



## Corporate Profile

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Instant boiling and chilled filtered water systems



Hot, cold and brilliant.

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# Who

Billi

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At Billi, we design and manufacture a range of energy efficient filtered water systems that offer our customers the very best in innovation, superior performance and reliability.

For more than 20 years, we have maintained a commitment to excellence and quality that is second to none. Our award winning filtered water systems are preferred by designers and architects globally, for their elegant styling and space saving design.

Billi launched the world's first under counter boiling and chilled filtered water system in Australia in 1990 and it was instantly recognised as a revolutionary concept. From that first product, our range has grown to include a complement of commercial and domestic systems now available throughout the world.

Today, we continue to innovate. Our designs keep pace with modern building techniques, contemporary interior concepts and changing lifestyle choices. Importantly, all our products continue to incorporate improved eco-technology features.



Billi Head Office, and manufacturing plant. Thomastown, Australia

# Who

## Vision, Mission and Values

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### **Vision**

Billi is committed to be the product leader in value added water delivery systems globally.

### **Mission**

As a progressive and innovative organisation, Billi is committed to

- Provide premium water products to customers globally
- Provide a contribution to society
- Provide opportunities for Australian families and be an inspiration to Australian manufacturing

### **Statement of Values**

Our company is built around four core values

#### **—Respect and Teamwork**

To respect the individuals and promote teamwork within the organisation and our affiliates.

#### **—Customer Service**

To deliver a world class customer service experience.

#### **—Excellence**

Commitment to pursue our goals with the objective of achieving these in a superior way.

#### **—Innovation**

Commitment to never rest in our development of innovative products and services.

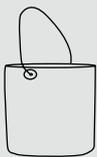


# Who

## Boiling Water Evolution

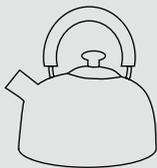
### Billy Can

Also known simply as the billy, the billycan has a strong place in Australian history as a pot used to boil water over an open fire in order to make tea. The most well-known reference to a billy can is in Banjo Patterson's 'Waltzing Matilda.'



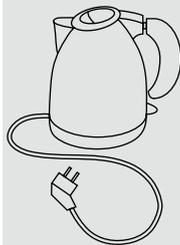
### Stove Top Kettle

Kettles can be traced back to ancient Mesopotamia. As they evolved, they were most commonly used to heat water on an open fire to make the water safe for drinking. The stove top kettle evolved in direct correlation to the stove.



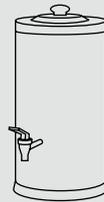
### Electric Kettle

The electric kettle was first sold in the late 1800's. The early designs were inefficient as the heating element could not be immersed in the water. This was solved in the 1920's, but it wasn't until the 1950's that the kettle became automated.



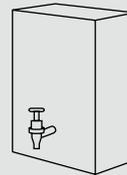
### Hot Water Urn

The hot water urn was designed to cater for large amounts of people and is typically found at catered functions including conferences and seminars. The hot water is often used to make tea or coffee as the water is constantly kept at temperature.



### On Wall Boiling Unit

There is a growing trend away from on wall units and free standing water coolers. Though on wall units are still prevalent in commercial settings, they are often found in the tea rooms of tradespeople who have temporary site sheds.



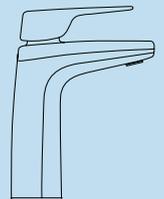
### Free Standing Water Cooler

Free standing water coolers are common in offices and waiting rooms and often only dispense cold or ambient water. They hold a place in pop culture with the term 'water cooler conversation.'



### Billi

Billi is the inventor and manufacturer of the original combined underbench boiling and chilled filtered drinking water system. Billi systems are installed around the world, with most units installed in Australia and New Zealand.



# Who

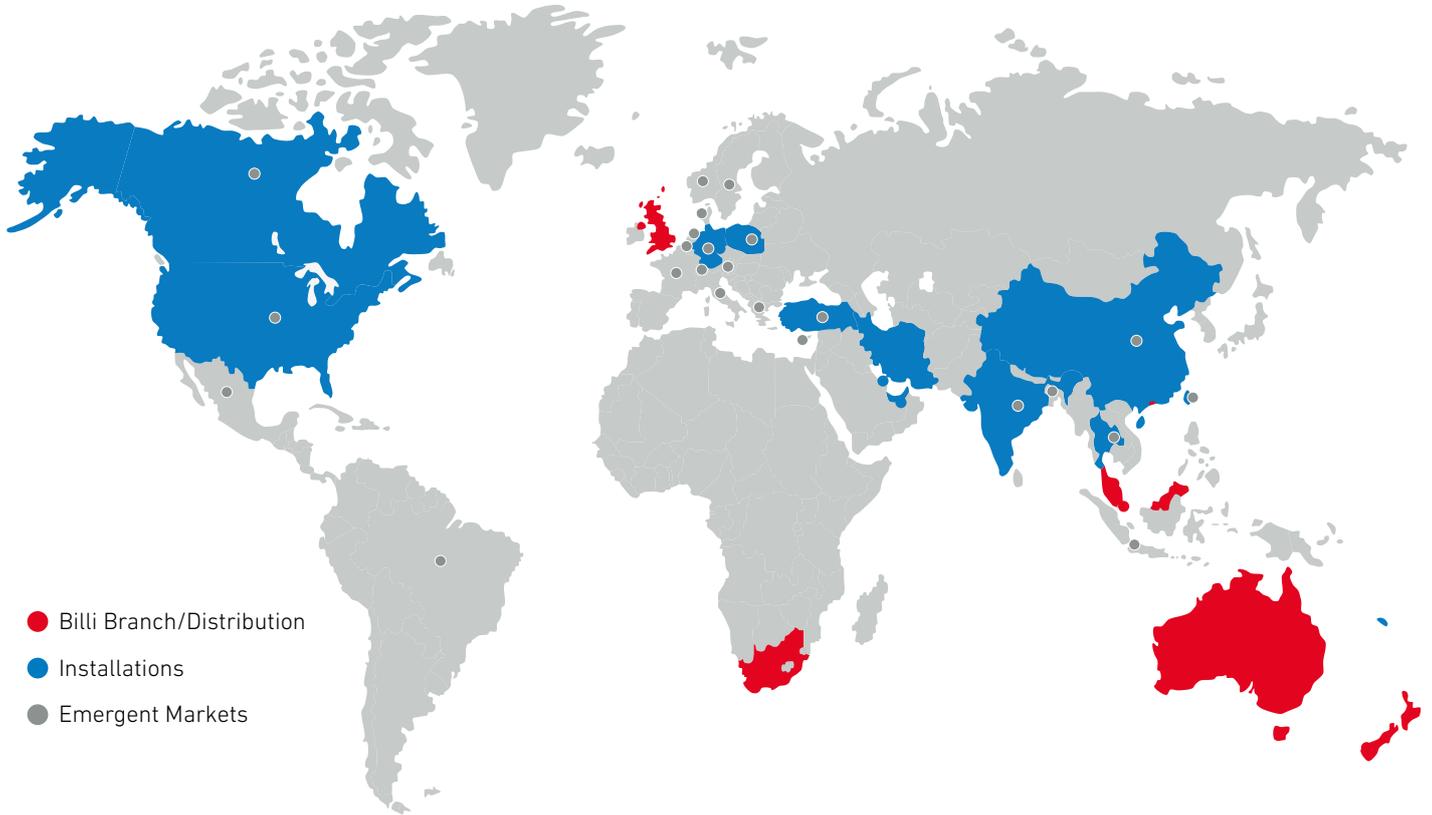
## The Billi Timeline

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# Who

## Global Partners



### Billi Branch/Distribution

- Australia
- New Zealand
- United Kingdom
- Hong Kong
- Singapore
- Malaysia
- South Africa

### Installations

- Canada
- China
- Fiji
- Germany
- India
- Iran
- United Arab Emirates
- Qatar
- Poland
- Taiwan
- Thailand
- Turkey
- United States of America

### Emergent Markets

- Austria
- Bangladesh
- Belgium
- Brazil
- Canada
- China
- Cyprus
- Denmark
- France
- Germany
- Greece
- India
- Indonesia
- Italy
- Mexico
- Netherlands
- Norway
- Poland
- Sweden
- Switzerland
- Taiwan
- Thailand
- Turkey
- United States of America

# How

## Business Proposition

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The relationships we build with our clients and the people we work with are the foundation of our organisation. We work with industry partners that share our corporate values.

### **Investment Proposition**

Billi is a premium brand recognised for quality and reliability, innovation, efficiency, safety and health.

#### **—Quality and Reliability**

Australian designed and manufactured product range with a focus on

#### **—Innovation**

Unique concept and technology globally

#### **—Efficiency**

The most energy efficient product through unique heat transfer technology, Thermostore™ insulated tank and EcolIntelligence™ user habit recognition technology

#### **—Safety**

Uses unique Splashfree™ technology to reduce the risk of scalding. Also features a child safety lock

#### **—Health**

Incorporates Pentair Fibredyne filtration which reduces the build up of bacteria within the filter system.

### **Distribution Opportunities**

Billi offers exclusive distribution agreements to leading companies globally. These organisations are supported by a world class Customer Service helpdesk and our training facilities ensure Billi technicians are highly competent and fully equipped with access to dedicated technical support.



# What

## Product Range

Our products are industry leading and recognised for their design aesthetic. Though we consider ourselves a manufacturing company, we offer services and support that extends far beyond the initial sale. Our specialised Billi Management System (BMS) is designed to make the maintenance and up-keep of the systems easier.

### Products

Unit Name	Description	Capacity options/ Suggested number of users
Eco ●●	Boiling and chilled filtered water unit designed for a home or small office	1-10 users
Quadra ●●	Range of boiling and chilled filtered water units with varying capacities depending on usage	20-180 users
Quadra Plus ●●+	Range of boiling and chilled filtered water units with varying capacities depending on usage. These units also include sink mixer making it ideal for tea points.	20-100 users
Sahara ●●	Range of boiling and ambient filtered water units with varying capacities depending on usage	10-120 users
Sahara Plus ●●+	Range of boiling and ambient filtered water units with varying capacities depending on usage. These units also include sink mixer making it ideal for tea points	10-120 users
Alpine ●	Range of chilled filtered water units with varying capacities depending on usage, making it ideal for waiting areas	10-40 users
Alpine 125 ●●	Chilled and ambient filtered water units that are ideal for waiting areas	40 users
Filter Tap ●	Unlimited ambient filtered water on demand	Unlimited

- Boiling Water
- Chilled Water
- Ambient Water
- + Standard Mixer Tap



# What Filtration Technology

## Advanced Technology

Due to the unique layered structure of the Fibredyne™ technology, the new range of Billi filters ensures:

### —Longer filter life

Particles are trapped in stages through the filter as opposed to the filter surface only, guaranteeing the maximum filter life. This reduces on-going maintenance costs.

### —Higher flow rate

Water is able to flow through the filter faster enabling your Billi system to maintain its recovery rate.

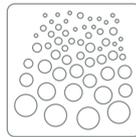
### —Lower pressure drop

Because the particles are trapped in stages, the surface doesn't block, allowing the water pressure to be maintained until the total filter life has been exhausted.

## Certifications

New Billi filter systems are certified to NSF standards 53 and 42 and AS/NZS 3497\*. This ensures health threatening pollutants and impurities are removed leaving you with pure, clean water.

## 5 Stage Filtration



### Sediment

Filters out particles in the water



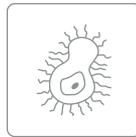
### Chemical Disinfection

Removes chemicals such as chlorine



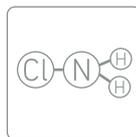
### Mineral

Enables minerals to flow through the appliance without allowing scale build up



### Bacteria

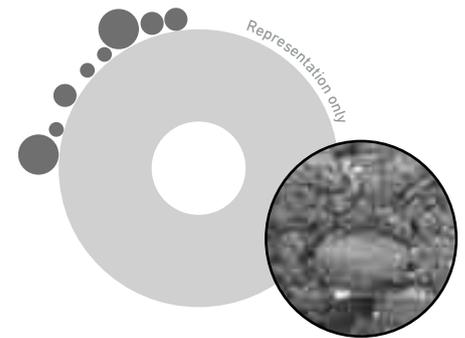
Arrests the growth of microorganisms such as giardia and cryptosporidium



### Chloramine

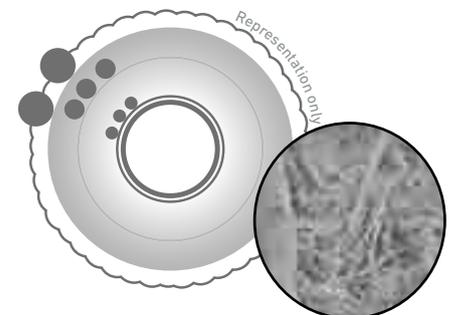
Filters chloramines from the water (994003 only)

## Conventional Carbon vs Fibredyne™



### Conventional carbon filter

Conventional filters are made up of granules and often held together with a resin, decreasing the surface area and therefore the quality of the filtration.



### Fibredyne™ carbon filter

Fibredyne™ technology is fibrous and matted together, increasing the surface area of the carbon meaning there is greater contact time and improved quality of filtration.

\*Depending on the quality of water and amount of use.

# What Services

Billi offers customers the very best in innovation, superior performance and reliability and as stated in our Corporate Vision, we "support this with a world class customer service experience."

Boiling and chilled water systems do require maintenance, our commitment is to make it easy for you.

## Services

### —Installation and Commissioning services

Includes installing the unit at any given premises and ensuring the unit is running correctly once installed

### —Maintenance services

Including preventative maintenance contracts and filter changes

### —Billi Management System (BMS)

Boiling and chilled filtered water system monitoring software, often used by facility managers

## Billi Service Division

Our Customer Service Division has a large network of highly trained and accredited service staff, to provide prompt and reliable after sales service to our customers.

In addition to supplying and servicing Billi units, our service team also performs filter changes and servicing on alternative products. Filter changes and service work are only completed by authorised service personnel. Our commitment is a 48 hour response to any breakdown, Monday – Friday.

## Maintenance Plan Options

Billi offer the most comprehensive maintenance and filter replacement programs.

**Platinum Plan** – a fully customisable plan to suit your specific requirements

**Gold Plan** – a comprehensive maintenance and filter replacement plan

**Silver Plan** – a filter replacement plan



# What Certifications

Every Billi drinking water appliance is manufactured under a certified quality control system. They have been tested and comply with all required standards.

All Billi systems are also tested to  
—Victorian Electrical Safety Act 1998  
Approval Number CS100600V  
—AS/NZS ISO 9002  
—AS1428 Accessibility Design  
Requirement. Certificate  
Number QEC11627  
—CTickapproved  
—GoldGlobalGreentag

Billi Eco, Quadra, Quadra Plus, Sahara  
and Sahara Plus systems are tested  
to, and comply with  
— Watermark Licence Number  
21525<sup>1</sup> —AS3498  
—AS/NZS 4020

Billi Alpine and Filter Tap systems are  
tested to, and comply with  
—Watermark Licence Number 21881  
—ATS 5200:105:2005

Billi Filtration is certified to  
—NSF 53 and 42  
—AS/NZS3497



<sup>1</sup>Pending as of August 2013.





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