

FGW Latin America & Caribbean



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Introduction



“We’ve built our reputation in the region by providing excellent product and service support for more than 20 years. We’re not just selling generators, but a complete end-to-end experience. From the time you seek assistance with assessing your power needs, through implementing a solution, through round the clock service, we’ll help and guide you — we’re there for you, in fact, through the entire life cycle of your generating set.”

Ruben Byerlee
Sales Manager

FGW Latin America & Caribbean

Our name is long, but it’s easy to remember what we provide: simply reliable power.

We’re different from other companies – and what’s different about us makes the difference.

Lots of companies can sell you a generator set (“genset” for short), but only FGW LATCA can provide a sure-fire, one-stop answer to your power needs.

Other companies offer multiple products, multiple brands. Not us. Gensets – specifically FG Wilson gensets – are our world. Long-lasting. Easy-to-use. Attractive. Great value. And RELIABLE.

We’re proud to be exclusively FG Wilson, one of the most trusted names in gensets, providing simply reliable power in 180 countries around the world.

We sell FG Wilson gensets. Install them. Provide parts for them. Service them. Believe in them. Guarantee them.

From our South Florida headquarters, we’ve been helping our customers in 36 countries for more than 15 years. With the best gensets in the world as our foundation, we’ll be here for many more to come.

In this brief overview, you’ll get a quick look at why we believe that if you buy FG Wilson once, you’ll be a customer for life.

You’ll get a taste for our products, our philosophy and our passion for providing you with simply reliable power. If we pique your interest to learn more, please visit www.fgwilsonmiami.com. We’d love to help you.

FG Wilson Generators



If you need an FG Wilson generator you've come to the right place.

If you're seeking another brand of genset – or anything else – we wish you well. But sorry, we can't help.

When you make up your mind to go with the best generator made today, welcome to our world – we're standing by to assist you.

With FG Wilson there are some "givens." All our gensets are powered by world-renowned Perkins engines. And all are:

- World-tested
- Ready to run
- Built to last
- Simple to use
- Reliable

Then there are a wide number of options to choose from to fit your specific needs:

- Open or enclosed
- Power output ranging from 10 to 2,200 kVA
- Single or Three-Phase

No matter what model and specs you choose – and we can help you with that – you'll be getting a generator you can depend on.

And you'll get it fast. We keep a LARGE inventory of gensets in stock. For some visitors, in fact, walking into our 36,000 square foot warehouse is a jaw-dropping experience. "You keep all this in stock?" is a common question.

These days, few companies keep this much inventory on hand. But we're flush with ready-to-ship gensets because we know that when you need power, you probably need it in a hurry.

And because every FG Wilson genset undergoes a rigorous factory-test, when you get yours, you can be sure it'll be ready to roll.

Incidentally, your genset is safe with us until it makes it to you. Each is wrapped in protective plastic and stacked on pallets in a clean, dry warehouse. When filling your order, your genset is handled only by our specially trained forklift operators. That means your unit leaves our warehouse in perfect condition. No dents. No scratches. Just a beautiful machine ready to deliver simply reliable power.

Parts



We know that parts – genuine only – make the machine.

FG Wilson gensets are magnificent machines. They're rugged and reliable, and we believe in keeping them that way.

So when maintenance or a repair is required, our parts specialists have the tools, software and expertise required for the job.

One of the most critical factors in keeping your FG Wilson genset in "fighting shape" is the parts you use.

Quality in, quality out. It's a simple formula, but one we believe in and stake our reputation on.

That's why in servicing your genset, we insist on genuine parts. Every part we use – down to the last bolt and button – is made specifically to fit your FG Wilson genset.

And with more than \$1 million in FG Wilson genuine parts in stock, we have exactly what you need, when you need it. Our parts specialists are standing by, ready to assist you.

With FG Wilson parts, you get value, quality and reliability, and most important, you get peace of mind, knowing your genset will perform at its best 100% of the time.

Service



Need help with your FG Wilson genset? Don't look any further.

We've built our reputation for dependability on a simple, effective formula:

Right Person + Right Part + Right Tools
= A Genset that won't fail when you need it.

Who's the right person?

A factory-trained professional who knows FG Wilson gensets inside and out. Someone who knows how to precision-fit every part on your genset to keep it performing at maximum efficiency year after year. Someone who can troubleshoot any problem and have you up and running in no time.

But he's also someone who knows service is as much about pro-active, preventative assistance as it is about fixing problems.

Our experts are courteous, knowledgeable, and professional. They also speak your language. English or Spanish, yes, but we're also fluent in the "languages" of geography, climate and other unique environmental challenges you face when trying to optimize your genset's performance.

Whether you're operating in thin-air at 5,000 meters, providing power in a tropical rainforest, or near a beach where the salty air is working 24/7 to corrode your genset, we have both the theoretical knowledge and "in the field" experience to help – and we're ready to put it to work for you.

Whatever your challenges, whatever your needs, our experts are just a phone call or a mouse click away.

Training



If you're not passionate about our gensets, you won't make it as an FG Wilson service specialist.

In truth, we don't expect you to share our passion – we just want you to benefit from it. Not only when you get your brand new FG Wilson, but for the entire life of your genset.

That's where "how we train our specialists" comes in. If our team is anything less than passionate about our gensets, they won't know them as well as they should, and they won't care enough to keep them running the way an FG Wilson should run.

So when specialists-in-training come from throughout the Caribbean and Latin American to learn more at our Regional Training Center in South Florida, we're working not only to deepen their practical knowledge of our gensets, but to stir their passion for these excellent machines.

Classes, led by our factory-trained instructors, run the gamut from "Generator Basics" to sophisticated engine repair, to learning about synchronizing two or more machines to provide a specific load.

Through ongoing training sessions, our service network become expert troubleshooters, learn to meet specific challenges of their home countries and continually upgrade their level of knowledge.

Truth is, you probably won't see our specialists in action too often. That's because our gensets are easy to operate, smooth running, and reliable. Still, it's good to know that specialists with a passion for your machine have got your back when you need help.

Local Support



We believe in getting out in the field.

It's certainly possible to provide good service from a corporate office hundreds or thousands of miles away from your customers. It's just not as good as being there.

Why does being in country matter? It means being closer to your customers, more in-tune with their specific needs, better able to provide direct and timely support.

Being in country means your answer on a genset question doesn't just come from the operator's manual. It comes from having installed and run gensets in the torrential rains of the Amazon, from troubleshooting machines in the Andes, from dealing with contaminated fuel or other local realities.

Our technicians, in fact, are happier rolling up their sleeves and tackling a problem head on in some remote place where you need power than they are troubleshooting by long distance.

That means our advice and information aren't mere theory, they're the result of encountering – and solving – ever-changing real world, real time challenges in the field. Our knowledge and solutions come from FG Wilson specialists who "live" the manual every day.

With that philosophy in mind, we have in country presence in Colombia, Puerto Rico, Mexico and Perú and Authorized Service Centers (ASC) throughout the Caribbean and Latin America; in other words, we're positioned to get you exactly what you need for your genset – fast.

In sum, our commitment to being "in country, on the ground" backs up our promise of providing you with simply reliable power when – and where – you need it.

Sales



Judging from more than 15 years of experience, we know that a FG Wilson genset owner is a happy genset owner.

Talk to any of our many satisfied customers who have been with us for a decade or more, and you'll realize that's true. They'll tell you about "my FG Wilson's" reliability, the excellent service they've received, the practical advice, and more.

But in expressing their satisfaction, they might forget to mention one critical factor: the beginning.

That's something worth noting. We believe, in fact, that you can trace a big part of our customers' "happiness" factor to the beginning of our relationship. Specifically, to this simple question: Did you get the right genset for your needs?

When you call about getting a genset, we'll help make sure you get the right one from the more than 30 models we offer. We'll talk size, where to put it, special environmental factors and a host of other issues. Listening to your specific needs, we'll help you zero in on just the right genset for you.

We're more than happy to invest time in helping you select the perfect genset. If we start well, we're on our way to earning your confidence and trust. In our book, that's the only way to begin a relationship that we hope will last for many years to come.

If we seem enthusiastic about our gensets, it's because we are.

We hope our enthusiasm is contagious. In fact, if you're interested, we'll talk "compression ratios", "aspiration", and "piston speed" with you all day long.

But if it's enough for you to know that pressing your FG Wilson genset's "on" switch means you'll get the power you need, that works for us too.

Simply reliable power. That's FG Wilson's promise to you. The rest is just noise.

Learn more @ www.fgwilsonmiami.com

FGW LATCA



FG Wilson



FG Wilson was established in 1966 in Belfast, Northern Ireland. Today the company is one of the world's largest suppliers of generating sets with over 3,000 employees and production facilities in Northern Ireland, Brazil, China, India and the USA. These facilities have the combined capacity to produce over 100,000 generating sets each year.

Driven by market requirements and the emerging opportunities presented through the development of new technology, the company is committed to providing customers with high quality, reliable products.

A global network of more than 180 Authorised Dealers, of which FG Wilson Latin America & Caribbean are one, operate in over 100 countries worldwide – ensuring reliable power can be provided round the clock, wherever it is needed.

Notes



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