





**RIELLO**

# WORLD LEADER IN BURNER PRODUCTION

02

RIELLO

COMPANY PROFILE

Riello is a world leader in the production and sale of burners for residential, commercial and industrial applications. The Riello world includes air conditioning systems and technologies for any environment. The **strength** of Riello is a combination of excellence of **technological innovation** and **experience** acquired over time, accompanied by the reliability of a team of technicians, professionals and employees, called upon daily to provide their contribution in terms of hard work, skill and creativity.

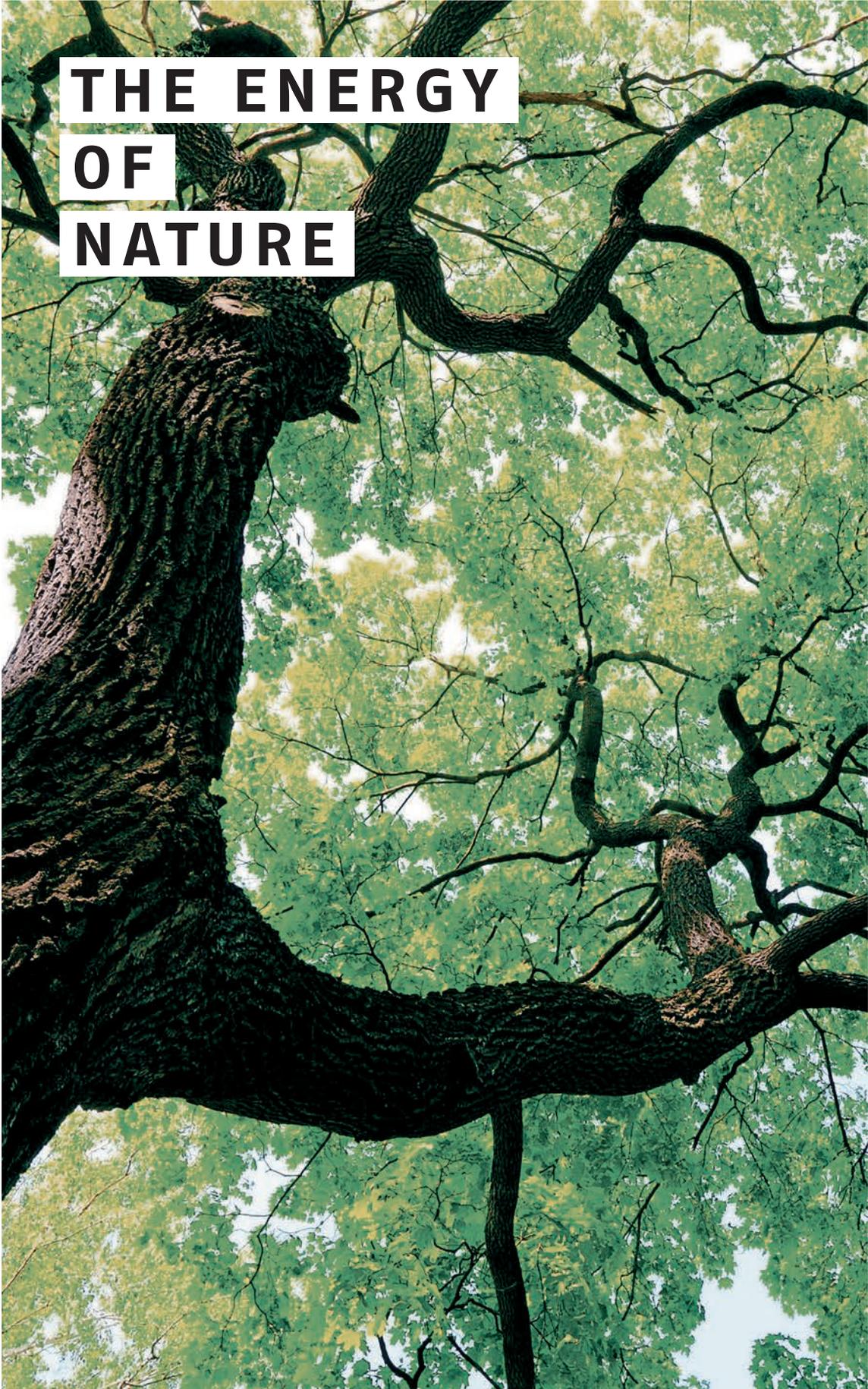


**FOR OVER  
90 YEARS  
A LEADING  
PLAYER  
IN ITALY**

Riello **leadership** is the result of a set of characteristics of its organisation, which can be summarised as:

- an extensive and reliable **network system** linked to the sales and service components;
- a **product system** oriented towards customised integrated and high energy efficiency solutions;
- a unique **service system** in the field of training and consultancy. All this is the expression of a successful industrial model with over 90 years of history.

# THE ENERGY OF NATURE





Nature and its elements have always been a source of inspiration for Riello, which works to **transform energy from the environment** into energy at the service of people and the community. Energy that nourishes life itself, leading the way to **sustainable progress**. Energy open to the challenges of the contemporary world and sensitive to respecting its fundamental

principles: safeguarding the environment and the well-being of those living in it. New, widespread and shared energy, in continuous movement, designed to improve the quality of life and provide more value to the future of everyone. This is energy according to Riello. And that is why Riello today is synonymous with **energy for life**.

# ON ITS JOURNEY FOR OVER NINETY YEARS

TODAY

**RIELLO**

**B** **RIELLO**  
BURNERS

 **RIELLO**

 **RIELLO**  
ISOTHERMO

 **RIELLO**

**RIELLO**

  
OFFICINA E INGEGNERIA  
FRATELLI RIELLO

  
OFFICINA MECCANICA  
FRATELLI RIELLO

1922

**F.lli RIELLO**  
OFFICINA MECCANICA = LEGNANO PORTO



RIELLO HEADQUARTERS

Experience consolidated in **over 90 years** of great success and innovation, through projects and solutions designed to efficiently exploit all forms of energy. It is this ability to "look beyond", always identifying new goals, that has marked the main milestones of Riello's corporate history.

The figure of its founder, **Pilade Riello**, stands out among Italian entrepreneurs who, during the last century, contributed

to the extraordinary technological and economic development of the country. Thanks to his incredible intuition, exceptional initiative and great determination, in 1922, **Pilade Riello** founded the "**OFR Officine Fratelli Riello**" in Legnago (Verona) where, a year later, the first light oil burner was built for bread ovens. That was the start of a long story, whose chapters continue to be written day after day.

OFR - OFFICINE FRATELLI RIELLO





**ALWAYS THE  
MOST EXTENSIVE  
NETWORK**





**SUPPORTING  
CUSTOMERS ANYWHERE**





The Riello **organisational model** focuses on the quality of industrial processes and products, business autonomy, effective commercial strategies and service efficiency. The industrial commitment to the company's core product - the burner - has led Riello to have the industry's largest and most advanced manufacturing structure in the world. A modern and efficient organisation that is a concentration of highly qualified

technical, industrial and commercial skills. From the manufacturing plant in Legnago (Verona), where the company was founded, Riello burners are exported to markets **worldwide**. A fundamental key to this success is the ability to design every single component of the machine in an integrated manner, in order to offer a highly differentiated range and, where necessary, a **"customer tailored" product**.



**AN INTERNATIONAL  
MANUFACTURING  
STRUCTURE**

1

- Legnago (VR)**  
Headquarters 3,000 m<sup>2</sup>
- S. Pietro di Legnago (VR)**  
Manufacturing Plant 22,000 m<sup>2</sup>
- Angiari (VR)**  
Combustion Research Centre 3,600 m<sup>2</sup>  
Training Centre 700 m<sup>2</sup>
- Piombino Dese (PD)**  
Manufacturing Plant 28,000 m<sup>2</sup>  
Research Centre 650 m<sup>2</sup>
- Volpago (TV)**  
Manufacturing Plant 17,000 m<sup>2</sup>  
Research Centre 600 m<sup>2</sup>
- Lecco (LC)**  
Research Centre 1,500 m<sup>2</sup>
- Morbegno (SO)**  
Manufacturing Plant 13,000 m<sup>2</sup>  
Manufacturing Testing Centre 500 m<sup>2</sup>
- Villanova di Cepagatti (PE)**  
Manufacturing Plant 12,000 m<sup>2</sup>  
Research Centre 500 m<sup>2</sup>

2

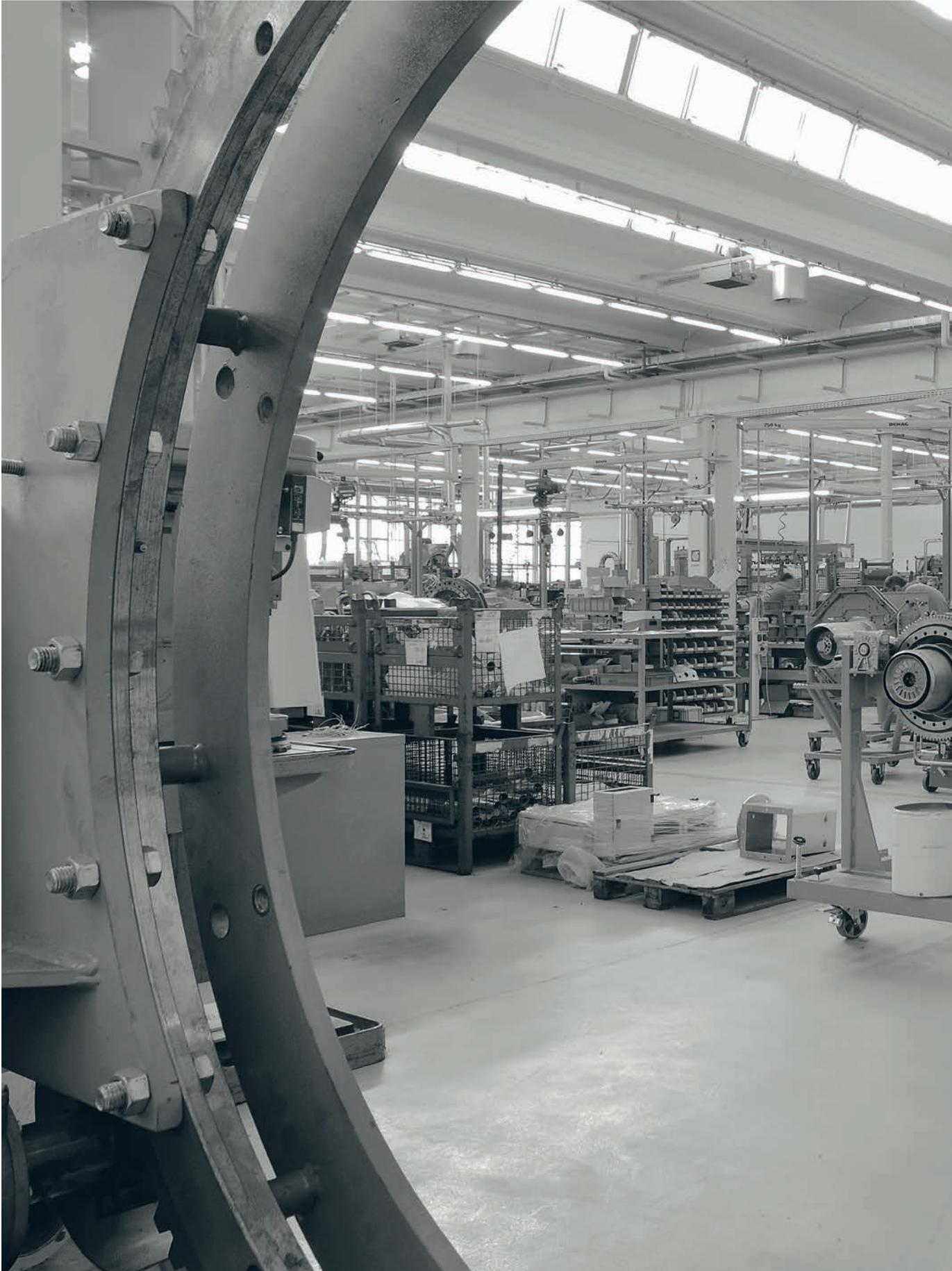
- Mississauga Canada**  
Manufacturing Plant 5,000 m<sup>2</sup>

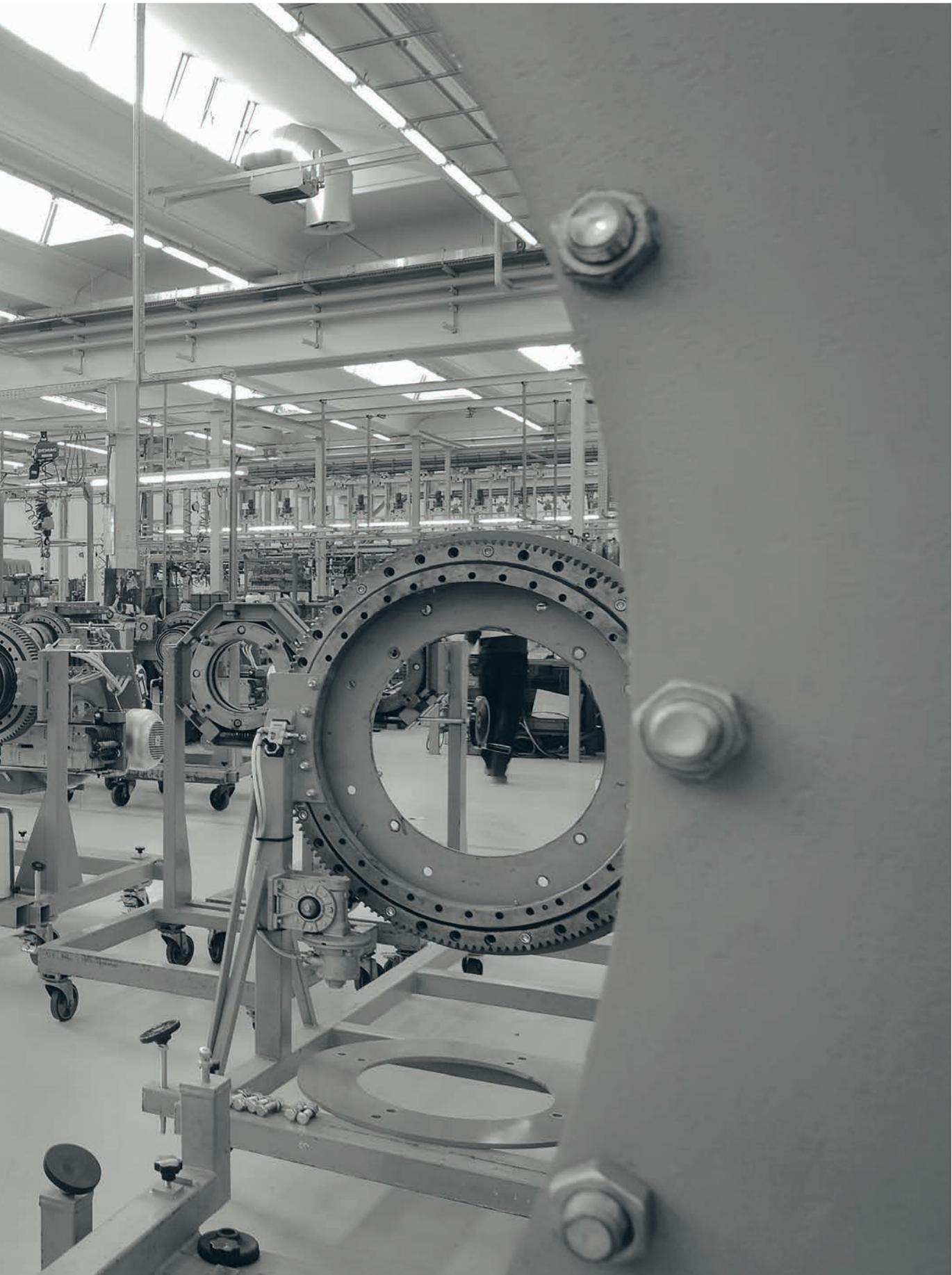
3

- Torun Poland**  
Manufacturing Plant 16,000 m<sup>2</sup>

4

- Shanghai China**  
Manufacturing Plant 14,880 m<sup>2</sup>





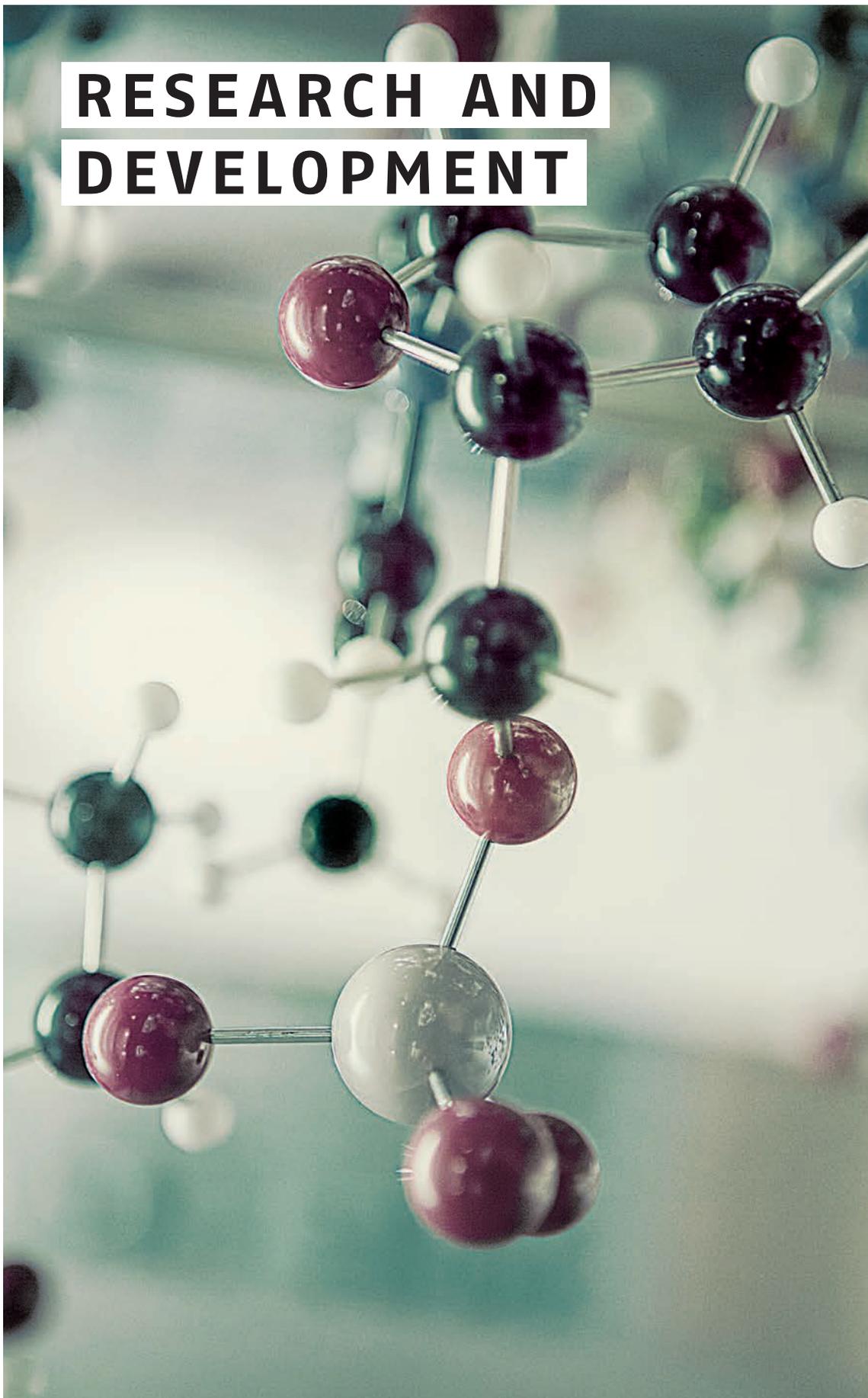
Observation of lifestyles and consumption patterns is the starting point for **research and development**.

From this market analysis, Riello gets its inspiration for innovative ideas and cutting-edge solutions, in line with **technological progress** and the evolution of wellness standards. there are 4 Riello centres of excellence dedicated to research and development: significant commitment is addressed to studying combustion, materials and manufacturing systems.

The subject areas involved include chemistry, mechanics, electronics, electrical systems and microprocessor technology.

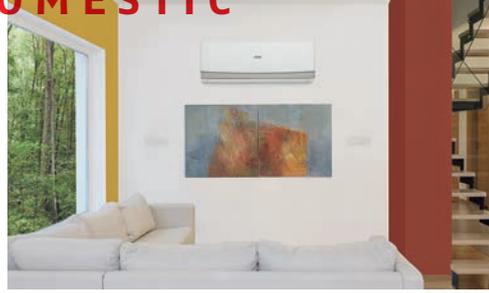
Among these, the most important of all is the Combustion Research Centre in **Angiari** (VR), where all combustion stages are studied and all industrial products up to 40 MW are directly "fire" tested. The attention to environmental issues, an integral part of the cultural heritage of the company, has taken on a key role in the research and development of "clean" and low environmental impact manufacturing processes. New combustion technologies enable a **reduction in polluting emissions** and the **reduction in consumption** ensures compliance of Riello products with the strictest energy efficiency standards.

# RESEARCH AND DEVELOPMENT





DOMESTIC



ENVIRONMENTAL  
WELLBEING  
PROFESSIONALS



WALL-MOUNTED GENERATORS



HEAT PUMPS



HOT AIR



FLOOR-STANDING GENERATORS



AIR CONDITIONING



BURNERS



BIOMASS GENERATORS



FAN COILS



TERMINAL UNITS



GAS CONVECTOR HEATERS



CONTROL AND HEAT REGULATION PANELS



AIR HANDLING



WATER HEATERS



CONDENSING GENERATORS



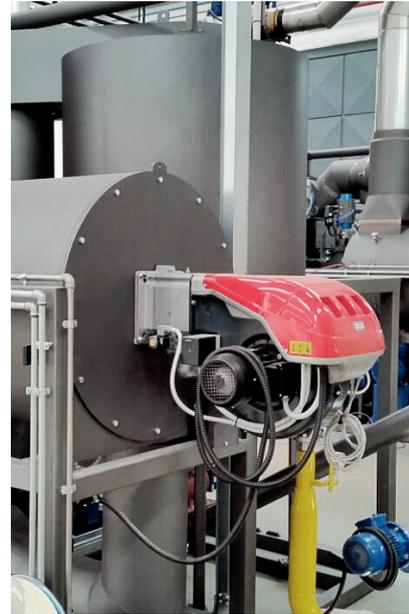
SYSTEM ACCESSORIES



THERMAL SOLAR AND BOILERS



FORCED DRAUGHT BOILERS



## PROFESSIONAL

As "Professionals of Environmental Wellbeing" Riello has solutions for every type of **domestic, professional, commercial** and **industrial** application. Since the birth of the first burner, in 1922, Riello has always enjoyed a global leadership position in the industry. The company has

invested consistently over time to expand its manufacturing expertise in order to offer an **extremely wide and varied product range**, able to meet every need in terms of comfort. The goal is to offer its customers **products tailored** to their needs.





Riello has an extensive and flexible organisation characterised by a high level of professional expertise, able to quickly and effectively respond to any need. An unrivalled network system in Italy which constitutes the real strength of the company

in a constantly changing and highly technically connotated market. In this sense, Riello makes "customer proximity" one of its core values and a cornerstone of its corporate culture.

## THE STRENGTH OF THE NETWORK



LEGNAGO HQ

The over **240 Riello Sales Agencies** represent the real interfaces for installers throughout the country. Competence and professionalism have always been the synonyms of every Riello Agency. Thanks to their ubiquity they represent the true **point of reference** for professionals, where they can find expertise, sense of responsibility and trust that have always distinguished the Riello organisation.

The Riello sales organisation is complemented by more than **600 Authorized Service Technicians** which ensure, throughout Italy, maintenance and technical support on Riello products.



PROFESSIONALS  
AT YOUR SERVICE



SALES  
AGENCIES



AUTHORISED  
SERVICE  
TECHNICIANS

There are also more than **3,000 technicians** who, with their own business, supplement the professional efficiency and rapid response with the offer of additional services that can safeguard the user also after expiry of the warranty period.

**RIELLO,  
AN INTERNATIONAL  
PARTNER**



Riello is a **world leader in burners** thanks to its expansion in international markets achieved through differentiated and flexible strategies.

Today Riello is a complex industrial group that considers the entire world as its playground. This awareness has been consolidated and strengthened over time, leading the Company to gradually expand its presence in international markets. After the first step in Europe and later in North America, Riello started the conquest of the Far East. Riello

**internationalisation** follows two specific guidelines:

- direct presence through Subsidiaries;
- presence through a network of importers and partners.

PRESENCE IN 60 COUNTRIES

ADAPTABILITY

Direct presence through **Subsidiaries** is critical in markets considered to be particularly strategic in terms of volumes, required product characteristics and the **specific nature** of the territory and the economic scenario. There are Riello subsidiaries in the UK, Belgium, Germany, Switzerland, Poland, North America (USA and Canada), Far East (Japan, China) with representative offices in Russia and Singapore.

In the remaining countries in the world, Riello is present through a network of **importers** and **partners** who deal with the sales of its products in over 60 countries.

An integral part of its business and a distinctive element recognised by the market in terms of constancy and coherence, **training** has always been central to Riello's activities and services, constantly aimed at transferring its expertise to both employees and to the market.



## PROFESSIONALISM IN CONTINUAL EVOLUTION.



DISTANCE  
TRAINING



CLASSROOM  
TRAINING



PLUMBING  
TRAINING



AST  
TRAINING

This takes place through a process of continual training with **technical update meetings** and **specific courses** for the professional development of its stakeholders.



Professionalism, competence and reliability are made available on a daily basis to the supply chain to promote comprehensive knowledge of latest generation products and system solutions. Riello training also means being aware of legislative developments and interpreting this transformation in advance. The Riello pre-sales and training structure is ready to provide **ongoing support** and the **best training courses** to its Customers

in order for them to be able to address a market in constant evolution. The new training centre in Legnago is a tangible example of the importance of training for Riello. The new facility, consisting of classrooms and fully-equipped laboratories, has been designed to provide theoretical and practical training using the latest learning systems.



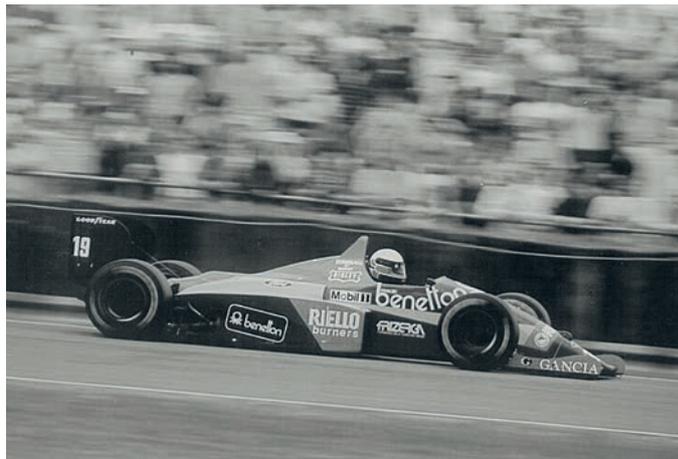


Since the very outset, Riello has always believed in the **importance of communication**, acquiring much experience not only in its application in the commercial area, but also in the ability to directly communicate with industry specialists,

especially with installers and end users. A pioneer in this field, Riello has invested in raising the awareness of its brand through numerous **sponsorship activities**; including Formula 1, Basketball and today's MotoGP.



UNCA DUNCA



## THE IMPORTANCE OF COMMUNICATING



RIELLO APP

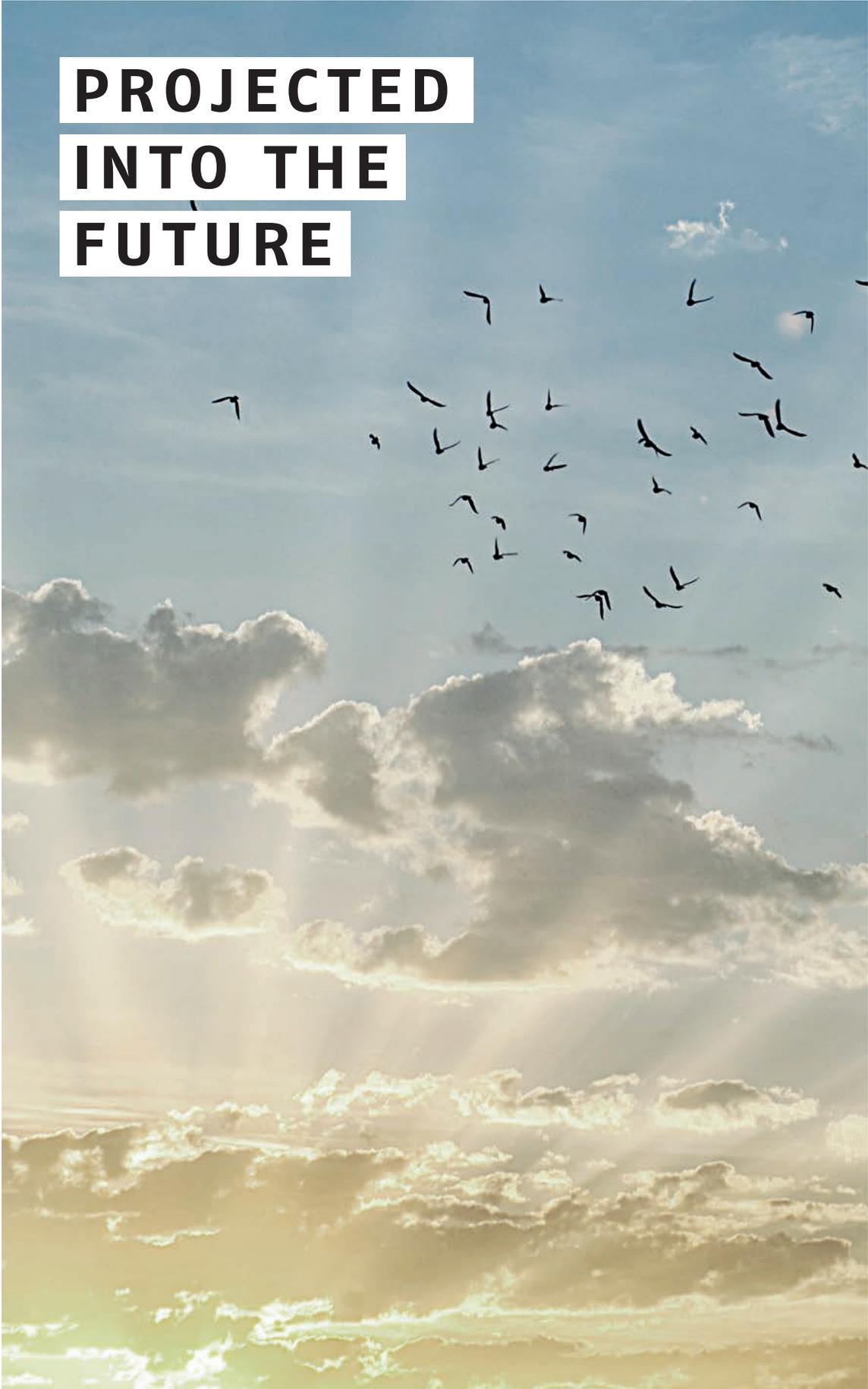


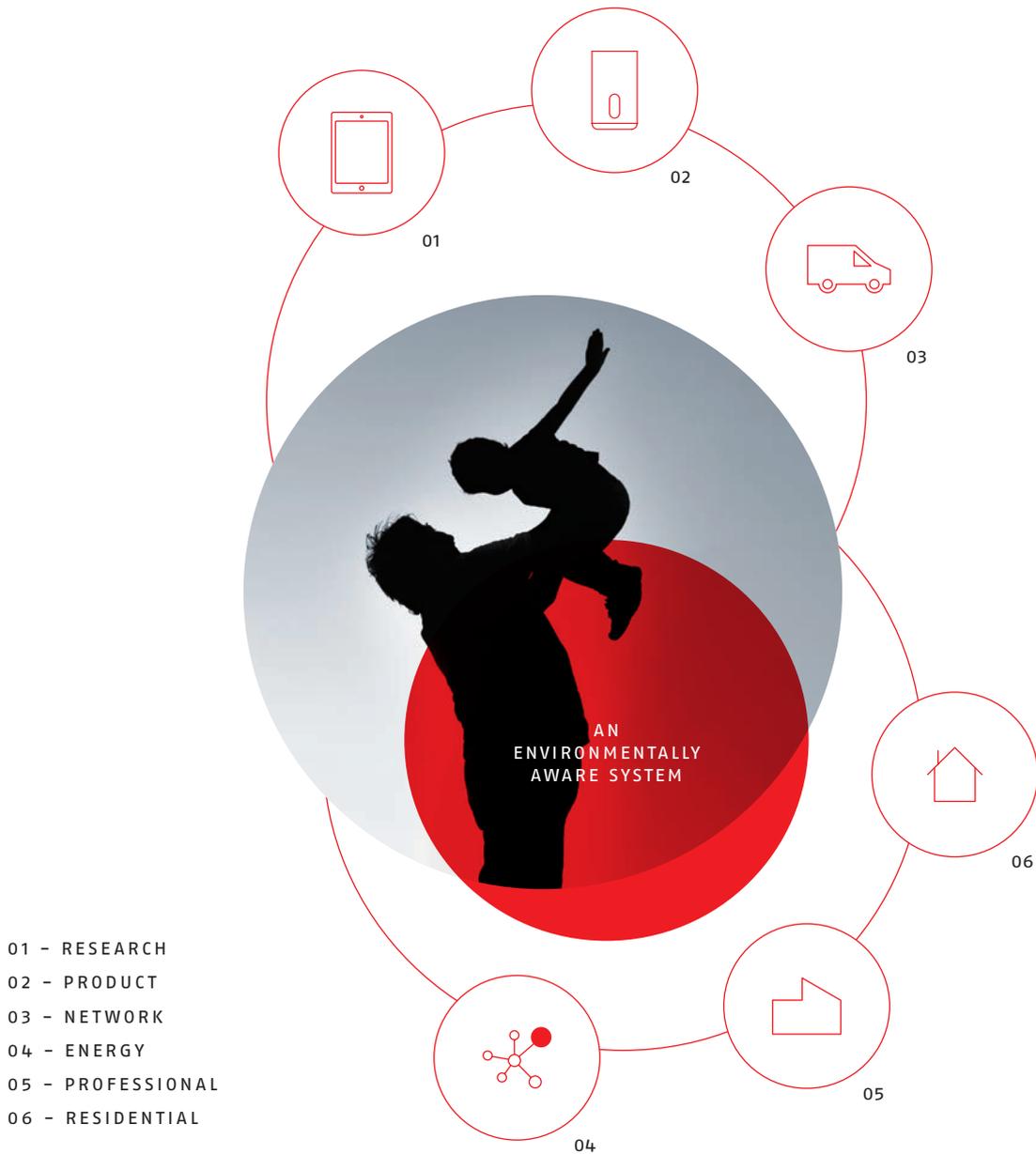
WWW.RIELLO.IT  
WWW.RIELLO.COM

Of great importance are also **TV commercials**, in which Riello was the first to enter Italian homes in the 60s with the famous Unca Dunca cartoon. This was followed by further successful commercials with famous testimonials. Today, taking full advantage of the new opportunities for managing communication

flows, Riello offers an "on line" link to the company and to the entire system, consisting of the Italian and international sales and distribution network. Through **website** and **application management**, Riello establishes a continuous channel of communication with its partners and end users.

# PROJECTED INTO THE FUTURE





The rapid development of air conditioning technologies and the approval of new and more stringent international regulations aimed at energy saving have stimulated the **reorganisation of the Riello industrial strategy**, aimed at **continual improvement** of the traditional business sectors. In addition to expanding the offer of high-performance applications and supporting the drive

towards integrated systems able to combine the use of renewable energy sources with energy efficiency, the Company has for many years been investing in developing products at the forefront of **technological innovation** and **environmental sustainability**. The objective remains that of increasing competitiveness, also in new market niches.

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