



AVK SOUTHEAST ASIA REGIONAL MAGAZINE

Expect... **AVK**



AVK SEA REGIONAL MAGAZINE

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REGARDS FROM OUR REGIONAL MANAGING DIRECTOR, GERT BORRITS

Dear Partners

I'm pleased to have the chance to introduce to you all, the second AVK Southeast Asia magazine. First of all I would like to spend a little time to address the pandemic situation which unfortunately has had a huge impact and negative influence on our lives here in Southeast Asia. Most countries in our region have been severely affected during the last 18 months and unfortunately we have probably all had the unfortunate experience of having to say goodbye to family members, friends or colleagues in this time. I would like to offer my profound and sincere condolences to those people.

Fortunately we do see in most countries a vastly improved situation, assisted by the increased vaccination programs. So hopefully all our lives and businesses can return to more normal situations soon.

In this second edition we are proud to be able to share

with you all a lot of exciting topics, like new product focus from various AVK brands, partnership building in Vietnam, application experiences around the region, where AVK products add additional values to customers and special focus from our super modern factory in Anhui, China. Please also note that we have on the back of the magazine, all details on how to get in touch with all our companies in Southeast Asia just by clicking on the various icons.

Possibly the single most important message I would like to draw your attention to, is the article about the slogan "Affordable High Quality" and the reason behind it. Our partners and our own teams are often hearing from the market: "yes we agree AVK has the best quality but also many times the most expensive price".

It is probably true that our products aren't always the

cheapest but it is important to understand that the materials and processes we use in manufacturing like: castings, machining, painting and high quality processes plus of course the design, will add additional value to our valuable customers. What I would like you to do is to think long term solution, added value, long life time, low operational cost, trouble free operation, reduced NRW, etc, I'm sure that you will find that over time, the AVK products are by far the cheapest products on the market.

Happy reading!



AFFORDABLE HIGH QUALITY IS MORE THAN A SLOGAN

“Affordable high quality” is a phrase that we use a lot in AVK. We use it to describe what we offer to our customers when they purchase our solutions. When choosing a valve-supplier, what is more important than price is the total cost of ownership and at AVK, we are committed to making our solutions the best and most reliable long-term choice

“AFFORDABLE” SOLUTIONS DEPEND ON MORE THAN PRICE

At AVK, we strive to make sure our solutions are affordable. But affordability is more than the price of the product. Affordability is a promise to our customers that when they purchase an AVK solution, the cost of maintaining, repairing and replacing the components will be minimal. We provide the best warranty in our industry and with that follows the security of not having to replace the valves and accessories every few years. Our valve-designs and production-methods ensure a minimal risk of leakage, bursts and other costly malfunctions that can result in extra expenses for our end-users, as well as non-revenue water.

Exactly because of these promises, we are confident that choosing AVK is not only about choosing the highest quality of product, it is also about choosing a cost-effective solution. A long product lifetime is crucial - not only to the wallet of our customers but to the environment as well. Non-revenue water is something that we, as a community, must reduce. We cannot afford otherwise, which is why we continuously aim to ensure that our products are a part of that solution.



The cost of a valve-solution over time can be signified with the term TCO - “Total Cost of Ownership”. Considering TCO before purchasing a solution is essential as one product might be cheaper than another but the cost of the solution over time is likely to be higher in low-end products.,

“HIGH QUALITY” MEANS QUALITY IN EVERY STEP

Since the very beginning of AVK - back when what is today a global organisation was only a small shop in the small town of Galten in Denmark - one of the defining characteristics of AVK was that we offered a 10-year warranty on our products. The reason we could offer this warranty was the firm belief we had in the high quality of the products. It has been deeply ingrained in the DNA of AVK ever since the 1940s when our company sold its first product.

We still have the same confidence in our products and we still offer a 10 year warranty on all of our products - even though our product-portfolio has grown significantly over the last 80 years. This is because we ensure quality in every step of our operation. When producing our valves and accessories, we go to great lengths to live up to the promise of high quality - from the raw-materials, to the manufacturing process, to the coating and finally to the testing of our products. Precisely because of these efforts, we can ensure a product-lifetime that exceeds expectations.

One of many examples of this is in the picture below, which shows an AVK Group gate valve that was recently replaced in Malaysia after having served for 95 years in the ground of Bukit Nanas in Kuala Lumpur. Even after nearly a century, it was still functional. Quality, however, is about more than products. We strive to provide the best service and the best quality of advice, when we discuss solutions with our customers. This is why we always claim that we do not only sell valves - we sell solutions!



The 95 year-old, fully functional valve, being dug up from the ground in Bukit Nanas, Kuala Lumpur, Malaysia.

ADJUSTING TO THE NEW NORMAL WITH VIRTUAL EVENTS

As the COVID-pandemic has now been an undeniable circumstance in most industries around the world, many of the activities and events that we look forward to every year have not been possible since early in 2020. For us at AVK, this has meant that we haven't been able to set

up booths at the yearly exhibitions and conferences to interact in person with our customers and other key-people from our industry.

We have all had to adjust to the new normal, and even our internal meetings have been mostly virtual, and the

yearly conferences moved to the digital domain as well. We would of course not miss the opportunity to share the new developments from our organisation, so this year we have engaged in some of the great virtual events from around the region.

ASIAWATER is the region's leading water and wastewater expo. It is a forum for developing Asia and bringing together leading industry-players.

This year's ASIAWATER 2020 was a virtual event, where participants could visit the many exhibitor-booths, set up appointments, learn about our solutions and new innovations – all through the ASIAWATER-website.

The event this year was held from Monday, November 30th through Wednesday, December 2nd, 2020

At the AVK-booth, visitors were also able to chat directly with AVK-representatives, setup meetings for future discussions and exchange contact-information.

At the event, the AVK-booth was visited by a little over 500 people from the water industry



[Click here to watch video](#)



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Speakers



Prof. Dr. Ir. Eko Winar Irianto, M.T.,
Director of Technical Development of Water Resources Directorate General of Water Resources Ministry of Public Works & Housing (PUPR) Indonesia



Hadjad Widadgo S. Hut., M.
Head of Reservoir Management, Raw Water Treatment Facility & Environment, Batam Free Zone Authority (BP Batam)



Gert Borrits
Regional Managing Director Southeast Asia
AVK Fusion

REGIONAL WATER TALKS is a virtual conference featuring prominent speakers from the water industry as well as leaders and experts from around the world.

Regional Water Talks consists of panel discussions covering topics and issues from Thailand, Indonesia, Vietnam, Malaysia, and the Philippines. Topics include: governance, NRW, strategic policies, and many more.

The event took place over 3 days - from 3rd of August until 5th of August and AVK presented in the Indonesia-session on 4th of August 2021. This session had "Indonesia Coastal Reservoir: Development and Strategy" as the topic.

Attendance was great with around 320 participants from Southeast Asia. After the panel-discussion, led by a moderator, our Regional Managing Director, Gert Borrits, gave the audience a presentation on the AVK Group and AVK's affordable high quality solutions.

Among the points made during the presentation, it was highlighted that AVK is the only manufacturer to offer Halal approved rubber-components in our valves. The presentation was followed by questions and dialogue with the audience-members.



AVK ANHUI, CHINA MANUFACTURING FACILITY

AVK Valves (Anhui) Co., Ltd. was established in 2001, and is a 100 % owned subsidiary of the AVK Group in Denmark. AVK Anhui has since then developed into the largest subsidiary in the AVK Group

By the end of June 2021, the total staff reached 333 employees at AVK Anhui, and the facility covers an area of 130.000 m².

AVK Anhui covers three production units: a big valve factory, a small valve factory and a machining factory. The annual output from these 3 factories exceeds 160.000 valves and 200.000 fittings per year. Together with AVK Asia TECH, AVK Advanced Casting, AVK Syntec and AVK Sealing Technology, AVK Anhui provides a strong set of capabilities..





In AVK Anhui, many new product lines have been developed such as gate valves, butterfly valves, check valves, air valves, control valves, fire hydrants and fittings.

The products hold all major certificates, including German GSK / DVGW, British WRAS and American NSF. Besides the ones mentioned, the products hold all certifications that can be seen on the picture to the left and the rubber compounds are Halal-certified.

A large number of products are sold to markets all over the world with the help of the global sales-network of the AVK Group. In addition to the product certificates, the team at AVK Anhui also hold three management certifications through BSI, namely ISO9001, ISO14001 and ISO45001.

Our colleagues at AVK Anhui are dedicated in continuously providing customers with affordable high quality products by vigorously promoting lean production and continuous improvement.

AVK Anhui provides customers and projects in South-east Asia with a broad range of valves in large and small sizes.

In the picture we see the production of an AVK series 756, DN3000 butterfly-valve. The picture is taken during the machining process, just before the valve will undergo shot-blasting and coating with the signature color: AVK-blue.

After coating, the valve will be assembled and tested on site in AVK Anhui. Only after testing to ensure that the valve meets our high quality demands is the valve ready to be packed and shipped to the customer.



In June 2021, AVK Anhui initiated a large expansion of the big valve factory. The project is estimated to be completed in 2022. As AVK Anhui has grown consistently over the years, there was a need to significantly increase the capacity for production at the site.

Visit the AVK Anhui website through this [link](#), for more news and information on the factory and products

OUR TRUSTED AVK DISTRIBUTORS IN VIETNAM

DUY BINH, HANOI



“The achievement of customer-trust is the goal and a solid foundation of business development of our company” are the words that Duy Binh base their company on and a value that we highly appreciate in our cooperation with Duy Binh.

In the late 90’s Duy Binh began promoting and selling AVK products to the Vietnamese market.

Duy Binh focuses on development within the following segments: Water supply, drainage, water treatment, environment, energy supply and automation for civil, industrial works and projects. In the current market, Duy Binh believes that quality is becoming more important than price, which is also how they advise their customers.

Duy Binh therefore succeeds in selling high quality products - and especially European made products - thereby living up to their goal of gaining trust with their customers through high quality products and service. Duy Binh fully lives up to the AVK values and they are therefore a loyal distributor of AVK-solutions

Among the projects that Duy Binh has supplied, is the Hung Dao Water Treatment Plant in Hai Phong city - in conjunction with an expansion of the water supply system in Hanoi city.

Company office: Plaschem Plaza, 562 Nguyen Van Cu St., Long Bien district, Hanoi, Vietnam.



D&B, HO CHI MINH CITY

D&B, our loyal distributor in Ho Chi Minh City, recognizes that their key target is building a long-term relationship with customers. D&B are focused on providing the customer with full solutions instead of just the products. It is always a goal of D&B to ensure that the selected AVK product package is the best choice and approved by the end user. As a successful distributor of AVK, D&B offers solutions, not only products.

D&B focuses on developing their influence on the market-segments of Water Supply and Wastewater Treatment and they supply to various key customers in several provinces of South Vietnam.

D&B has established a 2000m² warehouse with lots of stock to supply AVK products whenever customers request.

Among the many projects that D&B has supplied to is the Drainage and Wastewater Treatment plant in Di An, Binh Duong province, as part of an extension project.

Company office: Waseco Building, Room 802-803, 10 Pho Quang St., Tan Binh district, Ho Chi Minh city, Vietnam.



HAWACO CENTRAL, DA NANG



With the business motto: “prestige - quality - efficiency”, Hawaco Central is a member of Hawaco Group JSC. Hawaco Central started out as a project partner of AVK, but has since become one of our trusted distributors. Hawaco Central has supplied to many projects on the central coast in Vietnam. Hawaco Central is a recent distributor of AVK-products, as they have been part of our group of distributors since 2018. Already, HAWACO CENTRAL and AVK have together successfully provided

solutions to many large projects in the Da Nang-area. Hoa Lien Water Treatment Plant can be mentioned as one of the owners of several important projects in the Da Nang-area that Hawaco Central and AVK have supplied to. With an investment of VND 1200 billion, Hoa Lien Water is one of the largest water treatment plants in Da Nang city.

Company office: DMT Building, 6th Floor, No. 484-486, 2 thang 9 St., Hoa Cuong Nam, Da Nang city



AVK FUSION INDONESIA HOSTS VIRTUAL BUS TOUR

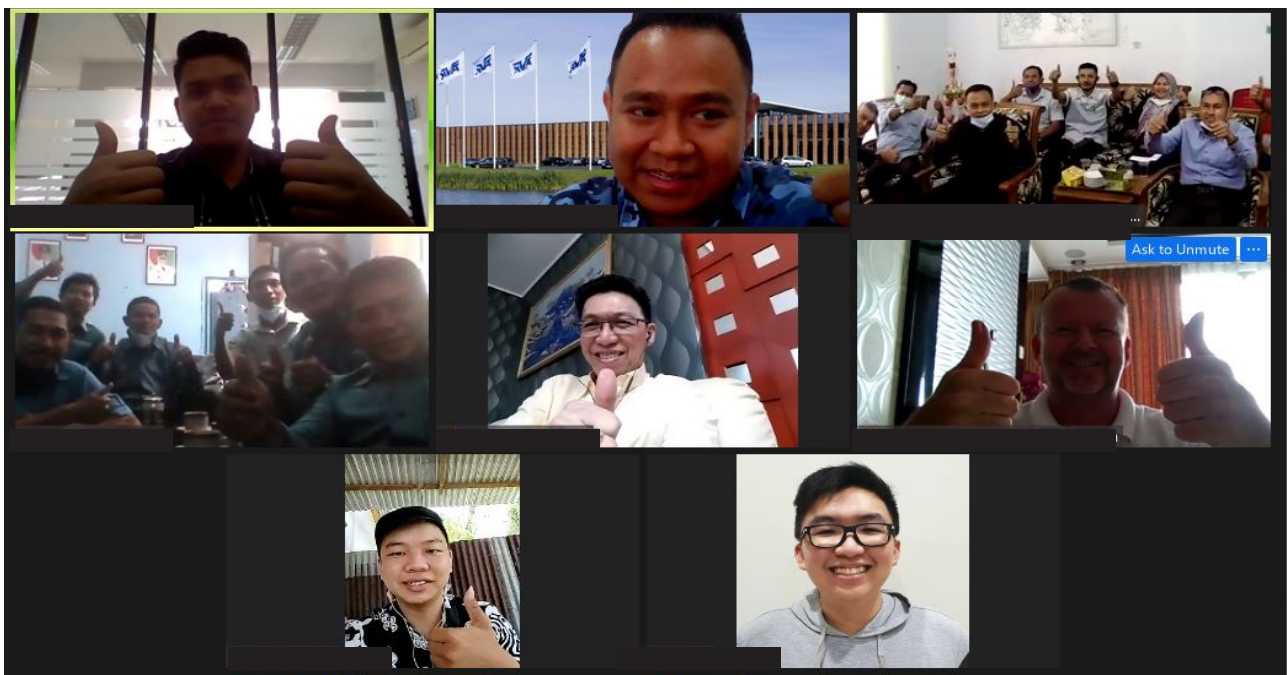
During the pandemic, we had to unfortunately postpone our Nusantara tour program as we were unable to travel around. The Nusantara bus tour is a marketing program where AVK brings 2 show buses around Indonesia to reach more than 400 local Water Utility Companies (PDAMs). This year however, we instead visited our customers virtually to still provide education, training, and new technology to our customers in Indonesia

and showed the contents of our buses virtually and live. After the event, we sent souvenirs to the participants of our Virtual Nusantara Tour. Even though we had a successful virtual event this time around, we fully intend to continue the physical tour after the pandemic is over. We are, however, very happy to have successfully hosted our first virtual

tour together with our distributor in Pontianak, Kurnia Putra Sejati. This event was intended for 2 Water Utility Companies, PDAM Sambas and PDAM Singkawang, and we were happy to see that more than 15 people participated in the first event, as well as a total of around 50 people and 7 water companies participated in this year's virtual bus tour event



To continue our valued bus tour program in this pandemic situation, AVK Fusion Indonesia held a Virtual Nusantara Tour. We sent out invitations to selected Water Companies through ZOOM online, and instead of a physical presentation, we presented our products in PowerPoint



S36 GATE VALVE WITH PE PIPE CONNECTION

The AVK Series 36 is a valve-design with the same high-quality features as the renowned series 02 Resilient Seated Gate Valve

As the use of PE connections in pipelines is on the rise, the demand for Gate valves with PE connections also increases. To meet this demand, AVK offers the series 36, which has the same quality as the Resilient seated gate valve with flange-connection, but the connection is made by applying a piece of PE-pipe on the valve end. The PE-piece is cold hydraulic pressed on the valve-end and a steel sleeve ensures a 100% tight sealing by pressing the PE-material into the grooves of the spigot-end. A shrink hose gives a perfect protection against corrosion, and as there are no O-rings or other sealings used, the series 36 can guarantee an absolute 100% tightness.

In the design of the series 36, the focus is on superior quality. The series 36 holds several approvals worldwide, and the high-quality materials ensure reliability and long product lifetime. The joint on the series 36 is developed as a boltless, full bore, PE-end connection where the joint is stronger than the PE pipe itself.

Installation is done using butt welding or electro welding into water or gas pipes enabling a fast and secure assembly.

One of the great benefits of the PE connection-type is the flexibility and easy installation it offers, as the PE-pipe follows the terrain of the trench, so there's no need level the soil before installation. The same welding-parameters can be used for the entire pipeline, and even after installation, the pipeline can be easily moved, as the flexible connections put less pressure on components.

Click this [link](#) to learn more about our series 36 gate valves with PE pipe-ends



kiwa



CSTB
le futur en construction



SVGW
SSIGE

WRAS
APPROVED MATERIAL



UNIQUE BENEFITS

- No mechanical joints. The valve/pipe connection has no bolts and is stronger than the PE pipe itself
- Extra-long pipe ends that leave room for an additional weld, if needed
- Corrosion-resistant and fully welded PE pipe systems for maximum durability and minimum risk of leakage, defects and thereby non-revenue water (NRW).

EASY INSTALLATION

- PE pipes are flexible and follow the terrain
- Less space needed in the trench
- PE pipes are easy to handle. Typically welded above ground for easy installation.
- Fusion and electro welding processes provide a joint which is even stronger than the pipe itself
- PE pipes ensures same welding parameters can be used throughout the entire network
- The soft PE material allows the pipes to be squeezed for temporary shut-off during repair

AVK PENSTOCKS FROM ORBINOX

Orbinox, a member of the AVK Group, have more than half a century of experience in producing penstocks for application in Waste Water Plants, Water Plants, Irrigation Systems, Desalination Plants and Hydro Electric Power Plants

The penstock-range from AVK Orbinox, is a high quality product, designed in compliance with main standards, using high-precision production techniques and state of the art machinery. Orbinox have spent many decades perfecting the penstock, with a continuous focus on improving quality and longevity of the product. All penstocks can be customized to meet specific Customer needs



Click this [link](#) to learn more about our penstocks from Orbinox

FEATURES OF THE PENSTOCK

- Lower leakage rate than max. allowable in DIN 19569-4 (class 5): 1,20 L/min. per seating meter
- Frame design allows easy mounting at medium height or floor level and for elevated or flush bottom installation
- Self-cleaning guides of HMWPE (high molecular weight polyethylene) reduce the friction during operation, resulting in easy operation and extended seal durability
- Self-adjusting "lip-design" sealing of EPDM mounted on the frame
- Frame and slide of stainless steel AISI 304/304L/316/316L
- All fasteners of stainless steel A2
- Seal and guides bolting are completely separated from the frame anchoring

ORBINOX IN THE WORLD

- ORBINOX was founded in Tolosa, Spain, in 1964, manufacturing industrial valves to fulfil the increasing demand of the local paper industry
- Orbinox Group is a group of companies within the AVK Group, with more than 50 years of experience in the manufacturing of Penstocks, Knife Gate Valves, Dampers and Valves for Hydraulic Works
- Orbinox comprise of 6 Manufacturing Plants and 12 Sales Companies in Europe, the Americas and Asia
- Orbinox operates through distributors in more than 70 countries across 5 continents, with headquarters in Donostia-San Sebastian, Spain
- Orbinox' production-plants are equipped with the most up to date machinery which, combined with a "production-to-order"-system, allows the facilities to be highly flexible with specifications and delivery-times on products - including Penstocks in all sizes





AVK S756 BUTTERFLY VALVE WITH PNEUMATIC ACTUATOR

The AVK S756 Butterfly Valve with a pneumatic actuator system is a cost-effective and easy-to-apply alternative to other actuator-systems, while it still complies with the highest quality standards

AVK double eccentric butterfly valves are designed with tilted and fixed disc for extended service life and easy operation. The disc seal is made of AVK's drinking water approved EPDM rubber featuring an excellent compression set and ability to regain its original shape. The GSK approved epoxy coating and fully encapsulated shaft/disc connection ensures high durability and life time. The valves are suitable for bi-directional application.

The Pneumatic actuator is a practical and economic actuator system, which can be applied to the S756 butterfly valves up to DN900.

Using a pneumatic actuator, as opposed to an electrical for example, is the more economic solution, not only due to the price of the mechanism itself, but also the additional costs. As the Pneumatic actuator doesn't require a gearbox, but instead operates on air, it saves the costs connected to operating the valve. Moreover, it is not required for the operator to have any special skills within engineering or electrical fields to operate and maintain the actuator.

Click this [link](#) to learn more about the technical features of our AVK series 756 Butterfly valves.



THE PNEUMATIC ACTUATOR

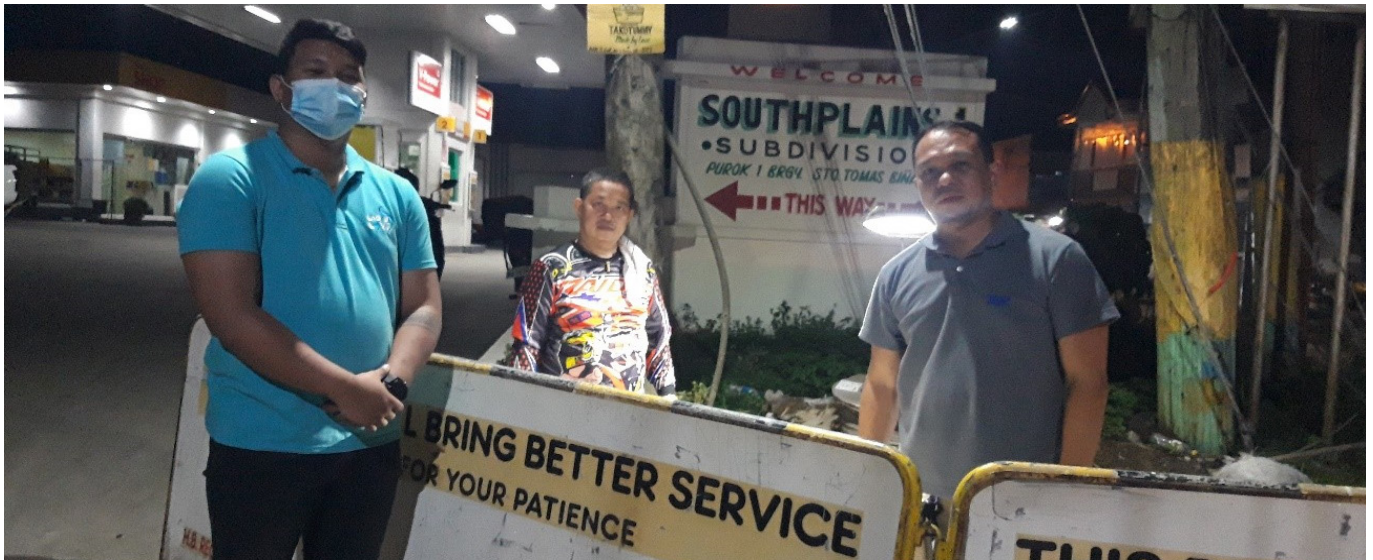
AVK Aluminum pneumatic actuator is made with extruded aluminum coated by polyester - PTFE or hard anodized.

Armed with dual piston rack and pinion, dual mechanical stop structures, the actuator can offer $\pm 5^\circ$ adjustable range on the open and closed position and is also available for double acting function.

The working pressure of the actuator is within the range from 2-8 Bar, while the output torque is within the range from 12Nm to 2935Nm.

The AVK Aluminum pneumatic actuator-design is based on ISO5211, DIN3337 and NAMUR standards, and is suitable for any butterfly valve control application.

CONTROLLING WATER PRESSURE AT BINAN LAGUNA



AVK PHILIPPINES CONDUCTED THE INSTALLATION AND COMMISSIONING OF A PRESSURE REDUCING CONTROL VALVE (PRV) DN200 AT BIÑAN LAGUNA



AVK Philippines Inc. has delivered a Pressure Reducing Valve (PRV) DN200 to M.E Sicat Construction, Inc. for the Laguna AAA Project.

On June 24, 2021, AVK Philippines conducted an installation of an AVK Pressure Reducing Valve (PRV) DN200 in the area of Biñan, Laguna with the presence of Engr. Leynard Tabue who represented Laguna AAA. The choice of the AVK Pressure Reducing Control Valve was made in order to improve the water supply in the area of Biñan Laguna and for the nearest barangays. M.E Sicat Construction, Inc. choose AVK Pressure Reducing Valve (PRV) DN200, because of the good quality of the product as well as the 10 years warranty that is exclusively offered by AVK Philippines Inc. on the Philippine market.

To meet the customers' requirements of an upstream pressure of 70 PSI, the AVK PRV managed to reduce the pressure to 30 PSI on the downstream side - as required for this project. Additionally, AVK Philippines supplied a spring with a range of 0.6 – 6 bars to meet requirements for the requisite water pressure

Besides product quality and the outstanding warranty that was offered by AVK Philippines, the PRV was also competitive on price, and the client was presented with the benefits of using the Pressure Reducing Valve (PRV) DN200 and other products that will lead to lower costs and more long term reliability. .

AVK Philippines has always managed to maintain good relationships with customers by providing them with a swift and efficient after sales service on products purchased from AVK.

Aside from the competitive pricing and many advantages of using our pressure reducing valve, the representatives from AVK Philippines were able to act with prompt response to customers, thereby adding to a good track record of being reliable when it comes to after sales service.

At AVK Philippines, a core-belief is that the commitment to quality before, during and after the sale of a product that ultimately wins the favor of the client.



DELIVERING CLEAN WATER IN BATAM, INDONESIA



To be able to distribute clean water from the Tembesi reservoir to the Muka Kuning area, AVK Fusion Indonesia supplied the products to an important connection project



The Batam-area, which is located on the Riau Islands, Indonesia, was in need of a clean water pump connection to deliver enough clean water to the people in the city.

To carry enough water, the project included the construction of a raw water pipe from the Tembesi Reservoir to the Muka Kuning area, Batam.

As a distributor of AVK Fusion products, PT Tirta Putra Malindo Sejati (TPMS), supplied the necessary valves to the Batam Concession Agency (BP), which enabled them to create the water pump connection.

The project cost \$3.7m, ran from May to September, 2020, and the connection was finally inaugurated and put to use in October 2020.

The connection stretches over a distance of nearly 3.6 km and has a flow rate of 600 litres per second with a maximum capacity of 720 litres per second.

Products supplied to the project:

- Check Valve 300mm
- Butterfly Valve 300mm
- Butterfly Valve 700mm
- Gate Valve 200mm

- Gate Valve 700mm
- Air Valve 200mm

According to the Head of BP, Purwiyanto, the next step will be the construction of a water treatment plant in Muka Kuning. It is planned to have a capacity of 350 litres per second and be ready for operation by 2024.



ABOUT THE DISTRIBUTOR:

PT Tirta Putra Malindo Sejati (TPMS) specialises in providing pipe solutions for industrial clients, developers, and water companies. TPMS has been a distributor of AVK Fusion Indonesia since 2018.

Batam Concession Agency (BP) is a central government institution of the Republic of Indonesia with the task and authority to carry out management and development of local areas in accordance with the area's functions.

LOWER MAINTENANCE COSTS WITH HIGH QUALITY PRODUCTS



CapitaLand, SP Group, and Sembcorp signed a memorandum of understanding to study the use of integrated energy solutions to power their data-centers



CapitaLand's data center will be the first to pilot the use of integrated energy solutions under Singapore's Energy Partnership Programme. The program was created to help businesses solve energy challenges and contribute to

Singapore's hope for a low carbon and "smart energy" future.

Among others, this will entail the exploration of using solar photovoltaic, green hydrogen, and energy storage solutions, as well as smart technologies to increase energy efficiency and effectiveness.

Formerly known as Geo-Tele Centre, 9 Tai Seng Drive in the north-eastern part of Singapore has a long history. Previously owned by Sabana Reit, at one point had Savvis Singapore as its anchor tenant which ran it as "SG8." (Savvis was acquired by CenturyLink's US\$2.5 billion acquisition in 2011) Sabana sold the building to Ascendas-Singbridge for S\$99.6 million, in 2018, with 37 years

left on the tenure.

Ascendas-Singbridge promptly initiated a renovation with addition and alteration works that began in March 2019 and was completed in 2020.

This means that the acquisition of Ascendas-Singbridge by CapitaLand in June 2019 gave them a freshly refurbished, six-story data center with a basement.

According to CapitaLand, it now sports an efficient water-cooled system, LED lighting, and recycles condensates on the air-conditioning system and cooling towers, allowing it to clinch a BCA Green Mark Platinum Award.

THE CHALLENGE

Due to the requirements for Tier 3 Plus Data Center, a critical mission for the system is to only allow the system to have a downtime for 15min a year due to the Cloud data for the CRAH unit.

The quality of every valve is important, as it may affect the system if there is any quality-issue. Also, delivery for the valve is critical for the short construction period to meet the needs of the new tenant.

THE SOLUTION

AVK ICV have been specified for the project due to the renowned quality of their valves. The valves were designed to meet the most stringent requirements for indoor and outdoor purposes.

Moreover, as AVK provided all the parts from our own factories, quality is ensured for every component of every part.

RELIEVING SHORTAGE OF WATER SUPPLY IN KUALA LUMPUR, MALAYSIA



AVK Malaysia supplied the large-sized gate valves to the Klang Bulk Water Transfer-Project. The responsible water company was Air Selangor, which is one of the largest water companies in Malaysia, responsible for the central region's water supply. The cooperation on the Klang Bulk Water Transfer Project was curated by Air Selangor's panel contractor AMCN Engineering Sdn. Bhd.



This project was a hot tapping application that will transfer water from the Klang Gate Dam to the Klang Valley, relieving the water supply shortage in Klang and Kuala Lumpur.

Within 12 hours of receiving a call from Air Selangor, an AVK representative was able to be on-site to provide technical support and trouble-shooting. This was of course a valuable service to the water company, to secure the quality of the installation.

Among a few special requirements was the requirement from Air Selangor to apply a spur gear on the application. AVK was able to deliver this requirement 3 weeks earlier than planned, to great satisfaction for the customer and water company.

The swift support, compliance with the water company's special requirements and the high quality and reliability of AVK products were the reasons that AVK was chosen for the Klang Bulk Water Transfer Project.

In addition, we can proudly mention that in 2019 and 2020, the Water company, Air Selangor, had the lowest rate of non-revenue water in Malaysia, which we are proud of as one of the main suppliers to the projects of Air Selangor.



NEW SERVICE CENTER TAKES CUSTOMER SERVICE TO NEXT LEVEL



AVK Fusion Indonesia further improves its after-sales service by launching the new AVK Fusion Indonesia Service Center. The new service-capacity is introduced to make customers worry-free when making a purchase



With the increasing number of customers and business-growth, AVK Fusion Indonesia took the initiative to further complement its after-sales service by providing improvements in the maintenance of AVK Fusion products. Managing Director of AVK Fusion Indonesia, Gert Borrits, stated that after-sales service is an essential part of our offering to customers. "The purpose of launching AVK Fusion Indonesia Service Center is to provide

better after-sales service. We realize that as the company and our customers grow, we need after-sales service that can provide solutions," Gert explained. AVK Fusion Indonesia Service Center provides various spare parts for each product-line and repairs, such as calibration for exampl. Apart from providing complete spare parts, the service center also provides experts who can be sent directly to advise on various obstacles faced by customers.

Physical and Non-Physical service

AVK Fusion Indonesia Service Center is not only limited to physical services, but also non-physical services such as discussions and consulting with a team of experts, through the AVK Fusion Indonesia call center hotline. The facilities also have high-tech systems such as machines that are able to scan a product's barcode. These machines are used to find out how long it takes for installation and can be used under various conditions.

"AVK Fusion Indonesia Service Center provides after-sales services that makes

it easier for customers both in terms of time, distance, and efficiency. The repair-time depends on the problem encountered but we will ensure that every problem will be resolved as soon as possible by the team, through appropriate solutions and improvements so that our customers can be satisfied," Gert Borrits noted.

With the presence of AVK Fusion Indonesia Service Center, the company will continue to grow and become a market-leader. AVK Fusion Indonesia aims to have the largest and most comprehensive service-structure and the best facilities to meet the needs of customers throughout Indonesia. The launching of the AVK Fusion Indonesia Service Center was covered by several national media-channels, click the links below to read more:

[Media Indonesia](#) | [Tribun News](#) | [SWA](#) | [Beritasatu](#) | [Sindo](#) | [Infobrand](#) | [Marketears](#) | [Investor daily](#) | [Bisnis Today](#)

AVK MALAYSIA OFFERS VIRTUAL FACTORY ACCEPTANCE TESTING (FAT)



For many of our customers, factory acceptance testing (FAT) is essential. This process allows the participants of the FAT to witness the successful operation and pressure-test of the valves. AVK Malaysia can carry out FAT at its facility in Klang for valves up to DN 1600



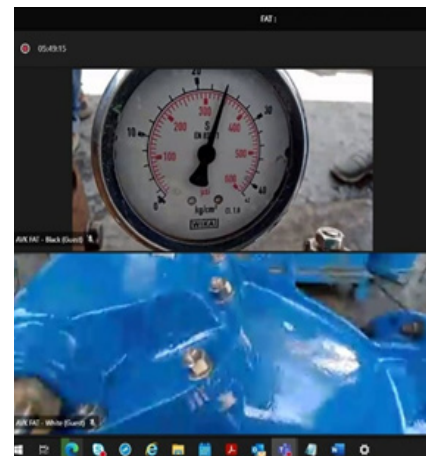
Due to strict restrictions – and general limitations on gathering – carrying out FATs has been challenging during the COVID pandemic. However, AVK Malaysia has implemented an innovative solution: carry out FATs virtually. By using several cameras, wireless headsets, and Microsoft Teams software, stakeholders can participate in an FAT

from the comfort of their office (or anywhere else). By using more than one camera a customer can monitor test pressure, whilst also being able to see the valve being opened or closed.

Using a wireless headset, AVK staff can guide and explain to the customer what actions are being taken and what they

are seeing. The entire FAT can even be recorded and kept in the cloud for easy access and sharing.

Customers have taken well to virtual FAT and appreciate this alternative to visiting AVK's facility in person.



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