



# NEWS

Issue March 2025

## HERZ ON A COURSE OF SUCCESS IN EGYPT

FROM PAGE 4

**OUR HEART BEATS GLOBALLY**  
MARKET SITUATION WORLDWIDE  
FROM PAGE 12

**EFFICIENCY AND HEAT COMBINED**  
HERZ DISTRICT HEATING VALVES AND  
DISTRICT HEATING TRANSFER STATIONS  
FROM PAGE 16





Dear reader,

The construction industry is facing major challenges - efficiency, precision and reliability are more crucial than ever. Our figures show that HERZ fulfils these requirements worldwide: In Egypt, we have successfully realised over 80 projects with our partner in just two years. This underlines not only the growing importance of this market, but also HERZ's ability to offer customised solutions that meet local requirements.

We are moving further to South America: our biomass boilers have been setting standards in Uruguay and Chile for years. A 9 megawatt BINDER boiler is running successfully at full load in Uruguay - day after day, year after year. The project illustrates how the solutions of the entire HERZ Group prove their quality, precision and efficiency even under the most demanding conditions.

A review of the past year is of course a must in the first HERZ News issue of the year. Our achievements in a wide variety of markets demonstrate the strength of our products and solutions, which not only impress with their technical quality, but also stand the test of time. The positive response from these markets gives us great confidence for the challenges ahead. We look forward to continuing to work with our partners to deliver solutions that meet the highest standards.

Enjoy reading

Nurgül Akbas  
Editor-in-Chief, HERZ News

PS: Would you like to tell us something or be included in the next issue? We look forward to any feedback, suggestions and proposals from you by e-mail at: [herznews@herz.eu](mailto:herznews@herz.eu)

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<u>HERZ</u> Difficile est...	3
<u>HERZ on a course of success in Egypt</u> More than 80 projects in two years	4
<u>Pressure and dynamics</u> Cohesion as a success factor Interview with Leopold Hagenhuber	6
<u>Hydraulic Interface Unit flex</u> The flexible solution for every heating situation	9
<u>HERZ International</u> Great Britain, Norway, Hungary, Uzbekistan	10
<u>Our heart beats globally</u> Market situation worldwide	12
<u>Fire and flame for biomass</u> 9 MW boiler across the Atlantic Interview with Michael Schmidt	14
<u>Heat and efficiency combined</u> HERZ District Heating Transfer Stations and District Heating Valves	16
<u>The path of knowledge</u> Vocational school Spittal an der Drau in Slovenia	18



**Note:** For better readability, the masculine form is used for personal nouns, which of course refers to both the feminine and all other gender identities.



# DIFFICILE EST...

**Dear customers and partners,  
dear friends of HERZ!**

'Difficile est satiram non scribere' – it is difficult not to write satire – as the Roman Juvenal said almost 2,000 years ago. How could he have possibly foreseen the political situation in Austria so well?

With the media devoting a great deal of attention to the possible formation of a government, coalitions or by-elections, interrupted only by reports of horrific attacks and assassinations, the economic situation is currently only a marginal topic. But it shouldn't be that way. Although numerous companies in the installation industry are still enjoying a good order situation, due in part to the generous subsidies provided by the outgoing turquoise-green coalition, the continuation of this policy is in doubt. Empty state coffers, dynamic growth in government deficits and a collapsing economy are not a basis for growth and prosperity.

Naturally, HERZ, with production sites in Austria and Europe, is affected accordingly. This applies above all to our factories in Vienna, Lower Austria, Burgenland and Styria. An unfortunate interaction between the Chamber of Commerce and the trade union has caused labour costs to skyrocket, which we cannot communicate to our customers internationally in the form of price increases for products.

Consequently, we have to relocate work to other European HERZ sites. This mainly affects employees with limited language and training skills. Whose interests are the professional lobbyists actually representing?

Regardless of this situation, we have to continue to invest in product development, marketing, sales, etc. in order to continue to compete successfully on the international market. Due to standards and guidelines, numerous products in our industry are becoming increasingly comparable; the difference is made by advice, service and, ultimately, price. This closes the circle, because the decoupling of product prices from manufacturing costs has not yet been successful.



Fortunately, there are also regions that are growing. After a slump due to credit restrictions, Eastern Europeans in particular – from Estonia to Bulgaria and the Czech Republic to as far away as Central Asia – are back on the road to growth.

The Arab countries have hardly been affected by the European plight. Here, HERZ has been able to establish itself sustainably with products for cooling and heating. And even further away: East Asia. Countries such as Vietnam, Indonesia and many more are investing and catching up.

Our company in the Emirates, with its large storage capacity, is helpful in being able to supply these regions in reasonable times. Meanwhile, a container in the Emirates takes 3-4 months, there is a lack of shipping capacity and the route via the Cape of Good Hope takes time.

Ultimately, all these successes are only possible thanks to the enthusiasm and inspiration of my colleagues, who are there for our customers in Austria and around the world with a lot of HEART.

Gerhard Glinzerer



The guests from Egypt and the management take a seat in the historic 19th-century classroom, which can be seen in its original state at the Brennpunkt° Heating Museum. With the help of the historical disciplinary instrument, Zoran Bankovic ensures that knowledge is imparted. From left to right: Zoran Bankovic (HERZ Vice President), Mohammed Ahmed Elsayed Ahmed Ahmed Noor (Vice President Noor Scientific & Trade), Gerhard Glinzerer (HERZ Group Owner) and Ahmed Ahmed Amin (Executive Manager Noor Scientific & Trade).

Photo: HERZ

## HERZ ON A COURSE OF SUCCESS IN EGYPT OVER 80 PROJECTS IN TWO YEARS

The ancient Egyptians built monuments for eternity – with precise planning, technical sophistication and a deep understanding of materials. These principles are also of central importance to HERZ. For more than a decade, HERZ has been present in the land of the pharaohs and has established itself as a reliable partner in the field of heating and cooling. We recently had the pleasure of welcoming our Egyptian partner company Noor Scientific & Trade to Vienna. A visit to the Brennpunkt° Museum was also on the programme – in line with the motto 'Understanding the past, shaping the future.'

### The new capital of Egypt

Egypt is a country in transition. The population, currently at 113 million, is growing rapidly and is forecast to exceed 127 million by 2030. In order to relieve at least the heavily congested and overpopulated capital Cairo, which is heavily congested and overpopulated, and where more than 20 million people now live, the government began construction of the new administrative capital in 2016. This is located east of Cairo and is scheduled for completion in 2030. With the new ad-

ministrative capital, which includes modern administrative buildings, residential areas and business districts, the government is focusing on more sustainable urban development. The estimated cost of construction is 53 billion euros. One of the project's landmarks is the Iconic Tower, which was completed last year and, at 394 metres, is the tallest building in Africa. HERZ products were also on board for this prestigious project.

### Economic challenges and opportunities

After the Egyptian central bank floated the exchange rate for the local currency on 6 March 2024, the Egyptian pound plummeted. "The devaluation of the Egyptian pound led to strict foreign exchange controls, which make international trade more difficult. Foreign payments have become more complicated and import prices are rising significantly. Many projects have been put on hold due to the war in the Gaza



Strip.", says HERZ Vice President Zoran Bankovic, adding: 'Despite all the challenges, we were able to double our sales last year – a clear sign of the strength of our brand and the trust in our products.'

On the other hand, tourism is booming in Egypt: with almost 16 million visitors last year, the country reached its own record number of tourists in recent decades. 'A great deal of investment is being made, particularly in the hotel and infrastructure sectors, whether in new buildings or renovations. We are committed to achieving great success again this year with our partner Noor Scientific & Trade,' says Zoran Bankovic.

### HERZ partner in Egypt: Noor Scientific & Trade

Noor Scientific & Trade LLC is a leading Egyptian company specialising in the marketing and distribution of scientific products in various fields such as industry, clinical practice, research, construction and the environment. Founded in 1991 with a team of six employees and a single sales department, the company has achieved remarkable growth. It currently employs over 100 professionals and operates various sales departments.

Hesham Boraik, head of the electromechanical department at Noor Scientific & Trade, has the following to say about the Egyptian market: 'The Egyptian market is promising, supported by ambitious plans for new projects from the government, investors and the private sector. At the same time, competition and price sensitivity are increasing. The challenge is to maintain our brand image, the quality of our materials and our service at the best prices.'

### 84 projects in 2 years

Together with HERZ, Noor Scientific & Trade has already completed 84 projects in just two years. 'Since the beginning of our collaboration, we have successfully exhibited at HVAC trade fairs and held seminars with full support from HERZ,' says Hesham Boraik.

Last year, Noor Scientific & Trade held its annual 'Complete Electromechanical Portfolio for HVAC & Fire Fighting'



Guests interact with HERZ products at the Noor Seminar.

Photo: Noor Scientific & Trade

seminar with numerous participants. The focus was on the presentation of the new version of HerzCON, a pre-assembled connection system for fancoils. The product was recently equipped with an 80 mm pipe distance and offers an optional additional valve for direct differential pressure measurement between the system and the fancoil. 'The first presentation was a great success – shortly afterwards, the first orders were received,' says Zoran Bankovic.

He is very pleased about the visit of the Egyptian partners: 'The visit of our Egyptian partners in Vienna emphasises the close cooperation and mutual trust. During the factory tour, they were able to experience the quality and precision of HERZ products up close, even during the manufacturing process. The trip to the heating museum was an impressive demonstration of how heating technology has developed over the centuries – a fitting setting for a partnership that combines tradition and innovation. ☑



Bust of Cleopatra VII. in the Old Museum in Berlin.

### Cleopatra VII. A Game of Power and Death

Cleopatra VII. was the last ruler of Egypt and one of the most influential figures of the ancient world. She used her charm, intelligence and political savvy to play a risky game with the most powerful men of her time in order to save Egypt from the Roman hegemony.

Her story begins in the midst of a power struggle with her brother, when she allied herself with Julius Caesar. The Roman general became not only her lover but also her key to the throne.

After Caesar's assassination, she sought support from Mark Antony, another important Roman politician. Her relationship with him was as politically crucial as it was passionate. Together, they wanted to challenge Rome, but their defeat by Octavian at the Battle of Actium in 31 BC sealed Egypt's fate.

Trapped in her palace in Alexandria, Cleopatra decided to end her own life. Legend has it that she allowed an Egyptian cobra – a symbol of royal power – to bite her to avoid a life in Roman captivity. With her death, the Ptolemaic dynasty died and Egypt became a Roman province.

Photo: José Luiz Bernardes Ribeiro



HERZ News on the construction site. From left to right: Senior technician Gernot Aigner and project manager Leopold Hagenhuber together with HERZ News in the Bründlgraben.

Photo: HERZ

## PRESSURE AND DYNAMICS COHESION AS A SUCCESS FACTOR

The construction industry is changing, and not only the technologies, but also the requirements for cooperation and project management are under constant pressure. At a time when deadline pressure is the norm, the question remains: how will the industry develop? We talked to Leopold Hagenhuber, project manager at hopferwieser + steinmayr Installations GmbH, about the current challenges, the changes in day-to-day construction work and the future of the construction industry.

A modern residential development with 112 apartments was completed in the town of Krems am Bründlgraben at the end of last year. Apartments of all sizes are available in a beautiful location with impressive views. The building, which extends over four complexes, has a height difference of 30 metres and is heated by district heating. Hydraulic interface units come from HERZ – a conscious decision, as project manager Leopold Hagenhuber from hopferwieser + steinmayr reports in an interview with HERZ News. He himself has 41 years of experience in the industry

and has been a project manager at hopferwieser + steinmayr since 2008.

**HERZ News:** Mr Hagenhuber, you have been working in the construction industry for many years and have been involved in numerous projects. What, in your opinion, has changed the most in recent years?

**Leopold Hagenhuber:** Time pressure is more noticeable on construction sites than ever before. This is reflected in the way the individual contractors work to-

gether. Nowadays, everything is much more hectic; everyone just works for themselves to meet their own deadlines. The cooperation that used to be taken for granted is often lacking.

**HERZ News:** Is this due to rising construction costs?

**Leopold Hagenhuber:** Of course. A great deal is invested in a project in the run-up to construction – but then savings are made on the construction site. The sooner the building is finished, the sooner I



can sell the apartments. The construction schedules are tightly timed, delays are not tolerated. In short, as the person carrying out the work, you are the servant, the railway runs over you (laughs).

**HERZ News:** Is time pressure the biggest challenge on the construction site?

**Leopold Hagenhuber:** The biggest challenge often lies in the details of the planning. Practice often shows that things don't always go as planned – a few centimetres more on the construction site than on the drawing can lead to delays. Sometimes we therefore have to look for alternatives that improve or simplify the original plan. Time pressure is always an issue, but we have to face reality and find solutions to adhere to the construction plan.

**HERZ News:** How did the decision come about to use HERZ Hydraulic Interface Units?

**Leopold Hagenhuber:** HERZ is not an unknown brand, I have known the company since my apprenticeship. I have been working in the industry since 1984, not only as an installer but also later as

a salesman in the warehouse. I have had good experiences with HERZ products, but I did not yet have a hydraulic interface unit from HERZ. We therefore deliberately wanted to try out an alternative and had previously received training from HERZ on the hydraulic interface units, which we remembered.

**HERZ News:** What criteria do you use when choosing products?

**Leopold Hagenhuber:** Major projects rarely run without hurdles. For me, the way we work together is important. Problems arise always and everywhere, and what is important is that we can fix them as quickly as possible. The support from HERZ is a mark of quality. When I call our HERZ representative, Christian Samek, he is quickly on the scene – and that's what really counts.

**HERZ News:** What do you consider to be the most important factors for a project's success?

**Leopold Hagenhuber:** Good planning is the key, but so is seamless collaboration with everyone involved. We have to understand the client's requirements while

also implementing the technical solutions in the best possible way. If the team works well and everyone takes responsibility, then the project is almost certain to be a success. The construction company PORR is very skilled at this and ensures that everything runs smoothly.

**HERZ News:** How do you see the situation with the shortage of skilled workers?

**Leopold Hagenhuber:** We have around 300,000 unemployed people in Austria and yet the search for good skilled labour is a challenge. As hopferwieser + steinmayr, however, we benefit from our good reputation in the industry, both as a strongly positioned employer brand and as a company with exciting projects and a strong team spirit.

**HERZ News:** Do you see an increase in the industry due to the younger generation?

**Leopold Hagenhuber:** The younger generation is often seen as a difficult topic. We see things differently, are more solution-oriented and are adapting to the changing requirements with our structured apprentice training programme. We



offer taster days, comprehensive basic training, holistic integration into project work on construction sites and a modern training workshop. Our programme is well received by the younger generation.

**HERZ News:** In your opinion, what factors influence the young generation when deciding in favour of an apprenticeship?

**Leopold Hagenhuber:** The topic of apprenticeships starts with parents. I can't blame young people if their parents have already prescribed that they must complete a course of study. At the age of 20, some of them then decide to do an apprenticeship after all. I believe that an apprenticeship should be done before studying, to get to know real life. But as long as 'Hotel Mama' is available and so much wealth is handed over from parents to children, there is no need to work.

**HERZ News:** Do you think we are living in a time of prosperity?

**Leopold Hagenhuber:** We obviously don't know how to handle wealth. There is too much money around. In the past, people created something out of nothing. To give an example: the barman used to serve drinks himself when there was no more staff. Today he goes home when the staff finish work. But we can discuss that for hours (laughs).

**HERZ News:** What else would you like to share with us?



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**HERZ at the pulse of heating – HERZ sales representative Christian Samek making fine adjustments in Bründlgraben.**

Photo: HERZ

**Leopold Hagenhuber:** I hope that co-operation in the industry will improve again and that we will return to working together as we did in the past.

**HERZ News:** We hope so too. Thank you very much for this authentic conversation and your valuable insights.

#### **HERZ news on the construction site: save time with HERZ**

HERZ products are designed not only to make the daily work of installers and planners easier, but also to make it more efficient and trouble-free. That is why HERZ focuses on time-saving installation for its products. For example, HERZ heat interface units are delivered pre-assembled and ready for use, for effortless commissioning. 'I have installed many heat interface units. HERZ relies on a lightweight design, which makes installation quite simple. The empty weight of the HIU compactUFH is particularly low, which makes it easy to handle,' confirms senior fitter Aigner Gernot. He has 15 years of experience in the industry and has been working for hopferwieser + steinmayr since 2018.

He particularly likes the easy accessibility of the components: 'HIU compactUFH is very user-friendly. The components are well placed, so I can easily reach them with the tools and carry out adjustments,' he says in the interview. HERZ News was on site in Bründlgraben and got a first-hand in-

sight into the practical experience of the hydraulic interface unit from senior fitter Aigner Gernot.

Due to the constant change in the industry, he regularly takes part in training and further education. 'The technology is constantly evolving. What used to be a lever handle is now a push of a button. You never stop learning in this industry. Further training is important and necessary to stay up to date with the latest technology,' he emphasised in an interview with HERZ News.

#### **HERZ HIU compactUFH in use in Bründlgraben**

HERZ HIU compactUFH was developed specifically for use in underfloor heating systems. In a compact size, the product offers a fully pre-installed technology that ensures time-saving commissioning and maximum energy efficiency. From the integrated 4-in-1 differential pressure control valve for hydraulic balancing to the hot water priority for prioritised hot water heating during tapping – with HERZ HIU compactUFH you save time, energy and costs.

For more information on HERZ HIU compactUFH, please scan the QR code.







Photo: HERZ

## HIU flexUFH

# THE FLEXIBLE SOLUTION FOR EVERY HEATING SITUATION

HERZ HIU flex offers the optimum solution for all requirements and situations. The HIU flex family is divided into three main categories: HIU flexRAD is perfectly suited for radiator heating systems, while HIU flexUFH is ideal for surface heating systems with low flow temperatures. For systems with separate supply for heating/cooling and hot water, HERZ HIU flexLEN is the right choice. The selection of different tapping capacities depending on the category enables a flexible solution for every heating situation.

All models in the HERZ HIU flex family have one thing in common: they offer a fully pre-installed technology in a compact size, which ensures time-saving installation and maximum energy efficiency.

### HIU flexUFH

The HIU flexUFH has been specially developed for low-temperature applications and is the ideal solution for surface heating systems with heating loads of up to 12 kW. Thanks to the integrated thermostatic readjustment, it offers reliable

protection against calcification and scaling, while the HERZ Differential Pressure Control Valve ensures central control of the hot water temperature. At the same time, it has a hot water priority circuit that ensures that hot water is always provided as a priority without noticeably affecting the heating output.

The speed-controlled circulation pump, in combination with a safety thermostat (bimetal thermostat switch), ensures smooth operation by guaranteeing constant circulation of the heating water. In addition, the differential pressure

controllers in the primary and secondary circuits ensure a constant differential pressure, creating a hydraulically stable system and distributing the heat precisely to the intended consumption points.

Another advantage is the summer bypass, which enables efficient and fast hot water supply even during the warmer months. The HIU flexUFH not only offers efficient heat distribution and a high level of comfort, but also ensures energy-optimised operation – regardless of the season. ☑

Modern technology means using less energy while maintaining or increasing comfort and without any need to be ashamed of a warm home. For this reason, HERZ is continuously developing innovations and efficient product solutions so that this comfort can remain affordable for everyone.

The Austrian HERZ Group, with its focus on energy efficiency and the associated production of biomass plants, heat pumps, valves, district heating stations, control technology and insulation

materials, supplies the products for the measures required for efficient supply and is uniquely structured in Europe in this form. As an Austrian company, HERZ is highly successful in the HVAC industry on all continents, with 50 subsidiaries and 44 production facilities in 12 European countries. HERZ products are considered indispensable when it comes to efficient supply and long-lasting quality. That is why they are in high demand and successfully used worldwide, from Canada to the Fiji Islands.

## GREAT BRITAIN



Photo: HERZ

Once a centre of military strategy and secret meetings, now an icon of luxury: the Old War Office in London has undergone an impressive transformation. The historic building, which was once the workplace of some of the most influential politicians of the 20th century, has been converted into an exclusive hotel and residential complex – The OWO. The aim was to maintain a delicate balance between preserving the architectural heritage and providing state-of-the-art technical facilities. At the heart of this luxury project was a

heating and cooling system that combines maximum efficiency with maximum comfort. Numerous HERZ products were chosen, from drinking water valves to ball valves – a clear sign of quality and precision.

<input checked="" type="checkbox"/>	Capital city:	London
<input checked="" type="checkbox"/>	Language:	English
<input checked="" type="checkbox"/>	Area:	243.610 km <sup>2</sup>
<input checked="" type="checkbox"/>	Residents:	68,35 Mio.
<input checked="" type="checkbox"/>	Currency:	British pounds
		1 € = 0,83 GBP

## NORWAY



Photo: HIRSCH Servo

The Norwegian company BEWI is an international supplier of packaging, components and insulation solutions. BEWI relies on Austrian quality and uses numerous shape moulding machines including matching moulding tools from HIRSCH Servo to produce EPS fish boxes with lids. These enable smooth, adaptable and efficient production of EPS products.

HIRSCH Servo is part of the HERZ Group and is the European market leader in the production of EPP, Styropor insulation and packaging, as well as a successful global supplier of machines and mould-

ding tools for processing particle foams. In the technology sector, HIRSCH develops and produces energy-efficient and resource-saving systems for processing particle foams and fibre casting.

<input checked="" type="checkbox"/>	Capital city:	Oslo
<input checked="" type="checkbox"/>	Language:	Norwegian, Sami
<input checked="" type="checkbox"/>	Area:	385.207 km <sup>2</sup>
<input checked="" type="checkbox"/>	Residents:	5,6 Mio.
<input checked="" type="checkbox"/>	Currency:	Norwegian Krone
		1 € = 11,73 NOK





**570 Mio.**  
Annual turnover in euros



**3.100**  
Employees worldwide



**50**  
Subsidiaries



**44**  
Production facilities in 12 European countries

## HUNGARY

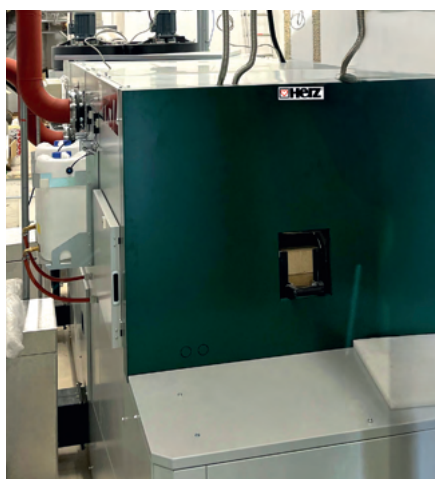


Photo: HERZ

In the picturesque small town of Bük in Hungary, the Greenfield Hotel Golf & Spa relies on modern and efficient heating technology from HERZ to reduce its heating costs. The previous gas heating system was replaced by a HERZ BioFire boiler with 1 MW output to provide a cost-effective and sustainable solution. Thanks to the modular design with combustion chamber and heat exchanger module, the HERZ BioFire was particularly suitable for installation through the narrow entrance into the hotel's 10x10 metre boiler room.

The system is fuelled by the hotel's own wood chips and is in operation at full load for the majority of the time. The automatic cleaning of the combustion chamber and heat exchanger, as well as the automatic ash removal, ensure minimal maintenance requirements and a high level of comfort.

<input checked="" type="checkbox"/>	Capital city:	Budapest
<input checked="" type="checkbox"/>	Language:	Hungarian
<input checked="" type="checkbox"/>	Area:	93.036 km²
<input checked="" type="checkbox"/>	Residents:	9,58 Mio.
<input checked="" type="checkbox"/>	Currency:	Forint
		1 € = 405,73 HUF

## UZBEKISTAN



Photo: HERZ

Tashkent, the capital of Uzbekistan, combines tradition and modernity – and this principle is also reflected in the Westminster International School in Tashkent (WIST). The school offers international education on a modern campus for children and young people aged 2 to 18 years.

HERZ double regulating and isolating valves were used to ensure that the buildings are operated energy-efficiently. These ensure precise control of the heating and cooling systems, guaranteeing a comfortable indoor climate in all areas –

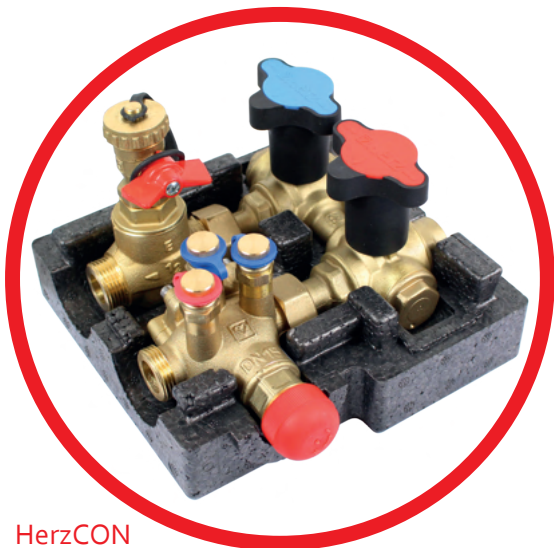
ideal for an environment where concentration and well-being go hand in hand. With reliable technology, HERZ is helping to ensure that WIST not only imparts knowledge, but also uses energy efficiently.

<input checked="" type="checkbox"/>	Capital city:	Tashkent
<input checked="" type="checkbox"/>	Language:	Uzbek
<input checked="" type="checkbox"/>	Area:	448.900 km²
<input checked="" type="checkbox"/>	Residents:	36,4 Mio.
<input checked="" type="checkbox"/>	Currency:	So'm
		1 € = 13.313 UZS

# OUR HEART BEATS GLOBALLY

## MARKET SITUATION WORLDWIDE

HERZ is synonymous with pioneering, time-saving, compact and efficient products for building technology. From Canada to the Fiji Islands, HERZ products are successfully in use worldwide. In order to continue exporting as an Austrian company all over the world, HERZ is strengthening its presence in all markets. In 2024, particular attention was paid to Southeast Asia, the Middle East and the New World. HERZ has expanded and strengthened its presence in these areas and expanded and intensified its partnerships.



HerzCON



Differential  
Pressure Control Valve

THE  
MOST PO  
PROD  
IN 20

### SOUTHEAST ASIA

Since 2009, HERZ has been making a decisive impact in Southeast Asia – the starting point was Vietnam. With projects such as the German House in Ho Chi Minh City and the Parliament building in Hanoi, the company proved its expertise early on. Since then, HERZ has steadily expanded its presence.

In 2024, Vietnam experienced a significant upturn in tourism, with 40% more visitors than in the previous year flocking to the country. Hotel construction is flourishing and investments are paying off. 'We are seeing an increased rise in hotel construction, healthcare and data centres in Vietnam. We are proud that

HERZ products are increasingly being used here,' says Zoran Bankovic, HERZ Vice President, adding: 'Vietnam will be one of the most exciting markets in 2024. Compared to the previous year, we have tripled our sales.'

The construction of data centres in Southeast Asia is booming. In Indonesia, HERZ was able to supply two Microsoft data centres last year. 'We are aware of the special requirements for data centres. The pressure fluctuations in cooling in large dimensions require the highest precision and durability in the products to ensure long-term operational stability and energy efficiency. Our products have pro-

ven themselves in these demanding environments and reliably meet the specific requirements,' explains Zoran Bankovic.

In Thailand, HERZ exhibited for the first time at the RHVAC (Refrigeration, Heating, Ventilation, Air Conditioning) Bangkok trade fair in 2024. 'We have seen a remarkable demand for our products. This positive response has prompted us to focus more on the Thai market in 2025 in order to meet this growing demand. In order to serve our local customers even better, we are already planning various activities for 2025, such as seminars, to promote the exchange of innovative solutions and sustainable technologies,' emphasises Zoran Bankovic.



## MIDDLE EAST

HERZ looks back on more than 25 years of partnerships in the Middle East. Many successful references and trade fair appearances strengthen HERZ's position in the Arab market.

Due to the attacks on ships in the Red Sea by the Huthi, who wanted to express their solidarity with the Palestinians in Gaza after their declaration, safe shipping traffic via the Suez Canal has been severely disrupted. 'Deliveries from Europe have been problematic since the beginning of 2024, as we usually use the Suez Canal. Since then, we have been taking the Cape of Good Hope route, which goes around Africa, to our branch in the Emirates. Usually the goods are on the

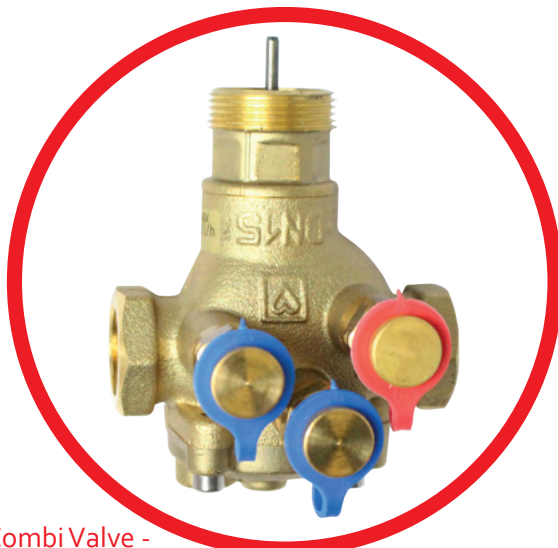
road for three to four months,' reports Zoran Bankovic. The HERZ branch in the Emirates serves more than 30 countries. To avoid delays in delivery, HERZ delivers large quantities to its subsidiary.

'From technical advice and design to follow-up – we provide our customers with comprehensive support. This comprehensive support, together with the quality of our products and special solutions for these regions, such as HerzCON – our direct connection for fancoils, is a key reason for our success,' says Zoran Bankovic. In 2024, HerzCON recorded strong sales figures in the Middle East and Southeast Asia. Other successful products in these regions also include HERZ

isolation valves, cooling system solutions, branch valves and control and regulating valves. 'Energy efficiency is also a crucial issue in the Middle East. Producing cold water for cooling systems is costly and ultimately very expensive. That's why we are seeing a great deal of interest in the precision and quality of our products,' explains Zoran Bankovic in an interview with HERZ News.

For 2025, HERZ is setting a clear focus on Saudi Arabia and India in the Middle East. In Saudi Arabia, the market is showing remarkable growth, which indicates a successful economic environment. HERZ aims to further expand this positive development.

## THE POPULAR PRODUCTS 2024



Combi Valve -  
Pressure Independent Control Valve



Regulating  
Valve

Photos: HERZ

## THE NEW WORLD

Although the Canadian market is characterised by a strong reliance on fossil fuels, HERZ has been able to make significant progress and lay the foundation for further growth in the boiler systems sector. 'Canada is on the threshold of an energy revolution and we are ready to actively shape this change. Fossil fuels still dominate the market, but the potential for renewable energies is enormous. Our quality is convincing more and more customers to switch to sustainable solutions. Together with our competent partners, who understand the market and recognise the necessity of a green future, we are resolutely driving this change forward,' says Ing. Patrick Passegger, Export

Manager at HERZ Energietechnik.

In addition, there are Canadian standards and lengthy certification processes for boiler systems, which primarily serve as a market protection instrument to slow down European manufacturers. 'Our products meet all European standards at a high level. Nevertheless, we face considerable bureaucratic hurdles in Canada,' explains Patrick Passegger.

Despite these hurdles, in addition to the firematic boilers that have already been certified in the 150–500 kW output range, HERZ Energietechnik was able to export large boilers in the 1–1.5

MW output range to Canada last year.

'The biomass market is growing noticeably. In addition to our large boilers, we have also successfully advanced the certification process for our small boilers in the 45–60 kW output range. The first orders in this segment for 2025 have already been received,' says export manager Patrick Passegger, who is aiming for targeted expansion of the small boiler market in 2025.


In the area of valves, HERZ is focusing on surface heating and cooling systems for 2025, which offer promising market potential in Canada. 



Photo: HERZ/Michael Schmidt

Michael Schmidt, General Manager at Wollsdorf Leder. In the background, the 9 megawatt BINDER boiler in Uruguay.

## FIRE AND FLAME FOR BIOMASS

### 9 MW BOILER CROSSES THE ATLANTIC

Michael Schmidt had a colourful career before taking over the position of General Manager at Wollsdorf Leder, a company that has been family-run for generations. He worked in the field of marine propulsion and power plants from Canada to South America before specialising in sustainable energy solutions. Biomass technology, in particular, has fascinated and influenced him. He has done pioneering work to establish efficient and environmentally friendly heating solutions in Chile and Uruguay. In the interview, he talks about his experiences, challenges, and successes – and why he is so impressed by BINDER Energietechnik from Bärnbach, a company of the HERZ Group.

**HERZ News:** Mr Schmidt, you spent many years in Chile and Uruguay. How did that come about?

**Michael Schmidt:** In 1987 I emigrated to Canada, but I quickly got bored there. So I bought a VW bus and went to South America. I lived in the bus for 18 months, travelled the whole area and finally got stuck in Chile in 1990.

**HERZ News:** So Chile was a spontaneous decision. How did the sale of biomass plants come about?

**Michael Schmidt:** In Chile, a lot of hea-

ting was done with biomass, but under very precarious technical conditions and with enormous emissions. There was also a belief that biomass boilers could not provide the desired high outputs. I wanted to show that biomass can be converted very economically with lower emissions and so I founded my own company in Chile and imported BINDER boilers from Austria.

**HERZ News:** What challenges did you face in the process?

**Michael Schmidt:** The biggest challenge was getting customers to change their

thinking. Our boilers were more expensive than the local models. Most people thought in the short term, preferring low investment costs to long-term savings. That's why we started by installing the boilers ourselves and selling the energy for the time being. This enabled us to show that it was cheaper and better than before. After that, the market began to open up.

**HERZ News:** How has the biomass market developed in Chile?

**Michael Schmidt:** It was difficult at the beginning. Most of the domestic boilers

were hand-fed and had poor efficiency levels. The operators employed two or three workers just to fill the boiler. If they fell asleep while doing it at night, the boiler would go out (laughs). We introduced a new technology for Chile with modern, fully automatic low-emission boilers that work economically and in an environmentally friendly way. It was a very demanding business, but we succeeded.

**HERZ News:** Which project in Chile are you most proud of?

**Michael Schmidt:** We have completed many projects in Chile, from hotels to fitness centres. However, our most important showcase project was a local heating project in the middle of Santiago de Chile, two blocks from the Ministry of the Environment. In 2012, we installed a 3-megawatt hot water boiler from BINDER, which is still in operation. 22 buildings with around 2,600 apartments are connected to it, which are supplied with heating and hot water. Whatever burns is used as fuel – from wood chips and pellets to olive stones and plum stones. When we realised the project, we could see astonished looks out of the window of the Ministry of the Environment (laughs).

**HERZ News:** I guess because they were really enthusiastic?

**Michael Schmidt:** Chile still has a major problem with air pollution. With this project, we were able to show that biomass

can be used for heating in the city centre without causing any emissions problems. This was unheard of in Chile before.

**HERZ News:** What was the situation in Uruguay?

**Michael Schmidt:** In Uruguay, we implemented a process energy system for a large sawmill in 2016. A 9-megawatt steam boiler from BINDER is used for the wood drying process. Since then, the plant has been operating at full capacity every day. The remarkable thing about the plant is that the planned and unplanned outage hours are well under 240 hours a year. That's nothing at all, please. A boiler of this size that runs for years without problems in continuous operation is a rarity.

**HERZ News:** Why BINDER?

**Michael Schmidt:** I was also on the supervisory board of our family company Wollsdorf. This meant that I had to travel to Austria four times a year to attend the supervisory board meetings. BINDER was not far from our location, so I went there directly to take a look at the boilers. Everything worked well from the outset. Why should I change something that is running perfectly?

**HERZ News:** Which BINDER features have particularly impressed you?

**Michael Schmidt:** One of the biggest advantages of BINDER is, of course, the

low failure rate. In addition, the BINDER boilers are optimised for container transport. We have even transported the 9-megawatt boiler in containers to Uruguay. Nobody can do that but Binder. Another major advantage is the pre-assembled design. The boilers are put together at the BINDER factory and then prepared for transport in a modular design. This gives me the certainty that no rework is required at the construction site. This saves time and prevents expensive problems at the construction site.

**HERZ News:** After all these years in South America, you are now back in Austria. Why?

**Michael Schmidt:** Chile has changed. There has been chaos there since 2019. It is no longer the country I knew. So I came back to Austria and work in our family business.

**HERZ News:** As far as I know, a large BINDER system is currently being produced for Wollsdorf. Will we see you again after commissioning for another interview?

**Michael Schmidt:** This will be an interesting showcase project. We will conduct a separate interview to show how versatile a biomass boiler can be, while keeping the investment affordable.

**HERZ News:** That sounds exciting. I'm looking forward to it. Thank you for the revealing insights into the world of South Americans. ☑



## The Pope who divided the world

In the 15th century, Portugal was the leading seafaring nation, exploring the African coast and searching for a direct sea route to India. However, with the discovery of America in 1492 by Christopher Columbus under the Spanish flag, the rivalry between the two Catholic naval powers. Pope Alexander VI provided the solution to settle the emerging competition: a demarcation line from the North Pole to the South Pole, about 2,300 km west of the Cape Verde Islands, was drawn to divide the newly discovered territories

of the Western world. Spain received the rights to all western territories, Portugal to the eastern ones. But Portugal felt disadvantaged, which is why the line was moved a further 1,770 km to the west. This was laid down in the Treaty of Tordesillas in 1494. As a result, Spain secured the territories that now comprise Chile and Uruguay, while Brazil – which at that time had hardly been mapped – came under Portuguese influence. It was a pact that shaped the map of South America for centuries. ☑





Photo: HERZ

## HEAT AND EFFICIENCY COMBINED

# HERZ DISTRICT HEATING TRANSFER STATIONS & DISTRICT HEATING VALVES

District heating is not only an environmentally friendly and efficient way of supplying heat, but also an important building block for sustainable energy concepts. Reliable components are crucial to realising this technology's full potential. HERZ offers a comprehensive range of district heating transfer stations and district heating valves – from precise control to efficient distribution. Whether for residential buildings, hotels or commercial properties, our solutions ensure maximum efficiency, comfort and sustainability.

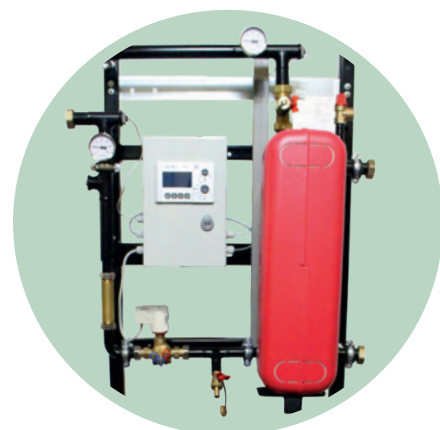
### HERZ District Heating Transfer Stations

HERZ District Heating Transfer Stations play a central role in the efficient distribution of heat in residential and commercial buildings. As the link between the district heating network and the consumers, the district heating transfer station transfers and measures the delivered heat quantity and enables integration into a remote monitoring and control system.

HERZ offers customisable district he-

ating transfer stations depending on the application. The following applies in principle: On the primary district heating side, the output of all district heating transfer stations is controlled electronically. The installation of a heat meter is prepared. The good accessibility of components enables user-friendly maintenance. Particular attention is paid to the training of users by HERZ specialists in the operation and maintenance of the district heating transfer station.

### HERZ District Heating Transfer Station 16 - 213 kW



The HERZ District Heating Transfer Station 16 - 213 kW particularly stands out due to its compact design. The model is ideal for supplying single- and multi-family homes, but also for commercial enterprises, and is available in 13 different output sizes. A generously dimensioned stainless steel heat exchanger and the corresponding pipework guarantee low pressure losses on both the district heating side and the heating side.

Depending on the power range and temperature, the station is designed to be either wall-mounted or free-standing. The following applies as a guideline:

- ☑ Wall-mounted:  
16 kW; 32 kW; 47 kW; 63 kW; 78 kW.
- ☑ Floor-standing:  
93 kW; 108 kW; 122 kW; 135 kW;  
148 kW; 172 kW; 194 kW; 213 kW

This guideline applies at primary temperatures of 85/52 °C and secondary temperatures of 70/50 °C.

### HERZ District Heating Transfer Station 20 kW - 4 MW



HERZ district heating transfer stations 20 kW - 4 MW are designed according to the special requirements of the respective plant. As a wall-mounted station or as a free-standing district heating transfer station with a steel frame and adaptable height, the dimensions can be adapted to the intended installation location. Depending on the dimensions, the stations can be delivered as a single unit or in several modules. All stations are factory tested and ready for use.

## HERZ District Heating Valves

HERZ offers a wide range of district heating valves, from differential pressure controllers to pressure independent control valves, both threaded and flanged. District heating valves are installed in house transfer stations in the district heating network on the primary side. The advantage is that the application range for temperatures up to 150 °C and operating pressures between 16 - 25 bar is guaranteed. This is ensured by special seals made of EPDM (ethylene-propylene-diene rubber). The installation dimensions of HERZ District Heating Valves, which have been adapted to the market, enable easy installation even in existing systems.

### HERZ Combi Valve - Pressure Independent Control Valve

HERZ Combi Valve - Pressure Independent Control Valve is a fully pressure-relieved automatic control and regulating valve that combines several functions in a single product. By combining the functions of a control valve, regulating valve, differential pressure control valve and isolation valve in a single housing, both space and costs can be reduced.

Easy operation with setting of the desired flow rate as a percentage of the maximum flow rate also saves on commissioning time. External pressure fluctuations are compensated within the differential pressure range, making the combination valve independent of the differential pressure. The valve automatically limits the volume flow in the selected part of the system to the set value by detecting and compensating for all pressure fluctuations.

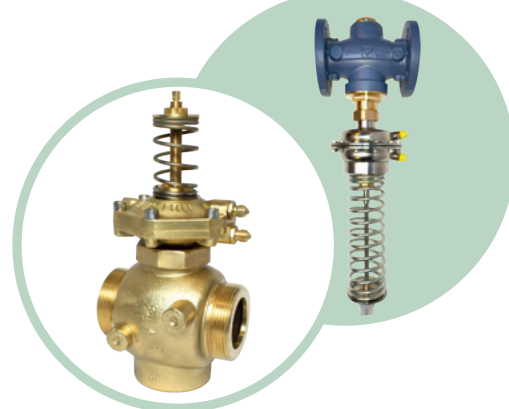


## HERZ 2-port Valves



The pressure-relieved 2-port valve is used primarily to regulate the volume flow in district heating and HVAC systems. It can also be used to open and close circuits.

### HERZ Differential Pressure Control Valves



HERZ Differential Pressure Control Valves regulate the difference in pressure between the supply and return flow of a system by adjusting the flow of the heating or cooling medium in a system at the correct pressure. The desired differential pressure setpoint can be set between 50 kPa and 150 kPa. By using differential pressure control valves and ensuring hydraulic balancing, energy consumption in heating and cooling systems can be significantly reduced. ☑





HERZ team welcomes the vocational school Spittal an der Drau in Smartno pri Litiji.

Photo: HERZ

## THE PATH OF KNOWLEDGE

### VOCATIONAL SCHOOL SPITTAL AN DER DRAU IN SLOVENIA

HERZ has been committed to training the younger generation for many years and is actively working to make the profession of installer more attractive to students and apprentices. With the clear aim of strengthening the expertise of future installers, HERZ regularly offers training for schools throughout Austria to provide them with a practical insight into the world of heating and cooling systems and their intricacies. This time, the trip was to the modern and highly automated HERZ d.o.o. factory in Smartno pri Litiji, Slovenia.

The vocational school in Spittal an der Drau in Carinthia offers training in 11 different apprenticeships. HERZ invited the apprentices in plumbing and building services engineering on a day trip to its factory in Slovenia. The apprentices and teachers were personally welcomed by HERZ owner Gerhard Glinzerer and HERZ d.o.o. managing director Damir Rutar. After a company presentation and an introduction to the world of hydraulic balancing, the apprentices were given

a tour of the production facilities. They were able to see first-hand how the end piece they work with is made from forged brass. 'It was very exciting to see the processes in the factory, how the materials are processed and how a fitting or valve is created step by step,' says Marco, an apprentice at the technical college in Spittal an der Drau.

#### Quality in every detail

HERZ has a highly automated factory in Smartno pri Litiji that is equipped with state-of-the-art machinery. A wide range of products are manufactured here, from various valves, stainless steel manifolds and drinking water fittings to fine taps. Each product undergoes a thorough and strict quality control not only during production but also after completion. In this way, HERZ guarantees 100% safety and





**Apprentices on a tour of the production facility in Slovenia.**



**Teachers and apprentices at a lecture in the HERZ training centre in Smartno pri Litiji.**

Photos: HERZ

the highest quality in all areas, in order to meet the most demanding requirements.

### HERZ training for the designers of tomorrow

HERZ is convinced that young people should be given comprehensive information during their training. This includes seeing and experiencing how products that they will use later in their professional lives are manufactured. Whether apprentices or students from technical colleges, HERZ is committed to passing on as much knowledge as possible to the younger generation, whether it be through specialist books or through training and excursions. 'I really liked this excursion because you could tell that the apprentices were really valued,' says apprentice Manuel. The positive feedback from the apprentices after the excursion once again emphasises how important it is to value young talent in order

to attract them to the industry and retain them in the long term.

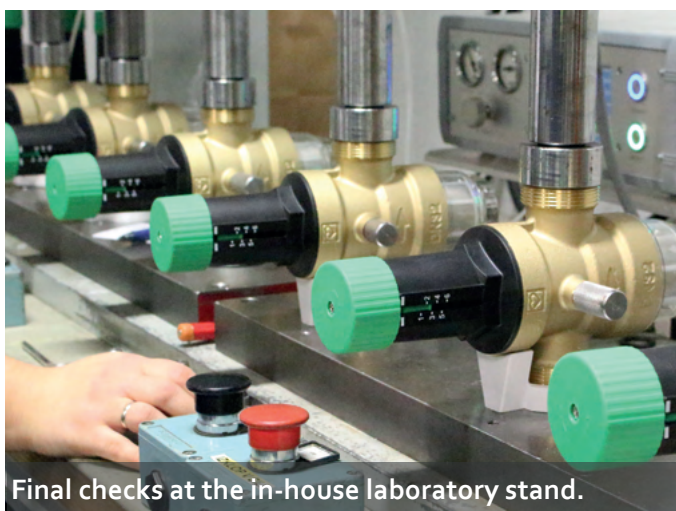
### Education is HERZ

HERZ offers not only apprentices but also skilled employees comprehensive training on specialised topics. Whether in Vienna, Pinkafeld, Kemetten, Rohrbach or in the subsidiaries in Slovenia, Serbia, Poland, Ukraine, Latvia, the Netherlands or Kazakhstan – this offer is used in many countries to promote professional expertise at the international level. Before the coronavirus pandemic, HERZ welcomed around 8,000 visitors a year to the group, most of whom also completed technical training at HERZ. Given the rapid developments in the areas of energy efficiency, automation and sustainability, it is essential that professionals receive continuous training to keep pace with the latest technologies, best practices and legal requirements.

HERZ training courses provide the opportunity to deepen your understanding of complex systems, minimise errors, maximise safety and increase the efficiency of buildings. That is why many companies take advantage of this opportunity for future-oriented investment in the expertise of their specialists.

### Interesting, free and delicious

HERZ training courses can be individually tailored to school groups or professionals. In the modern HERZ training rooms in Vienna's 23rd district, both small and large groups of up to 40 people are trained in theory and practice. A freshly cooked traditional lunch is of course provided for full-day training courses. Appointments can be made at any time at [herznews@herz.eu](mailto:herznews@herz.eu). ☑



**Final checks at the in-house laboratory stand.**



**Automated production process.**

Photos: HERZ



# HERZ DYNAMIC THERMOSTATIC VALVES

The proven functionality of a classic thermostatic valve is skilfully combined with a differential pressure controller in a single housing.



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