

**Need fluid handling solutions? Then ideally all from a single supplier** Heat pumps require hoses and fittings regardless of whether they are extracting warmth from the air, ground or water. Alpha-InnoTec GmbH, one of the leading heat pump manufacturers in Europe, is recognized for well-engineered and durable products and fervently committed to 100% reliability. System solutions, technical advice and business continuity are three key factors that impact not only their revenues but also costs.

When it comes to fluid-handling technology – i.e. hoses, pipes and fittings – few people are more knowledgeable than Manfred Artinger. This product application engineer at Angst+Pfister Germany not only has mastery of the engineering aspects of fluid-handling technology down to the last detail, but also thoroughly understands the cost economics involved: “There’s no use in offering a customer high-tech hoses from our product range if they’re not needed. We listen carefully to our customers and ascertain their precise needs. Naturally, price is part of each equation.”

And another thing is important: “We can act quickly.” By this, Mr. Artinger doesn’t just have in mind the procurement process that customers want to handle as efficiently as possible, but he is also thinking about the engineers who want immediate expert answers to technical questions.

**Get a grip!** Mr. Artinger came into contact with Alpha-InnoTec a little more than three years ago. His colleague, sales application engineer Alfred Schillinger, had previously presented Angst+Pfister’s products and competencies to the heat pump manufacturer. Alpha-InnoTec and Mr. Artinger thereupon jointly carried out a comprehensive analysis of the tubing technology – including the tubing material as well as the connector fittings and auxiliary materials – that the Germany-based company needs for the heat pumps manufactured at its plant in the Upper Franconian town of Kasendorf. This holistic analysis, conducted together with Alpha-InnoTec, yielded an authoritative overview.

**Reduce number of suppliers!** On the basis of this, Alpha-InnoTec was able to cut back its number of tubing suppliers. “We at Angst+Pfister naturally benefited from the fact that we are capable of supplying the



Cosy warmth – thanks to the ideal hose system supplied by Angst+Pfister.

right tubing for all of the conduits in a heat-pump system.” Constructing tubes and hose lines in accordance with drawings and jointly determining the materials to be used and simplifying things wherever possible go without saying at Angst+Pfister. It was precisely this step that required profound specialist expertise and exceptional attention to detail. But the expenditure of effort paid off for both sides as it has resulted in an intensive, mutually prosperous partnership. This close col-

**“We can act quickly and can provide immediate expert answers to technical questions.”**

Manfred Artinger, Product Application Engineer, Angst+Pfister Germany

laboration has repeatedly given rise to new joint projects that call for Angst+Pfister’s expertise in the area of fluid-handling technology as well as antivibration technology.

**Be there when it matters most!** Depending on the stage of the individual development projects, Mr. Artinger regularly

travels to intensive technical coordination meetings at Alpha-InnoTec’s headquarters in Kasendorf, where around 500 specialists develop heat-pump technology and manufacture the equipment at Europe’s most cutting-edge heat-pump production facility. Mr. Artinger is regularly in contact with a half-dozen of those specialists from the engineering, production and procurement departments. Tubing technology is always advancing further, and the question of how stainless-steel-braid reinforced hoses can be replaced by equally pressure-resistant stainless-steel cor-

rugated hoses is currently being thoroughly investigated. Mr. Artinger gives his reassurance that “I’m there when it matters most.” His cell phone rings once again, and he is ready to attend to the next customer.

**Let the energy flow!** Alpha-InnoTec already markets its heat pumps to tens of thousands of satisfied customers throughout Europe, who are benefiting from their innovative products that constantly set new standards for technical excellence. Newly constructed buildings, renovated buildings, residential dwellings and commercial properties utilize solar energy stored in the air, water and ground. The specialists at Angst+Pfister are there to help the energy literally flow into the heat pumps.

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Technology suppliers like the heating pump specialist Alpha-InnoTec are wholly committed to renewable energy. Naturally they can count on Angst+Pfister’s support.