

F.A.Q.s: Questions to ask the Instrumentation supplier you select

Feel free to ask any supplier you are considering these same questions, and then compare their responses to the ones below for Endress+Hauser.

Are your products and supporting documents Multilingual so they can be utilized in any area of the world where they may end up? Yes, documents like owner's manuals are written in multiple languages, and the software (firmware) when used on E+H instrumentation is normally written in a minimum of 4 languages, sometimes more. This is the benefit of working with a truly "Global" supplier.

My machines get shipped around the world. Do your designs meet the regulations and standards outside of this country? Yes, E+H instruments are designed for worldwide use, meeting safety, quality and industry standards in numerous countries.

Do you have Service personnel located around the world to assist with the start-up or any operational issues down the road? Yes, virtually every industrialized nation has offices with factory-trained, E+H service technicians, and in the fringe nations, associated organizations exist to provide assistance in those remote locations. The world-wide E+H service organization covers over 90 countries in all and many offer support 24 hrs a day.

Do you stock spare parts in every region around the world? Yes, the Sales & Service network for Endress+Hauser covers countries on the 6 main continents with local supply of spares, parts and accessories when needed, therefore any special requirements identified can easily be maintained.

Do you offer a broad product basket of new devices, so there is no need to force fit once certain technology? Yes, since E+H offers the broadest range of measurement solutions from any single supplier, you are assured that limited approaches to a problem are not all that would be considered for your needs. We can help you select the right solution, and avoid forcing just one or two options into applications where it would not be ideal technology in terms of performance or economy.

Do you offer Online selection (Engineering) software available free of charge, 24 hrs. a day, to assist our design people and simplify the proper selection of the right instrument? Yes, E+H has the "Applicator" selection tool online at our website for anyone needing help in determining what instrument will work best in any given application. <http://www.us.endress.com/applicator>
[Download Document IN013F]

Does your company have a track record of long-term stability and offer the confidence you'll be around to support me in the future? E+H has been around for over 50 years (since 1953) as the same company, with the same ownership, stable management, under the same name. As opposed to a lot of companies that have been acquired, or absorbed into large conglomerates, and relocated or closed, that have weak linkage back to the original company you may have purchased from. E+H has shown consistent growth as a result of sound business management for many, many years

Does your company's investment in R&D compare with that of the typical company in your industry? For years, E+H has invested around 10% of its revenues back into product development, which is nearly double the industry norm, to offer its customers the best possible instrumentation designs. The results are a continual stream of new, leading-edge products with features that offer unique and real benefits to OEMs and end users by being able to take advantage of the newest technology available.

Has your company come up with any "Industry "Firsts" in instrumentation design? E+H has recorded year after year of firsts in the market, since it's inception in 1953. This is what has set it apart from many of the other me-to manufacturers. On average, E+H introduces about 10 new major products each year, which is unmatched by any other instrumentation company.

What do you have to demonstrate this Innovation? Numerous Awards & Patents have been issued to E+H, including over 250 patent applications in just the 2 years 2001-2002.

Does your company support an OPEN digital protocol philosophy, so proprietary control platform or software is never dictated? Yes, E+H has always maintained a product position of allowing our instruments to work with any control platform. And E+H is an innovator in the areas of digital communications, being the first with many solutions for HART®, Foundation Fieldbus™, Profibus® and other protocols, and actively participates in and promotes open standards, such as the new multi-vendor FDT solution. Or for more information, visit <http://www.fdt-jig.org>

Do you offer unrivaled production facilities and calibration capabilities? E+H operates modern, state-of-the-art manufacturing facilities meeting ISO90000 quality standards, complete with calibration capabilities in numerous countries that have been rated as virtually equaling the National Standards laboratories. The calibration systems are A2LA Accredited and all certified to the ISO17025 standard, which is the guideline now being followed for traceability by NIST, SCS and other agencies.

<http://www.us.endress.com/calibration> [Download Document FA020H]

Do you offer products developed specifically for OEM applications in partnership with the customer? Yes, E+H has done this on many occasions, an excellent example of this are the Dosimag and Dosimass flowmeters, which are Electromagnetic and Coriolis technologies designed as complimentary products specifically to give liquid filling machine builders a choice of modern solutions for volumetric or mass filling solutions.

Do you have a proven track record with major OEMs around the world and ability to work locally with even the smallest customers? Yes, our OEM customer list is extensive, and includes small shops with single locations, as well as some of the largest, most recognized names in the machine building business in industries such as Chemical, Food & Beverage, Pharmaceutical, Water Treatment, Health & Personal Care, etc.

How do you rank among the leading instrumentation suppliers? E+H is the largest private instrument and measurement solution supplier in the world, focused solely on instrumentation. With this concentrated focus we are able to provide the best in class in all measurement technologies, which is demonstrated every day in tough applications. Worldwide net sales (2008) exceed \$1.0 Billion with E+H being ranked the number one supplier in several key product lines, including Level measurement, electromagnetic flowmeters, pH sensors, and number 2 in a variety of other categories.

Does your company operate with a clear Vision and Mission? All 7000+ E+H employees around the world follow the same Credo, with the number 1 priority being the Customer. The E+H Vision states “Customers identify E+H as the international solution supplier with a wide range of process measurement instrumentation and a strong presence world-wide. We develop our employees, we foster a responsible attitude towards the community and our environment, while ensuring economic success. E+H strives to be: Simply the BEST.”

Do you offer a convenient online method to quickly determine the spare parts requirements (24 hrs. a day) for your specific model? Endress+Hauser has developed the W@M™ concept (Web-enabled Asset Management), which offers a unique solution for determining the correct spare parts for any E+H instrument simply by accessing our website and typing in your model number. No more searching through manuals, or trying to find phone numbers for the right place to call in order to get needed information. It will be as close as your computer, even if you weren't the company which initially purchased the device – so end users wherever they may be have quick access to this data. [\[Download Document CP001Z\]](#)

Do you offer an Online solution to rapidly determine an instrument's origin (by serial number), date of production, configuration, related documents (eg: manuals) approvals certificates, calibration history, etc.? Yes, as part of the W@M™ any user can quickly find the critical information related to any specific device by accessing the E+H production database information provided online. Imagine the time and cost savings by having a single “go-to” location to always find needed documentation related to any measurement device, even life-cycle information like repair events, upgrade records, calibration history, etc. at any time, whenever necessary just using your Internet browser.

Can you offer an Asset Management solution outside of a DCS environment to benefit OEMs & End Users? Yes, with the FieldCare™ platform, E+H can tailor various levels of Asset Management to specific end user's needs regardless of the type of control platform selected, and even where installations are absent of a uniform control technology. So E+H can provide benefits whether or not a single control solution exists. And the W@M™ concept offers access to much of this capability 24 hrs a day on the Worldwide Web. [\[Download Document CP001S\]](#)

Are you able to offer Remote Maintenance capabilities? Yes, with the unique FieldGate technology, E+H has a way to assist users remotely to diagnose problems in the field, and perform remote programming or software upgrades. [\[Download CP011S\]](#)

Are you company's business operations modern enough to allow for future e-Business transaction capabilities (per request) or product available for purchase through an online Shop? Yes, based on the mySAP CRM e-Shop platform, direct transactions are possible once buyer/seller ERP system compatibility is analyzed and found appropriate, steps can be taken to interconnect the two systems. Plus an online shop already exists today where many OEM type products can simply be ordered with a Credit Card or Purchase Order for immediate shipment from stock.

Ref: <http://www.us.endress.com/e-direct> [\[Download Document CP004Z\]](#)

Does your company have other ways to assist the buyer in selecting the right instrumentation? Yes, there are many other FREE E+H Technical Resources available:

- Theory & Practice of Level handbook
- Food & Beverage handbook
- Digital Communications handbook
- Time of Flight level selection guide
- Coriolis mass flowmeter engineering guide
- Applicator online (and CD version) product sizing and selection software
- Free Data Acquisition software (download ReadWin 2000)
- Water/Wastewater applications Engineering CD-ROM
- Installed Base Audit service program [[Download Document FA019H](#)]
- Free online product technology tutorials
- Free OEM Solutions Handbook

Engineering Assistance available toll-free at **888-ENDRESS**

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People for Process Automation