

Pioneering for You

wilo

Information for HVAC installers and operators

THE WILO SERVICE

A PARTNERSHIP YOU CAN RELY ON.

Discover all content
online at
www.wilo.ke



**WHATEVER YOUR PATH
LOOKS LIKE:
WE'RE GOING WITH YOU.**



THE WILO SERVICE OFFER

Versatile and individually accessible.

Wilo has a long tradition of working in partnership with professional installers, system manufacturers and operators. Our Wilo service is an essential component of this partnership: we work with you to develop a service concept tailored to your individual needs. With our expertise and personal consultation we ensure that the operation of your systems is as energy-efficient, reliable and economical as possible. Our professional Wilo service technicians are ready to assist you with fast, reliable and on-time support.

In other words, with Wilo as your partner, you can be sure of not only choosing high-quality product solutions, but also benefiting from a comprehensive portfolio of well thought-out services. This means reliable support from Wilo at every step of your project – starting from design and configuration right through to commissioning and maintenance.

We call it: Pioneering for You.



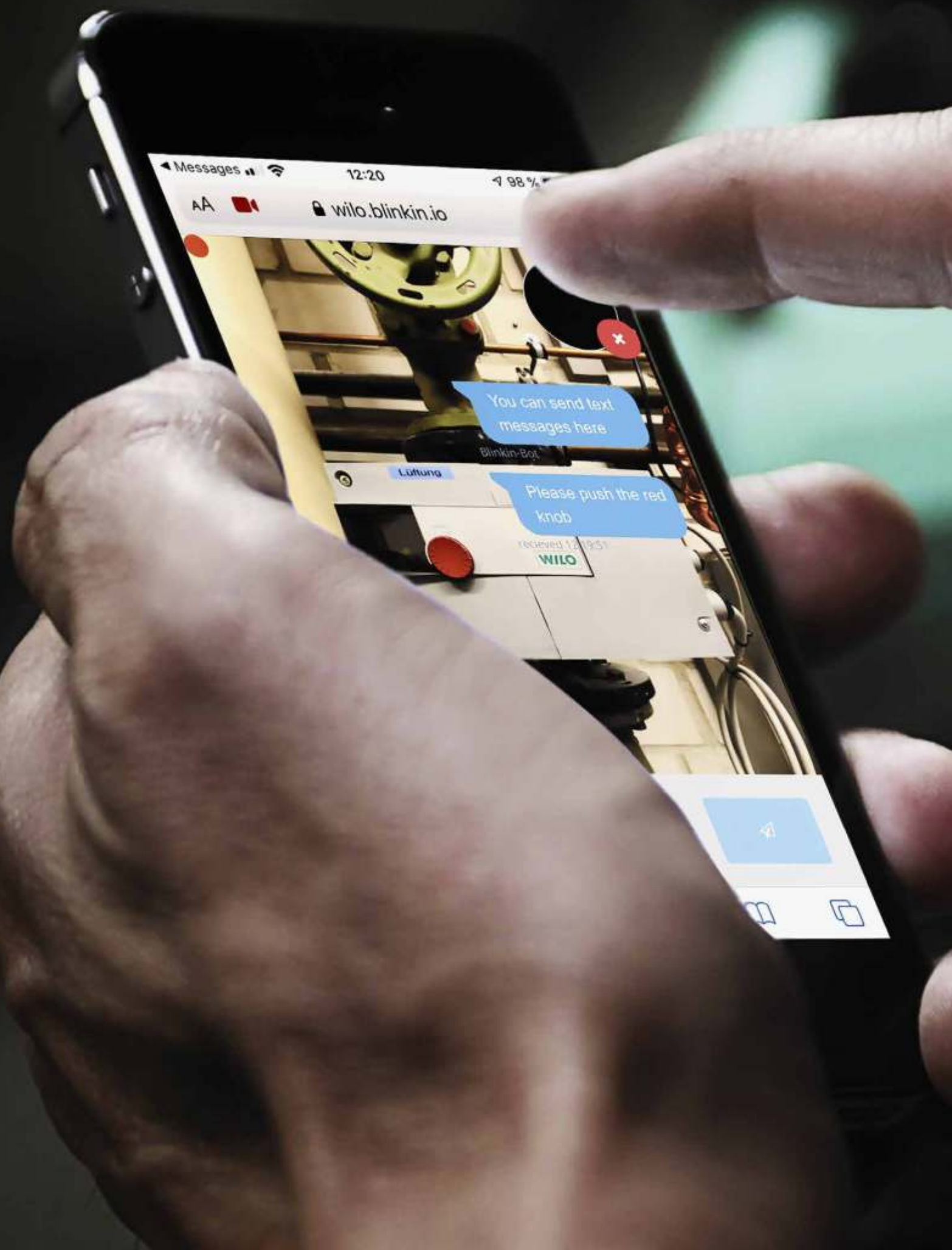
THE WILO SERVICE IS THERE FOR YOU.

Our professional Wilo service technicians are on duty for you 24 hours a day, 365 days a year. No matter how things turn out: One call is all it takes to get support from our experts. They will help you quickly and professionally with direct coordination.

☎ 44 (0)1283 523015
service.uk@wilo.com

Discover the Wilo Service offer
at: www.wilo.ke





WILO-LIVE ASSISTANT

We help everyone, with everything and wherever you are!

We prevent downtime and ensure operational reliability of your pumps and systems! Whether it's questions, errors or breakdowns, you can rely on rapid support from a Wilo expert.

To provide interactive support, we have introduced facilities for live video chatting with our customers on site. This way, we can help you solve your problems as quickly as possible.

WHAT IS THE WILO-LIVE ASSISTANT AND HOW DOES IT WORK?

Using the Wilo-Live Assistant, our expert advisers can support you in the boiler or equipment room via video transmission – live and in real time. You use your smartphone for showing the installation set-up while the Wilo expert observes everything on screen. He can see the components as well as other details and can draw helpful hints on the image. If necessary, the documents you require can also be uploaded directly so that they can be available instantly on your smartphone display.

WHAT DO I NEED TO USE IT?

All you need is an up-to-date iOS or Android smartphone with an internet browser (Safari, Chrome, Opera, Edge) and internet access. An app is not necessary.

HOW DO I GAIN ACCESS?

Access will be provided by our local service organisations, who will get in touch with you via phone initially. If it turns out that video support can answer your questions in a faster and more targeted way during the conversation, our employees will send you an access link via SMS or email to your smartphone. After clicking on the link, you just need to enable the microphone and camera on your smartphone and you're good to go.

Of course your data is protected at all times. No storage takes place, and the videos are not recorded. Only you have access to your smartphone.



OUR SERVICE FOR YOU:

- Interactive live support via video chat
- Direct contact with an expert
- Just-in-time solution to ensure maximum operational reliability of your pumps and systems

Click here for a film about the
at: www.wilo.ke







SUPERVISION

Safety from the beginning.

At Wilo, supervision for complex pump and system technology begins long before the actual installation. We even support our customers during the concept phase to ensure quality work and cost efficiency. Our competent and qualified Wilo Service will support you with recommendations and technical advice throughout the entire project.



OUR SERVICE FOR YOU:

- Regular on-site visits ensure the quality of information and consultation
- Technical consultation, also available on site
- Status report with recommendations after the visit
- Comprehensive support from a Wilo expert

For the Wilo service contact details,
at: www.wilo.ke





INSTALLATION

We install customer satisfaction.

In selected countries, we offer installation of our pumps or pumping systems using our own service teams. We offer an end-to-end process from gathering information on site to installing our products in the overall plant. The professional inspection of the installation set-up and the assembly of all necessary components lay the foundation for the successful commissioning of the system. Damage and the associated consequential costs can only be avoided through an optimal installation set-up and the interaction of various individual factors.



OUR SERVICE FOR YOU:

- Information-gathering on site
- Provision of components/materials from Wilo and third-party suppliers
- Installation of pipelines and electronics



The Wilo service can be conveniently requested online at www.wilo.ke



COMMISSIONING

High performance is our strength.

Entrust the Wilo commissioning service with ensuring a smooth process when implementing new systems in your installations. We will happily accompany you throughout the commissioning process of our products and support you step-by-step. You will benefit directly from the advantages of our products and their performance in operation. Our qualified service technicians will familiarise you with all strengths to guarantee a safe and optimal start.



OUR SERVICE FOR YOU:

- Personal instruction by a Wilo expert
- Checking of the installation
- Setting of optimised system parameters
- Test run and test operation
- Documentation of commissioning in the service report
- Dedicated contact person for commissioning on site

The Wilo service can be
conveniently requested
online at www.wilo.ke





MAINTENANCE

Taking precautions pays off.

We offer you a wide range of options for regularly checking the smooth operation of our products and ensure long-term reliability. Choose the scope of services you need from our contract models and match your individual needs to our products.

CONTRACT MODELS MAINTENANCE

Services	Basic	Comfort	Premium
Function check	from 2nd year onwards	✓	✓
Cleaning	✓	✓	✓
Nitrogen fillings for all diaphragm pressure vessels belonging to the pump/system included	✓	✓	✓
No wage or travel expenses for minor repairs which can be performed during maintenance	✓	✓	✓
Consumables included		✓	✓
No labour or travel expenses for minor repairs between maintenance intervals (during normal service hours)		✓	✓
No labour or travel expenses for minor repairs between maintenance intervals (outside normal service hours, including weekends)			✓
Wearing parts included			✓
Emergency operation < 24 hours in case of a fault			✓
Contractual modalities			
Monthly, quarterly, annual or semi-annual maintenance possible	✓	✓	✓
Minimum contract period	1 year	1 year	2 years

Pumps/systems older than 3 years = first maintenance/inspection is charged at cost and can be charged after conclusion of a maintenance contract



OUR SERVICE FOR YOU:

- Professional pump and system inspection
- Maintenance and repair work
- Individual maintenance solutions possible
- Documentation of all maintenance work in checklists

The Wilo service can be conveniently requested online at www.wilo.ke





WILOCARE

Highest operational and cost security.

With WiloCare, we bundle all our maintenance services into a comprehensive package supplemented by remote maintenance of your system.

We can take care of error messages, troubleshooting and optimisation thanks to the data transmitted by your pump or system. This way, we can always ensure optimum operation of the system – quickly, reliably and without complications.

CHOOSE FROM THREE WILOCARE PACKAGES: BASIC, COMFORT OR PREMIUM

Services	Basic	Comfort	Premium
System check	✓	✓	✓
Communication electronics	✓	✓	✓
Monthly status report	✓	✓	✓
Monthly flat rate	✓	✓	✓
Freephone emergency number available 24 hours a day	✓	✓	✓
Nitrogen fillings for all diaphragm pressure vessels belonging to the pump/system included	✓	✓	✓
No labour or travel expenses charged between maintenance intervals (during normal service hours)		✓	✓
No labour or travel expenses between maintenance intervals (outside normal service hours, including weekends)			✓
Consumables included in monthly flat rate		✓	✓
Maintenance and repair of the pump/system		✓	✓
Wearing parts included			✓



OUR SERVICE FOR YOU:

- Comprehensive system check by a Wilo expert
- Monthly status report as basis for optimisation measures
- Regular maintenance measures to maintain the value of your pumps and systems
- Connectivity interfaces to enable automated troubleshooting in case of malfunctions

Detailed information about WiloCare can be found here: www.wilo.ke





ENERGY SOLUTIONS

Our promise for the environment.

Benefit from enormous savings potential by having your pumps checked and optimised in terms of efficiency, energy consumption and performance by a Wilo expert. Optimising or replacing existing systems with new, highly efficient solutions (products, services, know-how) primarily has a positive impact on your operating costs and operational reliability. In addition to the potential energy savings, we also take responsibility in the fight against climate change for future generations as well by being able to directly reduce CO₂ emissions through the application of our high-efficiency products.

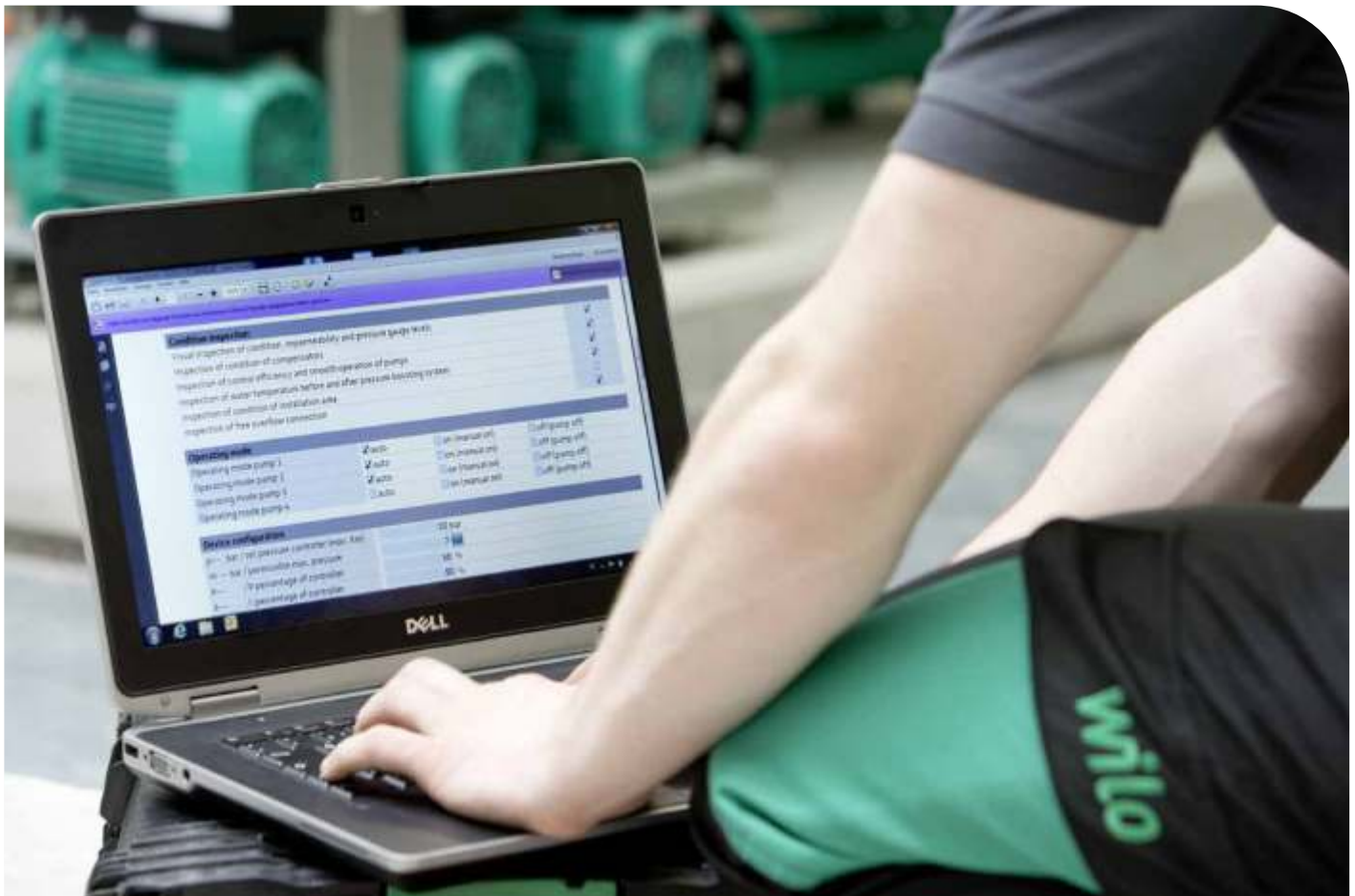


OUR SERVICE FOR YOU:

- Detailed assessment of the life cycle costs (LCC analysis)
- Energy audit including information about energy-saving potential
- Proactive recommendation of replacement options



The Wilo service can be conveniently requested online at www.wilo.ke



SYSTEM OPTIMISATION

Services focused on efficiency.

Optimising your pumps and pump systems is one of the best ways to ensure proper operational reliability of the overall system. Existing systems can often be optimised through minor changes and adjustments, allowing efficiency, and therefore effectiveness, to be significantly increased.

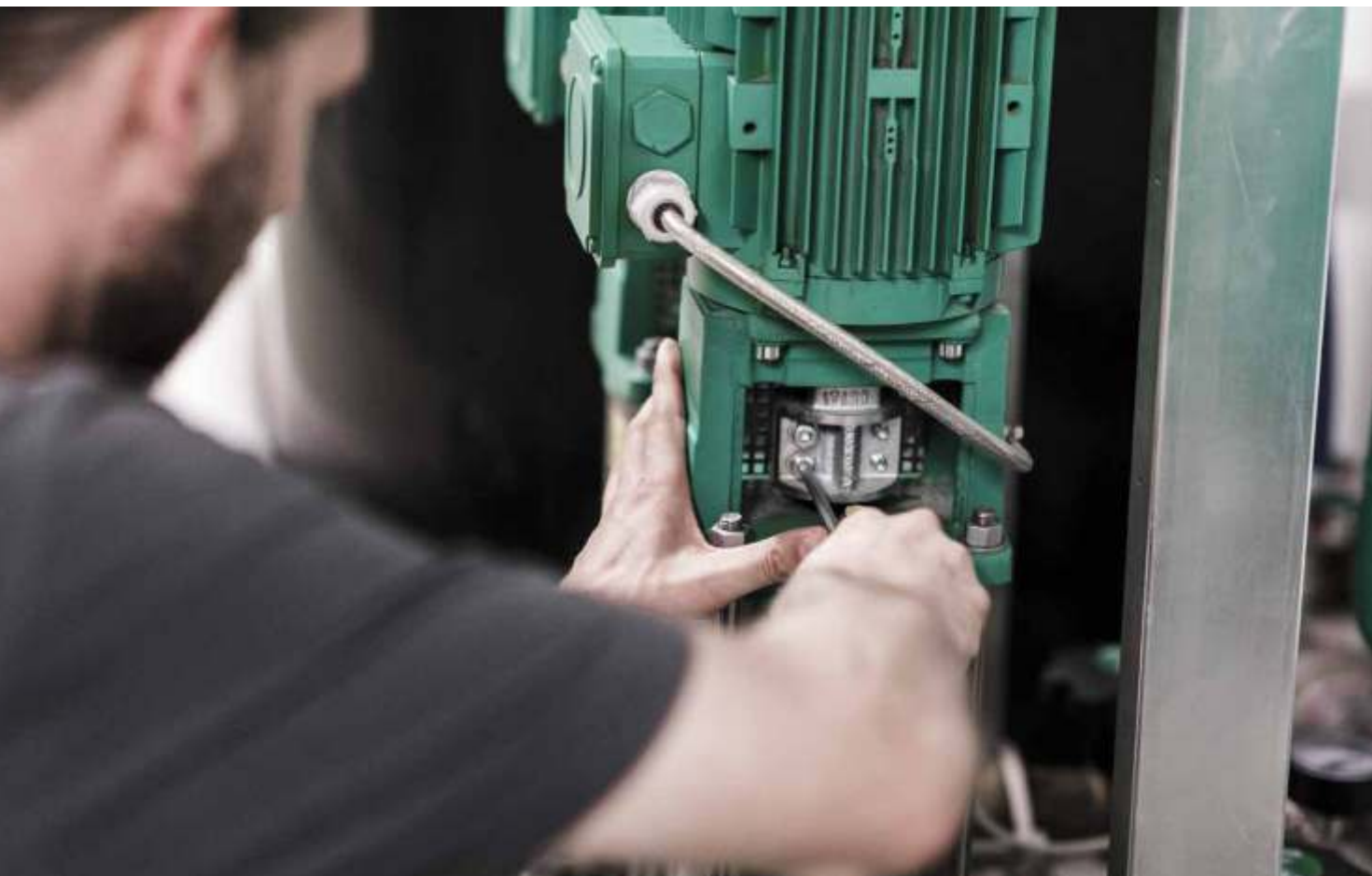


OUR SERVICE FOR YOU:

- Cleaning of cold-water reservoirs (chlorination)
- Overhaul of pumps/systems to restore full performance
- Continuous elimination of contamination and micro bubbles in HVAC systems, including aeration in defined time frames (SiClean)
- Addition of new technologies or functions in older systems to save on capital expenditure (retrofitting)

The Wilo service can be conveniently requested online at www.wilo.ke





REPAIR

Rapid assistance guaranteed.

With our customer-oriented corporate approach, it is important to us that problems with your Wilo pump are solved reliably and sustainably. Our repair service will help you in an uncomplicated and conscientious way. We ensure that malfunctions in your system are rectified quickly with our efficient repair services. Either on your premises or in-house at Wilo.



OUR SERVICE FOR YOU:

- Verification and elimination of error causes
- Non-binding estimate for repairs
- Electric-hydraulic test run to ensure correct data regarding functionality, quality and performance of the pump or system (testing)
- Coating of various pump or system components for an optimised efficiency factor
- Documentation of repairs in the service report



You can find the order form for repairs
here: www.wilo.ke



SPARE PARTS

Durable, reliable, available.

We supply the right spare part for your Wilo product. Our efficient logistics with a tailor-made stock of spare parts in your vicinity makes this possible, and safeguards your work processes.



OUR SERVICE FOR YOU:

- Genuine spare parts in proven Wilo quality
- Customised spare parts stocks, global delivery capability
- Availability of all popular spare parts within 24 hours
- Support in choosing the right spare parts

You can access our online spare parts catalogue here: www.wilo.ke





EXTENDED WARRANTY

Planning security and cost certainty.

The Wilo service offers you a warranty extension of up to five years when commissioning and maintenance of a new Wilo product is carried out by Wilo. For you, this means protection against unexpected repair costs even after the statutory manufacturer's warranty has expired.



OUR SERVICE FOR YOU:

- Full protection and predictable cost security
- Regular maintenance work by the Wilo service
- Use of genuine spare parts



You can find the Wilo service contact details here: www.wilo.ke

WILO SERVICE PACKAGES

Create your own tailor-made service!



Wilo service packages offer you a high degree of flexibility and allow you to combine individual services with each other, thereby adapting the scope of the services to your individual needs. This way, you can not only achieve financial security, but also operational reliability.

You will receive expert and professional advice from our service colleagues and exactly the customised service range you need for your specific product.

To make it easier for you we offer predefined service packages in three sizes. Of course, you can adapt these to your individual needs by adding further service modules.



Discover the service packages
online: www.wilo.ke

Service-Package S

Installation

Commissioning

Maintenance Basic

WiloCare Basic

Wilo-Live Assistant

Service-Package M

Supervision

Installation

Commissioning

Maintenance Comfort

WiloCare Comfort

Wilo-Live Assistant

Service-Package L

Energy Solutions

Supervision

Installation

Commissioning

Maintenance Premium

WiloCare Premium

Wilo-Live Assistant

Optional add-ons

Supervision
Energy Solutions
System Optimisation
Extended Warranty*
Repair
Spare Parts

Energy Solutions
System Optimisation
Extended Warranty*
Repair
Spare Parts

System Optimisation
Extended Warranty*
Repair
Spare Parts

*Preconditions: Commissioning and Maintenance by Wilo, valid for new products



The Wilo-Assistant App is available free of charge from the Apple Store or Google Play. Simply scan the barcode and download.

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Pioneering for You.

More contact details at: www.wilo.ke