

# cleanair magazine

**zehnder**

always  
around you

Information from Zehnder Group Nordic AB · No. 2/2011

## AIR PURIFICATION SYSTEM MEANS MORE SATISFIED CUSTOMERS

Zehnder introduces "the invisible cleaner"

**Clean, fresh air amidst rubbish and waste**

Fresher goods at DHL Supply Chain



# Dear reader,

Welcome to the second issue of Clean Air Magazine 2011.

Over the years, it has become increasingly clear that one of the biggest benefits of our system is that it helps our customers to make a significant reduction in their cleaning requirements. Many of our potential customers tend to compare our system to ventilation installations and other types of air conditioning. We have often encountered the argument that "it looks interesting, but we already have a great ventilation system". This is like comparing apples and oranges. The questions we want our customers to ask have to do with whether they find their current environment dusty and dirty, and whether they would be interested in a cost-efficient alternative to conventional cleaning.

In this issue, we will be introducing our new pal "the invisible cleaner". He is always at your service and promises dramatically reduced cleaning costs – along with an appreciably cleaner and fresher environment.

Our expansion in Europe continues apace. Over the past year we have established a strong presence in Great Britain, where a large number of customers have already entrusted assignments to us. We have also brought in HR reinforcements on a number of markets, and in this issue we welcome our new country managers for the Netherlands and France.

In the previous issue, we mentioned our plan to move our factory to larger and more appropriate premises in Motala. Read the article about how it all went!

Enjoy!

Peter Krantz  
CEO, Zehnder Group Nordic AB



It is becoming increasingly common to store products in their sales packaging, so it is essential to be able to deliver them neat and clean directly to the shop shelves.

# Air purification system means more satisfied customers



At Posten Logistik SCM Oy's logistics centre in Åbo, Finland, Zehnder's air purification helps keep the terminal and the warehouse free from dust. This has brought a lot of benefits for the company, which is extremely satisfied both with the system itself and with the flexible working relationship with Zehnder.



## Zehnder's own belief in the product decided the issue

The company initially entered into negotiations with a number of suppliers, but the situation soon turned to Zehnder's advantage. It transpired that one of Posten Logistik's partners used air purifiers from Zehnder and had only good things to say about the system, which was also examined through a visit to the site. In addition, Posten Logistik in Sweden used the Zehnder system and had plenty of positive experience with it. What decided the issue, however, was the strong belief that Zehnder's sales representative had in his product.

"The sales representative allowed us to try the system for almost a year with no obligation to buy. If we were dissatisfied, Zehnder would simply come over and remove the units. That was clear proof that the sales representative had unshakable belief in his product – and that convinced us," explains Antti Aaltonen.

Zehnder suggested the Clean Air Solutions air purification system, which operates quietly and efficiently to filter out the tiny particles in the air. It was initially installed at the Posten Logistik logistics centre in Vanda, and shortly afterwards at the

Posten Logistik's new logistics centre at the harbour in Åbo was officially opened in January 2010 and consists of a terminal and a warehouse for incoming and outgoing goods. The centre covers 25,000 m<sup>2</sup> and employs around 80 people. At an early stage – i.e. during the actual planning phase – it was decided that Posten Logistik would need an air purification system.

"In our former premises, where we were based for more than ten years, dust was a constant problem for people, products, equipment and machinery," relates Antti Aaltonen, Regional Manager at Posten Logistik.

"The air purification system means lower costs for our customers through reduced cleaning expenses and higher productivity, for example."



Antti Aaltonen, Regional Manager at Posten Logistik, is in a good mood on account of clean surfaces and improved customer satisfaction.



Twenty-six air purification units from Zehnder are mounted on the ceilings in the Posten Logistik facility, keeping the air free from dust.

Åbo facility. Twelve Zehnder Flimmer E12000 units were set up in the warehouse, while fourteen Flimmer E3000 units were installed in the terminal.

"The air purification system means lower costs for our customers through reduced cleaning expenses and higher productivity, for example. During the cold winter months, the system has even helped reduce heating costs," states Mikael Ahlskog, CEO of Zehnder in Finland.

## More satisfied customers

The level of particles in the air was measured during the trial period, and the results were spectacular – the improvement was clearly visible.

"If a pallet of goods was left to stand for several months in our old facility, it would become covered in a layer of dust so thick you could write your name in it. Anyone who has ever worked in a warehouse can see with the naked eye how dust-free our new premises are," says Antti Aaltonen.

The dust-free air at Posten Logistik has resulted in cleaner surfaces, improved the operation of machines and equipment and, most importantly of all, boosted well-being among the staff and increased customer satisfaction.

"The packaging industry today is distinguished by increased environmental consciousness and this has significantly reduced the use of packaging materials. It is becoming increasingly common to store products in their sales packaging, which means that they have to be delivered from the warehouse in neat, clean condition so that they can be placed directly on the shelves in the shops. Customers are delighted that we can deliver such clean products to them," concludes Antti Aaltonen with a smile.

"Anyone who has ever worked in a warehouse can see with the naked eye how dust-free our new premises are."



The clean air improves the operational reliability of the machines and equipment at the logistics centre.

# Concerning cleaning of industrial premises and warehouses

Cleaning industrial premises and warehouses constitutes an ever-increasing cost for many companies. In 2008, approximately EUR 10 billion was spent in Europe on cleaning premises of these types. Cleaning industrial premises and warehouses is often complicated, as it involves much more than simply washing the floors.

In industrial premises and warehouses, the following operations must be carried out at regular intervals.

- Clean all surfaces from floor to ceiling, including all fittings and furnishings such as pallet shelves, cable trays and other installations.
- Clean workplace equipment and production machines
- Clean all the floors, which are often very dirty
- Clean all production surfaces

The level of cleanliness required varies depending on the type of activity carried out at the premises. All manufacturing, warehousing and distribution of sensitive products such as foods and pharmaceuticals demands a very high level of clean-

liness, while other environments within more industrial sectors do not need to be kept quite as clean.

However, it is important from a range of perspectives to keep production premises as clean as possible, regardless of the activities that take place there. Dirty environments can give rise to many problems.

Establishing and maintaining a clean environment generates a range of benefits:

- Goods and products stay clean and attractive
- Staff and machines perform better
- Reduced need for maintenance
- Increased safety

Zehnder provides a simple and cost-efficient approach to keeping premises clean

## Allow us to introduce “the invisible cleaner”!

– **IMAGINE A DISCREET** and self-sacrificing servant who is never intrusive, but who is unswervingly committed to keeping your premises clean. That is precisely how I think and work.

A bit different. I do not remove the dirt – I make sure that it never arrives in the first place.

I don't work part-time or full-time. I work all the time: 24 hours a day, 7 days a week.

I do not ask for a high salary or long vacations.

I am quite happy if you give me a couple of hundred euros a month in pocket money. That's all I ask.

I don't save your company a bit of money here and there. I massacre your cleaning costs. So how do I do it?

– **EVEN THOUGH IT MAY** sound like a joke, I am actually smarter and more far-sighted than your usual cleaners. I don't wait until the dust and dirt appear before you. I remove it before you so much as catch a glimpse of it. An idea as simple as it is unexpected.

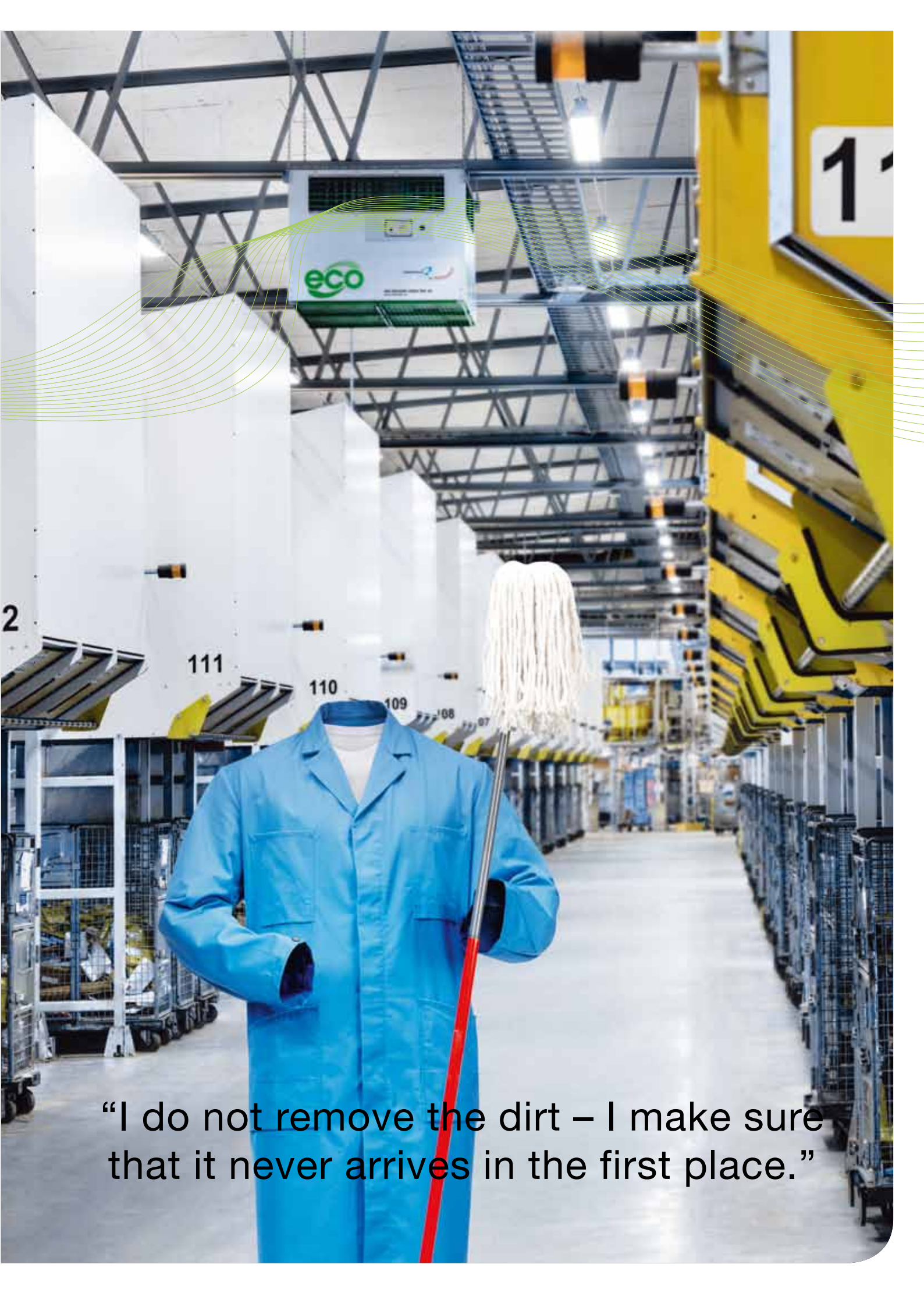
Instead of cleaning the premises, I clean the air. From a

discreet place in your premises, I remove all the tiny particles that normally join up and fall to the ground as dust. I capture them in an ingenious filter, which means that they never have the chance to do any harm.

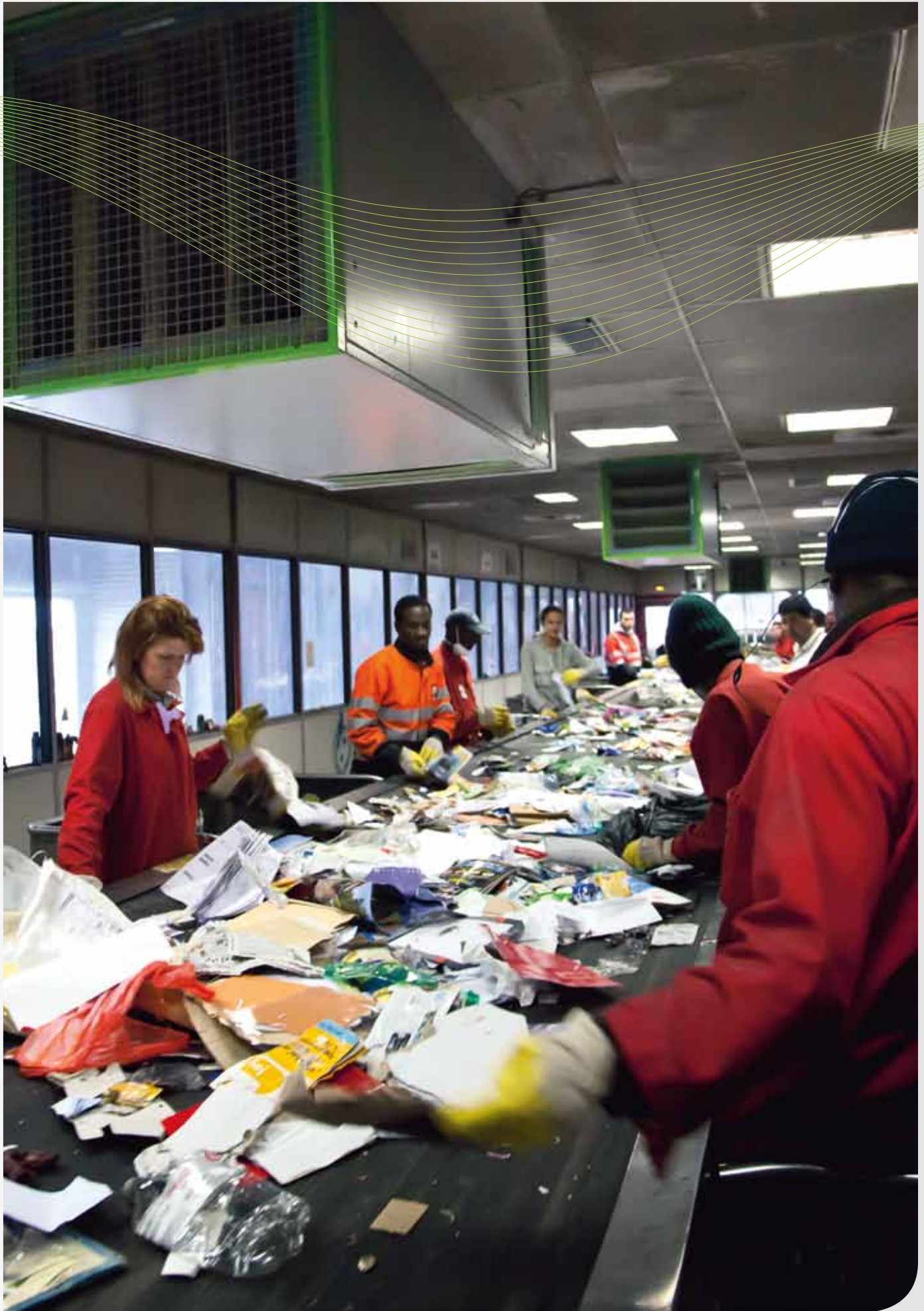
– **YOU CAN WAVE GOODBYE** to unnecessary machine stoppages or, even worse, unnecessary sick leave caused by dirty air. You no longer have to look at the dust piling up in an ugly layer on your fixtures, fittings and floors. And you never have to worry about delivering dirty products that your customers are sure to complain about because they are not neat and clean. As if that were not enough, you can be sure of a healthy working environment, where your staff will thrive and find it easy to do their best.

The process is ongoing. The invisible cleaner is always on duty.

– **CONTACT YOUR NEAREST** Zehnder representative and start making use of my services.



“I do not remove the dirt – I make sure that it never arrives in the first place.”



Thanks to the Zehnder air purification units, the staff at the sorting conveyor no longer have to wear protective masks.

# Clean, fresh air amidst rubbish and waste



How can you create healthy working conditions for employees who work in an environment full of dirt, waste and rubbish? An air purification system from Zehnder has been installed at the Nicollin Buc recycling and waste processing plant outside Paris, France. It is greatly appreciated by the staff, who have experienced a genuine improvement in the air quality.

## A healthy working environment takes top priority

"It is now almost three months since we installed the air purification system and it has made an incredible difference, especially during the summer when the refuse is dry and the dust swirls up into the air," says the foreman at the waste treatment plant.

Ensuring a healthy working environment is the alpha and omega for Nicollin, whose core values include the health, hygiene and the environment. However, it is inevitable that the air at a waste treatment plant will be filled with dust and particles from the refuse, which naturally carries a health risk for the employees. The Nicollin Buc plant is subject to environmental protection classification from the French authorities and must therefore meet a range of environmental requirements and observe the threshold values for airborne pollutants, which are checked by a regional authority (DRIRE). In other words, a large number of requirements apply and the problems are big in a business of this kind. Christophe Renard is manager of the plant, and it was he who made the decision to install the new air purification units.

"Once we had mapped out the range of air purification systems available on the market, we chose Zehnder. It proved to be a very smart choice – both as regards the products themselves and the working relationship with the supplier," says Christophe Renard.

## Off with the masks

The new air purification units have significantly improved the working environment for the employees. Three Zehnder Flimmer E3000 models have been installed in the sorting hall, and a larger model – Zehnder Flimmer E12000 – has been set up in the outer hall.

Zehnder Clean Air Solutions and the unique, innovative Zehnder Flimmer® filter technology have quickly and efficiently



"We used to have to take a lot of breaks and go outside to breathe fresh air, but now we can even work without our masks"

The plant handles around 10,000 tons of waste every year.

- ▷ reduced the volume of airborne pollutants at the recycling station. This has naturally improved well-being among the employees, who are now delighted to be breathing fresh, clean air. Previously, they had to wear uncomfortable protective masks at work, a discomfort they are please to do away with. Or as one of the employees at the sorting conveyor puts it:

"We used to have to take a lot of breaks and go outside to breathe fresh air, but now we can even work without our masks"

"This has really made a difference to the working day for our staff," says Christophe Renard.



## Proximity, speed and good follow-up

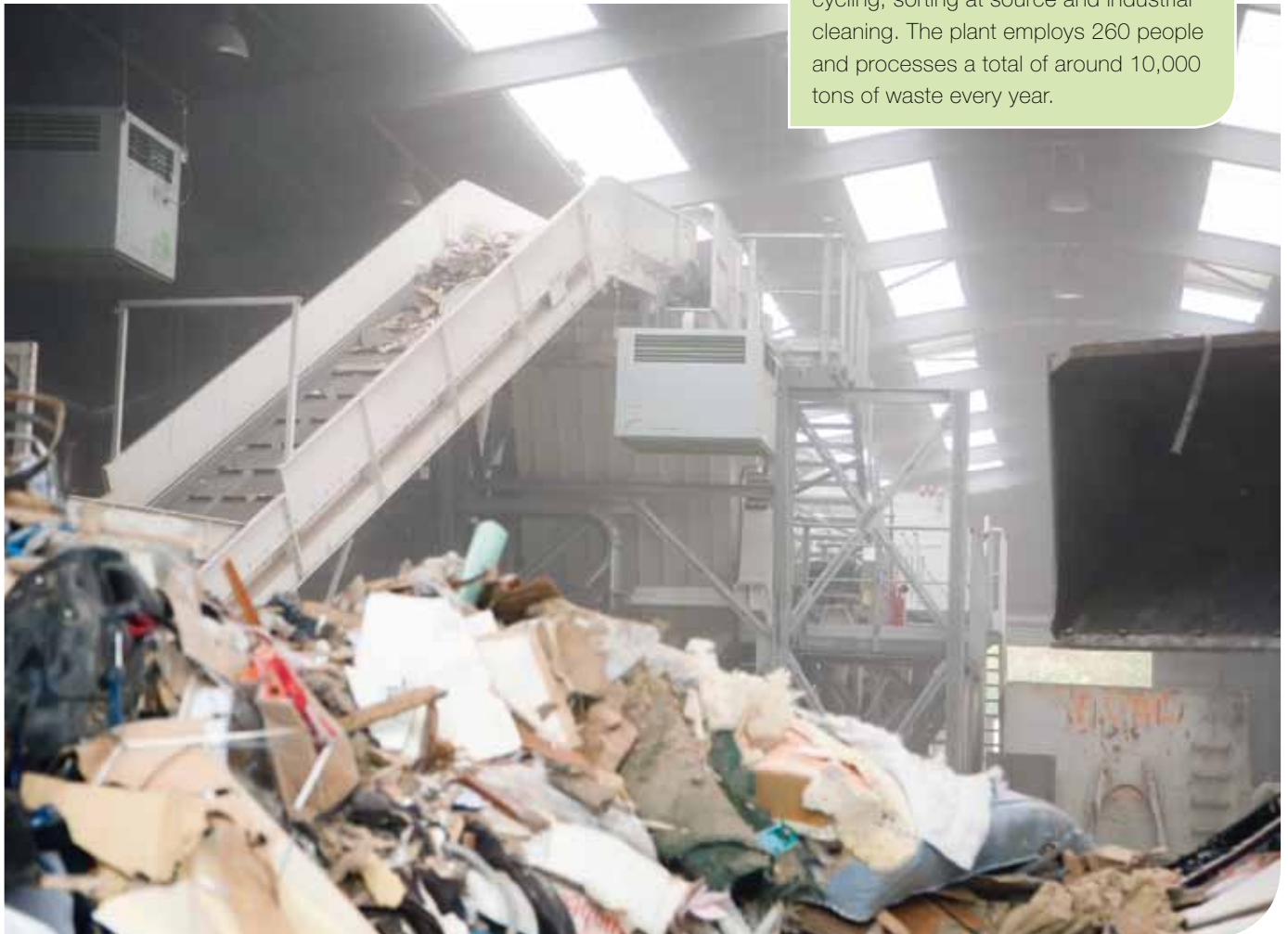
The working relationship with Zehnder can best be described as follows: proximity, speed and good follow-up. The fact that Zehnder is represented in the area where the recycling station is located has produced financial advantages for Nicollin Buc, particularly in the field of transport costs. However, it also helped speed up the installation and carried benefits with regard to follow-up and maintenance of the air purification system.

Asked whether he would recommend the product to others, Christophe Renard replies:

"Absolutely! In fact, I have already done so. Several Nicollin stations have had the air purification system installed, including our facility in Montpellier."

## Facts – Nicollin Buc

Nicollin Buc is one of around 20 waste processing plants that make up Groupe Nicollin, France's third-largest operator in the field of collecting and processing household waste, industrial waste, recycling, sorting at source and industrial cleaning. The plant employs 260 people and processes a total of around 10,000 tons of waste every year.



The air is full of dust that the air purification units now deal with.



# Zehnder Clean Air Solutions' new production facility

During the first week of June, Zehnder Clean Air Solutions moved into a new, larger production facility in Motala, Sweden. The new premises cover 3,000 m<sup>2</sup> – almost double the floor space of the company's previous site. In the new premises, production will become even faster and production capacity can be trebled.

The reason for the move to the new production premises is the increased demand for systems from Zehnder Clean Air Solutions. In 2010, orders increased by more than 30 per cent compared to the previous year. The new premises in Motala are larger and better suited to the purpose, which makes it possible to produce more, faster. Zehnder anticipates trebling production capacity once the move has been completed, and the premises have been tailored to suit Zehnder's requirements for optimising its workflows.

"In the new facility, we will be setting up an optimal flow for a modern production process. We will be able to operate with fast change-over times from low to high production, which will naturally boost our ability to deliver," explains Carry Turesson, Production Manager at Zehnder Group Nordic AB.



"We will be able to operate with quick change-over times from low to high production, which will naturally improve our delivery readiness."



FOTO: DHL

# Cleaner air means fresher goods



DHL Supply Chain is working actively to improve the environmental quality in its warehouses. An air purification system from Zehnder Clean Air Solutions was recently installed at the company's Örebro facility in Sweden. The intention is to ensure that the products delivered to DHL's customers are even cleaner and fresher, while simultaneously improving the working environment, facilitating cleaning and reducing energy consumption.



Our goal with the air purification system at DHL Supply Chain is to provide the most hygienic environment possible so that we can keep our customers' goods clean during storage.

DHL Supply Chain in Örebro, Sweden, deals with Fast Moving Consumer Goods (FMCG) and third-party logistics. Most of DHL's customers are active in the retail and pharmaceutical sectors, which means that the company handles sensitive products such as alcoholic drinks, hygiene articles, cleaning items and medicines.

"We have a high turnover of goods in our facilities, and as a result of all the handling activities it is inevitable that dust, spores and particles are released and whirl around in the air. It is therefore essential to ensure cleanliness and hygiene in our operations. For this reason, we apply stringent cleaning routines and work continuously to maintain the highest possible standards," explains Staffan Östmann, Site Manager at DHL Supply Chain in Örebro.

## Close working relationship with DHL

Around a year ago, DHL Supply Chain started looking at appropriate solutions with a view to improving the air quality at its facilities even further. The decision went to Zehnder Clean Air Solutions. Zehnder has had a close working relationship with DHL Freight for many years, and the company's air purification system has been installed in all six newly built and remodelled DHL Freight terminals. As a result, the working environment has become cleaner, and the facilities require less cleaning and maintenance. Dust content measurements demonstrate that as much as 70–85% of airborne dust has been eliminated.

"On the basis of DHL Freight's excellent experience with the air purification system, we at DHL Supply Chain chose to invest in Zehnder Clean Air Solutions for our facilities. Our goal is to provide the most hygienic environment possible so that we can keep our customers' goods clean during storage. Naturally, this means a great benefit for our customers and a competitive advantage for us," says Staffan Östman.

## Flimmer filter captures the dust

In April, a total of 42 air purification units were installed at DHL Supply Chain's 60,000 m<sup>2</sup> warehouse in Örebro.

Zehnder's units have been fitted in high activity areas such as the loading/unloading bays where the goods move in and out at a high rate – which results in dust and particles being whirled up into the air. Here, the innovative flimmer filters capture the dust and prevent it settling on the products.

"We haven't managed to take any actual measurements yet, but things are looking very positive. Not only have we created a cleaner environment for our customers' goods, but the air purifiers also press the warm air in the facility down to floor level, where the staff are working. This means that we can reduce our heating costs, and in principle, this alone will cover a large part of the cost of the system," says Staffan Östman.

## Improved working environment

In industrial environments, dust particles in the air cause a range of problems for people as well as for products and processes. For people, these problems are primarily adverse effects on health, which can take the form of irritation in the upper airways, resulting in attacks of coughing as an initial reaction. But airborne particles do not only affect the respiratory system and other internal organs, they can also irritate the eyes and skin.

"As the Zehnder Clean Air Solutions system removes most of the airborne dust in the premises, it helps to combat health risks of this kind. Through this investment, we can provide the DHL Supply Chain staff with an appreciably improved working environment," concludes Staffan Östman.

"The result is a cleaner environment for our customers' goods"



Douglas Vindahl, Chief Safety Representative and Staffan Östman, Site Manager at DHL Supply Chain in Örebro, Sweden, are delighted to have eliminated the majority of the airborne dust particles at the facility.


# Zehnder Clean Air Solutions gaining ground in Norway – largely thanks to Björge and Stian



We had the opportunity to put some questions to Björge Kristiansen and Stian Langeli, who work as representatives of Zehnder Clean Air Solutions in Norway. Both joined the company at the beginning of 2011, and both have already been very successful.



Stian Langeli and Björge Kristiansen in front of the Norsk Medicinaldepot building, one of the many companies in Norway that already uses systems from Zehnder Clean Air Solutions to purify the air at their facilities.



“For some companies, the energy savings are most important, while others focus on health and the environment, and still others choose to invest in Clean Air Solutions with a view to cutting their cleaning costs.”

**What have you worked at previously?**

B.K. – I have worked in sales and marketing of everything from parquet floors, Bosch Siemens household appliances and Wrigley's chewing gum to recruitment.

S.L. – I have worked in sales, primarily of cars and office machines, for many years.

**Is there any difference between marketing Zehnder Clean Air Solutions and the products you worked with previously?**

B.K. – Clean Air Solutions is a fantastic product and there is plenty of interest from customers. They are keen to hear what we have to offer, which makes it easy to work up a dialogue. A lot of customers have a problem they have never seen a solution to before.

S.L. – Previously, I was working in areas where there were always a lot of competitors offering similar products. It is different with Clean Air Solutions because the product is unique. We are selling a brilliant solution that really generates results, so the product is very easy to sell.

**Which sectors are you most active in?**

B.K. – I am currently working with bakeries, logistics companies, wood product manufacturers and tyre importers, for example. There are a lot of companies that need products from Clean Air Solutions. A new customer group I recently discovered is the indoor climbing facility segment.

S.L. – I work with a lot of different sectors: everything from the food industry and the wood sector to car workshops and go-kart tracks. Dusty premises is a problem in most sectors.

**What do customers appreciate most about Clean Air Solutions?**

B.K. – The common denominator is a desire to reduce the volume of dust in the premises, although the approach may vary. For some companies, the energy savings are most important, while others focus on health and the environment, and still others choose to invest in Clean Air Solutions with a view to cutting their cleaning costs.

S.L. – A lot of my customers place great emphasis on improving quality in the workplace. Installing a Clean Air Solutions system helps improve the working environment for the staff. At the moment, quality of life both at work and at home is becoming more and more important. The larger companies generally tend to prioritise health issues, while smaller businesses may be more interested in cutting cleaning costs and improving energy consumption.

**What are your immediate challenges?**

B.K. – To continue working to inform the appropriate people at companies in my district of the benefits of Clean Air Solutions. An interesting segment is the offshore industry, which runs a lot of operations in the Stavanger area. We are a relatively new player on the market and there is a lot to be done – so we have plenty of potential for growth.

S.L. – To convert the doubters into believers and encourage the believers to believe even more! A satisfied customer is the best marketing. So it is important to follow up on the customers and maintain close relations as they often become excellent ambassadors for Clean Air Solutions.

# New commissions in Europe

Here is a small selection of companies that have recently chosen air purification systems from Zehnder Clean Air Solutions.



KWC AG  
Switzerland  
Industry  
Installation of:  
12 x €3000



MEKONOMEN  
Norway  
Industry  
Installation of:  
5 x €3000



ARGOS LIMITED  
Great Britain  
Logistics  
Installation of:  
8 x €12000



VOLVO  
LASTVAGNAR AB  
Sweden  
Logistics  
Installation of:  
1 x €3000,  
4 x €12000



KÜHNE U. NAGEL  
France  
Logistics  
Installation of:  
6 x €12000  
6 x €3000



OY EKOROSK AB  
Finland  
Recycling industry  
Installation of:  
2 x €3000,  
1 x €12000



WM MORRISON  
SUPERMARKETS  
PLC  
Great Britain  
Logistics  
Installation of:  
12 x €12000



LAGERHÄUSER  
AARAU  
Switzerland  
Logistics  
Installation of:  
6 x €12000



BERENDSEN  
TEXTIL SERVICE A/S  
Denmark  
Trade  
Installation of:  
2 x €3000,  
4 x €12000



## New air purification unit for rooms with low ceilings

**Zehnder is now launching a new air purification unit, the E6000, as a complement to the E3000 and E12000 models.**

The numbers in the model designation refer to the maximum volume flow, i.e. how many cubic metres of air the units can purify per hour. The E6000 has been designed to suit large rooms with low ceiling height in sectors such as logistics, retail, recycling, food production, industry and public sector businesses.

"It has come to our attention that for many companies, the gap between our two main models is too wide. With the addition of the E6000 to our range, we can now cover the needs of more businesses for cleaner air," explains Peter Krantz, CEO of Zehnder Group Nordic AB.

## Growth in Europe for Zehnder Clean Air Solutions

Zehnder Clean Air Solutions is currently enjoying stable growth and increased demand in Europe. As a result, the company has not only moved into a new production facility, but also completed a number of new appointments. The following people have joined the company over the past three months:

### France

**Jean François Lecoq**  
Manager, Clean Air Solutions

### The Netherlands

**Bart Hoeijenbosch**  
Manager, Clean Air Solutions

### Denmark

**Per Kristensen**  
Sales district: Jutland

### Finland

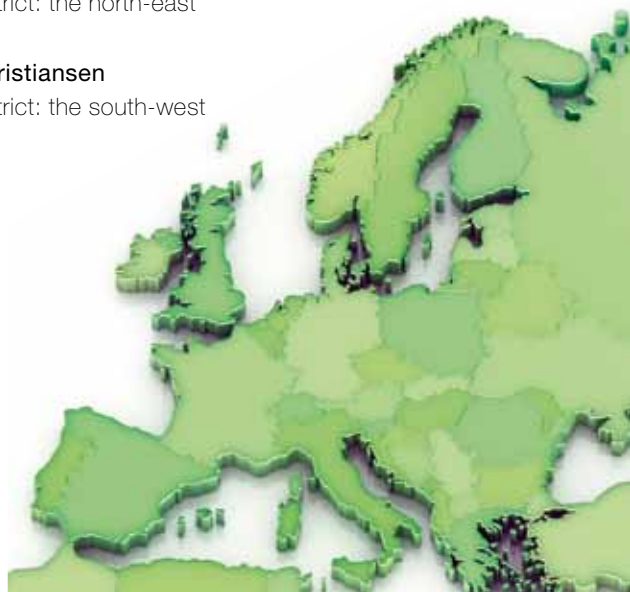
**Jaakko Nevalainen**  
Sales district: the Helsinki region

### Norway

**Odd Erdal**  
Sales district: the west, Hordaland

**Stian Langeli**  
Sales district: the north-east

**Bjorge Kristiansen**  
Sales district: the south-west



# Visit us at our trade fair stands

Zehnder Clean Air Solutions is present at the leading trade fairs in Europe. The list below presents a selection of the events we will be attending. Come and visit us at our stand!

## France

### Preventica

**27–29 September, Lyons**

Preventica is a trade fair for the "health and safety at work" market. Exhibitors include companies active in the fields of hygiene, safety, environmental matters and occupational health.



### Interclima+Elec

**7–10 February 2012, Paris**

International trade fair for heating, cooling ventilation and fresh air. Exhibitors at the event showcase the latest products and solutions in these areas. The trade fair attracts fitters, building owners, architects, engineers and distributors.



**interclima+elec**

## Switzerland

### Industrie- und Zweckbaumesse

**12–13 October 2011, Bern**

A trade fair for companies that supply and support the industrial and construction sectors.



## The Netherlands

### Bakkerij Dagen 2012

**4–6 March 2012, Amsterdam**

This is the twelfth time that the Bakkerij Dagen trade fair will be held.



# Zehnder – everything you need for comfortable, healthy and energy- efficient indoor living

Heating, cooling, fresh and clean air:  
at Zehnder, you will find everything you  
need for comfortable, healthy and energy-  
efficient indoor living. Zehnder's  
wide and clearly structured portfolio can  
offer the right product for any project,  
be it private, public or commercial, new  
build or renovation. And where service  
is also concerned, you'll find that  
Zehnder is "always around you"

## Heating

.At Zehnder, **heating** doesn't just  
come in the form of design radi-  
ators. We offer solutions in all shapes  
and sizes, from radiant ceiling pa-  
nels to heat pumps with integrated  
ventilation devices.

- Design radiators
- Compact energy station with integrated heat pump
- Heating and cooling ceiling systems
- Comfortable indoor ventilation with heat recovery



Zehnder design radiators

## Cooling

Zehnder also offers sophisticated  
solutions for indoor **cooling**. These  
range from cooling ceiling systems  
to comfortable indoor ventilation  
with a supply of pre-cooled fresh  
air.

- Heating and cooling ceiling systems
- Compact energy station with heat pump and brine pipe
- Comfortable indoor ventilation with geothermal heat exchanger for fresh air pre-cooling



Zehnder heating and cooling ceiling systems

## Fresh Air

**Fresh air** – a product range with a  
long tradition at Zehnder. Zehnder  
Comfosystems provides products  
and solutions for comfortable  
indoor ventilation with heat recovery  
for houses and apartments, for new  
builds and for renovation projects.

- Comfortable indoor ventilation
- Compact energy station with integrated ventilation device



Zehnder Comfosystems

## Clean Air

Zehnder Clean Air Solutions pro-  
vide **clean air** in buildings which  
are particularly prone to dust. In  
residential applications, the com-  
fortable indoor ventilation provided  
by Zehnder Comfo-systems filters  
external pollutants out of the air.

- Comfortable indoor ventilation with integrated fresh-air filter
- Compact energy station with integrated fresh-air filter



Zehnder Clean Air Solutions

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around you

