

Service product brochure

WiloCare

Operational and cost reliability

Our
tailor-made
Service for
you



WILO SE
Wilopark 1
44263 Dortmund
Germany
T+49(0)2314102-0
F+49(0)2314102-7363
wilo@wilo.com
www.wilo.com

WiloCare USPs



Enjoy performance
Operational & cost reliability

Pumps and systems must always work reliably – regardless of whether a hotel guest wants to take a shower at three o'clock in the morning, for example, or drinking water needs to reach the tenth floor without any problems.

With WiloCare, we provides you a comprehensive product which offers you total convenience when it comes to monitoring and ensures that pumps and systems are always ready for operation and use. The product can be used in new installations as well as in legacy systems.

You benefit from an automated system to ensure operational readiness, the fixed monthly price means that the costs are manageable and easy to calculate. In addition, based on the constant documentation, there is a monthly status report on the condition of the pump or system as well as potential measures for optimising operation.

Customer doesn't need to care, because WiloCare(s) about his pump related processes



Service bundle for the operational reliability and safety of pumps and systems



WiloCare digitises your products



Remote access to data and alarms of pumps and systems



Monitoring of pump and system performance



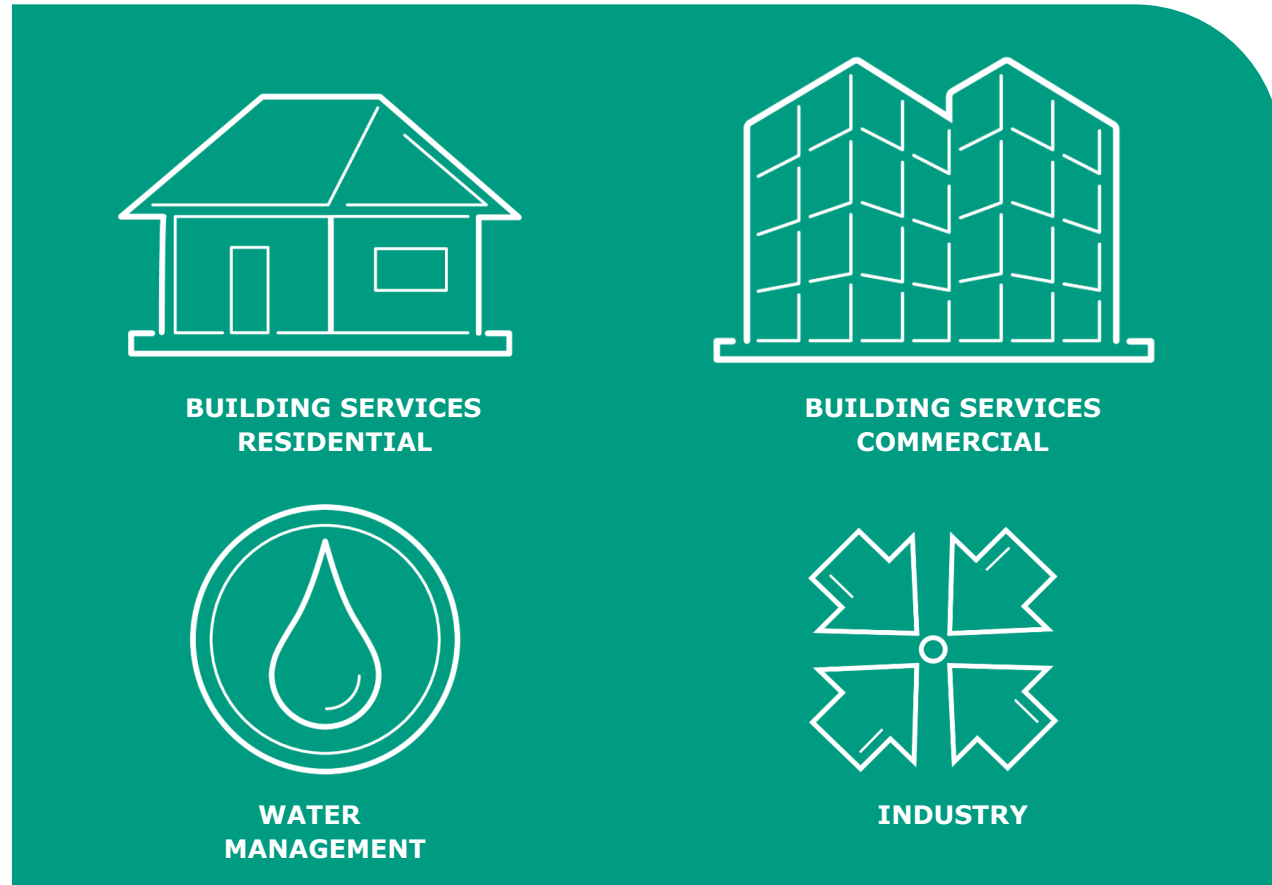
Web portal with highest security standards



Extended warranty up to 5 years (optional)



WiloCare
Field applications



We offer WiloCare for nearly every application. Either you have to ensure the continuous operation of a booster set, a sewage lifting station or a mixer.

→ **We safeguard that your product is always ready for use!**



Building Services

- Booster sets
- Sewage lifting stations
- HVAC



Water Management

- Mixer
- Sewage pumps



Industry

- Booster sets
- Sewage lifting stations
- HVAC



WiloCare

Our Service



With WiloCare you can easily and comfortably ensure that your pumps or systems is always ready for operation.

We ensure optimal, energy-efficient operation on the basis of data transferred to us from the pumps or systems and take care of any fault message, trouble-shooting and optimisation of the system.

WiloCare is a dedicated solution for new and already installed pumps and systems.

Connectivity

With WiloCare Connect you stay up-to-date about the current status of your system, including energy consumption and possible optimisations or malfunctions:

- Access by cloud
- Access via LAN/LTE



Visualisation

Visualisation of different values in modifiable diagrams:

- System set point/actual value (pressure, level, etc.)
- Status of single pumps (Hand/O/Auto, alarm signal, operating hours, switching cycle, energy consumption)
- Status of system (Hand/O/Auto, alarm signal, operating hours, switching cycle, energy consumption)
- Speed (for electronic pumps)
- Control parameter



Operational safety

You receive a monthly status report via email, fax or download link. All relevant data are contained (partly depends on system):

- Operating hours
- Energy consumption
- Fault signal
- Next maintenance interval
- Recommendations for customer

wilo

Monthly status report WILO SE

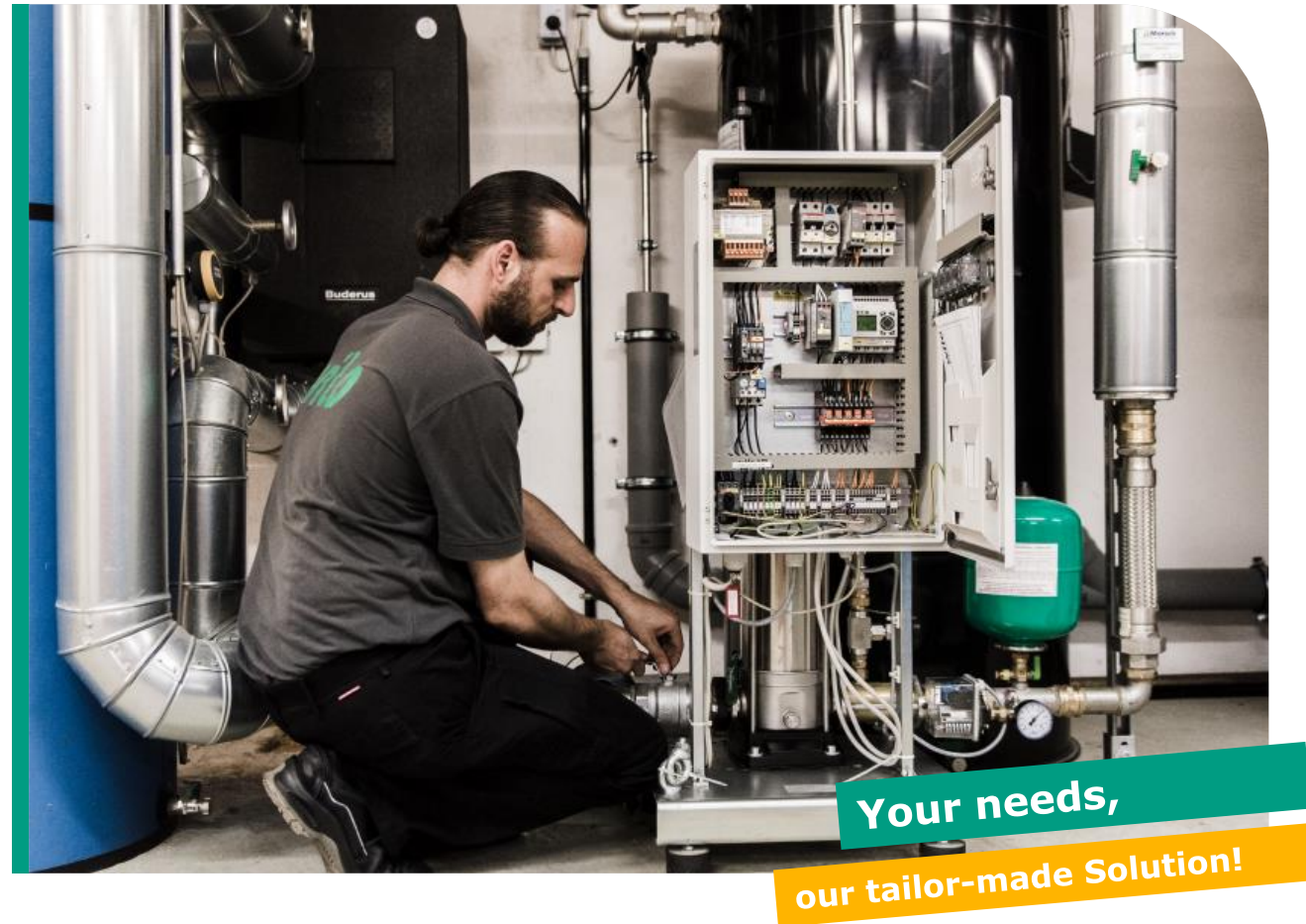
Object: Airport Dortmund
 Object number: 23163/254
 Address: Flughafenring 2, 44319 Dortmund



Drinking water pressure boosting
 Floor: U4, Position: Room 98
 Operating hours: 210 h
 Error messages: none
 Energy consumption: 150 kW
 Next maintenance: October 2015

WiloCare

Contract models



Three different contract models of WiloCare are available:

- Basic model
- Comfort model
- Premium model

Depending on your requirements, all risks and costs of maintenance, call-outs and/or spare parts can be covered – for example, our Premium variant works like an “all-inclusive” package.

- We maintain your equipment on a regular base
- We take over the operation and service of your pump/system
- We control your equipment remotely, in case of a failure alarms are routed directly to the local Wilo Service organisation for further procedure

Services	Basic	Comfort	Premium
Communication electronics	✓	✓	✓
Monthly status report	✓	✓	✓
Monthly flat rate possible	✓	✓	✓
Emergency number contactable 24 hours a day free of charge	✓	✓	✓
Minor repairs included in the monthly flat rate		✓	✓
Includes nitrogen filling for all diaphragm pressure vessels in the pump/installation		✓	✓
Elimination of payroll and travel expenses between maintenance intervals (during normal service hours)		✓	✓
Consumables included in the monthly flat rate		✓	✓
Maintenance and repair of the pump/installation		✓	✓
Includes wearing parts			✓
Elimination of payroll and travel expenses between maintenance intervals (outside normal service hours including weekend)			✓
Further option			
Warranty extension (up to 5 years)		✓	✓