



NEWS

Issue October 2025

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Dear Readers,

generous funding for an indefinite period initially opens up new opportunities – but an abrupt stop creates uncertainty and makes necessary planning more difficult, both for companies and final consumers. “Plannability and foresight that go beyond a legislative period are the solution,” says the new Federal Guild Master of Installers, Anton Berger, in a conversation with HERZ News. The State Guild Master of Tyrolean Installers, Veronika Opbacher-Egger, expresses it aptly in

a separate interview: “The industry needs reliability.” At its core, the industry is in agreement – change is needed.

In this issue, we have taken a close look at the current situation in Austria – but the world is bigger than Austria. In our series HERZ Global, we are turning our gaze this time to Indonesia. The world’s largest archipelago has, in recent years, become one of Southeast Asia’s most important growth markets. Strong and precise cooling solutions are in demand in this economically “hot” market. Beyond the hospitality sector, data centers are increasingly coming into focus – and this is exactly where HERZ shows a particular strength: comprehensive expertise in cooling and precise, reliable products that are valued worldwide.

Enjoy your reading,

Nurgül Akbas
Editor-in-Chief, HERZ News

P.S.: Would you like to share something with us or be featured in the next issue? We welcome all feedback, suggestions, and ideas from you via email at: herznews@herz.eu

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Note: For better readability, the masculine form is used for personal nouns, which of course refers to female as well as all other gender identities.

REALITY INSTEAD OF RHETORIC

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

A brief addendum to the latest edition of our HERZ News: The HERZ Foundation has been registered and is awaiting its first dividend payment from HERZ Industries GmbH. The balance sheets of the group companies as at 31st March 2025 are ready and we can get started in the autumn. In case any readers are wondering whether the author of these lines took Mr. Benko as a role model – the answer is a resounding NO. First and foremost, our lending banks want to see current annual financial statements, possibly collateral and a regular flow of information on the development of the group of companies. I simply lack the aura and charisma of the fallen tycoon.

But back to the current situation: The situation in the insulation materials sector remains difficult, with the massive slump in building construction in Germany and France posing a real challenge for HIRSCH Servo AG. Boilers and heat pumps are developing well, following a significant adjustment of the workforce to market realities. The fittings sector continues to prove truly stable: Back in the 1990s, we seized the opportunity to expand our customer base in Eastern Europe and today we are very well represented with fittings in these countries, but also increasingly in the hot countries of Arabia, the Philippines and the Fiji Islands, where we are growing and operating successfully with special products for air conditioning thanks to an excellent team working from the Emirates.

Nothing good comes from Brussels: The scope of reporting requirements continues to increase and is almost impossible to manage in terms of costs. For the bureaucracy, every new regulation and every new reporting requirement is a stimulus for growth, as it means new departments in authorities and ministries, combined with an increase in staff. This was clearly illustrated in Parliament when the government bench was rebuilt, as the government, which had come to power under the slogan 'SAVINGS', had to extend the government bench with a row of chairs.

The additional cost burden caused by excessive bureaucracy ultimately forces us to relocate jobs to other countries. The never-ending high inflation allowed by the government and the resulting compensation for inflation through collective agreements means that employee costs in neighbouring EU countries are between a third and a quarter of the costs



in Austria. None of this has harmed those responsible, the Chancellor, Finance Minister and Economics Minister of the former government, who have risen to the highest offices in Europe and Austria, while numerous small and medium-sized enterprises have had to take the proverbial path to the former Vienna Commercial Court, where insolvencies and settlements have been filed for decades. Of course, the malaise in the German mechanical engineering and automotive industries has also contributed to this, as have the Austrian framework conditions, which have not really allowed companies to build up a reasonable equity ratio to cope with difficult economic times. The sharp rise in government debt does not bode well for small and medium-sized industry as a whole. The governing parties do not want to cause their own clientele any pain, so the debt ratio is rising. In addition, interest rates for the economy are still relatively high, further straining the profitability of companies, many of which are heavily financed by external sources.

So it won't be boring; we have to move, act and fight. Unfortunately, a significant portion of the energy required for this is used to deal with bureaucracy and cannot be used in the interests of our customers: For service, training, new product development, expansion of the global sales network and, ultimately, for successful competition with other market participants.

But perhaps everything will turn out differently and the above remarks are influenced by the shortening days, rain and fog. Wishing you a wonderful autumn,

Gerhard Glinzerer



Veronika Opbacher-Egger,
Managing Director of
Opbacher Installateurs and
State Guild Master of Tyrol.

THE INDUSTRY NEEDS RELIABILITY

VERONIKA OPBACHER-EGGER IN CONVERSATION

For the past five years, Veronika Opbacher-Egger has co-managed the family business Opbacher Installateure with her sister—one of the largest companies in Tyrol, employing 250 people across four locations. She has a total of 15 years of experience within the company. At the same time, she is representing the interests of installers in Tyrol as State Guild Master for eleven years. Two demanding roles that she fulfills with clear communication, foresight and grounded practicality. In conversation with HERZ News, she shares her experiences and talks about real needs of the industry and the market changes.

HERZ News: Mrs. Opbacher-Egger, you run a long-established family business together with your sister. What was it like for you to step into management?

Veronika Opbacher-Egger: We're a "three-girls household" and literally grew up with the trade. Back then, the company was integrated into our family home. Stepping into the business was therefore a natural path. The handover didn't happen all at once, but step by step. Our parents are still involved, which is important

to us and something we're grateful for. With 250 employees, there are plenty of areas to manage and the combination of experience and new ideas works very well.

HERZ News: Having family and business under one roof isn't exactly easy. How do you manage to find the right balance?

Veronika Opbacher-Egger: It's actually very important to set clear boundaries. At lunch, for example, we strictly don't

talk about the company—those moments are only for family. This way, the business stays professional while family life remains intact.

HERZ News: Where, in your view and experience, is the greatest pressure or challenge currently in the industry?

Veronika Opbacher-Egger: The greatest pressure currently comes from pricing. Customers request a quote from us and then compare only the material prices

online. We can't compete with that—and that's not our goal. We don't just sell a product; we provide a complete service: from consultation and planning to execution and support. That's where our value lies. Nevertheless, we feel that the price competition is increasing.

HERZ News: How do you manage to remain stable as a company in this environment?

Veronika Opbacher-Egger: The key word is flexibility. Anyone who focuses solely on one area today will have a hard time. We cover the full spectrum—from single-family homes to industrial facilities. When one area weakens, another compensates. In my view, an installer should always see heating, plumbing, and ventilation as a whole—that's what makes our profession strong and future-proof.

HERZ News: Subsidies are a hot topic in the industry. How has customer behavior changed as a result of these incentives?

Veronika Opbacher-Egger: To some extent, we notice that customers are increasingly recognizing the savings potential of new technologies—though not always enough to make investment decisions easier. Many still prefer immediately visible purchases, like a vacation or a new TV. Nevertheless, there is a gro-

wing understanding that more efficient systems can significantly reduce ongoing operating costs.

HERZ News: How do you view the developments of the past few years in this regard?

Veronika Opbacher-Egger: The subsidies were designed to be too high and too short-term. When 80% of a heat pump is subsidized, it seems attractive at first glance, but in the end, we all pay for it through taxes. Now we have enormous national debt and suddenly no subsidies at all. This back-and-forth is harmful because it creates uncertainty for both customers and businesses.

HERZ News: So you're in favour of lower subsidy rates, but over a longer and more stable period?

Veronika Opbacher-Egger: Definitely. A moderate but long-term secured subsidy makes much more sense. If a customer knows they can rely on support over the next five years, they can plan—and so can we as businesses. Many customers don't have immediate financial resources or the necessary planning certainty for investments—not least due to constant changes in subsidies and price increases in recent years. The industry needs reliability.

HERZ News: You have represented the industry in Tyrol for eleven years as State Guild Master. How did that come about?

Veronika Opbacher-Egger: I was 24 when I was suggested to take on the position. At first, I thought, "What am I supposed to do there?" (laughs). I had to learn the ropes, but I was welcomed very warmly from the start. The biggest benefit has been the network: many friendships, plenty of insights, and constant exchange on industry-specific topics.

HERZ News: Which projects are currently a priority for the guild?

Veronika Opbacher-Egger: We've completely revamped the apprentice training program. The old curriculum was based on an outdated school system, so we updated everything to reflect new technologies, renewable energies, and practical experience. The training now lasts four years instead of 3.5, and we are rolling the system out step by step—of course in coordination with the Federal Guild.

HERZ News: A highly discussed topic is the "best bidder" principle in public tenders. How do you assess the situation as State Guild Master?

Veronika Opbacher-Egger: It's problematic when only price matters. In Tyrol, for example, we compete with compa-

Veronika Opbacher-Egger gave HERZ News a warm welcome at the company headquarters in Fügen, which also accommodates Opbacher Installateure's largest showroom.



nies from South Tyrol and Bavaria, which operate under completely different wage and tax conditions. That isn't fair for local businesses. We advocate that other factors should also be considered in evaluations, such as the number of skilled workers, apprentices, master qualifications, response times on construction sites, and similar criteria. This ensures quality is maintained and businesses remain competitive. Price should never be the sole deciding factor.

HERZ News: What personally motivates you in your dual role as business owner and State Guild Master?

Veronika Opbacher-Egger: It's the network and the overview that motivate me. As a business owner, I directly benefit from conversations with other companies and insights into the industry. As State Guild Master, I can represent the interests of installers and actively help ensure that our framework conditions remain practical and implementable.

HERZ News: What are your expectations for the development of the industry in the coming years?

Veronika Opbacher-Egger: I hope for more calm and stability. The past few years have been marked by extremes: too much or too little work, supply bottlenecks, price spikes, over-subsidization, and then sudden stops. This leaves customers unsure when to invest and businesses without the ability to plan. Reliability would be the key—both for companies and for end customers.

HERZ News: Thank you for the open conversation. Your insights clearly show how important stability and reliability are for the entire industry—and we greatly appreciate you sharing these perspectives with us. ☑


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DYNAMIC THERMOSTATIC VALVES

Precise control and automatic balancing: the combined functions of a thermostatic valve and differential pressure regulator ensure a constant flow despite pressure fluctuations—automatically and independently, with no need for readjustment. The result: the desired temperature, at the desired time, in the desired place. Achieve maximum energy efficiency with minimal effort.





From left to right: HERZ Export Manager Frank Tesar and Rasenplan GmbH Managing Director Eric Hardman, MBA—on site before kickoff at the new ÖFB Campus.

ALWAYS ON THE BALL

HERZ AT THE NEW ÖFB CAMPUS

The Austrian Football Association (ÖFB) is opening a new chapter: with the construction of the ÖFB Campus in Seestadt Aspern, Austrian football now has its first central training and administrative center. The recently completed facility offers short distances, modern infrastructure, and optimal training conditions—from youth academies to the national team. Seestadt Aspern thus becomes the central hub of Austrian football, demonstrating how top-level sports performance and sustainable technology can go hand in hand.

Everything in one place

Until now, the ÖFB had its offices at the Ernst Happel Stadium, while the national teams trained at various locations. With the new campus, administration and training infrastructure are brought together for the first time. The centerpiece: a small stadium with just under 1,000 seats and a total of five playing fields—four natural grass and one artificial turf. In the future, ÖFB national teams as well as coaches and support staff will work here under professional conditions.

Particular attention is given to the five pitches, which Rasenplan GmbH equipped with an innovative combination of turf heating and cooling through piped grass grids. "Our turf system allows installation at just 16 cm depth. This enables operation with supply temperatures in the range of the groundwater—10 to 12 °C—thus in the low-temperature range. This allows our clients to save up to 80 % energy annually," says Eric Hardman, Managing Director of the Swiss Rasenplan GmbH. The entire energy supply at the ÖFB Campus is provided via groundwater—locally sourced and completely CO₂-free.

Reliable technology beneath the turf

HERZ components are also part of the system—unobtrusive but indispensable when it comes to tightness, safety, and durability. "We're pleased that, among other things, our HERZ press fittings are used in this special environment. It demonstrates the versatility of our systems—from residential buildings to offices, industry, and sports facilities," says Frank Tesar, Export Manager at HERZ. This shows that large projects often rely just as much on the invisible details. ☑



Partners and planners from Indonesia visiting the HERZ headquarters in Vienna.

HOT MARKET – COOL SOLUTIONS

HERZ IN INDONESIA

Indonesia, the world's largest archipelago, is home to over 280 million people, making it one of the most populous countries on Earth. With more than 17,000 islands, Indonesia is a culturally and economically diverse nation that has become one of Southeast Asia's most important growth markets in recent years. HERZ has been active in Indonesia since 2014, supporting market development and assisting planners and partners through practical training and efficient building technology solutions.

Economic Situation

After the slump during the COVID-19 pandemic, Indonesia's economy has recovered remarkably and is now among the fastest-growing in Southeast Asia. The economy is largely driven by raw material exports, particularly nickel, coal, gas, and copper. Indonesia is the world's largest exporter of nickel and also holds the largest reserves—a decisive advantage amid growing demand for batteries and electric mobility.

At the same time, international companies are investing heavily in the hos-

pitality sector, data centers, and infrastructure. Sustainable construction and energy-efficient solutions are gaining importance, while stable economic growth creates opportunities for reforms and modernization of infrastructure.

New Capital: Nusantara

The current capital, Jakarta, is reaching its limits: traffic, environmental pollution, and population growth already made a rethink necessary in 2019 and led to the idea of a new capital. Nusantara, on Borneo, is being planned as a smart city designed to meet international standards in

architecture, infrastructure, and sustainability—a project that will significantly increase demand for modern building technology.

HERZ in Indonesia

HERZ has been active in the Indonesian market since 2014. "Our first impression was clear: the country has enormous potential, but technical knowledge was often lacking," recalls Zoran Bankovic, Vice President of HERZ, who has overseen operations in Indonesia from the start.

Indonesia is also a highly competitive

market, with many Asian brands offering low prices. To overcome this challenge, HERZ focused from the outset on training and seminars for planners, consultants, and partner companies. "For a long time, static control systems were the standard in Indonesia. We wanted to show that dynamic control saves costs in the long term and is much more efficient," says Bankovic.

With international investors and stricter energy efficiency requirements, low-CO₂ construction and sustainable solutions are becoming increasingly important. "We feel that price alone is no longer decisive. The trend is clearly moving toward quality," emphasizes Bankovic.

Expertise and quality: The key to success

In the hospitality sector, HERZ is also a familiar name in Indonesia: from luxury resorts like Six Senses Uluwatu in Bali to the DoubleTree by Hilton on Java, renowned hotels rely on HERZ products. "Planners and operators trust the quality and are happy to use HERZ solutions, even when we propose new approaches," explains Bankovic. In a price-sensitive market, he considers this a remarkable achievement. Today, HERZ products are even being specified directly in project tenders.

For stability and precision: Data Centres with HERZ

In recent years, a new sector has gained significant importance: data centres. In-

Did you know that...

... Indonesia, with around 240 million believers, is the most populous Muslim country in the world—ahead of Pakistan and India?

Religion plays a significant role in daily life in Indonesia: business appointments are not scheduled during prayer times, especially not at midday on Fridays. During the fasting month of Ramadan, business activities are noticeably limited. In addition to Islam,

Christianity, Hinduism, Buddhism, and Confucianism are also officially recognized.



Masjid 99 Kubah:
Mosque with 99 domes in Sulawesi.

ternational technology companies are investing in Indonesia with high demands for stable and precise performance. "We understand the challenges that data centres bring—worldwide, we have successful references in this field. Precision is crucial here, as deviations of just one or two degrees can have critical consequences," emphasizes Zoran Bankovic.

HERZ has clearly positioned itself in this segment: three out of four data centres of a globally leading technology company in Indonesia are equipped with HERZ products. With a wide range of valves, including large-diameter models, HERZ ensures the required precision. "This is not only proof of quality but also of the intensive support and technical assistance provided by HERZ—both before and after the project," explains Zoran Bankovic.

Highly sought-after HERZ Solutions

Among the most in-demand products in Indonesia are, among others, balancing valves, differential pressure regulators, combined valve-flow controllers, and drinking water solutions. HerzCON holds a special place: as a direct connection for fan coils, HerzCON is a key component in numerous projects. The compact unit combines multiple functions—from controlling and regulating to flushing, draining, shutting off, and filtering—and also impresses with quick installation and space-saving design.

Reliability as a competitive advantage

While many European manufacturers are currently struggling with delivery bottlenecks—such as those caused by the Suez Canal blockage—the role of the HERZ branch in the United Arab Emirates is becoming increasingly important. Short delivery times and immediate availability are a decisive competitive advantage.

HERZ sees itself not just as a supplier but as a long-term partner, staying true to this approach in Indonesia as well. "We continue to support our customers reliably and personally even after purchase," says Zoran Bankovic. With technical support and on-site assistance, HERZ remains closely involved in its projects and aims to further expand its presence in Indonesia. "We see the market continuing to move toward quality and sustainability. That is exactly what our products are designed for," he concludes. ☑



HERZ Seminar in Jakarta 2025: In the Indonesian capital, partners, planners and installers came together for an intensive exchange. The focus was on practical training and the presentation of energy-efficient and modern HERZ solutions for the local market.

Modern technology means lower energy consumption with the same or even greater comfort—and no need to feel guilty about a warm home. That's why HERZ continuously develops innovations and efficient product solutions, ensuring this comfort remains affordable for everyone.

The Austrian HERZ Group, with its focus on energy efficiency and related production of biomass systems, heat pumps, valves, district heating stations, control technology, and insulati-

on materials, provides the products needed for efficient supply solutions—and is uniquely structured in this way within Europe.

As an Austrian company, HERZ is highly successful in the HVAC industry worldwide, with 50 subsidiaries and 44 production sites across 12 European countries. HERZ products are considered indispensable when it comes to efficient supply and long-lasting quality. For this reason, they are in high demand and successfully used around the world—from Canada all the way to the Fiji Islands.

LATVIA



Red-White-Red – the colors of Austria – but this time the focus is on Latvia: In the north of the country, in the town of Ape, HERZ Baltija Ltd. modernized the heating system of the local music school this summer, converting it to an energy-efficient pellet heating system. A pelletstar-H series pellet boiler with a nominal output of 14 kW was installed, complemented by a completion package with screw discharge, a 300-liter buffer tank, and a sack silo for pellet storage as a flexible alternative to a conventional fuel storage room.

A central part of the project was also the technical redesign of the boiler room by HERZ: it was planned in such a way that all technical components could be optimally integrated and safely housed. 

	Capital:	Riga
	Language:	Latvian
	Area:	64.589 km²
	Population:	1,86 Mio.
	Currency:	Euro

SWITZERLAND



Photo: Heim AG

Even Switzerland relies on Austrian quality in the field of sustainable energy production. Together with our Swiss partner Heim AG, BINDER Energietechnik implemented a new district heating system in the municipality of Mattstetten for the utility Hohrain AG, planned by the regionally based company GUNEP AG. Previously, heating and cooling were provided decentrally via individual heaters.

To ensure efficient and reliable energy supply, a high-performance BINDER hot water boiler, type RRK1200-1650, with 1,600 kW was put into operation. The woodchip-fired boiler operates with op-

timized emission reduction through a multi-cyclone and dust filter. It already supplies 200 residential units as well as an industrial building.

The results are convincing: operators, planners, and customers are very satisfied—and a second BINDER boiler is already planned for expansion. 

	Capital:	Bern
	Language:	German, French, Italian, Romansh
	Area:	41.285 km²
	Population:	8,85 Mio.
	Currency:	Swiss Frank 1 € = 0,94 CHF

570 Mio.

Annual Revenue in Euros



3.100

Employees Worldwide



50

Subsidiaries



44

Production Sites in 12 European Countries

HUNGARY



In Hungary, a new warehouse and logistics hall was built for the well-known supermarket chain Lidl. The goal was to ensure a stable indoor climate, with simultaneous heating and cooling operation possible. For the implementation, the installation company Market GmbH relied on HERZ products, which convinced through reliability, quality, and cost-effectiveness.

To meet the demands of the large facility and to ensure efficiency, especially in cooling operation, robust flange valves such as STRÖMAX balancing val-

ves, combination valve flow regulators, and 3-way control valves were used. These were complemented by screwed fittings such as differential pressure regulators and ball valves, which integrated seamlessly into the overall system. This ensured proper hydraulic balancing and, in turn, efficient system operation. ☒

☒ Capital:	Budapest
☒ Language:	Hungarian
☒ Area:	93.036 km²
☒ Population:	9,58 Mio.
☒ Currency:	Hungarian Forint 1 € = 393,51 HUF

UZBEKISTAN



In Tashkent, the capital of Uzbekistan, another residential building was recently completed. Equipped with modern surface heating, the project relies on durable and reliable building technology solutions. Among these, the HERZ-Line PE-RT 5-layer pipes were used, which had already proven their performance in earlier years – even under unexpected extreme weather conditions.

The HERZ stainless steel manifold ensures demand-based heat distribution across the individual apartment areas, while the HERZ PUMPFIX Mix pump group operates the entire system effi-

ciently – both under partial and full load. At the same time, the patented HERZ pressure reducers reliably protect household appliances from excessive line pressure, ensuring safety and comfort. ☒

☒ Capital:	Tashkent
☒ Language:	Uzbek
☒ Area:	448.900 km²
☒ Population:	36,4 Mio.
☒ Currency:	So'm 1 € = 14.465 UZS



“ Politics must create the framework conditions that provide plannability and extend beyond a single legislative period.

- Anton Berger
Federal Guild Master of Sanitary,
Heating and Ventilation Engineers

PLANNABILITY AND FORESIGHT

ANTON BERGER IN CONVERSATION

Anton Berger has been a driving force in the building technology industry for many years. As Styrian State Guild Master since 2014 and Deputy Federal Guild Master for the past three years, he knows the industry inside and out. Berger has now been elected Federal Guild Master of Sanitary, Heating and Ventilation Engineers, bringing his experience and vision to the national level. In a conversation with HERZ News, he shares how his experiences have shaped him, the challenges currently facing the industry and the plans he pursues for the future.

By a regional twist of fate, Anton Berger found his way into building technology. After graduating from HTL Pinkafeld, he started in 1991 at Unisan GmbH, a Styrian company specializing in modern building services, offering everything from heating and bathrooms to sanitary and ventilation technology. He initially worked in the office handling invoices, drawings, and technical tasks, and later also supported the company's digitalisation processes. Since 2008, he has been Managing Director and has developed Unisan into a family-run business, now involving the next generation as well. For Berger, his profession is a matter of the

heart, and with his election as Federal Guild Master of Sanitary, Heating, and Ventilation Engineers, his commitment now reaches a national level: he can shape the industry even more strongly across Austria.

HERZ News: Mr. Berger, what was your first thought when you learned of your election as Federal Guild Master?

Anton Berger: There were many preliminary discussions to clarify whether the state guilds would also agree. I thought to myself: if you really want to make a difference, you have to be behind the wheel

yourself. The motivation was there from the very beginning – especially now, with so many challenges facing our industry.

HERZ News: Which issue is particularly close to your heart?

Anton Berger: At the top of the list is making our apprenticeship profession more attractive. The training regulations have been revised and are already under review. The curriculum is being coordinated with the state vocational schools – ensuring that every school and every state has a voice.

HERZ News: Besides training, in which other areas do you see a need for action?

Anton Berger: Promoting the image of the industry. As installers, we operate in a secure environment – water, air, warmth, and comfort are basic needs that may be complemented by the digital world in the future, but certainly cannot be replaced. That's exactly what we need to highlight to attract young people to our profession. We're fishing in a pond with many different fishing lines and baits, so it takes creativity to stand out.

HERZ News: Is the shortage of skilled workers also due to the fact that the profession of installer is often perceived as unattractive?

Anton Berger: The shortage of skilled workers has many causes, with demographic changes being a major factor. At the same time, overall prosperity is declining on average – which is why it's so important that we, as the parent generation, demonstrate that work is meaningful and a valuable part of life. By conveying this, we raise young people who are willing to take on responsibility.

HERZ News: What responsibility does the industry itself bear in this regard?

Anton Berger: We need to motivate our colleagues to train apprentices. In

the past, people used to say, "We'll take them, they'll turn out fine." Today, we look much more closely because every apprentice is an investment. It's not about training as many as possible, but about finding the right young people and supporting them well. We must not hold back their talents just to compensate for weaknesses. What matters is nurturing strengths, reinforcing positive qualities – and allowing failure, so that real learning can take place.

HERZ News: In your position, you also act as the interface between politics and installers. What do you expect from both sides?

Anton Berger: The federal states need to point out where the challenges lie. Vienna faces different issues than Bregenz. Only by understanding the local reality can we provide solutions. Austria is very diverse – there is no one-size-fits-all solution. Politics must create framework conditions that ensure predictability and extend beyond a single legislative period.

HERZ News: You mention predictability and framework conditions – could you elaborate on that?

Anton Berger: In Austria, it's often the case that programs are halted just before an election and only resumed months later. We can't afford that lost time. Our

world today is much faster-paced, comparisons via the internet are easier, and the dynamics are completely different. Even short pauses can mean setbacks. Standing still is not an option – those who sit back will already be out of the game tomorrow.

HERZ News: Where do you see the greatest need for action from politics to improve the framework conditions?

Anton Berger: Reducing bureaucracy and focusing on performance would be a good start. In Austria, we're a "model student" when it comes to bureaucracy (laughs). Companies should be able to focus on operational work. Of course, we need standards, especially in technical professions, but the administrative burden is enormous. Entrepreneurs are entrepreneurs because they can think independently and make decisions. Framework conditions should be created that are motivating and strengthen international competitiveness.

HERZ News: Where do we currently stand in international competition from your perspective?

Anton Berger: Across Europe, we are certainly leaders in building technology, with only our German-speaking neighbors operating at a similar level. However, we need to regain an international



position where “Made in Austria” was a global seal of quality. It provided stability, secured jobs, and stood for excellence.

HERZ News: How can this commitment to quality be reconciled with efficiency and competitiveness?

Anton Berger: Today, design is often valued more than durability, and cheap imports have displaced the appreciation for domestic products. But Austrian quality means long-term reliability and less dependence on other markets. Especially in renewable energy, we have enormous expertise and are global leaders in development, research, and production. By focusing on this, we can increase our domestic value creation.

HERZ News: What role do industry and manufacturers play in this?

Anton Berger: The exchange on an equal footing is absolutely crucial. New technologies must be familiar to installers, and training is essential, as is service quality. Hotlines that just go through checklists help no one—some major corporations have even shot themselves in the foot that way. Installers need fast, practical support on site, not two days later.

HERZ News: What challenges are currently at the forefront for business owners?

Anton Berger: Orders are sometimes

coming in slowly, and financing has become more difficult. Investments need to be made attractive again by keeping risks manageable and not discouraging developers. Even with CO₂-neutral construction: if we rely on more expensive products that are environmentally degradable but make little difference in the overall balance—and as a result make the property unaffordable—no one benefits.

HERZ News: So it's less about the individual product and more about the impact on the overall outcome?

Anton Berger: Exactly. We need realistic, tiered solutions that take both environmental compatibility and affordability into account. In some cases, the CO₂ balance can still be favorable due to low operating costs, even if not every material used is perfectly sustainable. The key is that housing remains affordable for people.

HERZ News: Digitalisation is on everyone's lips. How do you see this transformation in your industry?

Anton Berger: Digitalisation mainly affects administration. On construction sites, it's still about craftsmanship, experience, creativity, and thinking skills. I don't want skilled workers who build systems like following a Playmobil instruction manual. They need to understand connections, find solutions, and make decisions.

So it's not just digitalisation alone—experience and brainpower are still essential (*laughs*).

HERZ News: In your opinion, what absolutely needs to change before the next election?

Anton Berger: When we meet again in five years, I hope to see a significantly higher voter turnout in the Chamber of Commerce elections. That would be clear evidence that our work has had an impact in the meantime. It's also important to me that the exchange of tools between the state guilds works better and that the curve for training skilled workers shows a clear upward trend. If we achieve that, then we have been successful.

HERZ News: Finally, what message would you like to share with the installers?

Anton Berger: I wish everyone lots of energy, good health, and above all, joy in our profession. We have a strong, forward-looking industry. Let's tackle it together and shape the future of our industry successfully.

HERZ News: Thank you very much, Mr. Berger, for the insightful conversation and your perspectives. We greatly appreciate your commitment to the industry and wish you continued success in actively shaping the future of installers. ☑



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IN THE CIRCLE OF WATER

HERZ THERMOSTATIC MIXING VALVE

Anyone who installs heating systems knows the problem: fluctuations in the hot or cold water supply can disrupt the desired temperature. This is exactly where the HERZ Thermostatic Mixing Valve (TMV) shows its strength. It ensures stable mixed water temperatures, whether the heating system is ramping up or the cold water briefly fluctuates – precision you can rely on.

The HERZ TMV can be easily integrated into existing systems and is resistant to pressure fluctuations in the pipe network. The core of the HERZ TMV is its ability to precisely control the supply temperature of the heating water. Whether it's a cooling circuit requiring exact temperature adjustments, a radiant floor heating system with low, even temperatures, or a radiator demanding higher supply temperatures—each application has different requirements. The HERZ TMV covers adjustment ranges from 10 °C to 70 °C, delivering precise and reliable mixed water temperatures in all cases. This increases

system efficiency while ensuring comfort and safety.

HERZ emphasizes continuous quality control during production, making the HERZ TMV durable, low-maintenance, and robust. For installers, this means less recalibration and systems that operate reliably over the long term. Made from high-quality brass, the product guarantees longevity and corrosion resistance. The integrated over-temperature protection automatically stops the hot water flow if the cold water supply fails, reliably preventing critical temperatures.

A special advantage is the tamper protection: once set, the temperature remains fixed and can only be adjusted by authorized personnel. Accidental changes are thus prevented, increasing operational safety—especially in sensitive applications such as public buildings or multi-family homes.

Depending on the system layout, the HERZ TMV can be installed horizontally or vertically, offering maximum flexibility for the installer. 

HERZ PUMPFIX



WE MOVE WATER

HERZ PUMPFIX PUMP GROUPS

Every system has essential components without which it simply cannot function. However, assembling these individual parts takes a lot of time and space—both in planning and implementation. That's why HERZ offers all these components pre-assembled and space-saving in a compact unit as a connection group: HERZ PUMPFIX. With simple installation in the circuit, HERZ PUMPFIX provides a direct connection between heat generators and supply circuits in building technology.

HERZ PUMPFIX connection groups are compact, pre-assembled system units equipped with shut-off valves as well as control and regulating devices. Acting as a hydraulic interface, they supply the individual functional areas and ensure that water circulates reliably at the correct temperatures. This eliminates the often complex task of selecting, coordinating, and assembling individual components separately. In practice, this means less planning effort, reduced susceptibility to errors, and noticeable time savings during installation.

The PUMPFIX product family includes several variants, each specially pre-fabricated for different heating and cooling situations. All pump groups can be ordered with or without an electronic circulation pump. For thermal insulation, every pump group comes with a custom EPP (expanded polypropylene) insulation box, which prevents heat loss thanks to its high thermal resistance and is both durable and moisture-resistant.

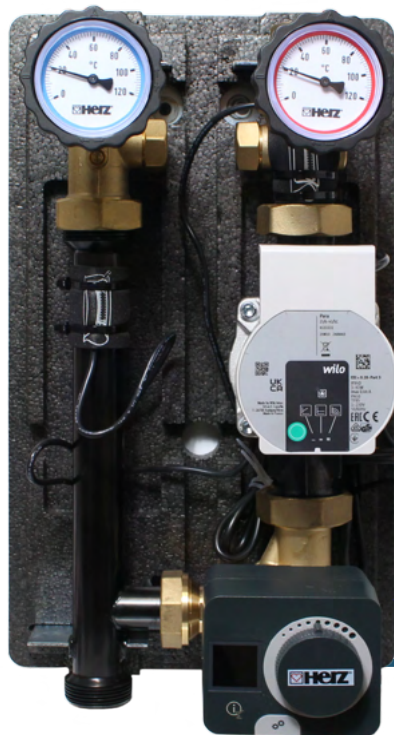
Intelligent control with HERZ Smartcontrol Plus

HERZ SmartControl Plus adds an intelligent control layer to the PUMPFIX family. It is a smart motor actuator with an integrated processor unit, precisely controlling the mixing valve and ensuring a stable supply temperature. The actuator can be mounted on both 3-way and 4-way mixing valves and configured in 14 languages. With real-time display of temperature values and operating data, it provides maximum control and transparency.

HERZ PUMPFIX Smartcontrol Plus

HERZ PUMPFIX SmartControl Plus is the ideal solution when a heating or cooling system needs to be expanded with an additional or independent mixing circuit. In existing systems, such an expansion normally requires time-consuming and costly modifications. This is exactly where the complete set comes in: compact, pre-assembled, and ready for immediate use thanks to Plug & Play for weather-dependent control of an independent or additional heating and cooling mixing circuit.

HERZ PUMPFIX SmartControl Plus regulates the operation of the 3-way valve and the pump via temperature sensors, ensuring optimal settings at all times. The set can be supplied with or without a pump and is compatible with pumps with an installation length of 180 mm. In combination with a room temperature controller, direct control from the apartment is also possible.



Temperature Sensors in Harmony

The factory-installed temperature sensor in the ball valve of the connection

group reliably measures the water temperature after the pump and sends any changes directly to the SmartControl Plus motor actuator. The set also includes three additional temperature sensors: an outdoor sensor, a heat source sensor, and a pre-installed return sensor. The return sensor measures the return temperature and allows the output of each mixing circuit to be limited—ideal for systems with multiple circuits and a power-limited energy source. Together, all sensors ensure precise and efficient control. Learn more about HERZ PUMPFIX SmartControl Plus.



HERZ PUMPFIX MIX

Pump Group for Electronic Control of Heating and Cooling Circuit Temperatures – ideal for modern systems with surface heating or combined heating and cooling setups. Equipped with a mixer motor for 3-point control, it is perfectly prepared for different conditions (full load and partial load) and operates efficiently at all times. The spacer is available in brass or steel, depending on your preference.



DN 20 - DN 50



DN 20 - DN 50

HERZ PUMPFIX DIRECT

Pump Group for a Direct Heating Circuit or direct connection between the heat source and the radiator, featuring a shut-off valve as the connection component. The spacer is available in brass or steel, depending on your preference.

HERZ PUMPFIX CONSTANT

Pump Group for Thermostatic Control of Heating Circuit Temperature. The mixing valve can be easily operated using the integrated thermostat head with sensor probe. The spacer is available in brass or steel, according to your preference.



DN 25



Guests take a seat in the historic 19th-century classroom, preserved in its original condition at the Brennpunkt° Heating Museum.

A SUMMER FULL OF TECHNOLOGY

HERZ OPENS THE DOORS OF ITS FACTORY

Summer at HERZ is not a time of rest, but of international exchange. While many schools and businesses in Austria take a break, HERZ opens its doors to guests from around the world. Especially during the summer months, the HERZ factory in Vienna regularly welcomes international visitors interested in its products, production processes, and the technology behind them.

VGF&HKL Trade Journal x HERZ

Particularly notable this summer was the visit from the Hungarian trade journal VGF & HKL: To celebrate its 25th anniversary, 30 subscribers were invited on a two-day professional trip to Austria. For many, it was their first encounter with hands-on experience in an industrial company, showcasing the connection between traditional craftsmanship and modern technology.

During the tour of the HERZ factory in Vienna, guests were able not only to observe production but also to experience how valves are cast and even create their own keepsake. Before the technical training,

visitors were introduced to the "HERZ Bauernstube", a historic room featuring a carefully curated collection of traditional carpentry tools and artisanal equip-

ment. This was followed by a visit to the Brennpunkt° Heating Culture Museum in Vienna's 12th district. Original exhibits, ranging from historic stoves to steam



Róbert Szemán, building services engineer and founder of the trade journal VGF & HKL, together with HERZ CEO Gerhard Glinzerer, engaging creatively with historic craftsmanship tools in the Bauernstube.

heating systems, provided insights into the history of heating and the daily life of people in a major city.

Guests from around the Wwrlld

During the summer months, HERZ welcomed additional guests from a variety of countries, including Uzbekistan, Kazakhstan, the United Arab Emirates, and England. In addition to touring the Vienna factory, the international visitors were also interested in training sessions conducted by HERZ specialists. One particularly popular topic remains hydraulic balancing, which is explained theoretically and demonstrated practically at the company's laboratory stand.

Training with HERZ

HERZ supports numerous vocational schools, technical colleges, universities of applied sciences, and universities with laboratory stands and products. In addition, the company offers free in-house training on hydraulic balancing—for both the younger generation and experienced professionals looking to expand their knowledge.

HERZ training sessions provide the opportunity to better understand complex systems, avoid errors, increase safety, and enhance building efficiency. Many companies take advantage of this opportunity to invest in their employees' expertise at no cost.

Visitors are first given a behind-the-scenes look at the factory, from brass hand mold casting to robot-assisted production machines. In the theoretical part, specialized knowledge and current challenges are conveyed through practical examples. Afterwards, participants can apply what they've learned at the in-house laboratory stands—from calculations and valve sizing to operating and using the measurement computer—effectively connecting theory and practice. ☑

A place for "little" HERZes

HIRSCH Porozell opens childcare facilities at its location in Cherkasy, Ukraine



Education, Care, and Support – three values that are more than just words at the HERZ Group. A particularly impressive example comes from our subsidiary HIRSCH Porozell in Ukraine: a dedicated childcare facility for employees' children was recently opened on the factory premises in Cherkasy.

The initiative is part of a project by the International Labour Organization (ILO), aimed at improving women's access to the workforce—an issue especially relevant given the current situation in the country. "Our employees are the heart of our company—and that includes their families," emphasizes Andrey Lemekh, Managing Director of HIRSCH Porozell TOV in Ukraine. "Having a safe and caring space for children directly at the workplace allows mothers to focus on their work with peace of mind. A small step with a big impact," he adds.

By providing onsite childcare, HIRSCH Porozell helps mothers remain active in the workforce while ensuring their children are well cared for—creating a more inclusive, family-friendly, and productive environment. Supporting women in balancing work and family simultaneously strengthens the economic stability of the region. Through this commitment, HIRSCH Porozell demonstrates how corporate and social responsibility can go hand in hand. ☑





HIU flexLEN

Low Energy Network

Hydraulic Interface Unit for systems with separate supply for heating/cooling and hot water.



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