WASSERFIBEL NEWS
WELT DES WASSERS

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„DER MARKTPLATZ FÜR INNOVATION, INFORMATION AND INVESTMENT"

ALEGRIA QUALITY SERVICE CENTER MUNICH

Suggestions and tips from the water professionals

Editorial

Water experts today

In times of great crisis,

... meaning "a difficult Situation" that always goes hand in hand with change. The journey is the destination. Successful medium-sized companies "Made in Germany" are embracing the exciting challenges of the crisis, reposition themselves, and adopt a cooperative stance in order to continue to assert themselves successfully in the changed conditions. At the 7th Water Day in Munich, two competent partners for chemistry and water presented positive examples with the specification and implementation "from practice for practice." With demonstrations on the running object, from water treatment to hygiene and rinsing results, standard qualities were demonstrated and accompanied in a practical manner. In the opinion of the participants at Water Day, one thing works in the newly restructuring markets: professionalism - by professionals for professionals. Suppliers give their knowledge and expertise to market customers in person, without any loss of information. Professionally and directly. This means that the entire spectrum, from water treatment and rinsing technology to chemical dosing, is available in a results-oriented manner. With innovation and value, we are mastering the crisis and changing the markets in a sustainable way in terms of cost-effectiveness and benefits.

With kind regards, Karl Klütsch

Über their your beyond their own horizons ...

"The water comes from the tap and the customer is entitled to smooth, economical operations."

This core statement, which may be somewhat provocatively worded, defines the basis for mutual success. Smooth, economical operations function like a gearbox, and not only in the hotel and restaurant industry: if a single gear jams or becomes sluggish, the entire drive can come to a standstill.

Just as sustainable success cannot be achieved through high-quality technology alone, the best chemistry and the best service cannot achieve anything without reliable technology. Today more than ever, sustainable success can only be achieved through the dedicated cooperation of all those involved in the success process. And in order to work professionally, all those involved must see themselves as partners, look beyond their own horizons, and be open to the exchange of information and cooperation—for the benefit of the customer and, ultimately, for the benefit of us all!

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Water quality ACCOR standard

Subject: Water quality at ACCOR hotels

Consumers	Required water quality
Rack transport dishwashers	Filling with (blended) soft water, cold, 0-3° dH (via water softener) Rinsing with (blended) osmosis water, cold, 0° dH, blended to a conductivity of 15-80 µS/cm
Universal/pot dishwasher	As pot dishwasher (blended) soft water, cold, 0-3° dH (via water softener) As cutlery dishwasher (cut) osmosis water, cold, 0° dH, cut to conductivity of 15-80 µS/cm
Glass washing machines	(blended) osmosis water, cold, 0° dH, blended to a conductivity of 15-80 µS/cm
Hot air steamers	Aquamix blended water, see coffee machine, Ice cube maker with conductivity up to 250 µS/cm salt content or 3-4° carbonate hardness Alternatively -> (blended) soft water, cold, 0-3° dH (via water softener)
Variocookers, bain-maries, cooking kettles	(blended) soft water, cold, 0-3° dH (via water softener)
Coffee machines	Aquamix blended water -> osmosis water blended with soft water (blended to 250 µS/cm salt content or carbonate hardness of 3-4°) AQUAMIX CAN ONLY BE USED IN CONJUNCTION WITH THE BlauWAL CONCEPT SYSTEM!

Soft water, cold, blended to 0-3° dH if necessary:
Softened to a hardness of less than 0.5° dH using a water softening system and then blended to a residual hardness of 0 to 3° dH, depending on requirements.

(Reverse) osmosis water, cold, blended to a residual conductivity of 15-80 µS/cm:
Desalinated using a reverse osmosis system and blended with soft water to a conductivity of 15-80 µS/cm.

Aquamix blended water:
Desalinated using a reverse osmosis system and then blended in the Aquamix system, usually with soft water (alternatively with hard water), to a conductivity of up to 250 µS/cm or a carbonate hardness of 3-4° KH.

Making money ...

"Operating costs will be of paramount importance in the future."

How to make money from water ...

... or why operating costs will be of paramount importance in the future.

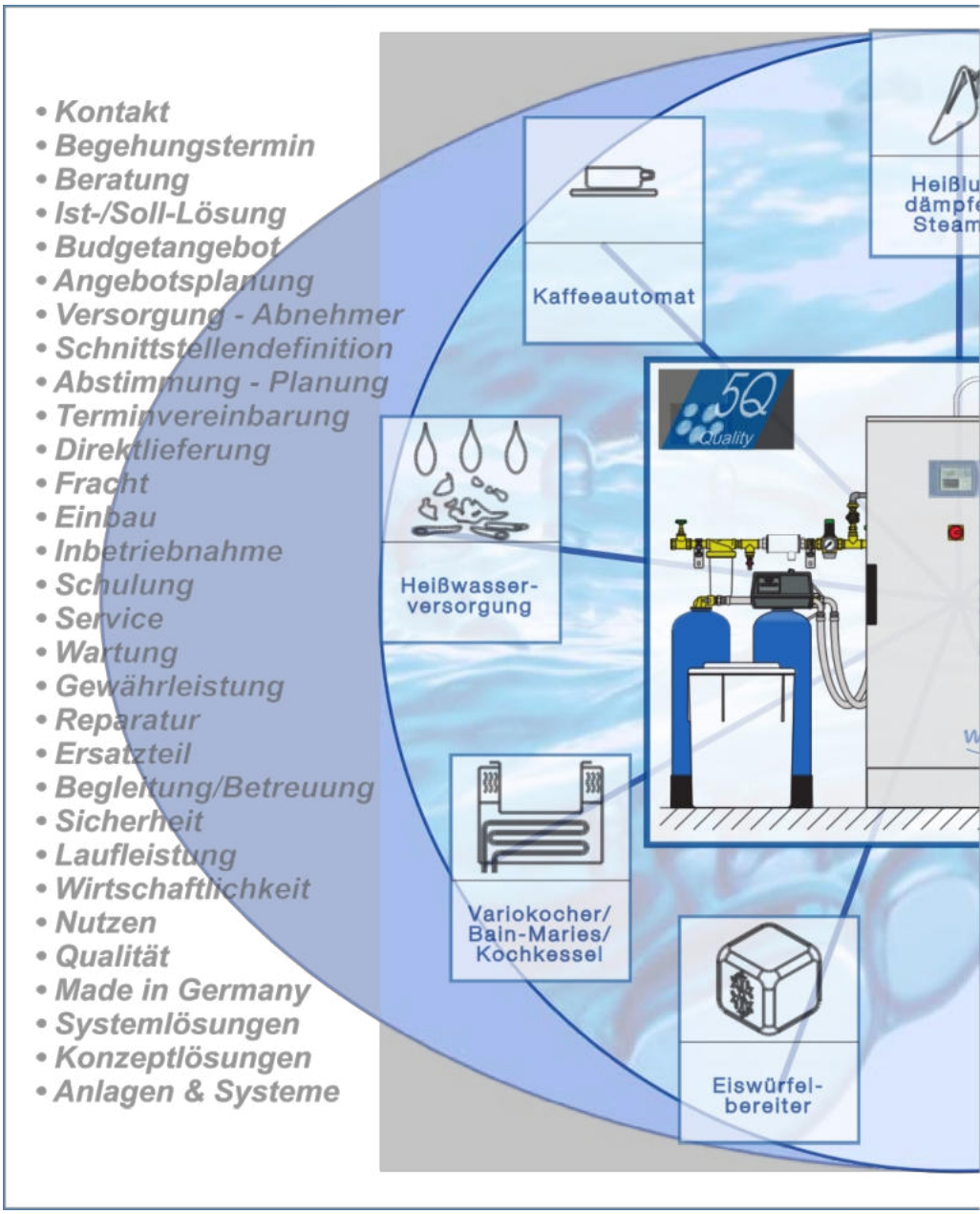
When deciding whether to purchase a new water treatment system, price is usually the most important factor. Operators certainly understand the benefits of water treatment, as it allows connected devices to operate optimally. When water treatment is working properly, costs for repairs, handling, personnel, cleaning agents, and more are reduced.

Nevertheless, water treatment systems are often (understandably) regarded as a necessary evil, especially since the acquisition costs in individual cases can exceed the costs for the equipment and machines to be supplied. Once the investment has been made, most of these systems spend their existence in technical rooms. Attention and maintenance are usually limited to occasional refilling of operating materials or, in fortunate exceptional cases, to checking operating values.

The operating costs for such systems can be divided into two categories:

1. directly attributable costs. These include operating materials such as regeneration salt, dosing solutions, costs for cartridge regeneration, maintenance, and repairs.

2. The "invisible costs." First and foremost, this refers to the water itself: Although most of these systems treat water, they also consume water due to the nature of the process. The operator is often left in the dark about how high this water consumption is.



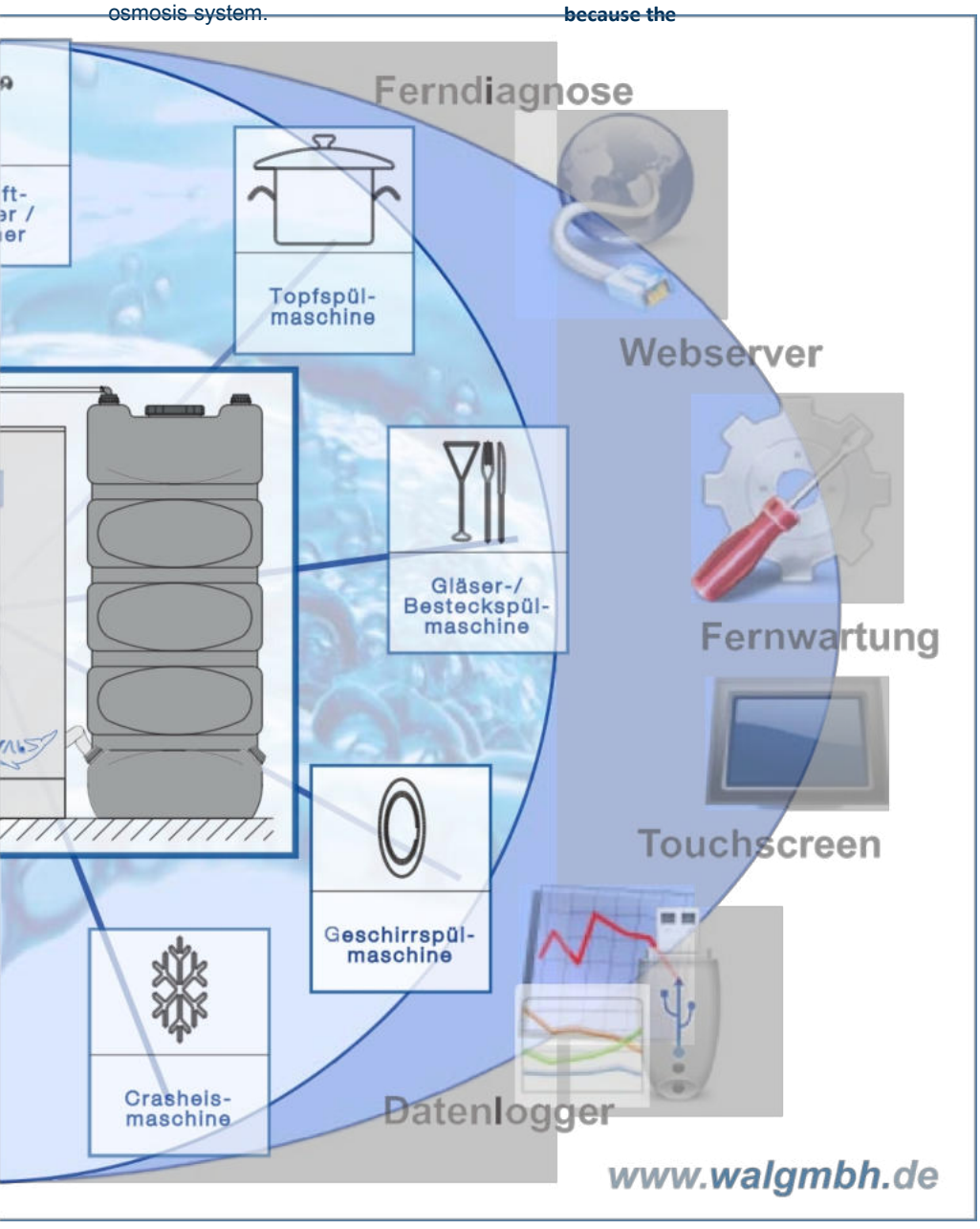
unclear.

And it is precisely these "invisible costs" that usually account for the lion's share of operating costs. This can be quickly illustrated by the example of a reverse osmosis system.

These systems desalinate water at a cost that is significantly lower than the operating costs of cartridges, but are often operated with an excessively high proportion of wastewater. This is **either because the systems are incorrectly adjusted or defective, or because they are supposedly designed to operate without pre-treatment, or because they are designed and built this way for cost reasons.** If the wastewater proportion of a reverse osmosis system is only 100 liters per hour too high for a daily operating time of 10 hours, this results in additional water consumption of 1000 liters per day. Extrapolated over

300 operating days per year, this amounts to an impressive

300 m³ of drinking water. Regardless of the environmental aspect, this **easily** results in **additional costs of between €1,500 and €2,000**. And it is precisely these costs that usually remain invisible, are counted among the famous "already there" costs, and are hidden in the water supplier's bill. Even if one were to assume a service life of only 5 years for such a system, it is easy to see that unnecessary operating costs are incurred during this period, which can significantly exceed the total investment costs.



Just as the evaluation of such life cycle costs is practically standard practice in industry, consideration of these life cycle costs in the hotel, catering, and communal catering sectors will have to take on greater importance in the future.

Sustainable planning, the use of quality products, and regular maintenance can help
"turn water into cash"!

7th Water Competence Day

Inn ALEGRIA Quality Service Center Munich

DR. SCHNELL
QUALITÄT UND SERVICE

. . . begrüßt Sie recht

7. WASSERKOMP

in Münch

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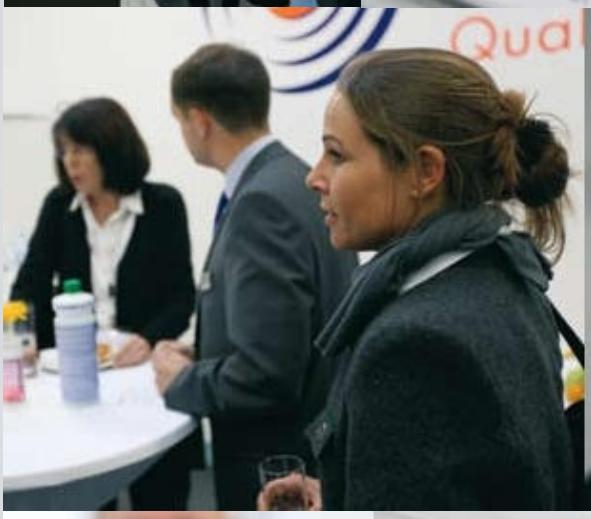




FOLLOW-UP

ACTUAL/TARGET ANALYSIS

NINSPECTION – An ACTUAL-TARGET Analysis ...

Retirement and nursing home of the Diakonie Oer-Erckenschwick and Maritim Hotel, Düsseldorf Airport

Following consultation, planning, and installation of a water treatment system two years ago by Winnen Wassertechnik, a follow-up inspection was now due as part of the service.

During ongoing operations, the water treatment technology and the systems and consumers supplied with different water qualities were to be inspected and evaluated. The results of this inspection will be discussed with the building services and/or building management.

Holger Winnen, owner of Winnen Wassertechnik, planned the appointments and was accompanied by Kilian Muth, hotel manager and key account manager for the hotel industry at DR. SCHNELL Chemie GmbH. Together, they first

inspection of the central supply technology (see photo). Subsequently

, operating data and consumption were recorded, water quality was measured and checked, and the systems' data storage devices were read out.

At both locations, the building services department carried out regular checks on the systems. In both cases, the operational reliability of the W.A.L. systems installed there was impressively confirmed.

At the Diakonie retirement home, improving water quality immediately led to optimisation of work organisation. More efficient work processes with better rinsing results had a direct impact on profitability.

At the Maritim Hotel, technical manager Johann Prokscha and his staff form a competent and dedicated team that optimally monitors the huge building complex and keeps it in good technical condition. Here, a double water softening system and a BlauWAL system ensure the central supply of all required water qualities to consumers: soft water and blended soft water for dishwashing and other consumers, desalinated water for dishwashing, and Aquamix water for steam cookers and coffee machines. The purpose of the close cooperation between the technical management of the Maritim Hotel and the service support provided by Winnen Wassertechnik was clearly confirmed during this visit. The BlauWAL has been working optimally since day one – a technology that impresses. But networking does not just mean controlling the treatment technology. At the interfaces, where the water arrives, it is important to check the results. This is the only way to ensure full performance and cost-effectiveness in the kitchen and dishwashing area. Regular and competent monitoring of, for example, the washing-up and cleaning results is essential. Here, there is a particularly high potential for errors and poor performance to result in operating costs that are completely unnecessary. A clearly defined and documented service from chemical suppliers identifies problems, solves them, ensures hygiene safety, and saves the customer unnecessary costs. The results achieved in the area of rinsing and cleaning are not only an absolute must for the hotel and catering market and communal catering in the example given. Above all, they also create one thing: ECONOMIC EFFICIENCY!

DR.SCHNELL CHEMIE GMBH

From soap boiling to manufacturer of professional cleaning agents

It all began in 1642 with the founding of a soap factory in in Munich. At that time, there were several hundred such soap factories in Bavaria. When the current owner, Dr. Wolfgang Schnell, took over his father's respected craft business in Munich in the 1960s, he quickly realized that soap alone would not ensure the company's survival.

Today, DR.SCHNELL Chemie GmbH is a modern chemical company operating throughout Europe with state-of-the-art production facilities, research and development laboratories, and an international sales organization—a total of around 180 employees. DR.SCHNELL Chemie is certified according to DIN ISO 9001, has EMAS certification according to ISO 14001:2004, is a member of the Bavarian Environmental Pact, and participates in the City of Munich's Ökoprofit program. In addition, the company is a member of the A.I.S.E Charter for Sustainable Cleaning. DR.SCHNELL's main target group is professional users, such as service companies, hospitals, schools, hotels, commercial kitchens, industrial companies, and transport operators.

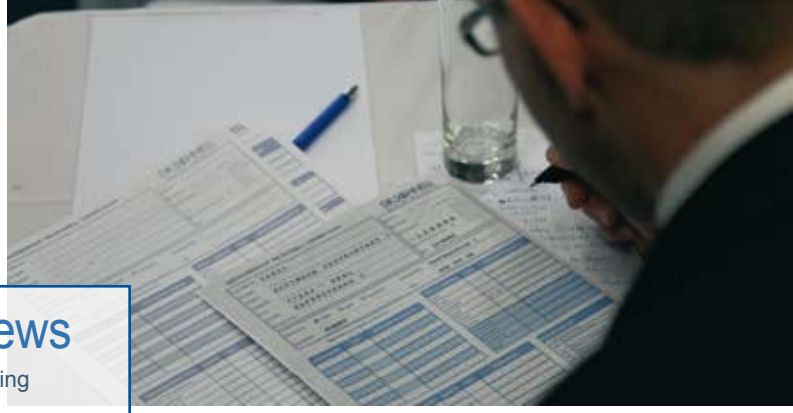
Today, **the product range** includes all specialty products for traditional building cleaning, commercial kitchen hygiene, industrial cleaning, and cleaning of all types of medical facilities. Through its cooperation with PROCTER&GAMBLE, DR.SCHNELL Chemie GmbH finally became a full-range supplier in 2003 and has since also been offering products for professional textile hygiene, such as PROFESSIONAL ARIEL, ACE, LENOR, and Febreze.

The DR.SCHNELL Professional Skin Care series was added to the range **in 2007**. These products for skin protection, skin cleansing, skin care, and hand disinfection were specially developed for the needs of professional users and offer maximum protection against work-related skin diseases.

In recent years, DR.SCHNELL has developed a range of highly effective and environmentally friendly cleaning agents that are now setting the standard in professional cleaning. The best example is MI-LIZID, the sanitary cleaner and limescale remover, which celebrates its 30th anniversary in 2008/2009. Another innovation from DR.SCHNELL: the two cleaning systems for routine cleaning and commercial kitchen hygiene. "The powerful 3" – consisting of the products MILI-ZID, FLOORTOP, and FOROL – cover all product requirements for complete maintenance cleaning. The analogous system for commercial kitchen hygiene is the "3-part system" consisting of GAS-TRO PUR, PEROCID, and DESIFOR A, all three recommended by the Federal Association of Food Inspectors.

Part of the company's philosophy is to support its customers in the use of cleaning and care products. Qualified consultants and service technicians offer customers on-site "product-related services," such as the creation of economically and ecologically optimized cleaning plans. In addition, there is a 24-hour hotline staffed by experts.

Do you have any questions about the company, its range of services, or its products? DR.SCHNELL customer service looks forward to your call.
Phone: 089735 06 08-0 or kunden-dienstzentrum@dr-schnell.de



DR. SCHNELL News

"iSystem" dosing system / "Pen system" digital service data recording

iSystem

A dosing system from Dr.SCHNELL Chemie GmbH for filling and refilling hand sprayers.

With 3 cleaning products that can be combined with 4 fragrances, all room care tasks can be successfully completed.

The optimal coordination of the individual components and the use of RFID technology ensure the safe and economical use of all products.

Digital service data collection

A system from Dr.SCHNELL Chemie GmbH for the digital, standardized online recording of all service reports, taking into account water parameters and results. Fastest/immediate data transfer (pen system) via BlackBerry to the company network, a highly market- and practice-oriented service system.

All new products have unique selling points in the hotel, catering, and communal catering market.

The marketplace for information, innovation, and investment is available for demonstrations, training, and consultations by appointment.

W.A.L. News

WALcom, DWES, GT series

WALcom

The future today

"Modern systems should enable customers to concentrate on their core business." This requirement was at the forefront of the development of the remote maintenance system for the new generation of water treatment plants.

Whether in industry, the hotel sector

or catering: Malfunctions in water treatment systems prevent smooth operation. Regular monitoring of sophisticated system technology is therefore usually unavoidable. However, not every company can or wants to burden its qualified employees with this additional work. This is exactly where the W.A.L. remote maintenance concept WALcom comes in. Using state-of-the-art communication technology, the manufacturer takes over the regular monitoring of operating parameters, the evaluation of data, and the early detection of malfunctions and changes in environmental conditions. In short: customer-friendly technology frees up time for your core business!

Significant savings potential in salt consumption (operating costs)

DWES

Double softening system based on the floating bed principle

Save money and protect the environment at the same time

Salt consumption and wastewater account for approximately 90% of the operating costs of water softening systems. The floating bed process used in the DWES series of systems reduces salt consumption by up to 50% and wastewater volume by up to 60% compared to standard water softening systems. This potential for savings not only makes the decision to invest in new equipment easier, but also often leads to the early replacement of old systems. This is easy on the wallet and makes an active contribution to environmental protection.

often makes it unnecessary to replace old systems prematurely. This is easy on the wallet and makes an active contribution to environmental protection.

GT series for the hotel industry

Highly fluctuating water consumption with high peak flows are particularly characteristic of the requirements of the hotel industry. The GT series from W.A.L. Wassertechnik GmbH was developed to meet these requirements without having to install oversized systems in the usually cramped technical rooms. Almost any number of softener columns can be connected in parallel, regenerated in stages, and controlled centrally. This ensures low pressure losses and optimal hygienic flow. The operating data of each individual tank is recorded,

stored, and visualized in a customer-friendly manner.

www.walgmbh.de

Water hardness throughout Germany,

according to W.A.L. service data collection

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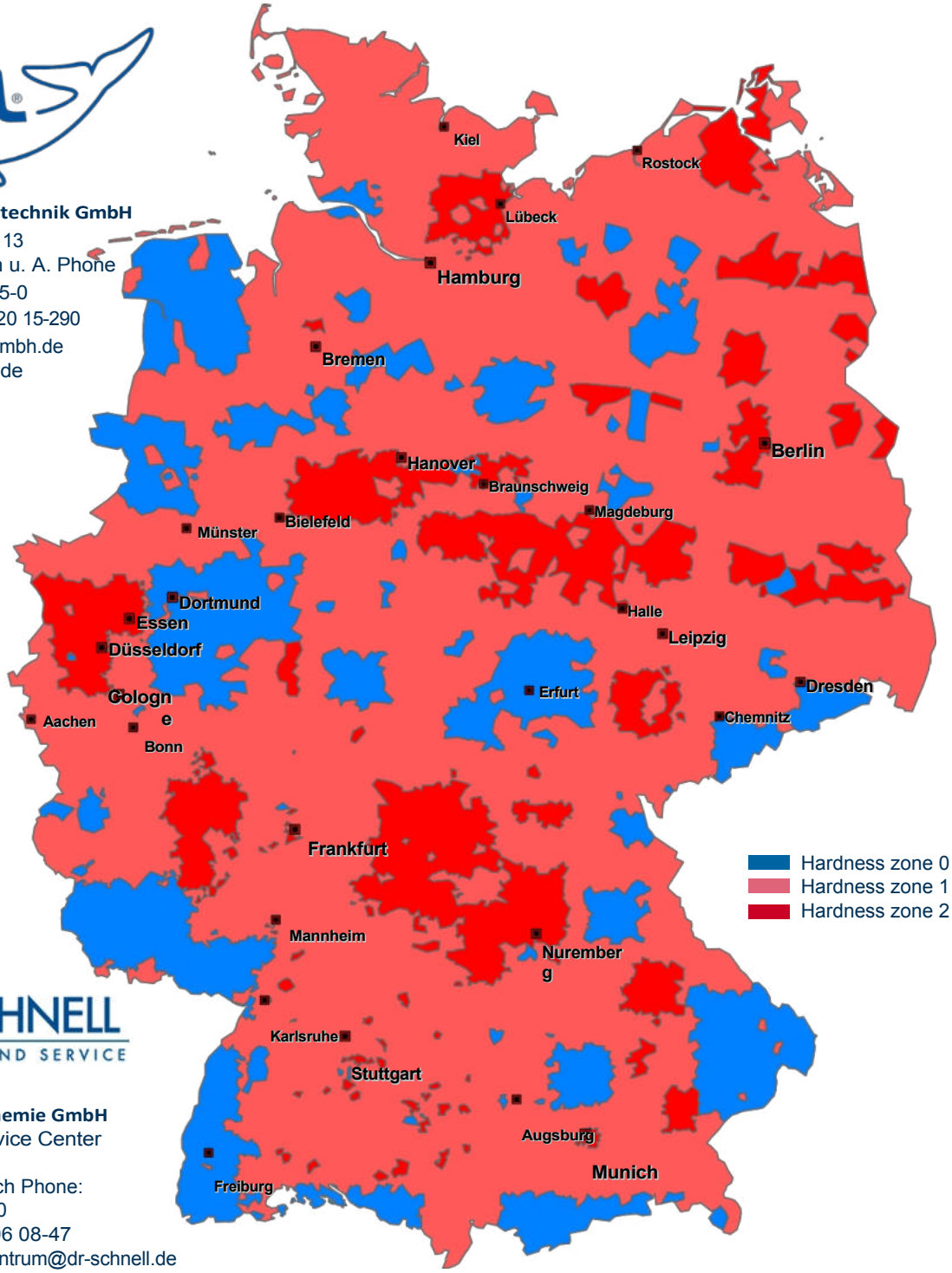

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