

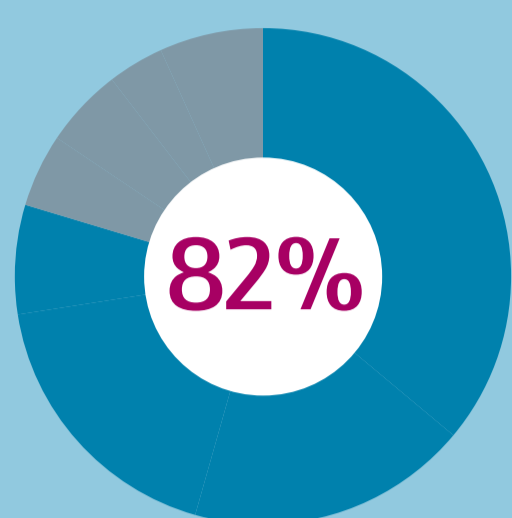
Endress+Hauser Smart Support

Smart Support provides access to our self-help online portal with a growing library of up to 4,000 knowledge base articles on instruments and applications. With 24 hour access our support library results in fewer unplanned field service visits and reduced unexpected downtimes. If you can't find the support information you need, or you can't fix your problem, simply submit a support request. Our technical support experts can also perform remote diagnostics and troubleshooting via live video transmission.

Benefits



Access to over **4,000** knowledge base articles via the My Tech Support Portal.



82% of cases solved first time around

Fast response within **4 hours** guaranteed with the plus package

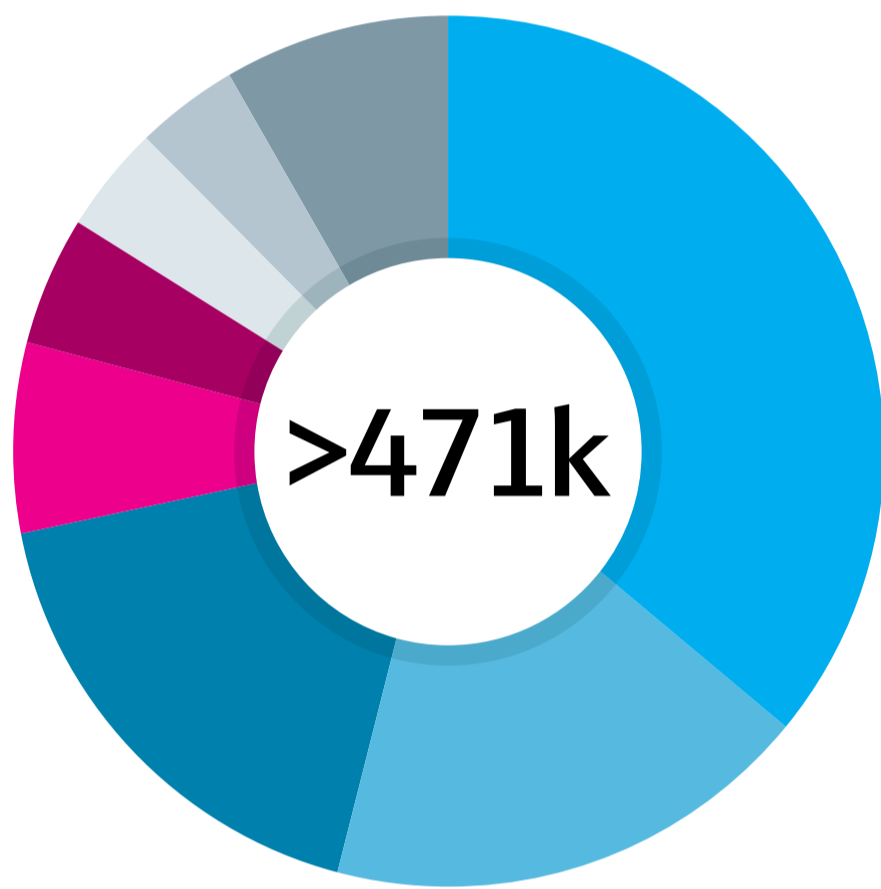


Access to a global knowledge pool of experts

24/7 access to the most common after sales problems



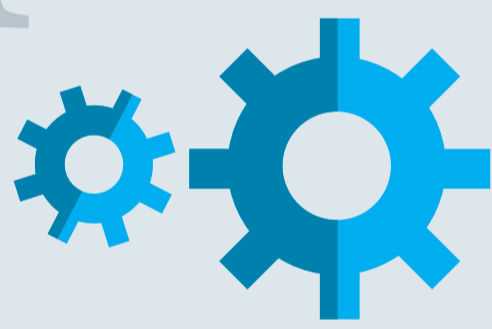
Number of support requests received



- FLOW
- LIQUID ANALYTICS
- LEVEL
- PRESSURE
- SYSTEM PRODUCT
- TEMPERATURE
- SOFTWARE
- OTHER

The process

The problem



Search MyTech Support Portal



Knowledge article found

Knowledge article not found

Actions from article taken



Support case requested



Problem solved



Remote support provided



The packages

BASIC

Free of charge

Basic online access to the Endress+Hauser knowledge base

Online and phone support

Technical support available 8 hours a day, 5 days a week

PLUS

Request a quote

Basic online access to the Endress+Hauser knowledge base

Online and phone support

Technical support available 8 hours a day, 5 days a week

4 hour priority response

Visual support (Live video transmission)