



CERTIFICATE

This is to certify that

wilo

WILO POMPA SISTEMLERİ A.Ş.
ORHANLI MAH. MEHMET AKIF ERSOY CAD.
NO:91 34956 TUZLA - İSTANBUL

has implemented and maintains a **-Customer Satisfaction- Complaints Handling System.**

Scope: Sales, Service of Pumps & Pump Systems and Development, Assembly of Pump Systems for Building Services, Water Management and Industry

Through an audit, documented in a report, it was verified that the system fulfills the specifications of the following guideline:

DIN ISO 10002 : 2010

Certificate registration no. 060313

Date of certification 05/05/2015

Valid until 05/04/2018

DQS GmbH

Michael Drechsel
Managing Director

Jan Böge
Managing Director