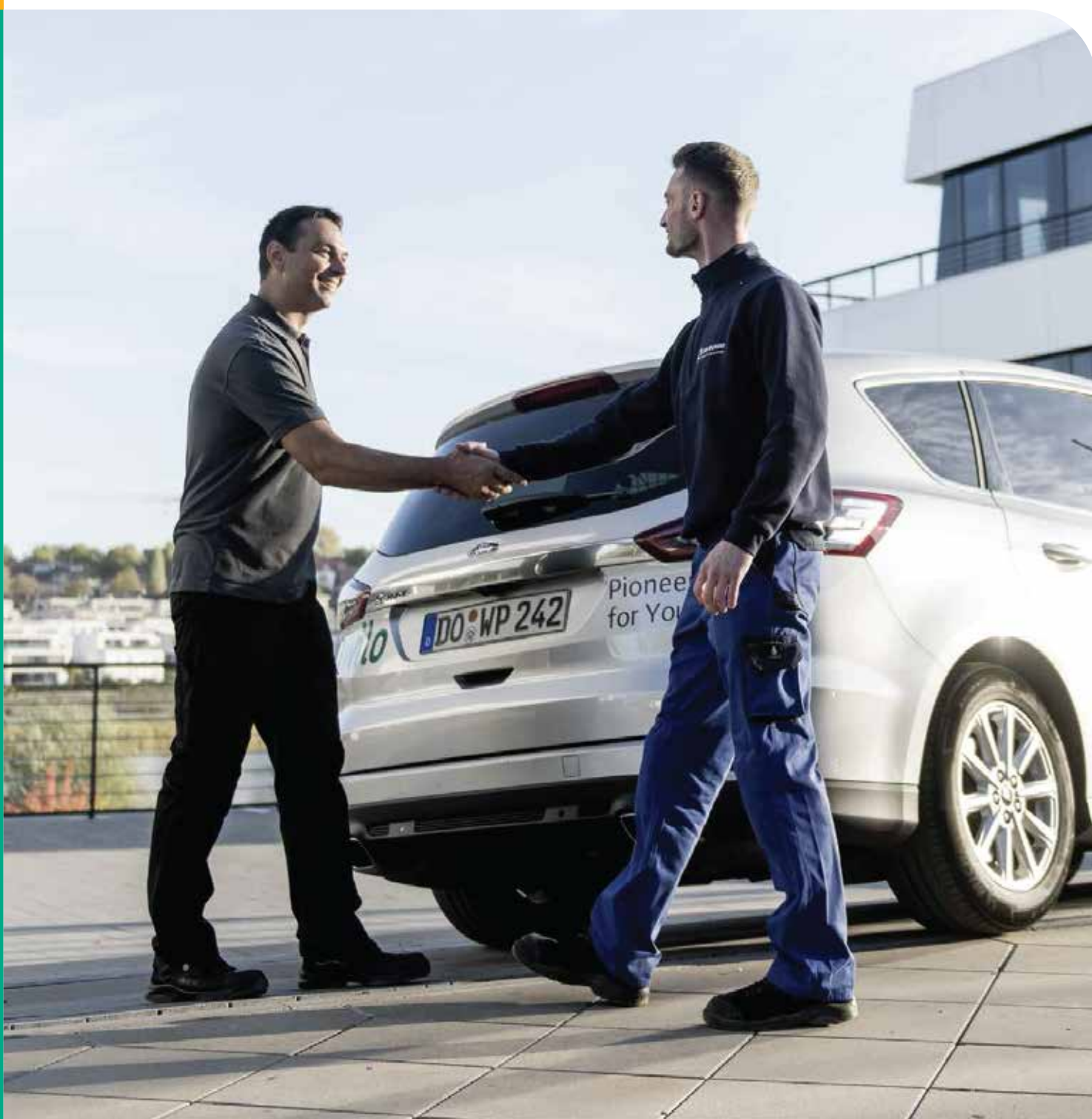


Pioneering for You

wilo

Information for installers and operators

THE WILO SERVICE A PARTNERSHIP YOU CAN RELY ON.



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.

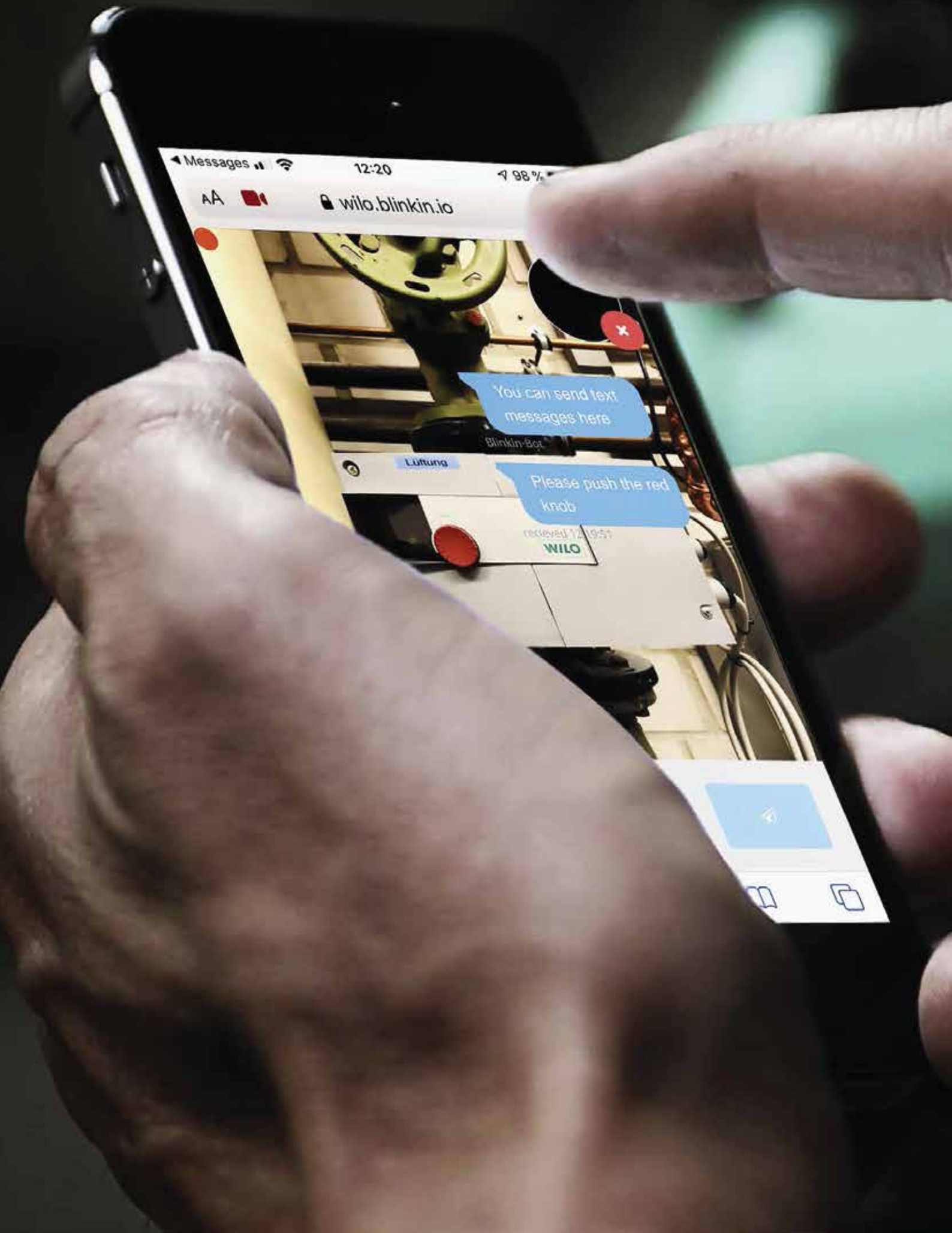
In other words, with Wilo as your partner, you can be sure of not only choosing high-quality product solutions, but also benefiting from a comprehensive portfolio of well thought-out services. This means reliable support from Wilo at every step of your project – starting from design and configuration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

sales.in@wilo.com



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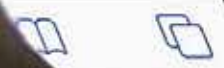
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WILO



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



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Pioneering
for You



SUPERVISION

Safety from the beginning.

Wilo's positioning as a solutions provider encompasses a digital approach to the selection, management, commissioning and monitoring of your pumps, as well as the associated service before, during and after installation. At Wilo, project support 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 advice
- Technical consultancy, also available on site
- Status report with recommendations after the visit
- Comprehensive support from a Wilo expert



INSTALLATION

We install customer satisfaction.

Our experienced Wilo service offers installation of our pumps or pumping systems by our own service teams. We offer an end-to-end process from gathering information on site to installing our product 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. In addition, Wilo offers test runs and briefings for your staff. This is not only for Wilo products, but also for third-party components.



OUR SERVICE FOR YOU:

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



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.

Why you should take advantage of our commissioning expertise:

The pump is part of a complex supply system, that is why the focus of professional installers during commissioning is primarily on the higher-level system technology. However, the optimal pump settings – as a part of the overall system – are crucial for energy consumption and therefore for the efficiency and operational reliability of the entire system.

The advantage of using professional installers is that they hand over a system to the customer which is energy efficient from the start and they do not have to acquire detailed knowledge of each control and pump series for this. This significantly reduces both energy costs and pump wear. The commissioning service provided by the Wilo service also includes instruction of the responsible building service engineer.



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





MAINTENANCE

Taking precautions pays off.

We offer you a variety of options for regularly checking that our products operate smoothly and for ensuring that they keep working reliably in the long term. In doing so, we adapt our maintenance solutions to your individual requirements and your products on site. To ensure smooth operation of the system, our experts regularly check, monitor and maintain all the necessary system components.

A high level of convenience is ensured due to the operational reliability and optimal energy utilisation. And that comes at low cost, since maintenance and repair measures are considerably reduced. It has been proven nowadays that over 50% of all emergency and service calls could be avoided by inspections. Faults are detected early on here, before they can lead to production disruptions and greater damage with consequential costs.

Tailor-made maintenance service

Even the standard maintenance contracts from Wilo guarantee operational reliability and convince you with our 24/7 comprehensive service. On the basis of a fixed price, individual contracts which are specifically tailored to your needs can also be agreed. Here, all services are meticulously documented. Choose the scope of services you need from our contract models and match your individual needs to our products.



OUR SERVICE FOR YOU:

- Guarantee of maximum operational safety
- Professional pump and system inspection
- Maintenance and repair work
- Individual maintenance solutions on a fixed-price basis
- Documentation of all maintenance work in checklists
- Indication of the current inspection status
- Proactive 24/7 comprehensive service





ENERGY SOLUTIONS

Our promise for the environment.

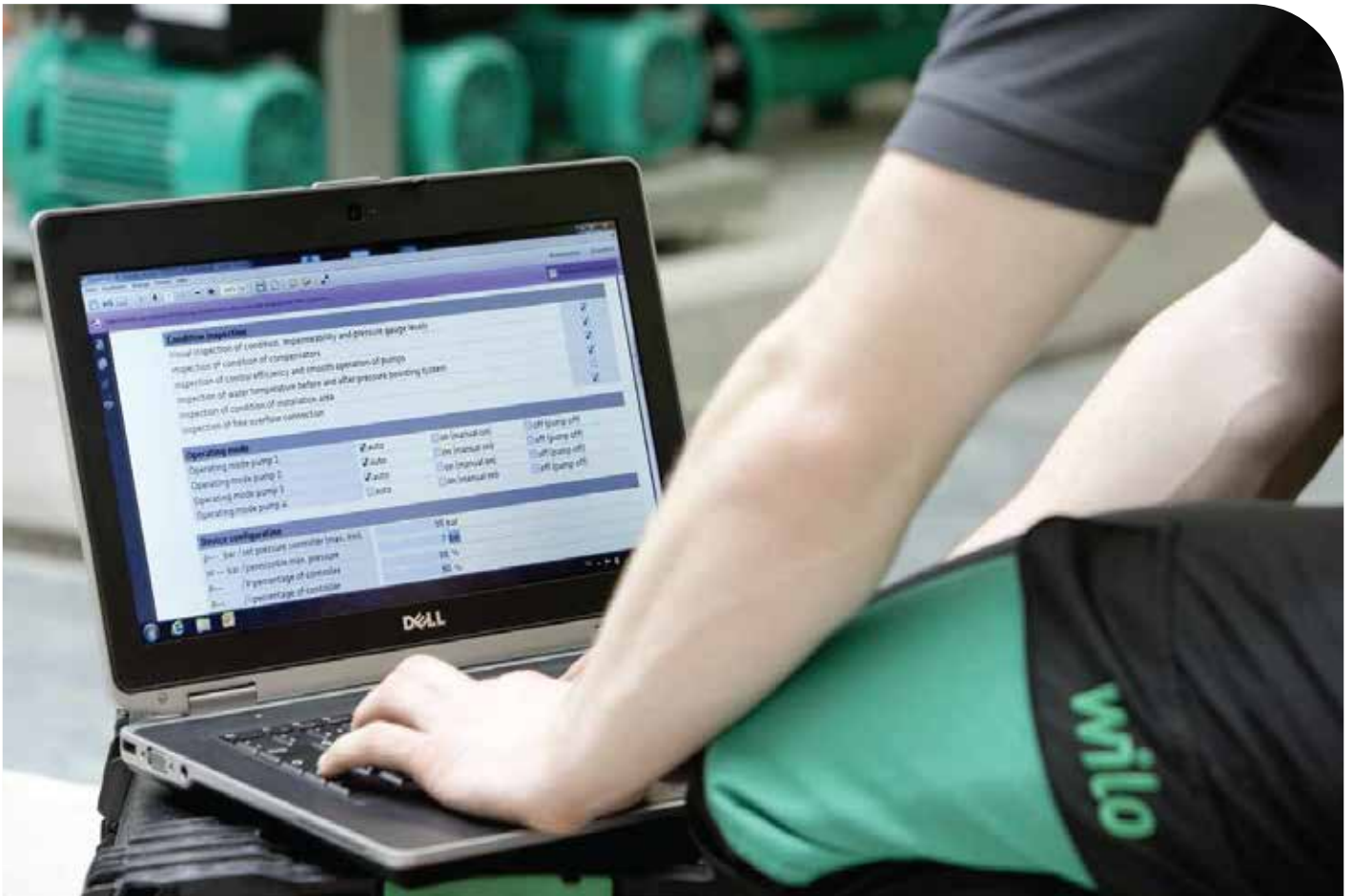
Pumps are responsible for around 10% of global energy consumption. This is a considerable amount, but at the same time it poses a great opportunity. After all, this is precisely where it is worth starting in order to reduce the operating costs for public, commercial and industrial buildings and systems. More than two-thirds of operators are currently still using pumps which consume more energy than is necessary in the building services sector alone. Proactive change has advantages for all sides. You save energy and costs, improve the sustainability balance of your buildings and installations, and bring your technology up to date at the same time. This significantly reduces the risk of equipment failure and further reduces maintenance costs. With Wilo-Energy Solutions, we point out possible energy savings and take responsibility for future generations and the fight against climate change. Wilo-Energy Solutions involves Wilo high-efficiency technology to proactively replace pumps and pump systems which are still functioning but are inefficient. This allows you to reduce the energy consumption of pumps in your buildings and systems by up to 90% and profit from added benefits such as future security, supply security and hygiene safety. Optimising or replacing existing systems with new, highly efficient solutions (products, services, know-how) also has a positive impact on operating costs, operational reliability and CO₂ emissions.

We offer you targeted consultancy and analysis, including the involvement of subsidies as well as comprehensive support around the changeover to high-efficiency technologies. That is what we call "Pioneering for You".



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
- Improve the environmental performance of your system
- Support for the changeover to Wilo high-efficiency pumps



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.

Wilo offers tailor-made solutions to suit customer requirements in order to provide sustainable, competent and cost-effective individual support.

Proactive system optimisation has advantages for all sides. You save energy and costs, improve the sustainability balance of your buildings and installations, and bring your technology up to date at the same time. This significantly reduces the risk of equipment failure and further reduces maintenance costs.



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 H&AC systems, including aeration in defined time frames (SiClean)
- Addition of new technologies or functions in older systems to save on capital expenditure (retrofitting)



REPAIR

Rapid assistance guaranteed.

Malfunctions are annoying. What if the pump fails or displays an error message? What support can Wilo provide? 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, irrespective of whether you need a repair on site or in-house at Wilo.

Reliable and sustainable – that is our aspiration.

The repair of failed pumps, however, must not only be reliable and sustainable, but also simple and fast. It is annoying enough when a pump fails, so for us it is clear: we minimise the effort our customers have to make.

Our Wilo service technicians are familiar with all pumps and can therefore respond quickly and specifically, with each work step documented in a service report.

Our Wilo service technicians draw on their competence and experience while consulting with the customer on site to decide whether the pump can actually be repaired on site or has to be sent in for a factory repair. The Wilo repair service also provides spare parts or a replacement pump to restore the operational reliability of the system as quickly as possible.



OUR SERVICE FOR YOU:

- Verification and elimination of error causes by experienced Wilo experts
- Non-binding estimate for repairs
- Electric-hydraulic test run to ensure correct data regarding functionality, quality and performance of the pump or system
- Coating of various pump or system components for an optimised efficiency factor
- Use of genuine spare parts only
- Documentation of the repair in the service report



SPARE PARTS

Durable, reliable, available.

We understand optimum service by supplying you with the right genuine spare part for your Wilo product as quickly as possible. Our efficient logistics with customised stockpiling of spare parts in your vicinity makes this possible, and safeguards your work processes. Even after replacement modules have been exchanged, you can be sure that the operational reliability of our systems are guaranteed and that your systems will be as reliable as when they were first commissioned.

Our products can only perform at their best when original Wilo spare parts are used. Combined with our innovative solutions as a digital pioneer in the pump industry, the quality of our spare parts ensures trouble-free and safe operation.



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 (spare parts consulting)



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 done 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

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.

Service-Package S	Service-Package M	Service-Package L
Installation Commissioning Maintenance Wilo-Live Assistant	Supervision Installation Commissioning Maintenance Wilo-Live Assistant	Energy Solutions Supervision Installation Commissioning Maintenance Wilo-Live Assistant

Optional add-ons

Supervision	Energy Solutions	System Optimisation
Energy Solutions	System Optimisation	Extended Warranty*
System Optimisation	Extended Warranty*	Repair
Extended Warranty*	Repair	Spare Parts
Repair	Spare Parts	
Spare Parts		

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

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Join the evolution.





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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