



- Fire Fighting Equipment
- Industrial - Medical Gases
- MobiaxCare

*Wishing you
a great summer!*



Stavros beach, Chania

EXPORTS NETWORK DEVELOPMENT

At a time of crisis, companies need, apart from the Greek market, to turn to markets abroad. Without a doubt, there are opportunities for Greek companies to offer quality products & services at an international level. MOBIAK keeps on investing, and as a result, the final product completely satisfies



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even the most demanding markets abroad, not only in terms of technical characteristics-specifications, but also in terms of international certifications. Large investments open large doors. MOBIAK Exports Network already includes 40 countries and the efforts will continue with the same momentum.

PERMANENT FIRE-FIGHTING WATER SUPPLY NETWORK

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EDUCATIONAL SEMINARS

THEODOROPOULOS INSTITUTE
TECHNICAL UNIVERSITY OF CRETE

MOBIAK with its partners' support held seminars at private & public companies

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THE SCIENCE OF FIRE

This very interesting article by MOBIAK's partner, Mr. Kostas Bazigos, is a continuation from the previous issue.

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MOBIAK'S FOUNDER PROFILE

The founder of MOBIAK, Mr. Manolis Svorakis, is sharing with us his journey from early childhood until now, recounts facts and events from his successful career, explaining to the readers how MOBIAK Group was set up and developed to date by a self-made man with many dreams and aspirations. In the admittedly difficult financial times we live in, this article can and should become a guide to success for people who have dreams, love and passion for work.



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NEW MARKETS... NEW CERTIFICATIONS

Our Sales Network expansion into new markets requires products with features that comply with the equipment standards and directives, at the urging of the destination countries. MOBIAK products are controlled by various Notified Bodies with the objective of acquiring the Quality "ticket" that would throw the door to the market of interest wide open.

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MOBIAK SUBSIDIARY IN CHINA!

Direct Quality Control of Imported
Raw Materials

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HEALTH AND SAFETY AT WORK

A Guide on the Transport, Usage and
Storage of Liquid & Gas Cylinders

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Dear Readers, Friends and Partners,

We have been hearing a lot about the course of the Greek economy, most of which is in general quite pessimistic, or maybe infused with a bit of hope for recovery. World Bank's 13 measures to enhance competitiveness nurture this setting. Beyond any analysis with pure economic terms on how we can get out of the recession and find alternative sustainable economy, MOBIAK team keeps on investing and remains optimistic.

The private sector has the power and the will to meet challenges, broaden its perspective, and contribute to the ultimate objective: production of work, job supply, and competitive services. And when talking about work, it is not meant in the physical sense of the word, but in the sense of offering - that's what matters to us.

Besides the New Products included and published in the Greek Price List for 2013, a tangible proof that we can innovate with new designs and upgrades in the field of Fire Extinguishing Equipment, it was the turn of MobiakCare to publish some weeks ago the new 16-page Luxury Edition Product Catalogue and design its new Website! MobiakGas Department is to follow with its new Integrated Products and Services Catalogue!

After all, it is well-said that "large investments open large doors". Our international exports network exceeds 40 countries and our Product Catalogue, which is translated into 10 languages, is not enough to satisfy us - you will be extensively informed regarding our future steps in our upcoming issue.

At a time of crisis, companies need, apart from the Greek market, to turn to markets abroad and seek profit through increased sales at an international level. Doubtlessly, there are many opportunities for Greek companies to offer quality products and services. It is up to their owners and corporate executives to detect

these opportunities and take full advantage of them contributing to the development of the business globally.

With many years of experience in the field of exports, I strongly believe that the prerequisites for the success of Greek companies in the field of export sales are the following: exploring the international opportunities, evaluating and preparing the business for the harsh international environment, selecting the best markets, investigating into the best export approach to these markets, searching, assessing, and selecting partners in a foreign market, and eventually adapting the Marketing Mix to the conditions of the given market.

Understanding the culture and behavior, as well as building trust between the Greek and the foreign companies is a must for creating a successful network of export sales. You need to discover the needs of your potential buyer. Sales are based on trust. You need to impress and win the trust of the potential customer.

With an export sales network of 40 countries, I can tell you with certainty that the key steps for successful export sales are the following:

- Select the best export markets for the products and the services of your company
- Select a method to enter the market
- Find information resources & analyze competition and consumer behavior
- Adapt to local conditions
- Respond to and comply with the requirements of potential partners
- Evaluate and leverage commercial information
- Link the research with your strategy and marketing tactics

- Schedule a business mission in the country of interest, in order to communicate directly with potential interested companies
- Evaluate business mission contacts, ship free samples to potential collaborators
- Establish pilot collaboration with stakeholders and ultimately select an exclusive distributor in the country or multiple commercial distributors

What I personally need to make clear is that MOBIAK's prime concern has always been to provide services in an immediate and qualitative manner, independently of whether our clients are foreign or domestic. For us, there is no distinction whatsoever.

Allow me to add that, within the framework of our philosophy and objectives, various departments of our Company were further staffed (about 15 staff recruitments), while our supply chain fleet was reinforced with two (2) additional trucks, one to serve the Distribution Centre in Aspropyrgos from early July, and another that already serves our Distribution Centre in Heraklion.

As part of our Corporate Social Responsibility, I have decided to expand, sponsor and intensively contribute to our local Panakrotiriakos Soccer Club founded in 1991 and headquartered in Kathiana, Akrotiri, next to MOBIAK factory. Apart from seminars, events will be organized for the fans and the local community.

Summing up, it goes without saying that I am proud of my colleagues (who demonstrate high performance and love for both their work and the Company), as well as MOBIAK Products and Services. We will be continuing our feverish growth, always faithful to the motto "The Enemy of the Good is ...the Better!"

Meanwhile,
I wholeheartedly wish you a good summer, with lots of swimming!

Best Regards, **Manolis Svourakis**
Vice President of MOBIAK SA

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Written by **Magda Charalabaki**
Chemist MSc, Quality Assurance Department



In the previous issue we informed you about the ongoing procedures required for the certification and testing of our products. Many of these procedures were completed; others moved into the next phase, while new ones have begun.

Several months ago, our Company has decided to expand into new markets, not only with its existing models, but also with new models especially designed to take into account the requirements of the new markets they are targeting.

Moreover, MOBIAM has turned to a number of notified bodies and has subjected both its products and its operating procedures to their controls. By way of example, our corporate Process Control, FPC, Quality Management System, as well as our Products are controlled by the following entities: BSI Group (KITEMARK® products), APRAGAZ (products with the BENOR Quality label for the Belgian market), KIWA (for the Dutch market), and TSE (for the Turkish market).

Our collaboration with these notified bodies demonstrates our company's readiness to put itself under scrutiny, with the aim of documenting the superior quality of its products and services, as well as its manpower that is capable of coping with the challenges of the new markets that have opened for MOBIAM SA. The aforementioned notified bodies complement our already existing pool of bodies by which our company has been successfully inspected since 2000:

- MIRTEC SA
- ABS Quality
- ABS (Ship register)
- Bureau Veritas (Ship register)
- RINA (Ship register)
- TUV Rheinland
- EKAPTY (former EKEVYL)



Furthermore, our products are tested by the following bodies: BIS (for the Indian market), as well as the competent ministries of Serbia, Bulgaria, Italy, Saudi Arabia, and Qatar.

More specifically, MOBIAM has successfully acquired the certification for a new series of products that are primarily targeting the Middle East market. These products include dry powder, foam, water and carbon dioxide fire extinguishers, and are presented at our corporate Website.



These fire extinguishers have been awarded the KITEMARK® quality label, presented on the left. MOBIAM is already registered with KITEMARK® at the following address:

www.kitemark.com (please enter our certificate number: KM 594785)

Apart from the certification of these portable fire extinguishers, our company will soon acquire the same quality label for its 25Kg and 25Lt trolley fire extinguishers, which are included in its catalogue.



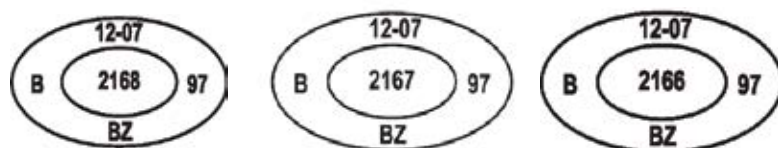
BENOR

For the Belgium market, our company has gained the BENOR quality label, as recommended by our authorized partners/distributors in Belgium. For this label to be awarded, a sample is taken from each batch of fire extinguishers shipped to Belgium and is subsequently subjected to all necessary controls in accordance with Standard EN3-7 and Regulation NF074. Subsequently, stickers with unique ID's are affixed on each fire extinguisher included in the shipment. All tests are performed by APRAGAZ, an inspection organization that enjoys global recognition in its field.



Partner for progress

In the Netherlands, the circulation of our fire extinguishers is approved by KIWA and each product bears the following approval ID's, which appear on the instruction label in the language of the respective country. This approval was granted after inspecting all technical elements of the fire extinguishers pursuant to the local Dutch regulations and the European standards.



After gaining approval by Turkey, the following certification mark has been engraved on MOBIAM vessels. Our corporate production process is supervised by the Turkish Standards Institution (TSE) and we are thus awarded the approval required for the release of our products in Turkey. Specimens of our models and our vessels are tested according to the Standard EN3-7 and the Directive 97/23/EC by TSE inspectors both in Turkey and Germany.



TS862



ATC
04-012

In Serbia, the state institution in charge of controlling fire extinguishers is the military organization SERBIAN NOTIFE BEUREAN, which has granted approval and has awarded certificates with the ATC label, while it keeps on performing tests on samples from each MOBIAM delivery.

During all exports carried out by our Company, product samples are collected and examined by the destination countries for compliance with the respective standards and the Pressure Equipment Directive. Accordingly, fire suppression and accessories testing (both destructive and non-destructive testing) is conducted. This multi-faceted verification of our fire extinguishers is not only the quality ticket for the distribution of MOBIAM products through our partner network abroad, but also an additional reassurance towards our domestic partners for high quality products and services.





Safety at Work includes all those measures designed to reduce the likelihood of hazardous situations that pose a threat to the physical integrity and health of all workers. Safety at Work should be a primary objective in all professional or amateur activities developed by man. Workplace

accidents may cause permanent physical or mental damage, or even loss of life, while they have financial implications for the company itself. For this reason, it is essential to prevent workplace accidents by taking all appropriate measures.

Accident prevention during the carriage of dangerous goods is ensured through adherence to the ADR Agreement (GG 37/B/2012). ADR Agreement is a powerful legislation that constantly monitors the technological development of the vehicles carrying dangerous goods. It also takes into account vehicle equipment, hazardous materials, packaging and generally anything relevant to such transfers. At the same time, it provides for the protection of the environment and the safety of workers.



MOBIAK Management is committed to protecting workers and any other persons working in the company's facilities from illness or injury. MOBIAK is also committed to monitoring and continuously measuring its performance with regard to health and safety issues, and aim at continuous improvement. In order to achieve the aforementioned goals, MOBIAK implements a Health and Safety Management System at Work, in accordance with the requirements of ELOT 1801:2008 Standard and the applicable legislation, while at the same time it implements the ADR Agreement for every single consignment.

GAS CYLINDERS

Cylinders with compressed and liquefied gases and cryogenic tanks/containers are classified as Class 2 dangerous goods (Gases). Therefore, cylinders and gas vessels should carry the proper marking according to the requirements of ADR, usually in the form of a label, as well as the proper, permanently affixed labeling according to the applicable Greek legislation (last hydraulic test, manufacturer, year of manufacture, etc).

In order to facilitate transportation, use and storage of gases, there are cylinders available the pressure of which varies between a few atmospheres and 200 bar or more. They are usually made of steel, but there are also some made of aluminum (e.g. fire extinguishers). The risks of gas cylinders can be classified into four main categories:



1. Hazards related to the cylinder's heavy weight
2. Hazards related to high or low pressure
3. Hazards related to the temperature during gas expansion
4. Hazards related to the properties of each gas (oxidizing, flammable, irritant, corrosive, inert, etc.)

Indoor (Warehouses) & Outdoor Cylinder Storage

1. The warehouse should be constructed of fireproof material
2. The warehouse should be adequately ventilated, either naturally or artificially
3. The warehouse should not be used for storing other materials
4. The minimum distance between cylinders with flammable gases and cylinders with fire-intensifying gases (oxygen) should be 2 meters
5. The storage of cylinders in underground spaces, hallways, stairwells, etc is prohibited
6. Cylinders containing liquefied gases should be stored in an upright position (N₂O, CO₂)
7. Cylinders should be protected from potential hazards, such as fire, mechanical stress etc.

Transport of Cylinders at Short Distances

1. The cap should always be securely sealed
2. Large cylinders (50Lt and above) should be moved by rotating them around their bracket
3. During transport, one hand should hold the cap and the other should rotate the cylinder
4. Small cylinders can be transported by hand
5. If there is no cap, make sure that the valve does not open accidentally
6. Bundles and pallets should be transported by fork-lift trucks.

Before Use

1. Make sure that you selected the proper cylinder (please review the cylinder label)
2. If you have doubts regarding the contents of the cylinder, please do not use it
3. Cylinders with obvious marks of stress should not be used
4. If the cap is missing, make sure that the valve does not open accidentally.

During Use

1. Make sure that the cylinder is secured against falling
2. Make sure that you do not lose the cylinder cap, once removed
3. During cleaning, always open the cylinder valve completely
4. The valve should be opened easily by hand, not by means of tools
5. Make sure that the proper accessories are attached on the valve (pressure reducer, O-rings, etc.)
6. Be careful not to damage the threads
7. Check the leak-tightness of the connectors (loss of sealants)
8. Upon completion, close the valve
9. Always make sure that residual pressure is left within the cylinder
10. In case of an empty cylinder, first close the valve and then remove the equipment
11. In case of a full cylinder, first attach the accessories and then open the valve
12. Transfer the cylinder to the warehouse.



Written by **Antonia Mousouraki**
Chemist MSc, MobiaGas Department





A permanent fire-fighting water supply network is defined as the set of pipes, reception valves and other fire hose accessories that are part of a permanent facility or construction. The reception equipment is positioned in such a way, so as to provide water for compact or dispersed water blast through fire hoses and tubes, in order to extinguish a fire.

A permanent fire-fighting water supply network is comprised of the following:

- Water source
- Pumps, if necessary, and automated to control the pumps
- Piping with a suitable diameter to provide the required amount of water and pressure to the connections of fire-fighting cabinet
- Fire-fighting cabinets (FFC's) and sprinkler network, if required.



Each FFC should consist of the following parts:

- Valve and connectors
- Hose reel with swivel arm (depending on the type)
- Fire hose (different types ranging from 1/2" to 2 1/2" hoses)
- Adjustable nozzle that regulates water flow
- Often a hook wrench to tighten the quick couplings of the hose, the nozzle and the hydrant
- The cabinet should be made of non-combustible materials containing all aforementioned equipment.



In order to feed a permanent fire-fighting water supply network, at least one primary source of water is required capable of automatically supplying the network with the required amount of water, as well as the required pressure, in each case, until a secondary water source is put to use.

The following water supply sources are available:

- Urban water supply network that ensures a sufficient and constant water supply and pressure
- Gravity tanks, provided that they have sufficient capacity and ensure the necessary water supply and pressure
- Automatic fire pumps that draw water from aboveground/ underground tanks or the urban water supply network and discharge it in a way that ensures the proper supply and pressure to even the furthest fire-fighting cabinets.
- Combined pressurized vessels and manually operated fire pumps.

In practice, in the case of standard risk facilities, we use either the urban network or an underground or aboveground tank featuring an automatic pump station as water supply sources.

The urban water supply network is considered to be a reliable source for a permanent fire-fighting water supply network, on the condition that the water supply company ensures a constant water supply and pressure all throughout the day that will allow the normal operation of the fire-fighting network, otherwise we need to construct a tank inside the facility, which will have sufficient capacity to serve the network (by means of pumps) for a certain time period.



Written by **George Theodorakis**
Mechanical Engineer, PYROPROSTASIA LTD Design & Installation

PRESENTATION OF NEW SYSTEMS AEROSOL GENERATORS & ZEUS

Within the framework of promoting ZEUS and aerosol generators, MOBIAK's new fire-fighting systems, contact and discussions have been initiated with engineering offices and mechanical engineers during the first semester of 2013. Following a series of meetings in various parts of Greece, the two new systems received positive feedback and favorable comments.



Our new products promise to cover all market requirements thanks to the special generator design, the highly effective & environmentally friendly extinguishing agent, their use in a wide range of applications with high performance, their easy installation, as well as the fact that they do not require annual maintenance and have a long shelf life.

ZEUS The local application system ZEUS is intended for professional kitchens and features an innovative, UL-certified linear heat detection cable with various activation temperatures, propelling it to the number one fire-fighting system in the market. The fast and simple cable installation, as well as the upgraded easy-to-use MOB2001 panel are incomparable assets that set the system apart from the competition.

MOBIAK keeps its promise for continuous quality improvement aiming at the safety of the end user, always taking into account the financial condition of the times.



Written by **Yannis Christakis**
Mechanical Engineer, Area Manager for the Balkans

FOREST FIRES



Greece, despite its small size, presents significant geomorphological variety. It holds the 2nd place in Europe after the Iberian Peninsula in plant species, about 5800-6000 species in total. What is important is that 13% of the flora species are endemic, i.e. plants existing only in our country and nowhere else in the world.

The overall percentage of forest cover reaches 64%, from which 25.4% is covered by forests, 25% by woodland, and 13.6% by forest pasture and other land.

Greece is generally a mountainous country and should have had large forest reserves, but these were limited by extensive land clearing intended to facilitate agricultural development, intense logging activity, overgrazing and fires. Frequent fires have stripped the land and have led to the formation of extensive rocky land.

Forest fires are classified under natural disasters. The fire-fighting season in Greece ranges from May 1 to October 31 in accordance with Article 25 of Greek Law 998/79. During this period the fire-fighting mechanism of the country is organized to the fullest to prevent any forest fires.

Given that the percentage of forest fires from natural causes is relatively low in our country, the effective fire prevention in Greece consists in taking measures against the causes due to human activity. These measures are designed to facilitate the task of fire suppression.

TYPES OF FOREST FIRES

Depending on the type of fuel, different types of forest fire are identified:

Ground Fires

In the case of ground fires, the dead organic material below the forest floor is burned. These are slow smoldering fires without smoke and this is exactly why they are hardly noticeable. Nonetheless, sooner or later they might evolve into another type of fire, a surface fire, because as long as there is vegetation, the fire will spread. These fires can penetrate to a depth of 2 meters, advance slowly and are very difficult to put out. Fortunately, fires of this type are rare in Greece and mainly occur in surface peat accumulations.



Surface or Crawling Fires

Surface fires are fuelled by surface litter, duff and low vegetation. This is the most common type of forest fires in Greece and it is from these fires that crown fires explained below arise. They are characterized by a high propagation speed (especially when the wind blows) and are accompanied by flames and heat. The smoke usually ascends to the top of the trees and has a relatively light color.

Crown or Top Fires

Crown fires burn trees up their entire length to the top. It is one of the most devastating fire types, because it can cause the destruction of vast forests.



Mixed Fires

All three types of forest fires may coexist, because each one consumes different fuel materials. When a crown and a surface fire are combined, then an advancing flame front is formed that extends from the ground to a few feet above the tree canopy and spreads through consuming all forest vegetation.

What Causes Forest Fires?

Natural Causes

- Lightning, volcanoes, self-ignition (layers of wet organic matter, litter).

Anthropogenic causes

- Accidents (e.g. car accidents), explosions
- House, factory fires, etc.
- Negligence, cigarettes, matches
- Burning of dry grass and branches/twigs
- Burning of waste at illegal landfills by individuals
- Forest recreation (picnickers, campers, hunters, etc.)
- Beekeeping activities (bee smoking)
- Rural activities, e.g. sparks from harvesters, etc.
- Sparks from trains (engine, brake friction, wheels)
- Power lines (sparks, short circuits)
- Catalysts and exhaust pipes from vehicles parked on vegetation
- Military shots
- Intended, premeditated arsons (actuated by selfish and unkind motives), land ownership conflicts, pasture improvement, revenge
- Mentally ill persons, pyromaniacs, and juveniles
- Land use change (e.g. farming, quarrying, residential development, etc.)
- Hunting (improving access and conditions for wildlife).

What does Prevention of Forest Fires Mean?

The prevention of forest fires comprises a set of actions taken before a fire starts, in order to:

- Reduce or eliminate the possibility of wildfires
- Reduce the likelihood of a fire spreading
- Reduce disaster in case of a fire
- Ensure a mechanism capable of promptly detecting fires and providing the necessary forces for the immediate fire suppression.

What Measures are Taken to Prevent Forest Fire?

Forest fire prevention is a complicated task and includes the following:

- Investigation of the causes and statistics analysis
- Information and awareness of the citizens
- Technical measures (cause and disaster elimination)
- Legislative measures (such as cadastral and land-use legislation)
- Proper forest management
- Presuppression planning and fire-resistant design
- Presuppression projects (roads, reservoirs, heliports, firebreaks, etc.)
- Vigilance - risk assessment system
- Ground forest patrols and personal contacts
- Fire detection from the ground or the air

Citizens can contribute significantly to fire prevention. Understanding the significance of fire prevention will provide the necessary motivation needed for such a task. In comparison to fire suppression, fire prevention is less glamorous and effective in the eyes of those without experience.



People ought to realize that while fire-fighting requires special knowledge, skills and fitness, almost everyone can participate in fire prevention. Moreover, fire prevention risks are negligible and often citizen's contribution to fire prevention is more valuable. We should not forget - a fire that never starts does not need to be extinguished!

Citizens can contribute to fire prevention, either individually or by participating in voluntary associations. Below are some examples:

- Staffing of fire observatories, checkpoints and patrols
- Prevention of fires by negligence and reporting of dangerous or suspicious activities
- Removal of combustible material, flammable waste, etc.
- Preparation of cottages or permanent residences bordering on forests and protection from fire
- Fire incident reporting at the emergency telephone number (199 in Greece)
- Contribution of information during the origin and cause investigation
- Contribution to the awareness of fellow citizens.

More specifically, voluntary associations could assist to planning prevention (e.g. threat analysis) by cooperating with government agencies and local governments. They can and should mobilize their members during critical fire-related incidents according to the forecasts of the daily fire risk map issued by the General Secretariat for Civil Protection.



Written by **Stratos Koronis**
Mechatronics Engineer MSc, Exports Department





The study of fire science provides the experts with the knowledge needed to draw scientifically based conclusions regarding the damage caused by a fire. In our previous issue, we explored on the fundamentals of an expert report, the Arson Triangle, as well as a series of natural phenomena that are crucial and that the expert should carefully consider among others when determining the cause of a fire.



It is very useful for the expert to know what temperatures can be developed by the use of certain devices or objects, or simply by observing a fire during its development.

Typical flame temperatures

- Hydrogen peroxide: 2,000 °C
- Bunsen burner: 1,300-1,600 °C
- Propane cylinder: 1,300 °C
- Candle: 1,400 °C
- Cigarette: 400-700 °C depending on whether the cigarette is used (smoke inhalation) or not

Candles are an extremely interesting case; suffice to mention that if someone steadily holds a thin copper conductor in a candle flame for some time, the copper will melt. Copper melts at 1,150 °C, which means that the candle develops a temperature of up to 1,400 °C at a given point in time, which eventually melts the copper. While in recent years the use of candles has rapidly increased, purely for aesthetic reasons and the creation of atmosphere etc, at the same time fire incidents, particularly home fires, have increased, making candles the 3rd most dangerous cause of fire, according to USA statistics.



Cigarettes also constitute another dangerous cause particularly when their use is combined with alcohol. We hope that we are given the opportunity to further elaborate on candles and cigarettes, those two very common and everyday objects.

Typical fire temperatures based on the color

Shades of red

- Hardly visible: 500 °C
- Dark red: 700 °C
- Dark Crimson: 800-900 °C
- Light Crimson: 1,000 °C

Shades of orange

- Dark: 1,100 °C
- Light: 1,200 °C

Shades of white

- Off-white: 1,300 °C
- Bright white: 1,400 °C
- Very bright white: 1,500 °C



Of course, the color of the flames and the smoke are two completely separate issues and dependent not only on the temperature of combustion, but also on the material or materials burned.

Therefore, the aforementioned table is of practical value only when the color is associated with the time of observation that should certainly precede the intervention of the fire brigade and the commencement of fire-fighting operations, when the supplied water (condensed vapor) is colored whitish or grayish when mixed with black smoke.

Fire Triangle or Tetrahedron

For decades, even the scientific world was talking about the triangle of fire, i.e. the three parameters that should coexist for a flame to be created:

- Fuel
- Oxidizing agent (usually oxygen)
- Heat

The main question that arises and needs to be answered is how these three elements coincided at a given time and led to a fire.

The triangle perfectly explains the case of smoldering combustion without flame (**glowing combustion**) that occurs when a solid fuel such as charcoal is burned with air, but is unable to explain the case of flaming combustion in a gas-to-gas-reaction, i.e. where the fuel and the gas are both in the gaseous phase.

In recent years, fire protection engineers realized that there were fires, which would not be extinguished, even if they removed one of the three Fire Triangle elements, such as in the case of metal fires. A new factor was introduced that would change the relationship of these three elements forever. This factor is what is mainly known in chemical engineering as the **chemical chain reaction**.



In the present days, fire protection engineers are referring to the fire tetrahedron. Now, without doubt, we can interpret various fire-related phenomena. If we intervene to this chemical reaction, the combustion will cease to be self-sustained and the result will be one of the following:

- Ignition prevention
- Flame suppression, or
- Flame control

In essence, the fire is controlled by breaking the chemical chain reaction and this is the reason why fire suppression with Halon, carbon tetrachloride, or even certain powders, such as potassium bicarbonate, is so effective, precisely because these substances work with the free radicals produced during combustion and generate new molecules preventing thus the propagation of thermal energy. In other words, the fire stops being self-sustained and gradually dies out.

Fire Chemistry

Let us add a couple of words regarding the chemistry of fire that explains why the arsonists tend to use a common liquid fuel as fire accelerant. As it is commonly known, hydrocarbons are compounds containing only carbon and hydrogen. These compounds are made up of gases, such as methane, liquids, such as benzene, solids, such as naphthalene, and are burned very fast developing high temperatures.

Other organic compounds containing oxygen besides carbon and hydrogen are called carbohydrates. There are saturated and unsaturated hydrocarbon compounds. A saturated compound does not self-ignite, unlike an unsaturated one that can self-ignite. Therefore, unsaturated hydrocarbons, such as methane, butane, acetylene, etc. require special attention and are known as **aliphatic**

compounds, while compounds, such as benzene or naphthalene are known as **aromatic** compounds.

Fractional distillation products, such as kerosene, gasoline, etc. do not self-ignite, but are still extremely dangerous mainly due to their low ignition point. The last two components are extensively used as fire accelerants by most aspiring arsonists.



Fire experts should therefore be armed with the knowledge presented above, as well as further information to be presented in subsequent MOBIAC Press issues, in order to be able to establish hypotheses after considering, investigating and assessing the following data:

- Construction type, dimensions and geometry of the space where the initial ignition occurred,
- Fire load (fuel type and amount that allows measurement of the fire's magnitude in MW, the maximum temperature developed, the flame height, etc.)
- Ventilation (doors, windows, or openings)
- Fire and smoke propagation (chimney or stack effect)
- Impact to the tenants (the testimonies themselves quite often lead to the solution of the problem).

Backdraft

An explosive event that occurs when oxygen is rapidly re-introduced into a superheated, but oxygen-depleted confined space. For example, if a fire occurs in a well-sealed room, it will burn until it uses up all oxygen. This combustion can intensely heat up the atmosphere and its contents. As the fire starves for oxygen, it leaves fuels incompletely burned and superheated. If oxygen is rapidly introduced in this environment, such as by opening a door, the superheated pyrolysis products may explode in rapid combustion.

Stack or Chimney Effect

The Chimney effect occurs when a construction feature enhances the natural process of heated air and makes the flames rise higher. This often leads to severe damage and charring inside the construction feature that acted as a chimney, e.g. stairwell, atrium, elevator shaft, etc.

Spontaneous Combustion

Ignition occurring when an internal exothermic chemical or biological reaction generates sufficient heat to cause the material to combust. Substances that have been known to self-ignite to temperatures sufficient for spontaneous combustion are linseed oil rags, hay, and powder-free latex gloves.



Best regards, **Kostas Bazigos**
Mechanical Engineer MSc (University of Bath)
Fire Protection Engineer MSc (University of Leeds)



Business Mission in Qatar

MOBIAK's business mission in Qatar and the Kingdom of Saudi Arabia was successful. For a period of 20 days, our company's executives, in collaboration with our Vice President Manolis Svorakis, arranged meetings as a way of establishing contact with a view to professional partnerships. The Arab investors showed an obvious interest in the products and expertise of MOBIAK. We succeeded in concluding an exclusive distribution agreement in Qatar with a large Group of companies with over 5000 employees. As a matter



of fact, the showroom intended to host MOBIAK products and systems has already been designed.

MOBIAK, besides its standard products, is going to release a special range of extinguishers certified by the British Standards Institute (BSI) in the market of Qatar, due to the stringent controls imposed on fire-fighting issues by the government of Qatar. It should be noted that in order to export its products to this country, MOBIAK's product line and administrative system received a special inspection permit from the Ministry of the Interior of Qatar.



Following the meetings held in the Middle East, MOBIAK has already planned its future investment moves. More specifically, Arabs are expected to visit MOBIAK factory in Chania, where a new partnership with the Kingdom of Saudi Arabia shall be set in motion.



Written by **Panos Krikos**
Production & Management Engineer MSc, Exports Department

Expansion of Exports Network to Korea



Following a conference held in the premises of MOBIAK in Chania, an agreement has been placed with a major Korean firm conducting business in the field of ship supplies, and MOBIAK has already started exporting to the far North Korea.

This firm owns ship repair stations in Korea, China, North Asia (Indonesia, Taiwan, Hong Kong, and Singapore among others). The main reasons why this particular client chose to work with MOBIAK is our prompt delivery times, our product quality, and our international credentials.

NEW REPRESENTATIVES Distributorship in Malta



In our continuing effort to expand our global export network, MOBIAK signed an exclusive distribution contract with a leading Maltese company specializing in the field of waste management at sea. Malta, officially the Republic of Malta, is a small and densely populated island nation comprising an archipelago of seven islands in the middle of the Mediterranean Sea.

After the company's engineers had visited MOBIAK and attended an educational seminar, we proceeded to providing our new partner with all necessary



equipment for the creation of a state-of-the-art fire extinguisher retesting centre. In addition, we offered training on all MOBIAK products, which have already been released in the Maltese market.

We would like to wish Good Luck to our new distributor!



Written by **Apostolos Diamantopoulos**
Finance MSc, Exports Department

Distributorship in Libya



Libya, despite its unstable political and social situation, continues to be one of the major trade and economic partners of Greece among the Arab states and the countries of North Africa.

After the order had been restored in the country and the wider region, Greece was justifiably seeking to restart trade activities with this neighboring country, taking advantage of the opportunities and the prospects for the further development of bilateral trade and economic relations.

Despite the small size of its market, the gradual increase in consumption due to the rising living standards and the country's extensive dependence on imports have offered promising market perspectives for the Greek products.

MOBIAK had been closely monitoring the developments in Libya and had been conducting a thorough research on the manufacturing and trading of fire-fighting equipment in this country for a period of several months. This has eventually lead to an exclusive distribution contract with a major Group of companies operating in the Construction Sector.

Congratulations and Good Luck to our new distributor!



Written by **Stratos Koronis**
Mechatronics Engineer MSc, Exports Department

MOBIAK in Italy

"TOWARDS NEW HORIZONS" - Has something changed?

As early as February 2012, when our efforts were at their initial stage, we were very positive about the great potential of the Italian market in the field of fire-fighting equipment, despite the fact that in Italy there are various fire-fighting products of varying quality and origin.

It was not easy for a new non-Italian company to enter such a market abounding in products of various types and cost, which nevertheless often turned out not to meet the required standards. Italy seemed to be missing something that MOBIAK seemed capable of offering: capacity, accuracy and speed, not to mention our remarkable experience at a global level amplified by our competitive quality, always at the forefront to respond to all needs.



The close collaboration with our first Italian partners facilitated problem-solving in terms of certifications, technical matters and installation and provided us with the opportunity to adapt and improve the products and services to the Italian fire-fighting culture.

After a year dedicated to researching our Italian partners with a view to marketing MOBIAK products, we were finally able to see positive signs. Indeed, the first Italian partners expressed a keen interest in our products, being impressed by our unbeatable quality and accurate, flexible, and wide product coverage.



It will be thanks to these partners, who put their trust into our brand, that we will soon be able to announce great news regarding the Italian market performance. Good news that only a company like MOBIAK can deliver.

This is an incentive for us all to give our best and understand that the hard work and the effort invested towards entering this important market were all worthwhile.

Aiming at becoming fully integrated in the Italian market, we actively participate in events that allow us to know each other better. In this context, on March 20-24, 2013, we exhibited our products, in collaboration with our future distributor in the region of Lazio, at the exhibition SECURITY EXPO-Salone della Sicurezza at Palazzo dei Congressi in ROME, which enabled all companies operating in the field of fire-fighting equipment to get to know each other better and essentially understand what our potential and future vision is.

Our participation in the Exhibition was extremely useful, as it did not only showcase our business identity, but also acted as a catalyst to ensuring optimal liaison with many partners in other regions of Italy.





MOBIAK, remaining ever faithful to high standards and reliability, will participate with its own stand in the most famous fire-fighting exhibition in Italy, "FORUM DI PREVENZIONE INCENDI" STUDIO 90 EAST END STUDIOS, at 90 Mecenate Str. in Milan, taking place in September 25 to 26, 2013.

During these two highly educational days, MOBIAK will have the chance to present all new products and innovative know-how with due diligence and precision, aiming at establishing contact with new companies. The entire MOBIAK team will be looking forward to meeting you and discussing any issues with you.



We hope that the title "Towards new horizons" of this article will make you feel how close and how committed we are to this market, and realize the small, but important steps we have made, as well as the long road we still have to travel. We are however convinced that this road will lead MOBIAK and its Italian partners towards success in the field of fire protection.

Finally, we would like to thank the existing and the potential partners and would like to add that, we will always be on your side to provide solutions to your problems and to exchange ideas, so that we can grow together in the Italian market - our market.

Written by **Natalia Volani**
Production & Management Engineer, Exports Department

MOBIAK in Turkey



My name is Dimitris Tsimaras and I was born in Istanbul in 1985 to Greek parents. It is the first time that I write for MOBIAK Press and I would like to take this opportunity to share with you information on the Turkish market.

In Turkey, just like Greece, there are various manufacturers, importers and retailers of fire-fighting equipment. From October 2010, after I had completed my training at MOBIAK headquarters in Chania, I conducted a market survey in the seven (7) geographical regions of Turkey and I can say with certainty that the heart of the fire-fighting equipment trade is located in Istanbul.

The course of MOBIAK in the Turkish market can be said to run parallel with my own course in the Company. It was when I started learning commercial and technical issues related to fire-fighting equipment and fire safety that MOBIAK also started its attempts to enter the Turkish market.

Each new customer, each new contact and every single day was and still is a new experience to me. I started noticing and observing various issues in a different way. What is important to me though is one thing I realized through my daily experience in the Company, namely the love and friendship I received from MOBIAK, as well as the respect and the reward for my efforts.

For the information of our readers, Turkey was confronted with a major crisis in 2009. The construction industry experienced a terrible recession. Fortunately, in the early 2010, construction activity timidly started to recover, which acted as a springboard for changing the legislation pertaining to building fire safety, which by that time was completely inadequate and most importantly ... not observed.

Pursuant to the applicable legislation, it is imperative that all new buildings are equipped with a fire-fighting system, otherwise the Turkish authorities cannot issue an operating license. But things got tougher... The Turkish government and the Fire-fighting Service began strict controls to verify that the equipment installed in the already constructed buildings was complete and the appropriate certifications were available. Furthermore, the legislation governing the manufacturing and the control of fire-fighting equipment became more rigorous, i.e. the new law stipulates that a visual inspection of the fire extinguishers should be carried out every 6 months, while a refill should be performed every 2 years.



The Turkish market is a really demanding market. It is very difficult to convince the Turkish merchant to buy the higher quality MOBIAK product, which is nonetheless more expensive than the products circulating in Turkey. All clients kept asking for ... the cheapest product! I tried and I always try to compare and contrast quality, certification and price.

Fortunately, I was pleased to meet Turkish clients who preferred our superior quality certified products at a value for money price.

At the same time, Turkish politicians and media (in the context of promoting ... the European Policy-Culture) urged the consumers to purchase only certified products for their own safety.

As you might have read in the last issue of MOBIAK Press, my efforts, backed up by the Exports Department in MOBIAK Headquarters in Chania, paid off, and by the end of 2012 MOBIAK succeeded in signing an exclusive distribution contract with one of the most reputed Turkish companies operating in the trade of fire-fighting equipment since 1983.

Along with the signing of the contract, MOBIAK commenced the procedures required to acquire certification for its fire extinguishers under the auspices of the competent Turkish Notified Body, the Turkish Standards Institution (TSE). The tests were conducted at MIRTEC SA in the presence of a TSE task force and now all MOBIAK fire extinguishers exported to Turkey bear an engraved TSE label.



As you might very well understand, it is a huge success for MOBIAK to export its products to a country that is inherently hostile to Greece (as history has proved many times in the past). The first objective was achieved with the introduction of our products to the Turkish market. The second objective is the consolidation of our products in the market, reaching the top and then ... maintaining the top position.

Written by **Dimitris Tsimaras**
Area Manager for Turkey

QUALITY CONTROL

Quality assurance is the most important part in developing the products and services of a business. Quality must be controlled during the design & manufacturing, during transport and during/after the sale, in order to ensure that the end user will receive a product that meets all market requirements.

Our Brand Philosophy has always been the Continuous Qualitative Upgrade of Products & Services. Apart from the Quality Assurance Department located at MOBIAK headquarters in Chania, in the early 2012, the company established a subsidiary in China, which was staffed on the basis of strict criteria, and is entrusted with the Quality Control of the parts and raw materials supplied to MOBIAK for use in assembling the final product in Chania, Crete.



All materials sent to MOBIAK are subject to stringent controls before being loaded into containers. Any parts or materials that are either defective or do not comply with the agreed Technical Characteristics-Specifications set by MOBIAK are discarded before traveling to Greece. This provides invaluable assistance both to the Quality Assurance Department in Chania, which is in this way confronted with fewer cases of defective products, as well as the Production Process, which in the event of raw material failure would have to face grave issues in the final product assembly.



The strict quality assurance of raw materials in China also contributes to upgrading the manufacturer-supplier production lines. For instance, a Chinese MOBIAK supplier proceeded to the purchase of new machinery, in order to be able to meet MOBIAK's strict quality assurance requirements.

As Head of the MOBIAK subsidiary in China, I guarantee that raw material quality control will continue to be bound by more stringent criteria, in order to ensure both the integrity of the final product assembly in Crete as well as your own safety.



Written by **Shandy Chen**
Head of Imports-Exports Office in China



DISTRIBUTION CENTER OF CENTRAL, SOUTH & INSULAR GREECE

The MOBIAK Distribution Center for the Central, South and Insular Greece has a longstanding dynamic presence. It was initially hosted in the Piraeus distribution center, but is over the last seven years accommodated in our 2,000sq.m. modern facilities in Aspropyrgos (area of Nea Zoi), Attica.



Our warehouse is fully equipped with the entire product range of fire-fighting and medical equipment addressing both the domestic and the overseas markets.

The skilled workforce of our distribution center in conjunction with our existing fleet is available on a daily basis to serve our partners in the fastest possible way both in Attica and the province through a series of cooperating transport companies.



In addition, always taking into mind the optimal and most cost-effective solution for our partners in the province, MOBIAK occasionally schedules routes to serve cities outside Attica by delivering its products by company-owned trucks.

Always backed up by our dedicated administrative staff, it is our main concern to promptly serve our partners before and after sale.

About... "Tiresias"

"Tiresias SA" was founded in 1997 by a group of Greek banks and its task is to gather and disseminate information relating to the financial behavior of businesses and individuals. It also contributes to the protection of trade credit and the reduction of bad debts for the benefit of the banking system and the parties involved. The organization is underpinned by the following core principles:



- The promotion and protection of bank credit
- The consolidation of financial transactions and therefore the smooth market operation
- The prevention and combating of fraud in banking and credit card transactions

The Default Obligations System (DFO), which is one of the organization's databanks, contains data concerning the breach of certain financial obligations between clients and banks. The system keeps the following data in its permanent archive:

- Bounced checks and unpaid at maturity bills of exchange
- Credit card and loan terminations
- Issued orders of payment
- Liquidation auction announcements, forfeitures and checks
- Administrative sanctions by the Ministry of Finance
- Adjudicated bankruptcies

Moreover, DOF contains data regarding terminated consumer contracts, as well as late payments and defaults on mortgage/loans and credit cards. Filing a name under DOF means that this specific company/individual "owes" and is therefore prevented from carrying out transactions and enjoying the benefits provided by the banking system. While an entry in Tiresias records is performed instantly after relevant notification by the bank, it is extremely difficult to erase this entry from the records.

An entry can be deleted from Tiresias records only after full payment of the financial obligation and relevant notification by the competent bank.

Written by **Maria Nikoloudaki**
Economist, Accounting & Finance Department

The Importance of Credit Control

The prosperity of a company's employees consists in never risking their company revenues. At times of financial crisis, this is more important than ever and brings forward the necessity of credit control.

The credit policy of a company should be realistic and always based on market data. The cooperation between business segments is important and aims at financial soundness. Besides, a successful sale is one that ends up in profit.

At times of crisis, the credit limit, namely the value of the outstanding purchase balance granted to our partners, is the risk that the company accepts to undertake. There are some factors that significantly affect the credit limit, such as the duration of the partnership and possibly the exclusivity of the partner, the general average period of credit prevailing in the industry, the general state of the economy, and of course the corporate policy.

Granting credit to partners can very easily turn out to be disastrous to the company's sustainability. For this reason, the corporate credit control department is entrusted with a difficult task, especially in periods of illiquidity, when partners' creditworthiness is tested on a daily basis.

The determination and flexibility of the credit control department is the key to a successful credit risk management amidst economic crisis.

Written by **Thalia Routzaki**
Accountant, Department of Finance - Accounting

Acknowledgements

The Paintball Association of Crete and the "Paintball Crete" company would like to thank MOBIAK SA for its immediate response and cooperation, as well as for donating 11 nitrogen bottles and 1 carbon dioxide bottle for the needs of "The Battle of Crete" paintball match that was successfully held on December 12, 2013 in Heraklion, Crete. We wish you all the best for your company.



Written by **Kostas Athanasakis**
Team Leader of Paintball Chania

Change in the Supply Method of Medical Materials

According to the new directive, all stores specializing in medical equipment are required to enroll in the National Evaluation Center of Quality & Technology in Health (EKAPTY SA), former EKEVYL, and register the code of the products they trade in using a special form. In this way, they will acquire a unique code for their products regardless of whether the dealer shares a common supplier with other medical equipment stores. The procedure is obligatory and applies to all aforementioned stores.

For more information, please visit the following address:
<https://registry.ekevyl.gr/>



**ΕΘΝΙΚΟ ΚΕΝΤΡΟ ΑΞΙΟΛΟΓΗΣΗΣ
 ΤΗΣ ΠΟΙΟΤΗΤΑΣ & ΤΕΧΝΟΛΟΓΙΑΣ
 ΣΤΗΝ ΥΓΕΙΑ Α.Ε. Σ**
**NATIONAL EVALUATION CENTER
 OF QUALITY & TECHNOLOGY
 IN HEALTH S.A.**

MobiakCare 2013

MobiakCare welcomes 2013 with an upgraded catalogue, enriched with more than 50 new products! Here is a small preview...

NEW Specialized Wheelchairs



- For the beach



- For safe use in MRI



- For the bathroom

- 100% plastic wheelchairs
- Available in three colors (black, black/blue, black/red)
- Available with three different backrest (42, 45 & 52)

New Electric-Powered Wheelchairs

New Product Category

Bariatric Items: Products specialized for obese people (up to 225kg)

- Wheelchairs



- Remote control of both mobilization & lifting.
- Comfortable knee safety belt
- 2 motors and 2 batteries.
- Maximum patient weight: 100kg

- Bathroom aids



- Made of durable material
- Long-life
- For everyday or occasional use

- Ambulatory-walk aids



- Standing wheelchair



- Suitable for travelling, as well as large shopping malls & showrooms



- Collapsible frame
- Weighing only 25kg
 - Easy transport
 - Side lifts
- 1 motor & 1 battery
- Storage compartment for spare battery
- Maximum patient weight: 136kg

- Sports folding wheelchairs



- Folding frame
- Dual usability: Electric & manual
- Aluminum frame
- Folding backrest
- 2 motors & 1 lithium battery
- Maximum patient weight: 100kg



Written by **Michael Karefilakis**
 Electronic Engineer, MobiakCare Imports Department

MOBIAK'S FOUNDER PROFILE



From an early age it always seemed that I was destined to become a businessman. Even at the age of 13 I was keenly involved with small trade as I will later explain.

My parents, on the other hand, were a pious couple who wished to send me to the Seminary at Trinity Monastery in Akrotiri (the only one in Crete at the time) to become a priest. This was **something I did not want**.

I finished elementary school in Nea Chora with distinction, and then, at the insistence of my parents, I took exams at the Seminary and managed to obtain a scholarship for free tuition.



However, I did not enjoy the isolation or the lifestyle at the Seminary and I wanted to quit during my first year of study. I was a good student, but at the same time I was a little rascal. I would disrupt the other students' reading, I would tease them in church during daily worship (3 times a day), in class, in the dormitories (which slept around 50), it didn't matter where!

I was always mischievous despite my teachers' pleas, because I just wanted to leave the school. I finished the 1st and 2nd years and at the beginning of the 3rd (at age 15) after an aggravated altercation with a classmate... they could not put up with me anymore. The decision of the Church Council, including the school teachers and the Blessed Elder Irenaeus Galanakis, was to expel me. **Not only was I kicked out of the Seminary, but all secondary schools in Crete!**

Returning home with a school report that said "Conduct: Decent" and "Expulsion from all secondary schools in Crete", my father was furious! We went along to all private and public secondary schools in Chania, with the hope that some headmaster would accept me. Despite my father's promises that I was a good student, nobody accepted me.



The headmaster of the 2nd secondary school of Chania (Mr. Kakavelakis), however, suggested that we visit him again in a couple of days to let us know whether he could accept me. Indeed, we went to see the headmaster again two days later. He accepted me under the condition that I would be quiet and well behaved and continue to be a good student, as promised.

During my secondary education, I was working on Sundays (without anyone having imposed this on me). I was selling buns outside churches and boiled corn sticks at the beach during summer, because I could see that my family was in need. My father was a traveling fisherman selling fish on his tricycle in the neighborhoods of Chania, while my sister was about to get married and needed money for her Dowry (a custom in those days).

Under my father's strict conditions, I finished all six years of the secondary school, full of ideas and the desire to immigrate. Those were the years of the great immigration of Greeks to various countries abroad - I had set Canada as my target.

As soon as I graduated from the secondary school I contacted the Canadian Embassy in Athens to obtain information. I was informed that in order to be able to immigrate, proficiency in the English language was a prerequisite, as were a craftsman's diploma and military discharge papers. All this was easy.

To begin with, I had to get my craftsman's diploma. Therefore, I had to attend a technical school but without financially burdening my parents. I decided to go to Leros, where the Royal Technical School was situated, and train as an electrician.

I stayed in school for an extremely difficult year - hunger, deprivation, loneliness, and much more. Nonetheless, I managed to get my diploma, which would allow me to take exams at the Ministry of Industry in order to obtain an electrician's professional license.



Right after this, I submitted the necessary documents for Voluntary Service in the Air Force. Following my basic military training in Araxos (near Patra), I served in Chania in the 115th Combat Wing as a JET Aircraft Engineer, while on my free days, as well as on Sundays, I was working in order to cover the cost of my English lessons, so that I could eventually immigrate.

After the end of my service in the Air Force, I submitted the necessary documents to the Canadian Embassy, I passed my exams and I finally received notice that I was allowed to immigrate to Montreal, Canada.



On September 29, 1962 (on a Saturday) with tickets bought on credit and with \$100 in my pocket I got on the plane for the Grand Journey to arrive at Montreal (Dorval) airport at 23:00. This was when my biggest test began; besides having no relatives to put me up or any other place to stay, the money I had at my disposal would only last a few days, not to mention that my Greek style clothes were not appropriate for the weather conditions in Canada. September-early October in Canada is already wintertime.



Mr. and Mrs. R. Wright of 2425 Ellison Dr., Prince George were the lucky winners of a draw for two for a return ticket to Europe. Mr. Mike Svorokis, vice president, is pictured presenting the tickets.

Still, I did not quit. I asked the taxi driver to take me to a cheap hotel. By as soon as the second day of my stay, the state got me a job and I could just about make it with the salary I was earning. Little by little, I bought clothes and shoes to keep me warm, I repaid my airline tickets, I met other Greeks and my life began to flow somewhat smoothly.

In the evenings I was attending a free school, provided by the state, in order to improve my English, since there could be no real progress without mastering the language. After some time, I took the exams at the Canada Ministry of Industry and earned my Degree as an Electrician. I immediately became a member of the Electrician's Association which offered great opportunities for good jobs.



The Association introduced me to the contractor who hired me. He was in charge of placing high voltage pylons on the mountains and plains of Canada on behalf of the Public Electricity Corporation - I had to travel as far as Alaska. It was three years of hard work (as cold as -20° C to -30° C and a lot of snow), but also of a lot of money.

Using the money that I had gathered, I was able to leave my job to become a building contractor with the help of a friend from Chania who was already involved in this field. I was buying and selling real estate and cars, and everything was going according to plan. On top of that, I bought a restaurant and a garage (refinishing and painting shop) without having the slightest idea about these types of business.



5 years later, in 1967, I returned to Greece for three months to see my parents, to invest in some local real estate and to look for a wife, since I was aiming to eventually go back to Greece, and my future wife would also have to accept living in Chania.



Under my father's supervision, the land I bought transformed into a 4-storey building on Xepapa Street, which I still own. However, I was unable to find a wife, because as it turned out, it was not so easy to get married through "proxenio", the Greek traditional craft of matchmaking or arranged marriages, within three months, as I was unfamiliar with the surroundings after being away for so long.

I went back and continued my work (which was flourishing) and in March of 1970 I returned to Greece yet again, to buy more real estate and with even more intent to find a partner, as I could not bear the single life anymore.

Just as before... I bought a piece of land on M. Botsari Street while going to a different arranged matchmaking meeting every day according to a list that my father had compiled. I had rented a car in order to carry out the itinerary on that list but we kept having problems because my father wanted a wealthy woman, while I had a different taste in women. I took him along as a guide because he knew the area well from all the years he spent as a travelling fisherman. I know, you will ask... "Were you listening to your father?" Well, yes, I did show him respect as I was gone for so many years but **there was a limit to it.**



Having spent 2 months (out of the 3 that I was there for) without any success, I made a decision without consulting my father and I chose my future wife, Irene Simantiraki (from Kallergiarna, Kissamos), who was 17 years old at that time, coming from a poor and large family (four sisters and one brother). We met, got engaged and got married within... one month!

Before getting married though, we had to travel to Athens in order for her to pass a medical examination by doctors selected by the Canadian Embassy and finally get a passport. Her father (a provincial man with strict principles) would not let her go to Athens alone. After giving him my word of honor that I would not violate the ethical precepts, but also after pleas from friends and relatives, he gave us his permission. She successfully passed the medical, and as I had acquired Canadian citizenship during my long stay abroad, I took her with me to live in a house of our own in Vancouver, Canada, since I was a building contractor, as I have already mentioned.

The 14 hour flight gave me the opportunity to clear my conscience and tell her the story of my life as a single man for all those years. She didn't have much choice but thankfully she was able to come to terms with it.



At the start it was a struggle for my wife, since I was working from morning until late at night and she was feeling alone in a foreign country. We had our first child, Manolis, in August 1971, and later Georgia, in October 1972. It was a very difficult task for my wife to raise two children at her age (she was 19) with no help, but she managed to pull it through.

In 1973 we returned to Greece to see our parents and baptize our children. We stayed in Canada until 1976; in September of that year we finally returned to Greece for good, along with our 2 children and settled in the second 4-storey building on M. Botsari Street which my father had completed.



After settling in, we had to invest the money that we brought with us in a business that would be profitable in Chania as well as in the rest of Crete. Coming from Canada, I had many ideas and thoughts, none of which were realized as, after discussions and research that I carried out all over Crete, I found out that there was no Oxygen plant, something not only important for Cretans' health, but also necessary for the industry where in combination with Acetylene it is used for metal cutting and welding.

Despite the enormous shipping costs, the empty bottles were being sent to Athens to be filled up. Therefore, after further research on this potential investment and in collaboration with experts, I came to the conclusion that there was potential in this field. I contacted hospitals, clinics and the Naval Base of Crete aiming to find out the prices at which they were buying it from Athens, as well as information on their consumption. The conclusion was easy... I had to proceed with the investment.

At the same time, I conducted a survey for purchasing land as well as equipment, and consequently, in April 1977 I proceeded with establishing a general partnership. Then, I bought a 4,500sq.m. site in Kathiana, Akrotiri, mechanical equipment from Milan, Italy, in order to commence producing and bottling Acetylene on a 800sq.m premises (we started with Acetylene, because those specific machines were ready for delivery). The first customers were the Naval Base of Crete and all Cretan industries that were in need of this product.



Immediately after the production of Acetylene, I had to expand to the production and bottling of medical and industrial oxygen as well as extend the general building facilities. Subsequently, in March 1981 I converted the partnership into a limited company named **MOBIAK SA** (the abbreviation stands for Industrial-Medical Gas Plant of Crete) and extended the premises to an additional 1,200sq.m. Furthermore, in May of the same year, mechanical equipment for the production and bottling of oxygen was purchased and installed.

Instantly, I became the contracted supplier of oxygen to all the medical institutions of Crete. As time went by, major difficulties emerged, as oxygen is not as easy to handle as acetylene; specialized personnel and chemical engineers for the quality control of the production process were required as well as authorization by the National Organization of Medicines (EOF) among others. But all were tackled successfully.



What I could not easily cope with was the explosion in the compressor (human error – the machine was not sufficiently lubricated) taking place in September 1985. Everything in the production machine went to pieces (sump, pulleys, motors, filters etc.), but fortunately without anything happening to my personnel. However, there were still contracts with Medical Institutions and the commission had to continue normally (regardless of the damage that had occurred).

As soon as possible, I contacted Mrs. Stafila (former Prefect of Attica) who (according to my sources) had just bought an oxygen production machine in an auction in Ioannina, while she also owned an oxygen bottling factory at the 10th km of Athens-Lamia motorway. My purpose for contacting her was to discuss cooperation in the bottling of the empty oxygen bottles while the MOBIAK oxygen plant was being repaired. There were two multinationals (a German and a French), established in Athens, which were MOBIAK's competitors in the region of Crete.

Mrs. Stafila accepted the proposal of cooperation, in fact offering good terms and advantageous prices. By agreement, I loaded two trucks which I owned;

Mr. Boutsinas, whom I had hired as a Driver (and who still works in the company today) and I were the two drivers. And so, the pickups from Chania to Athens and back began (transport of hazardous cargo in the back of the ship was allowed in those days).

As time went by, Mrs. Stafila also began experiencing difficulties since she did not have the required experience in production and bottling of oxygen. More significantly, however, she had to cope with the tough competition of the two multinationals. Faced with these difficulties Mrs. Stafila proposed that I purchase the oxygen mechanical equipment which was located in Doliana, Ioannina, and she offered a very good price indeed.

My decision at the time was to buy one of the liquid oxygen tankers from Mrs. Stafila and install it in Chania in order for her to fill it with the Liquid Oxygen which she had in her possession.



So it happened and I installed the liquid oxygen tank with a capacity of 50,000Lt in Chania and started the bottling process since I no longer needed my own production line. Under these circumstances, I had to stop the repair of my own oxygen production machine, while I negotiated with Mrs. Stafila (on good terms and price) the purchase of the oxygen production machinery which she owned in Ioannina and which had more production capacity (Crete's supply requirements increased and so production needed to keep up).

Next thing you know, I booked flights to Ioannina to check out the machine and maybe buy it. I was lucky enough to be on the same flight with the director of the German multinational competitor, who was heading to Tirana in order to carry out some company business. I did not personally know him but I did know that the director of the company was a Mr. Benakis who was originally from

Chania (Chalepa area). I had never contacted him previously, and both aforementioned multinationals were keeping an eye on me because as a competitor in the region of Crete I had managed to snatch all their best customers (hospitals, clinics, Naval Base, etc). They had been too late to invest in Crete.

A common acquaintance of us came to say hello while I was in the waiting room of Ioannina airport. He asked if I had met with my compatriot Mr. Benakis whom I was travelling with and he then introduced me to him. I ended up briefing him on the purpose of my trip to Ioannina, when he caught me by surprise and proposed that I cancelled the purchase of the oxygen production machine. Instead, I could be supplied by them in all their products, including Argon, Nitrogen, Carbon Dioxide etc., which I really needed because of the high demand in Crete.



"43 years together"

I accepted his proposal and stopped all procedures regarding the purchase of the oxygen production machine from Mrs. Stafila, as well as the repair of my own machine, and I immediately started a successful cooperation with the multinational which lasts even to this day. After several meetings, we agreed on a) the supply of liquid oxygen and b) placing liquid oxygen tanks in hospitals in Crete (which they didn't usually offer to representatives, but only to major clients).

Consequently, I had to buy a liquid oxygen tanker to transfer the oxygen from MOBIAK facilities to the hospitals of Crete so that I wouldn't have to supply them with oxygen bottles, which was a huge hassle and also a costly process. I

installed the first tank in Venizelio Hospital of Heraklion and afterwards to all other hospitals of Crete, where they still exist in excellent condition today. All hospitals in Crete have a liquid oxygen supply without problems or shortages.

In 1986, a legislation began to be implemented which specified that all shops were required to have fire safety equipment, in order to obtain permission to operate. Reading between the lines, I contacted the fire safety equipment suppliers aiming at trading, controlling and hydraulically testing this equipment in Crete.

The deal was successful and thus MOBIAK extended its activities in two key and innovative fields for that time: a) Sales and Bottling of all types of Liquids & Gas, and b) Marketing & Control of all types of fire safety equipment. In parallel, a retail store on M. Botsari Street opened, with my wife Irene Svoraki as store manager. Its purpose was to promote the local MOBIAK products in Chania.



After successfully completing his studies in Business Administration & Organization - Public Relations and his military service, in 1994, my son Manolis joined the team of MOBIAK with new ideas and enthusiasm. He expanded the activities of the company to Bottling & Trading of specialized gas. Furthermore, he introduced MOBIAK into the following: a) The Quality Assurance System certified by ABS according to ISO9001 international standard and the b) Certification for the fire suppression & security control system on ships granted by the Hellenic Register of Shipping, which resulted in a collaboration with ANEK Lines (which successfully continues today) and all other ships passing through the port of Souda.



In 2001, my son Manolis got married to Maria Nikolakaki (also born in Canada), who very quickly joined the MOBIAK team. Maria worked on a new and fairly profitable project,

Importing and Marketing of Home Care medical devices and equipment. The corresponding division of the company was named MobiakCare and it gradually acquired a large stake in the Greek Market, importing quality and certified products from renowned international manufacturing firms.

In 2005, due to the experience and energy brought aboard by my son Manolis, as well as the hard work of the whole family and scientific personnel, MOBIAK bought a 2,500sq.m. piece of land (right next to our initial facilities). It was intended for the construction of modern facilities that would house the new mechanical equipment, necessary for our increasing needs.



Immediately after, the premises were expanded to 3,500sq.m., 1,000sq.m. of which accommodated the administrative services and automatic, ultramodern robotic assembly lines of all types of extinguishers, featuring the innovative (even today) leakage detection mechanism using helium and other sensors.

At the same time, it was decided that a 2,000sq.m distribution center in Aspropyrgos, Attica be created, in order to serve the central, south and insular parts of Greece, as well as a 1,300sq.m distribution center in Thessaloniki to serve north Greece and the Balkans. This decision was based on the rapid development of MOBIAK, which had resulted in signing contracts of exclusive representation in many countries of the Balkan region (Albania, Bulgaria, Czech Republic, Serbia, Romania, etc) but also others, such as Belgium, Austria, etc.



These strategic moves/investments helped MOBIAK to hold a large share of the Greek market in the sector of fire protection equipment, and additionally seek more partners abroad, with the main focus on the Middle Eastern market.



The retail store PYROMEDICAL Ltd on M. Botsari Street, which is managed by my wife, began its activities with the marketing of industrial-medical liquids and gases. After some time, it expanded to the trading of fire safety equipment, medical devices, and Home Care Products.



At the same time, another MOBIAK subsidiary was founded under the name PYROPROSTASIA LTD and was headed by mechanical engineer Mr. George Theodorakis. PYROPROSTASIA specializes in the marketing of fire-fighting equipment, and primarily, the research, installation and service of permanent fire-fighting systems across Crete and has a quality assurance system and other international certifications.



Today, having acquired the potential for active participation in critical production areas, MOBIAK manages not only to have an Active Partners Network (just in the field of fire safety) of more than 500 wholesalers in Greece, but also to export worldwide to an international sales network of over 40 countries, including Albania, Bulgaria, Serbia, F.Y.R.O.M., Cyprus, Georgia, France, Italy, Malta, Sudan, Turkey, Egypt, Romania, Belgium, Kosovo, Finland, Latvia, and Middle Eastern countries.

As I am very-well aware of the special role of each company I created under the auspices of the MOBIAK Group in the delicate sectors of fire safety, gas and medical equipment, but also in response to the trust of our partners, I PROMISE to continue the efforts for continuous quality upgrade of our products and services.

Some words about the Svorakis family:

I hope that the reader of the foregoing realizes that everything was done with great effort and personal struggle. I am self-made, coming from a very poor family, and with many dreams and sacrifices I managed to create what you all know today as MOBIAK. Nowadays, it is my privilege to enjoy the fruits of my labors, sacrifices and struggle of more than 50 years.



I'm now a grandfather of six grandchildren, fruit of a wonderful family. Three of them from my son Manolis (Manolis, Irene and George) and three from my daughter Georgia (Irene, Maria and Vassilis).

We all live together at M. Botsari Street in our own 4-storey building (PYROMEDICAL LTD is housed at the ground floor, while my wife and I, my son Manolis with his family and my daughter Georgia with her family occupy the remaining floors). Georgia has a remarkable family and is married to Mr. Fanis Charalambides, who owns three modern hotels in Platanias.

I am still a very active member of MOBIAK, although I have bestowed my shares to my son Manolis and my wife Irene. I remain chairman and CEO, while my son Manolis holds the position of Vice President and CEO, and my wife Irene is a member of the Board of Directors.



Commemorative photo from my birthday with some of MOBIAK's personnel

I hope what you read was a pleasant story and I hope that I haven't bored you. I really believe though, that partners of MOBIAK deserve to know the history of the group that now employs 105 people (with the potential for even more) and its founder.

Closing, I would like to set a question both to myself and to you... I wonder! If I had decided to finish the Seminary and become a priest, where would I be today?

I wish you all the best this summer and I hope that life brings to you all as you wish!!!



Best Regards, Manolis Svorakis
President of MOBIAK SA

Theodoropoulos Private School Visits MOBIAK

Following the pilot educational seminar on fire suppression held on November 1, 2012 at Theodoropoulos Private School, it was the turn of the younger elementary school pupils to visit MOBIAK facilities in Kathiana, Chania.



Initially, our little friends were guided through the Company's facilities, where they attended the operation of the automated robotic fire extinguisher assembly line, the hydraulic testing process on highly-pressurized containers and the industrial and medical gases manufacturing/bottling line. After a lunch break, a presentation on the use of fire extinguishers and alternative fire suppression methods took place in our conference room.

On behalf of MOBIAK administration, we would like to thank tomorrow's protagonists for their unquenched thirst for learning.

Educational Seminar by the Fire Department of Chania at the Technical University of Crete

On February 15, 2013, MOBIAK in cooperation with the Fire Department of Chania held a training seminar at the Technical University of Crete. The seminar was attended by the University technical department staff and professors. In particular, we presented the use of various fire extinguishers and the actions to be taken in case of a fire.



The seminar was followed by a training on the use of fire extinguishers. The extinguishers used during the training were donated by MOBIAK SA.



Written by **Apostolos Diamantopoulos**
Finance MSc, Exports Department

Participation in the National Sailing Championships

MOBIAK participated in the National Sailing Championship as a member of the J24 Class Association that includes elite yachtsmen – among the skippers were the World Champion, Alexandros Tagaropoulos, and other professional yachtsmen.

The sailboats docked at Flisvos marina (the best in the Mediterranean) next to boats and yachts worth... millions of euro. Since the vessel carried MOBIAK's flag, the crew was asked many questions regarding fire extinguishers and fire suppression methods...

The vessel was 24 feet long and had 5 crew members:

- Zacharioudakis Nikos: Skipper
- Charontakis Matthew: Sheets
- Psouni Lina: Mast-Bow
- Tzedakis Paris: Bow
- Nikolakakis Lefteris: Hatch



Written by **Nikos Zacharioudakis**
Manager of PYROMEDICAL Retail Store

Errors & Substandard Installation in Fire-Suppression Systems

We are often called to maintain fire extinguishing systems and are confronted with installation errors. This poor quality installation often causes dysfunctions which increase the hazards to the users and the employees in the supposedly protected work area.



Times are tough and one cannot afford to lose jobs. Nevertheless, whatever one decides to do, this should be done correctly, so that it is effective and safe. If you have doubts regarding the mounting and/or installation of your fire-fighting system, it is recommended to address the manufacturer, rather than consult an unreliable source.

The first photo displays a kitchen fire extinguishing cylinder mounted horizontally, while the second photo displays a flooding fire suppression system installed in the central server room of a bank with the network pipe attached to the thread where the manual activation switch should have been mounted!



Comments are ... unnecessary!



Written by **Nikos Sfinarolakis**
Electrical Engineer, PYROPROSTASIA LTD Design & Installation Store

MOBIAK in the Albanian TV



In the framework of expanding MOBIAK products to the Balkan market and specifically Albania, our exclusive representative in Albania, Mr. Alexander Chavo, appeared as a guest in the half-hour broadcast on KLAN TV, the largest channel in the country.

The theme of the show was the fire protection of houses, as well as residential and working places. MOBIAK products were conspicuously placed on the set of the show.

When the presenter asked the guest how a housewife should react in case of a cooking fire, the efficiency of the Smart Fire Fighting Flower was demonstrated, winning positive reviews for its simple yet effective use.



Another thing mentioned is the importance of having a fire extinguisher and a fire resistant blanket at home for fast and efficient response in case of fire.

Special thanks to our representative.

Best wishes and Good luck in his endeavors!



Written by **Yannis Christakis**
Area Manager for the Balkans

Επιβράβευση Πελατών

The continuous reward of our partners is an unchanging MOBIAK strategy and becomes even more important when we manage to overcome the obstacles of the Greek economy next to trustworthy and committed partners.

Among these partners is the established company **PYROSAV**



SA headquartered in Piraeus, Athens, activated in the field of fire protection for 40 years. The company offers integrated fire protection solutions to stores, trade and industrial spaces, and also undertakes the fire protection analysis and the installation of permanent, automatic or manual fire protection systems. In addition, it inspects and refills fire extinguishers at its laboratory, which is approved by the Ministry of Industry.

Dear partners, on behalf of MOBIAK Management and Personnel, we would like to thank you for your trust and passion in marketing our products all these years. Let us express our gratitude with gifts worth €500 in total, in recognition of your excellent cooperation.

Last but not least, we ought to thank all of you - our partners and friends, because it is with your support that we currently hold the first place in the Greek market. Thank you for giving us the power to envision the future and implement our goals by providing quality and safe fire-extinguishing equipment wisely designed for man and the environment.

Thank you!



Written by **Chrysa Kozonaki**
Business Administration MSc, Domestic Sales Director, PR Department