

POWER ON

FG WILSON CUSTOMER NEWSLETTER

Q1 | 2019





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 more than 50 years, we've worked together with a multitude of customers in all environments globally and since 1990 have installed more than 640,000 generator sets around the world.

To find out more,
visit www.fgwilson.com



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WWW.FGWILSON.COM



ARTICLES

POWERING ON OR POWERING OUT? WHY IT'S IMPORTANT TO THINK ABOUT LIFETIME OWNERSHIP WHEN YOU BUY A GENERATOR SET

Generator sets are a regular sight across Africa and likely to remain that way for a long time to come. Of course, buying a generator set is one thing. Making sure it has a long and productive life with decent running costs is another. How long is that life? FG Wilson carried out field research of owners of all generator set brands globally and found that an average generator set has a life of about 10 years.

Steve Lorimer, Aftermarket Manager at FG Wilson, says consideration of lifetime costs is very often swept away in the buying process. "When you're buying, it's usually because you've lost power. You're fed up, annoyed. It's a problem you don't want and a reluctant purchase. It's like buying insurance. The big temptation is to go for the cheapest."

Sometimes that makes sense, if power outages are rare and the generator set is going to be used infrequently. But when it's going to be relied upon and used more regularly, lifetime cost and efficiency really need to be weighed up. That's not always easy to do and Steve helps put it into perspective.

"Local, effective support is very important. Our experience shows that over a 10 year product lifetime, being able to resolve an issue with one less visit to site can save you an average of \$6,000 for every generator set. That means local dealers who carry parts and who are trained to diagnose issues

right first time. We put a big priority on this and support our dealers with a parts facility carrying 11,500 parts lines, taking 500 orders a day and shipping 3 million parts a year to dealers who know our products just as well as we do. We also test and validate all our parts and offer a warranty. That's important: it's tempting to buy cheaper "will-fit" parts and while they may solve an immediate problem, you won't get the same level of performance or lifetime and longer term, they will cost you more money."

There are many reasons why generator sets fail and Steve picks up on this point. "It's easy to focus on the engine and think that if engine parts are easy to obtain, this will cover most support needs. But our experience and external research indicate that only 1 in 4 problems occur in the engine. That leaves much scope for other issues. Often they are electrical and we see a lot of people attempting DIY wiring inside control panels which leads to further problems and can be dangerous. When you're buying a generator set, it's really important to think about whether your supplier can support every aspect of it through its lifetime. If they can't, you may end up spending a lot of time hunting down people who can, and when you find them, how do you know they are trained to fix the problem properly?"

That's not to downplay the importance of the engine in a generator set because engine life and performance are a very important consideration. Steve

calculates that an engine life of 20,000 hours versus one of 4,000 hours is worth \$6,000, so yes, it really is worth buying a generator set with the best and most modern engine which is within your budget. That can also translate into big fuel savings if you're running your generator set regularly. Steve says, "FG Wilson generator sets run with the most modern and fuel-efficient engines available. We calculate that running at 75% load for 2,000 hours per year, lower fuel consumption can save you up to \$21,000 per unit over 10 years versus a typical "low cost" engine based on an old design. So yes, while a generator set with a more modern engine has a higher upfront price, over time, it will pay for itself, not only in terms of durability but also in terms of fuel usage if you're going to use it regularly."

Steve gives one final piece of advice which is interesting but maybe not surprising. "About a quarter of all reasons why generator sets fail is simply because the battery has run flat, the unit has run out of fuel, or had poor quality fuel pumped into the tank. A low cost battery charger and just keeping an eye on the fuel or oil situation can make these problems go away.

To find out more about FG Wilson service and support, visit:

www.fgwilson.com/support



POWER IN MOTION

In September 2017, the city council of the Ukrainian city of Kriviy Rih began a program to modernise its fleet of trolleybuses. One of the most ambitious goals was to guarantee the transport from Kriviy Rih to Zhitomir by electric trolleybus. It's a journey of more than 500 km and can take 8 - 9 hours to complete. Because of its length, the journey had never before been attempted on an electric autonomous mode of transport. A further aim was to equip trolley buses to operate on road where there was no electrical supply.

The Kryvyi Rih City Council, which manages the trolleybus network, decided the solution was a generator set mounted at the rear of the bus, capable of supplying electricity in locations where the network lacked supply.

A call was made to FG Wilson dealer Madek. Madek's engineers connected the AC/DC converter of the trolleybus to a P110-3 FG Wilson generator set, which in turn supplied power to the electric engine of the trolleybus. The control

panel of generator set was also re-designed, with switchgear moved to the driver's dashboard and the emergency stop button was duplicated and located in front of the driver's seat.

There are three trolleybuses currently operating in Kriviy Rih with FG Wilson generator sets on board, with one of them serving the Kriviy Rih-Zhitomir route. Another nine trolleybuses are in the process of being modified to take the generator sets and three are in storage for modification later in 2019.

Now other city authorities in Ukraine are taking a real interest in the initiative,

seeing it as a low cost and practical way to extend their trolleybus networks. A further benefit is that trolleybuses modified to carry the generator sets are still able to operate when mains power is down.

Speaking about the project, Vera Fedulova, Deputy General Director of FG Wilson dealer Madek said, "We're delighted to be part of this project and see the results. It's a real example of innovative, connected thinking by our customer and our team."

<https://madek.ua/>





BLACKWOOD HODGE: 70 POWERFUL YEARS

We live at a time when the average lifespan of a Fortune 500 Company is around 15 years and a business which has lasted for decades often catches our eye, as if to find out whether there is some secret recipe for commercial longevity.

Distributor of FG Wilson generator sets, Blackwood Hodge, have been part of the Kenyan economic landscape since 1949, 70 years. Since 1993, they have been an official distributor of FG Wilson branded generator sets, covering Kenya and Uganda, in a working relationship which dates back even further. FG Wilson themselves have been around for more than 50 years.

In 2018, Blackwood Hodge came under a new management team from Tamgo International, a Zahid Group Company. The new Blackwood Hodge Country Manager Kenya and Uganda, Ahmed Elbehiry, says it's been a time of reflection and renewal.

"We've been celebrating the past, conscious of Blackwood Hodge's great history. Moving into our 8th decade, we're now thinking a lot about the future, reflecting on what we're here for. We're fortunate in that the generator sets which we sell are of excellent quality. And our role is to surround them with all the service and support that a customer could need. So our starting point as a team is how we can effectively deliver great service for the 21st Century."

The guiding principle was: look after the organisation and team, and that will look after the customer.

First came a complete end-to-end refurbishment of the facilities, and within

the industry, it's a place anyone would be proud to call their place of work. But as Ahmed is quick to highlight, "It's not just about having a good-looking facility, it's about how efficient and effective we can be in satisfying our customers' needs."

Within the team, there was a tightening-up of structure and clear demarcation of roles and responsibilities. Operations Manager Kenneth Muindi says, "In small and medium sized enterprises, sometimes roles evolve organically. Now we have our people and their expertise all tightly defined. There's very clear demarcation of the departments and very good communication between them. We're seeing a lot more interaction which of course makes operations very efficient. This is important because the service a customer gets is only as good as the service we give each other within the organisation."

Customer service functions were given special attention. Judith Wangui from the Parts Department says, "We restructured our warehouse which means we can access and pick parts faster and new processes are helping us communicate more quickly with customers. And with additional customer service people, we can follow up more effectively with customers, giving better after sales service and support."

Technicians are now freed up to spend more time with customers, which means more support for more people. They are able to bring back feedback and learning which is shared in a structured way within the organisation.

Customers have started to feel the changes. Joseph Maundu from Joe

Invesco Agencies says, "The changes have come with a lot of benefits. We're getting parts slightly cheaper, from ready stock, which reduces our turnaround period for all the products we are dealing with. In a modern business, time and reliability are of the essence. If we're getting the parts, and the right parts, then that is a plus for us."

The 70th anniversary event was held in February, with more than 100 customers and business partners joining in the celebrations. A tour of Blackwood Hodge's newly refurbished facilities also took place on the day.

Guests were impressed with the new décor, the professionalism and the customer-focus. A few even left their personal feedback in the video conference corner, created by Blackwood Hodge for the occasion.

Speaking after the event, Ahmed said, "We hope that today's event will evolve into the start of new long-term business relationships."

You can see the vigour and energy in the people at Blackwood Hodge when you speak with them. Ahmed is excited for the future: "The team works. Actually we feel like we are family. If you look after Blackwood Hodge, the resources, the expertise and the team, everything is possible."

It's a view echoed by TAMGO International General Manager Fadel Hassan: "As a part of our long-term expansion strategy in East Africa, Blackwood Hodge Kenya is the first step in our African journey."

www.blackwoodhodge.com



MONGOLIAN MINING INDUSTRY GUESTS VISIT LARNE

In November, we were very glad to host a delegation of visitors from Mongolia. The visit was organised by the Department for International Trade of the British Embassy in Mongolia, aiming to introduce prospective customers from Mongolia's mining industry.

The delegation included senior executives from major Mongolian mining companies including Energy Resource,

DMP, Bayalag Energy resource, Crystal Top Mine, Erdenet Mining corporation. Representatives from our Mongolian dealer Monhorus International were present, together with British Embassy officials.

The highlight of the visit was a tour of the Larne facility which included fabrication, production lines and test facilities and there was plenty

of opportunity to interact with our engineering and production teams.

We thank our dealer Monhorus International who played a key role in facilitating the visit.





POWER AT THE TOP OF THE WORLD

FG Wilson generator sets guarantee power in some of the world's most challenging climates.

This FG Wilson P1250P3 unit has just been installed in the Hunza Valley where Pakistan meets China and Afghanistan in the stunning and rugged Karakoram

mountains, the second highest mountain range in the world and home to the K2 mountain. Winter is in full force there now.





HAITI

In March, a customer in Haiti sent us these photos of him and his friends moving his 20 year old FG Wilson generator set to a new location at his beach house. We think this must be one long-lived, well-maintained happy generator set.

HO CHI MINH CITY

Ho Chi Minh City is the largest city in Vietnam, with 13 million people in its metropolitan area and growing fast. FG Wilson Vietnam dealer Tuong Viet Co Ltd has just delivered and installed three generator sets: a P1250P3, P1500P3 and P2500-1 at a prestigious new apartment building in the city's District 7.

<https://tuongviet.vn/>



POWER IN THE ARCTIC

In March, Service Engineer Dale Pomraning contacted our dealer Simply Reliable Power about some technical support for a generator which he was servicing in the Arctic. It was installed around 20 years ago and is still working hard in the coldest of environments.

www.srpamericas.com/





FG WILSON DELIVERS 100TH GENERATOR SET TO INDUSIND BANK

In March, FG Wilson dealer, Gainwell Commosales Private Limited (GCPL), one of our dealers in India, commemorated the delivery and key handover of the 100th FG Wilson generator set to its key customer, IndusInd Bank.

IndusInd Bank has been a key customer of FG Wilson since 2017 and from the start, the product's robustness and quality gained the confidence of bank officials. Now, over a period of two years, the bank has purchased 100 generator sets in the power range 10 to 62.5 kVA for its branch offices across India.

Our team was pleased to invite Jagmohan Mehta, Head of Facilities Administration and Corporate Services from IndusInd Bank to receive delivery of the bank's 100th generator set.



Meena Chaturvedi, Joint Managing Director of GCPL, handed over a plaque and product key to Jagmohan Mehta in the presence of Arvind Rishi,

Head of Energy & Transportation at GCPL and Deepak Grover, Regional Sales Manager, FG Wilson India and other team members.



Power For Our Generation

There are many ways to store or produce energy 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 640,000 generator sets around the world, with as much combined power generation capacity as the entire UK power grid.



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



FG WILSON EVENTS

MANDALAY ELECTRICAL PRODUCT AND AIR CONDITIONER EXHIBITION

In February, AR Mahn Trading Company Ltd, one of our dealers in Myanmar, participated in the Electrical Product and Air Conditioner Exhibition in the Mandalay Convention Hall.

Mandalay is the second largest city in Myanmar and the region around the

city is upper Myanmar's most important commercial area. The team were able to meet many potential customers and the event was a strong opportunity to enhance FG Wilson presence in the region, with more than 100,000 people visiting the event.

Already two generator sets, 100 kVA and 275 kVA units, have been sold as a result of contacts made at the event.

armahntrading.net



FG WILSON RENTAL RANGE AT THE EXECUTIVE HIRE SHOW 2019

In February, we were exhibiting at the Executive Hire Show, in The Ricoh Arena in Coventry, UK, showcasing the FG Wilson PRO range of generator sets for rental operators.

In the UK, this event has become an unmissable national exhibition for tools, plant and hire equipment. The show brings the entire industry together and is pitched as an event where "Passionate Hirers Meet Innovative Suppliers". Initially a trade-only event open to hire executives throughout the UK and Ireland, today it also attracts hire industry visitors from Europe and beyond.

With a rich heritage of more than 50 years, FG Wilson is a major provider of power generation equipment to the sector and we are a regular participant at this event. The FG Wilson PRO range

of rental models offer fleet owners a robust, reliable, versatile and user-friendly product, designed especially for rental power applications.

During the show, we exhibited PRO60-2 and PRO275-2 models, and also introduced a new product into the PRO Range family: the PRO30-2 model. This rating product now completes our PRO range of rental generator sets from 30 kVA up to 500 kVA.

We had many visitors at our stand, including potential new clients, existing customers and also FG Wilson dealers from UK and beyond, including Javier Aldaz, General Manager at GrupoNorte in Northern Spain, who operates a significant fleet of FG Wilson rental generators, including many of the new PRO models.

As well as showing visitors around our FG Wilson PRO Range models, we were also able to discuss and explain our current and future plans as we transition from EU3 to EU5 Emissions legislation requirements in Europe.

As well as offering units designed to meet EU Emissions standards for applications in Europe, we also offer fuel-optimised versions for global requirements outside of Europe. In addition to our PRO Range, we also have a substantial portfolio of generator sets which are suitable for the power rental sector.

For further information on FG Wilson full rental product range, contact Paul Rea, FG Wilson Rental Sales Manager.



Powerful Performance



From the baseframe up, the FG Wilson Rental generator set range are thoroughbreds, designed for rental and construction applications.

The entire range comes with 500 hour service intervals, industry-leading fuel consumption and 110% extended capacity fully bunded fuel tanks.

In preparation for a long service life anywhere, our enclosures are fully galvanised, designed to withstand the harshest on-site conditions and offer excellent noise reduction.

And ease of installation and maintenance are built into every corner of our generator sets.

To find out more, visit
www.fgwilson.com





MIDDLE EAST ELECTRICITY

Middle East Electricity is the world's largest exhibition and conference for the power industry. Held in the Dubai World Trade Centre, this year it took place in March and once again, FG Wilson had a prime location at the event.

On a large stand, we exhibited five generator sets from across our range, from a P22-1 to a P2250-1. Parts and

service played a big part on our stand and one of the highlights of the event was a well-attended seminar where Phil Brady (FG Wilson Aftermarket Manager) and Steven Lorimer (Business Development Manager) spoke about the importance of genuine parts and filtration.

The event is always an opportunity to meet new customers, and with many

of our dealers from the Middle East and Africa present, it's a great time for all of us to meet. On the evening of 6 March, our team and dealers came together for dinner.

We'd like to extend a big thank you to the team at FG Wilson (Engineering) FZE in Dubai who helped with the logistics and supplied the products for the event.



CUSTOMER AND CONSULTANT SEMINAR IN MONGOLIA

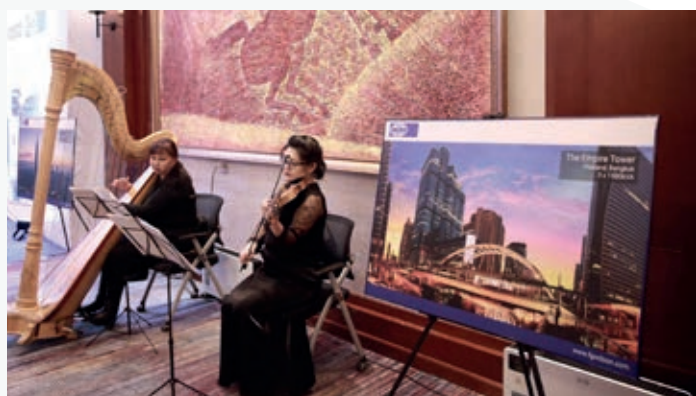
In November, the FG Wilson team in association with regional dealer, Monhorus International, hosted our first customer / consultant seminar in Mongolia in over 20 years. More than 125 consultants, existing and potential customers attended the seminar, dinner and networking event in Ulaanbaatar.

Philip Malone, British Ambassador to Mongolia, delivered the keynote welcome speech. Mithilesh Singh, from the FG Wilson Marketing Team, talked through the history of the FG Wilson brand, our UK and Asia Power Systems (APS) production facilities, extensive dealer network and 24/7 customer support. From Monhorus International, dealer Principal Byambadorj Battur also spoke

and highlighted major FG Wilson power projects completed in Mongolia.

A generator set was on display at the venue and the evening also included local cultural performances. Overall it was an evening which strengthened and renewed relationships with our key partners and customers in the country.





CUSTOMER AND CONSULTANT SEMINAR IN YANGON, MYANMAR

In February, together with dealer Myanmar Amethyst Trading Company Limited, we were very pleased to host more than 70 consultants, existing and potential customers in Yangon.

FG Wilson was represented by Uel McKinney, Asia Pacific Sales Manager

and by Mithilesh Singh from the Marketing Team.

The session was opened by an inaugural address from dealer CEO Heinz Ludi. Uel McKinney highlighted the history of FG Wilson since 1966. Mithilesh Singh spoke about the key attributes of the FG Wilson brand including production

facilities, dealer network and 24/7 customer support.

From FG Wilson Asia, Isaac Lee, Yeo Peng Guan, Kyaw Ko Ko and Kyaw Lin highlighted major projects completed in the region and the strength of after-sales support in Myanmar and across Asia.





FG WILSON AT PHILIPPINE ASSOCIATION OF WATER DISTRICTS

FG Wilson in collaboration with regional dealer PowerAsia participated in the 40th Philippine Association of Water Districts (PAWD) National Convention in February, at the SMX Convention Center in the Mall of Asia Complex, Manila (Philippines).

We engaged with potential customers and enhanced the brand visibility of FG Wilson on Manila.

PAWD is considered as one of the biggest gatherings in the water industry,

the event is expected to attract over 2,000 participants from the water districts and other key players in the sector.





Always Connected

The FG Wilson 6.8 – 25 kVA range of generator sets is designed to run efficiently for long intervals in remote locations, which means:

600, 1,000 and 2,000 litre fuel tanks so you need to refuel less often.

Service intervals up to 1,000 hours so you make fewer visits to site.

New LCD control panels with optional remote communications to make day-to-day operations much easier.

And three enclosure designs so you get the enclosure you really need.

Find out more at
www.fgwilson.com



PRODUCT NEWS

MORE ENCLOSURE FOR LESS COST

We've just launched a new heavy duty enclosure for our 24 - 220 kVA range of generator sets. It combines many of the features of our top of the range CAE enclosures, while staying at the more economical price point of our CAL enclosures.

This includes galvanised steel as standard coated with advanced powder coating paint, together giving strong resistance to corrosion. Strengthened base frames extend out beyond the enclosure which helps reduce handling damage. All enclosures come with a single piece roof and are weather resistant.

There's also excellent access for maintenance with lift-off hinges on side doors, and removable end panels which give access to the radiator, exhaust outlet and alternator.



MORE POWER IN A SMALLER PACKAGE



We're pleased to launch a new, more fuel-efficient P780-1 and P850-1 (50Hz) and P813-1, P895-1 and P938-1 (60Hz) generator sets, powered by the Perkins 2806 engine.

These offer significant cost savings on fuel versus the 23 litre 4006 engine models. The smaller footprint size of these models also means potential cost savings on shipping and transportation.

Suitable for a wide range of applications, the new models are able to operate in high ambient conditions, are available in EU3a compliant variants and available with dual wall bunded fuel tanks.

For further information on our products visit www.fgwilson.com/en_GB/products

Thinking Inside the Box

The new FG Wilson CAL heavy duty enclosure is a box full of surprises.

It combines many of the features of our top-of-the-range enclosures including:

- Highly robust design
- Galvanised steel as standard
- Strengthened baseframe
- Improved handling

And at the same time, it stays around the more economical price point of our CAL enclosure range.

To find out more about our range of generator sets from 6.8 - 2,500 kVA, visit www.fgwilson.com

Or find your nearest FG Wilson dealer at www.fgwilson.com/dealer





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