in Progress

“ The 24 – Years history of Wilo Lebanon was the key role of the subsidiary in the international strategy of the Wilo Group.

Excellent performance by the subsidiary throughout the years and the promising business environment in the Levant area will turn the platform into a center of excellence.

Continuous double-digit growth in the last 4 years with strong performance makes Wilo the leader in the Levant market.”

– Ayman Nassar –

Managing Director, Wilo Levant Platform



# JORDAN and PALESTINE

## PIONEERING WITH LOCAL PRESENCE TRAINING

### WATER CAN HELP FIGHT CLIMATE CHANGE!

“OUR DUTY IS TO PROTECT OUR PLANET AND OUR WATER MANAGEMENT PRODUCTS ARE CRAFTED TO DO SO.”

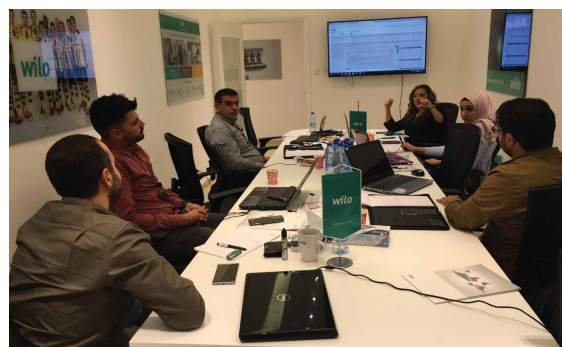
Jordan and Palestine are two of the world’s poorest countries in water. Equipped with all the facilities required to deliver the best services, our new offices in Amman, Jordan will allow us to better support and work closely with end-users, consultants and partners.

Seeking to identify custom-tailored solutions that will help communities move forward, Wilo Levant Platform organized a 5 days training covering Water Management Products’ Overview in our new space, led by mechanical engineer Sarwat Nassar.

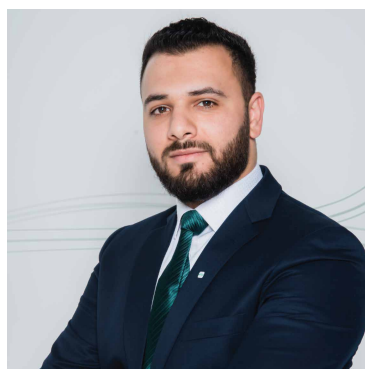
The Program was designed with the aim to provide Wilo dealers’ engineering team in Jordan and Palestine with the required knowledge about clean and waste water products’ leading role in the market.

### WE BELIEVE IN OUR PEOPLE

Despite the chaos the world is going through, and because our mission is above all building you a future with strong roots; our responsibility towards mankind and the environment grows bigger today. With new plans for growth and a challenging year ahead, we are pleased to announce the appointment of Mr. Muhammad Abushanab, as Country Manager for Wilo offices in Jordan and welcome him among our Wilo Levant Platform team.



## NEW FACES ON BOARD! RECRUITMENT



Mr. Abushanab joined the Wilo Group in 2017 as Project Manager in our Middle East Platform. His strong experience within the Group marks a promising sustainability for the region. Looking for the development of a successful journey with him in Levant, in March 2020 he got assigned for the expansion of Wilo’s capacities and service quality levels in Jordan and Palestine.





## BLF DISASTER CENTER CASE STUDY

### What Makes BLF Special?

A high-end project can only be accomplished using high-end products. BLF Disaster Center, the first emergency data processing bunker of its kind in Lebanon, was able to reflect our rethinking around a contemporary disaster center, merging the duality of a brutal exterior and a inviting interior essence of 8 stories.

As a solution provider, Wilo developed an individual solution for this project to comply with Consultant’s Requirements for Hydronic and Plumbing Systems, benefiting from a wide range of supply from Germany, France and U.S.A.

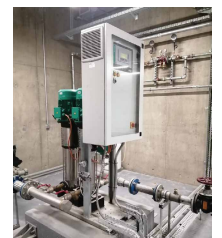
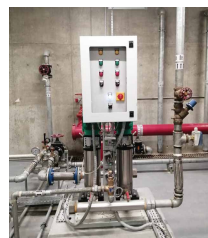
#### Hydronic Pumps:

- > Flexibly Coupled Pumps
- > Severe-duty motors complying with IEEE 841
- > Class F temperature rise; Class H insulation
- > Wilo Suction Diffuser: A ductile-iron body with bronze strainers



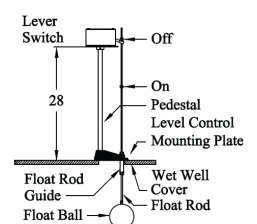
#### Booster Sets:

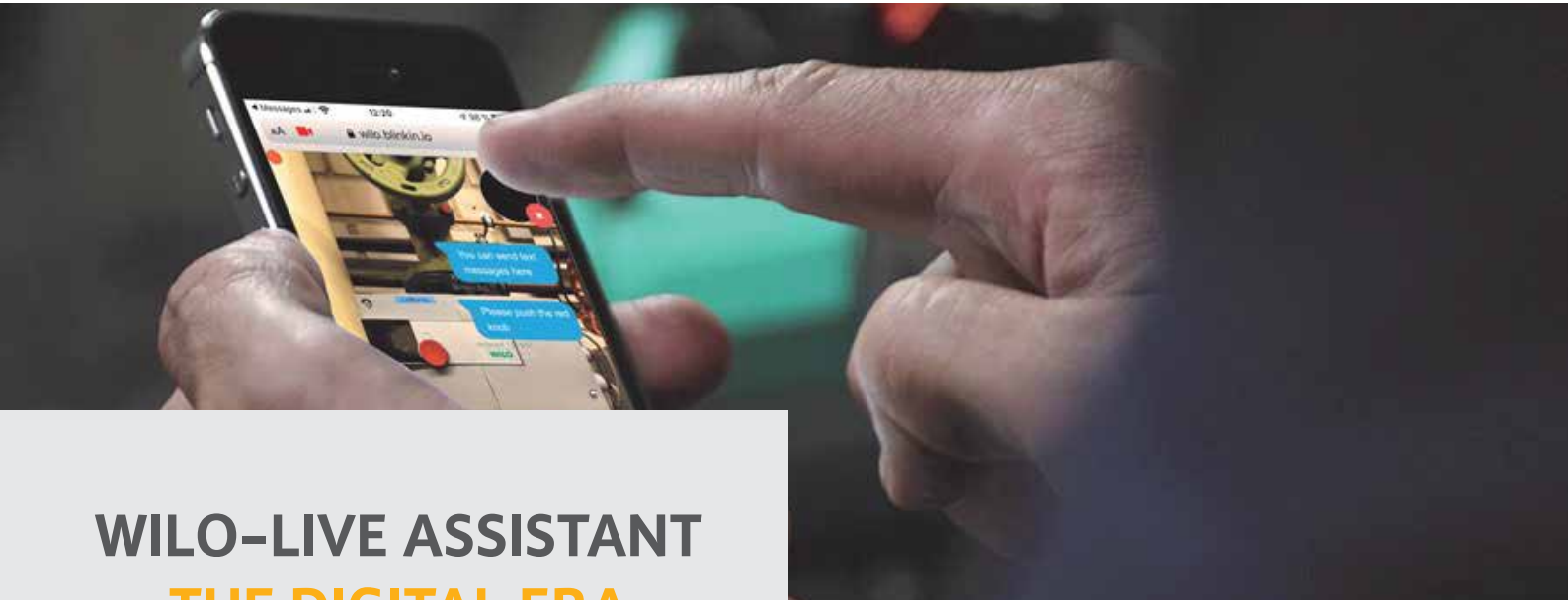
- > IP65 Motors protection
- > Built-in Strainers, Pressure reducing and Pressure relief valves
- > Double Enclosure IP66 Control Panels



#### Submersibles:

- > Pedestal - mounted float switch with float rods and rod buttons
- > IP66 Control Panels Protection





## WILO-LIVE ASSISTANT THE DIGITAL ERA

### 2020 is the beginning of the “New 20s”

“Even today, we remain fascinated by the “Old 20s” – A time of artistic flowering, excitement and wild nightlife! We often use the term “Golden Twenties” in Germany, same as “Roaring Twenties” in English speaking areas, or “Anni Ruggenti” as the Italiens say; which all translate to the good “Crazy Years”.”

– Oliver Hermes – President & CEO, Wilo SE

Despite the worldwide economical and political crash scenarios, **entering the “New 20s”** was an exciting challenge for us.

Referring to the image of the “Old 20s”, our hopes and expectations were for a beautiful decade to come.

The beginning of this year was not as pleasant as foreseen. With the Lebanese Revolution and the drastic economical failures along with the enormous world crisis, preventive actions had to be taken to minimize the damages that could hit our entity.

We were well prepared, and the solid foundation we have created over the past few years ensured this.

What we did not expect though, was the outbreaking health catastrophe taking over the world, the COVID-19, that has to be combatted through solidarity and cooperation.

People’s health is always the utmost priority and we want you to make sure nothing paralyses our performance. Our professional team will be always ready to take care of everything for you; and this time:

**VIRTUALLY**

## Need a Specialist by Your side when servicing pumps?

**YOU DO NOT HAVE TO DOWNLOAD ANY APP, THE WILO-LIVE ASSISTANT IS A FREE SERVICE.**

### How does it Work?

If you’re facing problems with your pump or pump system, contact our service staff by phone.

They will send you a link via encrypted SMS or e-mail, through which a live video call is set up.

All you have to do is allow access to your phone’s camera and microphone for the duration of the consultation.

Our technical experts can then virtually control the details they have to examine more precisely as well as mark certain areas that you will be able to see on your mobile phone display.

This free of charge system was launched in Mid March, with the purpose of meeting our customer requirements for mobile services in real time.

For Technical Information and “in-pocket” assistance, check out our **Wilo-Assistant App**.

### Your Advantages?

The entire World of Pumps in Your hands!



# HEATING CIRCULATING PUMPS

## WILO – BRAIN TIPS AND TRICKS

### HOW TO DETERMINE THE VOLUME FLOW?

- > From the DIN heat consumption.
- > From the specific volume flow according to the specific heat consumption per unit of heatable floor space:

Specific heat consumption per m <sup>2</sup> of floor space		Specific volume flow per m <sup>2</sup> of floor space at Δ t			
Residential building with ...	Q <sub>spec</sub>	V̇ <sub>spec</sub> at 20 K	V̇ <sub>spec</sub> at 15 K	V̇ <sub>spec</sub> at 10 K	V̇ <sub>spec</sub> at 5 K
Max. 2 apartments	100 W/m <sup>2</sup>	4.3 l/h	5.7 l/h	8.6 l/h	17.2 l/h
Over 2 apartments	70 W/m <sup>2</sup>	3.0 l/h	4.0 l/h	6.0 l/h	12.0 l/h
Low-energy building standard	≤ 40 W/m <sup>2</sup>	≤ 1.7 l/h	≤ 2.3 l/h	≤ 3.4 l/h	≤ 6.8 l/h

### RECOMMENDATIONS:

- > Generally, install electronic pump control for heating systems with a heat output > 3 kW. (Requirement according to EnEV is > 25 kW).
- > Use High - efficiency pumps or energy saving pumps.



**Wilo Stratos**  
High Efficiency Pump

### FUNCTION:

Reliable, cost-saving and low-noise heat supply with automatic performance adaptation in accordance with German Energy Savings Ordinance (EnEV).

### NOTE:

Only a correctly sized and set electronically controlled pump saves electricity and prevents noise.



## SHAKE THOSE BRAIN CELLS ...

### Are YOU Our Next WINNER?!

Answer ALL the Questions correctly and get a chance to enter the draw and **Win a Voucher of \$150** to any of our products.

#### You Can Do It!

**1.** In heating systems, the delivery head must be designed to which variable?

- Geodetic head
- Residual flow pressure
- Pipe friction resistances
- Sum of the 3 variables

**2.** When the flow rate is increased by 100%, the heat output:

- Decreases by approx 2%
- Increases by approx 12%
- Remains the same

**3.** Cavitation can be prevented by:

- Selecting a pump with lower maintained pressure head
- Decreasing static pressure
- Increasing vapour pressure PD

**4.** Which of the following is True? The electrical drive energy is:

- Converted into high pressure
- Converted into pressure boost and motion
- Gained from hydraulic energy

Submit Your Answers to [perla.awad@wilo.com](mailto:perla.awad@wilo.com)

