

Press release

LUNOS introduces LUISA, its own digital AI assistant, to the market

Berlin, 18.09.2025 – LUISA is short for “LUNOS Intelligent Service Assistant” and is a digital AI that is available to users around the clock. It offers expert support for all questions relating to decentralized controlled residential ventilation and LUNOS products on the LUNOS website. LUISA combines state-of-the-art AI technology with verified specialist content and provides clear, fact-based information on everything from the correct device configuration and maintenance instructions to price and availability details.

A key feature of LUISA is its consistent focus on specific topics. It provides only reliable information on ventilation technology, presented in a polite, understandable, and practical manner. Whether for end customers, architects, installers, or specialist planners, LUISA flexibly adapts the depth of its answers, offering both concise guidance and detailed explanations. On request, it also puts you in direct contact with a suitable local service partner.

LUNOS developed its AI assistant entirely in-house. All queries are processed on the company's own servers in Falkensee, Germany, ensuring data security and up-to-date information. The knowledge base comes from experts in ventilation technology and is continuously being expanded. This sets LUISA apart from conventional chatbots with standardized responses.

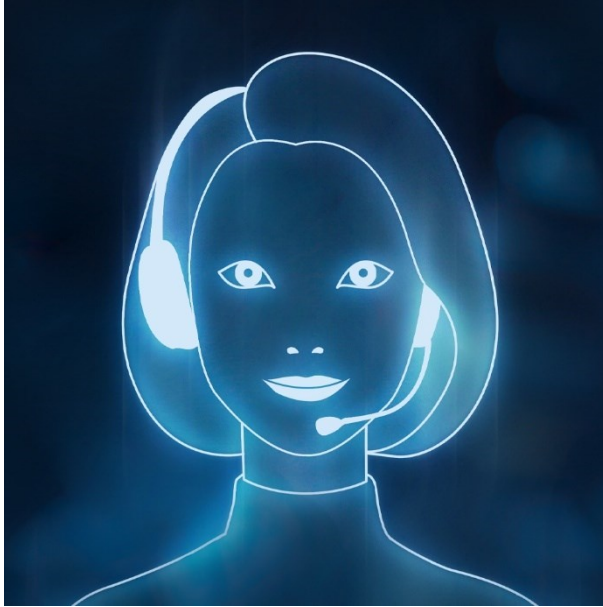
The AI assistant creates added value, especially in everyday life. It helps with product searches and compatibility with other ventilation components, so that users know which accessories are needed to operate fans from the [e² series](#), for example. It explains maintenance procedures, provides support for energy-efficient use of the devices, and gives tips on improving indoor air quality. Thanks to its multilingualism and worldwide availability, LUISA is available to all user groups at any time. Access is easy via the LUNOS website: www.lunos.de.

With LUISA, LUNOS is expanding its range of digital services and complementing the already established LUKAS assistant, which has been in internal use since 2024 for planning complex ventilation concepts. Both systems are part of a clear strategy to combine human expertise with modern AI in order to offer all target groups even more efficient, intelligent, and user-friendly solutions in the future.

About LUNOS

Founded in 1959, [LUNOS Lüftungstechnik GmbH & Co. KG](#) is the global market leader in the field of decentralised home ventilation. The company develops and produces innovative ventilation systems with and without heat recovery as well as smart home solutions and a wide range of accessory components. LUNOS serves customers worldwide and stands for high quality, energy efficiency and comfort.

LUISA:



Where is LUISA on the website:

