

POWER ON

FG WILSON CUSTOMER NEWSLETTER

Q3 | 2018



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New for FG Wilson



Protect your investment
Protect your peace of mind

FG Wilson Protect Extended Service Cover

FG Wilson Protect Extended Service Cover gives customers the opportunity to enjoy some of the benefits of our warranty beyond its normal duration.

With Silver, Gold and Platinum coverage levels over a period of 36-60 months for Standby and 24-60 months for Prime - it offers customers protection against unexpected repair costs.

For information go to the
Aftermarket Section on PowerUp 2



CASE STUDIES

POWERING UEFA CHAMPIONS LEAGUE FINAL

This summer, during the UEFA Champions League Final in Kiev, Ukraine, our dealer Madek Energo supplied 12 FG Wilson generator sets from 110 to 635 kVA for temporary power at the fan zone, concert event and in the city's main street, Khreschatyk Street.

The project involved 12 FG Wilson generator sets with total electrical power of almost 3,000 kVA:

3 x P110-2 CALG for three sites, each unit works in a single mode of operation

1 x P635P5 CAE B single mode of operation

2 x P165-5 CALG synchronized

2 x P275HE2 synchronized

2 x P275HE2 synchronized

2 x P275HE2 synchronized

As well as supplying the generator sets, Madek Energo supplied switchgear and synchronising panels including more than 5km of cables. The project included 24/7 technical service for its duration including a constant technical support presence on site.



CRITICAL POWER PROVIDES A LIFELINE TO HEALTH SECTOR

The UK health sector is a core market for Dieselec Thistle Generators (DTG) and the business has developed a strong track record in delivering large NHS energy centre projects, including installations at the Royal Hospital for Children in Edinburgh, New Queen Elizabeth University Hospital in Glasgow; Northumbria Specialist Emergency Care Hospital in Cramlington and West Cumberland Hospital, during 2017 alone. A further £4m of work is also already in progress at the Midland Metropolitan Hospital, University Hospital of North Tees, East Lothian Hospital and Orkney Hospital. The company's power solutions team is technically expert in this area and it has really gathered momentum.

Working with both NHS and private facilities throughout the country, DTG designs, supplies, installs and maintains diesel generator power systems to ensure reliable back-up power for both new and refurbishment projects.

Providing customers with products, support and advice throughout the life cycle of their generator set means DTG has forged successful, long-standing relationships within the health sector. Working collaboratively with specifiers, consultants, construction firms and facilities managers ensures health sector customers find the most cost-effective and resilient stand-by power systems to meet their specific requirements.

Operating from its 6.3 acre HQ near Glasgow, DTG has 80,000 sq ft of warehouse space accommodating workshops, a parts distribution depot, the biggest load test cell in the country as well as the largest stock of generators in the UK. From 6 to 2,500 kVA - the stockholding is available for immediate dispatch to ensure customers can quickly be provided with the right solution for their power needs.

The team provides a comprehensive design service ensuring the most

challenging and complex of projects are handled with professionalism and delivered in the best possible way. The design service includes survey and consultancy, in-house auto CAD to BIM, technical submissions and complete turnkey packages.

Once designed, the installation process can begin. From delivery of equipment, to on site electrical and mechanical engineering work, the project management team will work alongside customers to ensure a seamless installation including flue, silencer and noise attenuation, fuel delivery systems, and AMF to multi-synchronising controls.

The project management team will ensure that the system is fully tested and commissioned prior to handover. This is supported by the technical department which has unrivalled knowledge and experience in the commissioning of standby power systems. This process can include testing at the UK's largest test cell, located at Dieselec Thistle HQ, as well as on site testing and then project handover.

DTG continues to support customers throughout the life-cycle of their equipment. This includes bespoke service contracts to meet specific requirements as well as remedial work, upgrades and 24/7 emergency response.

As an authorised FG Wilson dealer, the business has a wide range of the most commonly used spare parts in stock, including a wide range of genuine parts for all FG Wilson generators.

Not only this, but the business recently invested £250k in its hire fleet - competitively-priced, rental equipment available to customers who are in need of back-up power supplies, either during an emergency, whilst routine maintenance takes place or throughout the course of a new installation.

Case Study - New Queen Elizabeth University Hospital

The new Queen Elizabeth University Hospital in Glasgow is one of the largest hospital complexes in Europe, with an atrium big enough to house a 747 jet and has its own team of robots. Home to major specialist services, the super-hospital is operated by NHS Greater Glasgow Clyde.

The hospital comprises a newly built 1,631 bed adult hospital, a 256 bed children's hospital and two major A&E departments. In addition to buildings retained from the former hospital. Power supplied: Ten 2.5MVA sets at 11kv complete with 65dba attenuation, split across two packaged plant rooms on level two of the energy centre. This highly complex project involved overcoming access challenges to transport safely, install and integrate whilst maintaining the power supply to the existing hospital functions. With careful planning and a robust testing procedure complete, the installation provides a complete back-up supply for the entire complex.

DTG was selected for this project due to its ability to meet the stringent criteria set by the client including demonstrating a robust track record in supply and installation of powerful, resilient systems and run-up synchronisation. DTG has successfully delivered projects for more than 30 NHS hospitals across the UK - security of supply is critical, and our experience here is proven.

The client said: "DTG was chosen as our specialist to supply, install and commission the standby generation package as their ability to take the complex design and turn this into a working solution was second to none. The team's expertise in designing the generator control system made it easy to test and commission the system while maintaining the back-up supply to the laboratory building."

To find out more about visit www.dieslecthistle.co.uk



ARTICLES

PAUL CREIGHTON

In August, Paul Creighton was appointed as Managing Director of FG Wilson, previously held by Ann Brown who has moved to the role of General Manager of Operations for Perkins Medium Engines.

Paul brings more than three decades of Electric Power industry into the role, having started his career with FG Wilson when owned by the Wilson family. During this time, he has held roles in Solutions Engineering, Product and Commercial Management and his previous role was Chief Engineer for the IPSD Power Generation business.

He brings a wealth of knowledge of the electric power market, including product, competition, suppliers, operations and distribution and has an excellent background to lead FG Wilson to serve our customers, employees, dealers, shareholders and communities.



NO. 1 FG WILSON AVENUE

With products installed all over the world there are many places which feel like a part of home for FG Wilson, and one of them is in China. FG Wilson has a long-established presence in China, with almost 40,000 generator sets sold since the early 1990s. Today our dealer in China, Asia Pacific Power Electric, is an evolution of the former FG Wilson subsidiary and later dealer FG Wilson (Shantou F.T.Z.) Power Ltd.

Back when the dealer premises were being established in China, they were among the very first premises in the Special Economic Zone (SEZ) in Shantou. The dealer management team reached out to the Mayor of Shantou and requested for the road leading to its facility to be named after FG Wilson. The Mayor gladly accepted the request and the road was named "No. 1 FG Wilson Avenue".

Today the premises are still a landmark. The 150,000 square metre warehouse has a long-term storage capacity of over 2,000 generator sets and is believed to be the biggest warehouse in China for generator sets.





Power For Our Generation

There are many ways to store or produce electricity but when it comes to guaranteeing standby or emergency electrical power, in terms of cost, flexibility and responsiveness, there's no better option than a generator set from FG Wilson.

Our products range from ready-to-run generator sets to complete bespoke turnkey power systems with remote monitoring, all with lifetime product support from our dealers.

Based in the UK for the last 50 years, we've worked together with a multitude of customers in all environments globally and since 1990 have installed more than 600,000 generator sets around the world.

To find out more,
visit www.fgwilson.com



FAREWELL TO DOMINIQUE!

In June, we said goodbye to Dominique Ripaud, who retired from our French dealer Enerson.

Dominique started working with FG Wilson in February 1992, when he joined what was then FG Wilson France, our French subsidiary based in Paris. This was after having gained valuable

experience with Sulzer from 1981-1986, Alstom-Pielstick from 1986-1989 and Diesel Energie (Deutz subsidiary) from 1989-1992.

During his time with FG Wilson, which later became part of BME, he became the FG Wilson lead at Enerson, BME's FG Wilson arm, with responsibility for

generator set sales and service in France and the many export markets they serve.

Roberto Doninelli and Peter Havenaar joined Dominique to share our thanks for his huge contribution to FG Wilson over the years and to wish him a very long, happy and healthy retirement.



PRODUCT SUPPORT SERVICE SECOND TO NONE

When you buy an FG Wilson product, we're always there when you need us. Our first class Product Support service sits at the heart of what FG Wilson is all about, making us stand out from the crowd.

Insight met up with Alan Daniel, Customer Service Manager for the FG Wilson Product Support team, who talks about the logistics of operating a 24/7 service on a global scale.

"FG Wilson has two product support teams, one for Pre-sales & Training and one for Aftermarket Support", Alan explains.

"My team supports the aftermarket side of business, sometimes referred to as product health. We are a team of four service engineers, three based in Larne and one in Bangalore, India."

It's a small team with a big remit. Their daily task is to respond to Dealer Support Network (DSN) technical queries from dealers all over the globe, provide remote troubleshooting, write and publish FG Wilson Service / Technical Information Bulletins and answer telephone queries.

Travelling is a huge part of the service they offer, offering support in terms of on site troubleshooting, commissioning and bespoke training.

Alan continues, "FGW Product Support is never ending. With new designs and power nodes, it is the Product Support Service Engineers that keep our dealers moving product and maintaining their relationships with the end customer.

We are a multi-functional team and we will travel globally at a moment's notice on any given product to help with support, training or troubleshooting. It's not uncommon for a service engineer to become aware of a customer issue, flights consequently arranged and travel start on the same day!"

It takes many years to become a competent and confident Service Engineer capable of working on any generator set, paralleling controls or systems integration. To achieve this the team spend a lot of time 'hands on' and training around the world.

The ultimate certification for a Service Engineer is to become Caterpillar Electric Power Analyst. To become analyst certified is the highest level of technical training that any Caterpillar employee can achieve; it's recognisable worldwide and involves five separate instructor led courses across three continents. 75% of the team is currently certified, however by Q4 2018, all members will be fully certified.

Safety is also paramount for the team. As working around live equipment in the

field is part of the job, it's mandatory that they are all first aid responders, AED certified and risk assessment trained.

The team have all been involved in STOR (Short Time Operating Reserve) in one respect or another, this is a UK strategy that helps support local utility power during times of heavy demand. It is critical that these generators start, run and export load anytime of the day or night. Failure of such generator sets running is simply not an option. In India, the FG Wilson product range has its own share of issues, however this is handled effectively and efficiently with part of the team on hand to offer full support within the regional time zone.

The job has taken the team to some of the most obscure parts of the globe. One particular site based in Saudi Arabia was extremely remote, unmanned and unnamed! It was located approximately 300km NNW of Riyadh and could only be found using GPS coordinates. A 400 series generator set (over 9000 hours) was down and not supplying power to a telecom mast. The unit was investigated, root cause defined, the fault found and re-started within two hours.

Safe to say that the FG Wilson Product Support team really do go to the ends of the earth for their customers!

PETROS PETROPOULOS POWERING CRETE

Roberto Doninelli travelled to Crete on holiday this summer and was very happy to find a generator set from FG Wilson at his hotel. We reckon it's given a good few years of service.

Here's Roberto beside the generator set with Nectarios Petrakis from our dealer Petros Petropoulos. Nectarios has sold and installed more than 600 FG Wilson generator sets for customers on the

island since 1996.

Roberto says "People like Nectarios are what makes FG Wilson really special."



LARNE 25 YEARS

This year marks exactly 25 years since FG Wilson began production at the Larne facility in the UK.

Back in 1993, it was a brave and ambitious move, moving from five

smaller facilities into one. Production moved in mid 1993 with office employees following later in the year.

Today many FG Wilson generator sets are still produced in Larne, including all

of our customised products. The factory is high on a clifftop overlooking the North Channel of the Irish Sea and has beautiful views across the sea towards Scotland.



BASRA MALL

Our dealer in Iraq, JMG International www.jmglimited.com/iraq have installed and commissioned three P550-3 FG Wilson generator sets for a mall in Basra.



INDONESIA SHOPPING CENTRE

The Kings Shopping Centre in Bandung, Indonesia is going through a major rebuild after a huge fire in 2014. It's due to reopen in 2019 with retail, office, apartments and a mall with entertainment and cinema.

As part of the rebuilding work, our dealer, PT Fajar Gemilang Wilson Engineering, has installed three P1500P3 FG Wilson generator sets to supply standby power for the entire development.

These are in addition to three existing FG Wilson 800kVA generator sets installed in 1992 which survived the fire and are still in service.





ILES CHAUSSEY

The Iles Chaussey are a small group of islands off the French Normandy coast. They don't have mains power supply so they run their own generators for electricity.

This P275HE has completed more than 31,000 hours since 2005 and our French dealer Geniwatt (www.geniwatt.fr/) has just replaced it with a new P275-3, along with 200kVA, 165kVA and

65kVA FG Wilson generator sets with similar running hours. Pictured here at Geniwatt's warehouse are Peter Havenaar from FG Wilson and Geniwatt's Technical Manager, Eric Mouillé.

JORDAN TELECOMS

Our dealer in Jordan, Horizons Engineering Contracting Co. www.fgwilson.jo/ has installed

13 x P65-5 FG Wilson generator sets, for Umniah, a leading cellular telecommunications network in Jordan.

All are fitted with CTI100 automatic transfer switches and are remotely monitored by DSE Gateway E890.





FISH FARM RUSSIA

Generator sets are often used at fish farms, like the Ichthyologist Farm in Russia.

150km west of Moscow, this is where an FG Wilson P55-1 generator set provides standby power for equipment, restaurant and guest cottages.

The farm has three big ponds full of rainbow trout, burbot, pike, carp and sturgeon and is open for fishing all year, even in mid-winter.

LOOKING TOWARDS MONGOLIA'S TOMORROW

FG Wilson finds it important to maintain its value as a brand through its dealers, while building a strong and long-lasting relationship with the dealers. To this end, Mithilesh Singh, Marketing Communications Consultant, Asia Pacific, visited our dealer, Monhorus International in Mongolia as part of a 'Dealer's Capability & Brand Building' exercise.

As part of this exercise, Mithilesh conducted digital and traditional media

marketing training for the dealer covering a range of topics including Google AdWords, Search Engine Optimization, Retargeting Display Ads, Google Maps, Social Media, Customer Engagement Programs and much more. Owing to the dealer's interest, on-call salesforce training was carried out by Gopinath Anbumani. Additionally, compass training was also conducted by Gopalakrishnan Rajaram, Suba Mohan Rao and Karthick Raju.

Monhorus International has been working together with FG Wilson since 1997 and throughout that time have played a major role in many key industrial and infrastructure projects across Mongolia, including the new International Airport in Ulaanbaatar.

It is FG Wilson's great pleasure to extend its support and facilities to Monhorus International and the future of Mongolia.



POWER LANKA CONSULTANT AND CUSTOMER EVENT

In June this year, FG Wilson in association with the Sri Lankan regional dealer, Power Lanka, hosted a 'consultant and customer' seminar in Colombo. This event marked the first consultant seminar that FG Wilson has hosted in Sri Lanka over the last decade. The event was attended by over 125 consultants and a pool of existing and potential customers.

The event was also attended by FG Wilson Sales and Marketing team members Samuel McKinney, Asia Pacific

Sales Manager and Mithilesh Singh, Marketing Communications Consultant, Asia Pacific. Samuel spoke on the history and legacy that FG Wilson has built since 1966. Mithilesh highlighted the key attributes of FG Wilson as a brand, including the Larne and APS production facilities, extensive dealer network and 24/7 customer support. Our regional dealers Isaac Lee (FG Wilson Asia) and Gaya Upasena (MD, Power Lanka) presented the marquee projects they have completed in Asia and Sri Lanka.

Two FG Wilson generator sets were on display for the audience to witness our robust product engineering. Three lucky winners were selected from the audience to receive exciting prizes. A survey was distributed at the end of the event to collect suggestions and feedback, which will play a key role in any future improvements made to products and services, as we continually aim to improve and accommodate our customer's needs.



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To find out more,
visit us at www.fgwilson.com





TRAINING AT FZE IN DUBAI

FG Wilson (Engineering) FZE recently hosted training in their premises in Dubai. Led by Richard Croft, the ten day course was attended by 24 people.

The course was held for FZE customers, KBR and also to provide technical training to FZE site service engineers.

The course covered the PowerWizard Control System, Leroy Somer Alternators and AVR's, 2x06 Series Electronic Engines and 1106 Series Electronic Engines.

The majority of attendees had medium technical ability and generator set experience. Most didn't have a good level of English language, but this didn't pose as a problem, as attendees with additional English language capabilities

assisted with translation when necessary.

FG Wilson FZE has a dedicated room for theory classes suitable for over 12 attendees, which includes a white-board and projector. For practical training FZE were able to supply all relevant control systems and engines from stock generator sets, which were placed outside in a covered area as necessary. Some of the stock generator sets had already been sold to customers, so the training schedule had to be arranged to facilitate practical training on these products. All service tooling required was also made available.

Some recommendations that came out of the training course included the

scheduling of course topics in advance, in order to match up with available equipment and enable the course to flow more smoothly. A permanent connection point for generator set earthing should be installed for generator sets operating outside and the appropriate cabling made available. If the location for the practical training area was marked out then this area could be identified as a safety hazard zone.

The 4000 series engine and EasYgen control panel and intermediate training for KBR were identified as areas for future training. Depu Damodaran (FG Wilson FZE) and Ricky Croft (Caterpillar (NI) Ltd) are currently developing an MGPP for FG Wilson FZE.



COAL MONGOLIA 2018

The coal industry in Mongolia has grown leaps and bounds and continues to remain on a path of exponential growth. Mongolia has begun to process and export both its anthracite and thermal coal. The Mongolian coal industry has recently hit a milestone with coal exports reaching its all-time high in 2018. Additionally, many new coal processing plants have initiated their construction and some have begun their project-level implementation.

Though the industry is booming, it is still facing processing, handling, and transportation technology issues. To this end, the issues and possible

improvements within the coal industry were discussed in detail at the "Coal Mongolia - 2018" conference and exhibition.

The conference was held between the 4th and 5th of September at the Shangri-La Hotel in Ulaanbaatar. The motto of this year's conference was "Together towards technological advancement". Emphasis was given to technological advancement and possible goals to extend business cooperation between the producer and supplier in a creative as well as efficient manner. This conference holds extreme importance to Mongolia and its coal industry as it

attracts investment, introduces new technology, improves coal export, trade, transportation, and logistics. It also strengthens the competitiveness of the Mongolian Coal Industry in the Asian market.

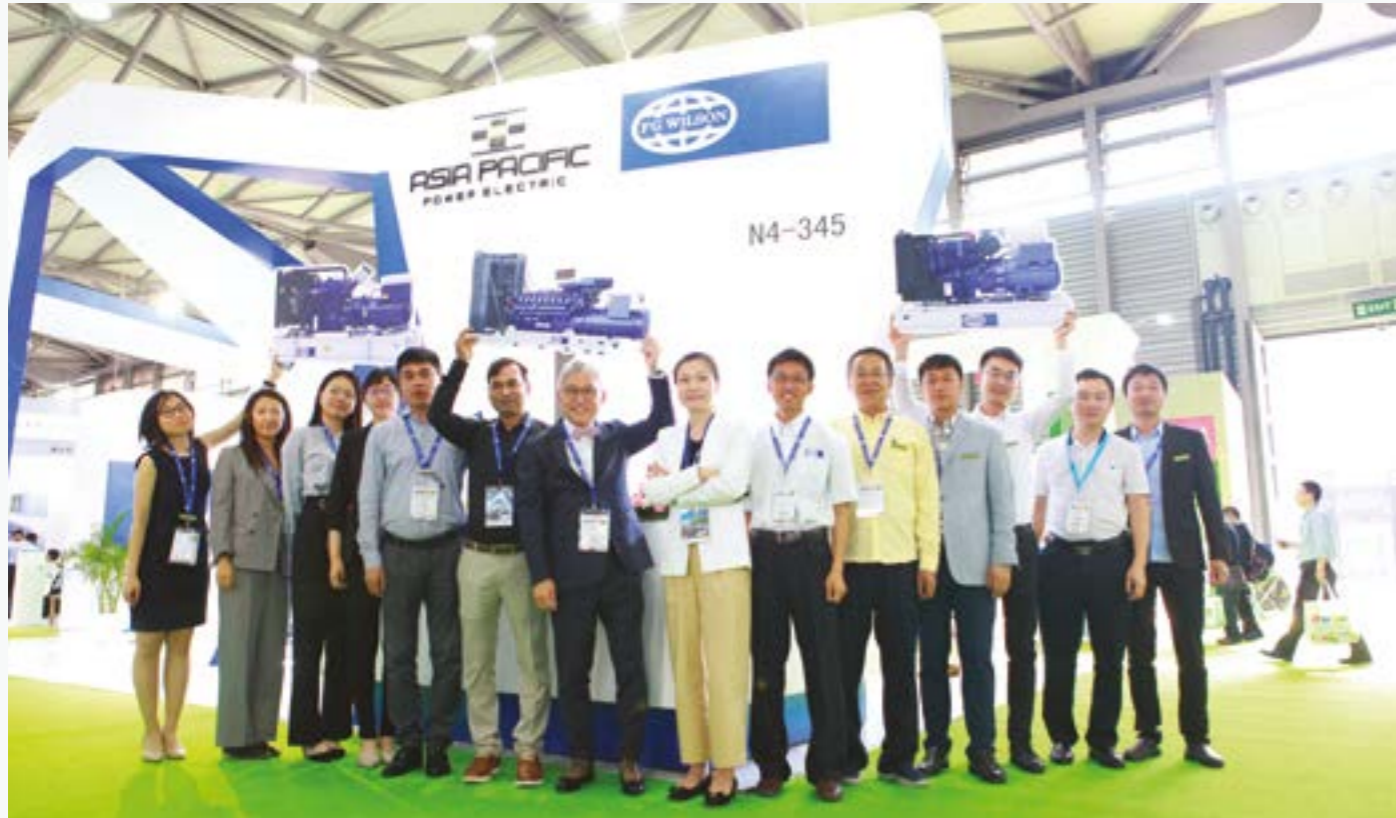
This year, FG Wilson - Monhorus International LLC took part in the exhibition with a stand set up under the UK/US embassy booth. They were happy to be part of this prestigious event that looks towards building a better tomorrow for Mongolia. FG Wilson is proud to be a player in the growth and prosperity of Mongolia.

G POWER CHINA

In May, Asia Pacific Power Electric, our dealer in China, were at the 17th China International Power and Generating Set Exhibition (GPOWER2018) in Shanghai.

During the event, APPE and FG Wilson were presented with a Lightning Prize, a top award in the China power generation industry, in association with the China Electrical Equipment Industrial

Association, China Internal Combustion Engine Industry Association, Chinese Electrotechnical Society and Shanghai Electrical Industry Association.





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