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A truly comprehensive service

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How we helped United Utilities reduce energy consumption



10 Flow calibration

As one of the world’s leading manufacturers of measurement instrumentation, it makes sense for us to offer calibration services.



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Endress+Hauser’s new Memosens CLS82D four-electrode conductivity sensor now allows you to perform reliable measurements with a single sensor.



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We’re continually striving to improve our service to our customers and we welcome your feedback.



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Looking forward to 2020 and beyond

Dear reader,

It was a proud moment when I stepped into my new role as Managing Director of Endress+Hauser Ltd. Leading the family business in the UK has long been my ambition. Nevertheless, I am of course aware of the scale of the job ahead of me and the difficulty of filling the shoes of my predecessor, David Newell. Under David's excellent leadership the company has cemented its position as one of the leading suppliers of process instrumentation, services and solutions in the UK. Yet despite our strong prospects, difficult and uncertain economic times will certainly prove challenging in the coming years.

I firmly believe that Endress+Hauser is dynamic enough to weather those challenges and emerge stronger as a consequence of change. Indeed, the world we live in is changing rapidly. Megatrends such as globalisation and digitalisation, urbanisation and demographic changes are fuelling developments around the world. They are impacting our business and they are impacting you, our customers. This is why we have defined a global strategy to take us to 2020 and beyond, so that we are prepared for these changes. This, coupled with a strong company culture, means that we can continue to serve you in the most effective way possible.

Our customers have always been at the heart of everything we do: my grandfather's motto was 'first serve, then earn', which is still as valid today as it was when he founded the company back in 1953. Our new strategy defines a number of measures we will take to help our customers achieve more. They include developing our core competence in the industries we serve and taking advantage of the opportunities offered by digitalisation.

Endress+Hauser has always had a pioneering spirit and that is evident now we are on the cusp of entering an exciting new digital chapter. Field devices and sensors will become part of the Internet of Things and the latest digital revolution, Industry 4.0, will change the way we do business. What will never change, however, is our determination to put our customers first.

My own personal strategy will be to listen and learn before acting, with as much of my time as possible being spent with our customers. So if you have something to contribute, please don't hesitate to let me know - our contact number is on the back of this magazine. It's only by close collaboration that we can continue to grow and strengthen our respective businesses.

Yours,



Steven Endress
Managing Director, Endress+Hauser Ltd

"Endress+Hauser has always had a pioneering spirit and that is evident now we are on the cusp of entering an exciting new digital chapter."

Steven Endress
Managing Director, Endress+Hauser Ltd





Water company halves the energy needed for UV application

United Utilities reduces energy consumption thanks to analytical sensor



“The cost-saving has been the biggest benefit but the fact I haven’t had to touch [the sensors] is a bonus!”

Gavin Sisson
ICA Engineer
United Utilities

United Utilities is one of the UK’s largest water and wastewater companies, supplying seven million people in the North West of England with their drinking water. The company’s region covers three million homes and 200,000 businesses in Cumbria, Lancashire, Greater Manchester, Merseyside and parts of Cheshire and Derbyshire. Every day, United Utilities employees deliver 2,000 million litres of clean water to customers’ taps and take the used water away through a 72,000km network of sewers, before cleaning it and returning it to the environment.

The challenge United Utilities’ Windermere Wastewater Treatment Works is situated on the east shore of one of the Lake District National Park’s most famous attractions. Lake Windermere is the largest natural lake in England and has been a popular tourist destination since the nineteenth century. In order to protect this beauty spot and others like it, the Environment Agency enforces strict regulations on the concentration of organic and other chemical substances that can be released into the water. United Utilities staff at Windermere use banks of UV lamps to disinfect the final effluent from the treatment works before it is returned to the environment. As this is an energy-intensive and expensive process, they were looking for ways to reduce energy consumption and costs while improving effluent control.

Continued...



Housing for the UV lamps



UV lamps



Viomax CAS51D UV sensor

The solution Endress+Hauser's Viomax CAS51D UV sensor measures absorbance, at a wavelength of 254nm, and can be used to give an indication of the concentration of organic substances in wastewater and the subsequent power required to be produced by the UV lamps to ensure complete disinfection. The sensor is used in conjunction with a two-channel Liquiline CM442 transmitter, which is configured to display a transmittance measurement as a percentage. The closer the reading is to 100%, the lower the absorbance measured and therefore the lower the concentration of organics present. Continuously monitoring the transmittance value enables real-time and accurate control of the number of UV lamp banks required to keep the organic levels below the consent limit. In this application, the sensors are used in dual validation and the results between the two devices are compared for increased reliability. This reassures the staff at Windermere that they're not at risk of breaching regulatory limits. The sensors also have an automatic air clean feature, which helps to extend service intervals.

The benefits Having a clearer picture of the concentration levels of organics in the water has led to better control over the usage of UV lamps, prompting huge energy and cost savings. "One of the biggest costs on site is UV," explains UU's Instrumentation, Control and Automation Engineer Gavin Sisson. "Before we used to have two or three banks of UV lamps running continuously but now we generally have just one." Analysis of the energy usage in June 2016 compared to the same period a year earlier before the sensors were installed shows that the lamps now consume as little as a quarter of the power previously used per day, and on average less than half, depending on the weather and other variables.

The sensors have also brought improvements in plant operation because they're so easy to install and maintain. "They don't drift," confirms Gavin Sisson. "We had to calibrate the old sensors every couple of months but all these ones need is a quick clean once a week, which is a five-minute task. Across the company, the cost-saving has been the biggest benefit but for me the fact I haven't had to touch them is a bonus!"

Due to the success at Windermere, the sensors have now been installed at United Utilities sites across Cumbria and it's hoped the rollout will be extended to Lancashire in the future. As Gavin Sisson explains, "They're easy to put in. I installed one on my own and it was only a morning's work – half a day and it's done. We're happy with them so there will be more orders."



For more information please
call us on 0161 286 5050



From zero to hero

In just under 40 years, Endress+Hauser has become the global market leader in the field of electromagnetic flow measuring technology. Since 1977, we have produced over 2 million electromagnetic flowmeters – more than any other manufacturer.

Our success story as a manufacturer of electromagnetic flowmeters began in the middle of the 1970s. In order to enter the water and wastewater market that was emerging at that time, Endress+Hauser bought the company 'Flowtec' in Germany in 1977 and moved it to a new location in Switzerland. This is where Endress+Hauser started to produce flowmeters with just three employees in former military barracks. Now production spans six sites around the globe. Each production site features precise calibration facilities that are regularly checked by national accreditation bodies and guarantee consistently high measuring quality for each individual device.

Constant innovation Endress+Hauser's ability to keep offering its customers new, groundbreaking devices is one factor behind our success. With clever innovations such as the precision measurement of difficult fluids (Autozero, 1981), microprocessor control (Variomag, 1984), two-wire technology (Eximag, 1987) or the operating matrix (Tecmag, 1990), Endress+Hauser has always managed to stay one step ahead of the competition.

In 1993, all of these device variants were brought together to form a single product family under the name Proline. Alongside this family, however, Endress+Hauser also produces flowmeters for very particular applications, for example our Dosimag flowmeter that can fill bottles at intervals as short as one second.

New developments Since 1993, the Proline device family has undergone constant development to ensure that it meets the prevailing requirements in a wide range of industries. The third and most recent Proline generation offers a multitude of unique functions and device properties. This means that system operators will not only be able to retrieve measurement and diagnostic data via display, WLAN, web server or fieldbus but will also be able to monitor the process comprehensively and, if necessary, check the function of a flowmeter during operation.



For more information please
call us on 0161 286 5050



On your wavelength

The best-fitting radar frequency for all applications!

Endress+Hauser has completed its portfolio of radar instruments with the Micropilot FMR6x series. The new Micropilots are the first devices with 80 GHz technology that have been developed in line with a safety-by-design concept and designed according to IEC 61508. Furthermore, they belong to the first generation of level instruments that supports Heartbeat Technology for reliable and flexible diagnostics and verification of the measurement.

With the addition of the new range, we could say that Endress+Hauser's radar competence stands at 113 GHz (see our graphic opposite). Level product specialist Chris Brennan explains: "To give people a picture of our complete offering, we've added the frequencies of our radar level measuring instruments together. Everybody talks about the highest radar frequencies at the moment but for us it is not about the one-upmanship of being faster, higher, further. What really matters is finding the right frequency for each individual application, which is not automatically the highest one. We have to have a deep understanding of our customers' needs to offer the right frequency or alternatives outside of radar instrumentation. For us it is about being on the same wavelength as our customers."

In the field of tank gauging, Endress+Hauser recently launched the first device with 80 GHz technology, the Micropilot NMR81, for custody transfer and inventory control applications in oil and gas. Now with the Micropilot FMR6x, other industries can benefit from 80 GHz radar technology. The main priorities in designing the FMR6x range were accuracy, safety and simplified lifecycle processes for customers. It is the first time that an 80 GHz process radar has been developed according to IEC61508, which eases the safety burden for its users. The radar also offers a wide variety of Ex approvals for ease of installation with existing wiring architecture. The focusing of the radar signal as well as dynamic algorithms such as Endress+Hauser's unique Multi Echo Tracking offer reliable and stable measurements in an effective range of up to 125m and a higher accuracy of $\pm 1\text{mm}$. Mountings and obstacles at the walls of the tanks do not influence the measurement; neither does build-up or condensation thanks to the innovative antenna design. With the help of our interactive software, installation and commissioning is quick and easy.

Heartbeat Technology Until now, Endress+Hauser's Heartbeat Technology, which gives instruments their own verification ability, has been integrated exclusively in flowmeters. Now this unique concept has been extended to our level portfolio. Devices with the technology can be verified and documented without the need to remove them from the process and without any downtime. Operators don't need to have expert device knowledge to carry out the verification: they just follow the simple, predefined procedure. The test results are then documented clearly. A guided SIL proof test is also available, including all documentation, to ensure safety-critical SIL instruments are working correctly. A test protocol is automatically generated to help with compliance. Heartbeat Technology's monitoring ability also provides device and process data to enable predictive maintenance. The combination of device and process parameters provides crucial information to optimise processes.

Overview of Heartbeat Technology:

Heartbeat Diagnostics

- Standardised diagnostic messages and instructions on how to remedy problems facilitate fast, cost-effective maintenance.
- Permanent device diagnostics ensure instruments are performing safely and to specification.

Heartbeat Verification

- Heartbeat Technology allows verification of the correct function of the measuring device. Automatically generated verification reports provide the evidence to comply with UK regulations and standards.

Heartbeat Monitoring

- Provides additional parameters for predictive maintenance and process optimisation.
- Wizards for easy set-up of foam or build-up detection allow operators to optimise processes without expert device knowledge.



Advantages of 1 GHz

- Guided radar is suitable for applications involving foam and low dielectric constant values.
- Enables interface measurement, gas phase compensation and is ideal for use in bypass applications.

Advantages of 6 GHz

- Works reliably even in applications with turbulence, heavy condensation and foam.
- Ideal for stilling well applications.

Advantages of 26 GHz

- Good beam angle for most applications.
- Suitable for 90% of applications.
- Good in applications with turbulence.

Advantages of 80 GHz

- Highly focused 3° beam angle.
- Large measuring range up to 125m.
- Highest accuracy: $\pm 0.5\text{mm}$ (NMR81).



For more information please
call us on 0161 286 5050



Comprehensive flow calibration services

As one of the world's leading manufacturers of measurement instrumentation, it makes sense for us to offer calibration services.

But did you know we can calibrate virtually any instrument, whether it's an Endress+Hauser device or manufactured by a third party? Because we have developed in-house facilities and mobile calibration rigs – utilising the latest technology – we are extremely flexible and adaptable to the needs of your organisation. Our calibration services are truly comprehensive, covering a range of measurement parameters required by the process industries.

The main objective of calibration is to check the accuracy of measurements by comparing your device's measurements with the measurements of known traceable references. This can be done on site or in our laboratories: both have the benefit of full compliance and audit readiness with complete and traceable calibration performed according to ISO 17025. The results of the comparisons are recorded in clear and concise calibration certificates.

Laboratory calibration Calibration performed in a laboratory offers the best calibration uncertainty and the widest calibration ranges. At our UK headquarters, flowmeters from 1-100mm (or up to 80mm for vortex meters) are calibrated against Endress+Hauser Promass Coriolis dual reference meters. Our flow rigs are suitable for any meter with DIN/ANSI flanges, screwed threads or hygienic process connections. Flowmeters bigger than 100mm in diameter are sent to our primary calibration facilities in Europe.

On-site calibration Convenient and cost effective, on-site calibration removes the need to send instruments away for testing as our specialists come to you, keeping downtime to an absolute minimum. It offers the highest flexibility as calibration can be scheduled according to the needs of your process. Our qualified and experienced field service engineers can perform adjustments, diagnose faults and recalibrate instantly where necessary. Our mobile rigs are fully traceable to national standards.

Verification: a simple and proven way to extend calibration intervals Endress+Hauser's Fieldcheck verification tool or our new Heartbeat Technology provide a healthcheck for a flowmeter, ensuring key device parameters remain within Endress+Hauser's original specification. Instruments can be verified and be back in operation within 30 minutes and are not required to be removed from the line.

Clamp-on flow verification Clamp-on verification is an ideal alternative when an electronic verification is not possible. It allows the instrument to be verified without process interruption while still remaining compliant to ISO 9001 by confirming the operation of your instrument and helping to extend the time period between calibrations. It's a completely safe, non-invasive, non-contact technology for a wide range of liquids.

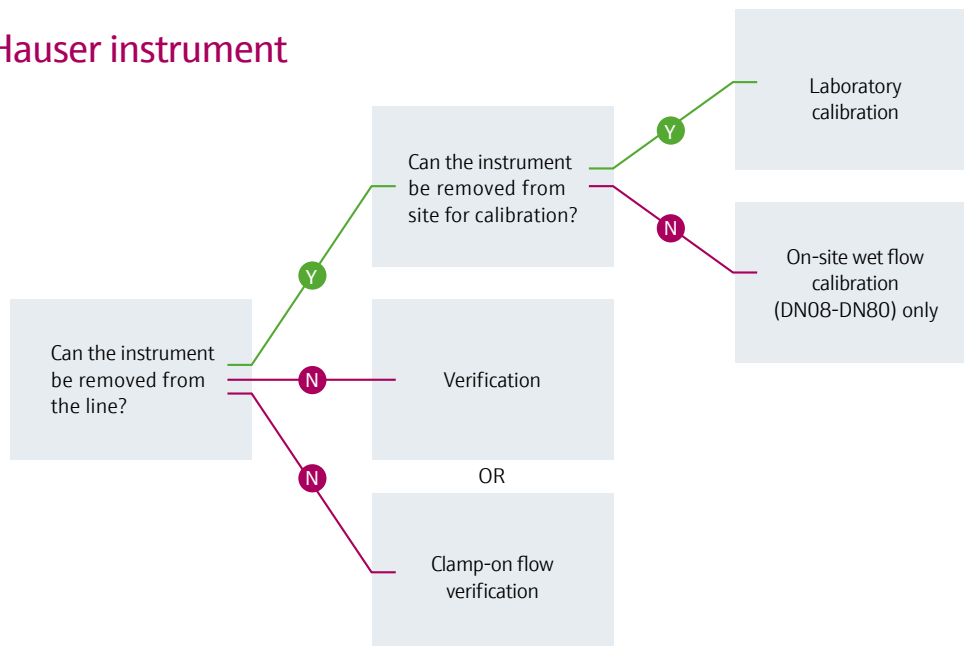


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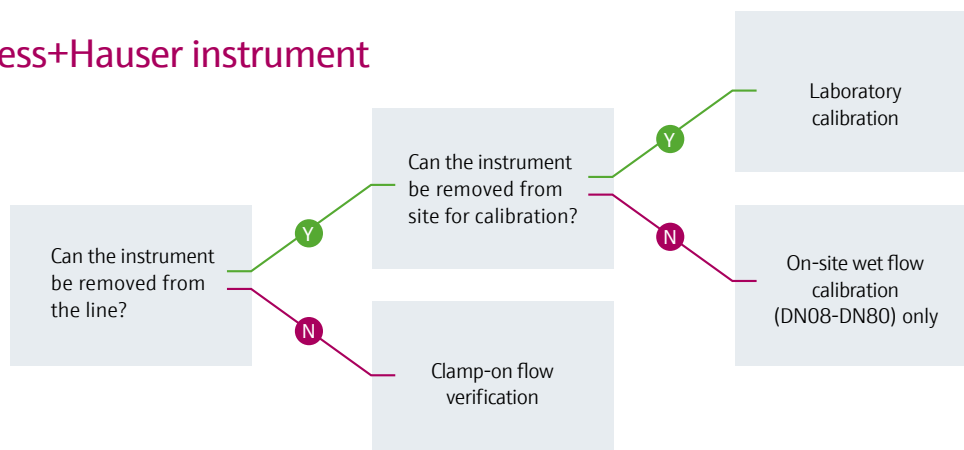


If you're not sure which type of calibration or verification is most suitable for your process, follow our simple flow charts to see the options available to you.

Endress+Hauser instrument



Non-Endress+Hauser instrument





New flowmeters equip plants for the future

For almost 40 years, Endress+Hauser has been able to offer one of the world's most comprehensive product ranges for flow measurement of liquids, gases and steam. The Proline family of measuring devices has contributed significantly to this success and is now once again wowing users with unique innovations for even greater safety, product quality and process availability.



Heartbeat Technology

A further highlight is Heartbeat Technology, which is now integrated into all Proline devices. Heartbeat Technology provides a continuous healthcheck of the flowmeter, ensuring key parameters are performing within specification at all times. Deviation from the factory reference values will trigger warnings as per NAMUR NE 107. Verification and monitoring can be added to the Heartbeat diagnostics to provide on-demand reporting, trend analysis and live quantitative performance data. The operator does not need to be present in the field: verification can be started at any time via all available interfaces. This makes it possible, for example, to extend complex, application-specific calibration cycles, thus saving time and money. All this reduces the complexity and risks involved in a system.

In all industries, the requirements surrounding safety, legal standards, efficiency and quality are always on the rise. In addition, process systems operators must also deal with increasing costs and pressure from competitors. Last but not least, emerging opportunities for digital interconnectivity through 'Industry 4.0' are gaining significance within process automation.

With numerous innovative functions and device properties, the new Proline 300 and Proline 500 make universal flow measurement possible in all applications in the process industry – from quantity measurement and process monitoring, right up to monitoring tasks and custody transfer measurements. Proline 300/500 not only measures the flow in pipes with the greatest accuracy but it also provides a view into the process, ensuring that plant operators receive a wealth of important diagnostic and process data. This leads to optimal process monitoring, fewer periods of downtime and therefore more efficient process control.

Added value thanks to information from the field

Proline 300/500 is equipped with unrivalled functions that supply the user with comprehensive process information. It is not only possible to retrieve device, diagnostics, service or process data via the control room, but this can now be done on site thanks to a web server integrated into the measuring device. This allows for direct connection to a laptop without the need for additional software or hardware.

Comprehensive remote data retrieval is also possible via the installed wireless connection, simplifying maintenance. The unique data storage concept, known as HistoROM, automatically restores the configuration data of a measuring device following a service call.

Proline 300/500 has been developed entirely in accordance with SIL guidelines (IEC 61508) and thus guarantees the greatest safety during operation. The warning messages displayed in the event of an error in accordance with

NAMUR NE107 also contribute to operational safety, as these indicate immediately if a device is defective, requires maintenance or is running outside the predefined specifications.

Multivariable and high-quality sensors Since 1993, the Proline device family has been subject to constant development. As a state-of-the-art transmitter, Proline 300/500 can be freely combined with any of the Promass (Coriolis) and Promag (electromagnetic) sensors, which have proven themselves time and again. Depending on the measuring principle, several process variables can be measured at the same time using only one device. With the Coriolis flow measuring principle these include mass flow, volume flow, density, concentration, viscosity or temperature; the electromagnetic measuring principle focuses on volume flow, temperature, and electrical conductivity.

Every Proline 300/500 measuring device is checked using accredited, fully traceable calibration facilities before delivery (ISO/IEC 17025). This guarantees the same high level of measurement quality no matter where the production site is located. The robust design of all Endress+Hauser sensors also guarantees optimum measurement performance, even under highly fluctuating process conditions.

Looking to the future with Proline Proline 300/500 has a unique range of signal outputs and protocols: HART, PROFIBUS, FOUNDATION Fieldbus, Modbus RS485, EtherNet/IP and PROFINET. This ensures that you can integrate Endress+Hauser flowmeters seamlessly into your existing infrastructures or automation systems. Thanks to the transparent flow of diagnostics and measurement data – from the sensor to the process control system – unimagined possibilities are now becoming reality, ensuring safe and comprehensive process control.



For more information please
call us on 0161 286 5050

Say hello to our super sensor

In a number of applications, particularly in the life sciences industry, conductivity must be measured over a wide range: from average to high values in the process to low values in rinsing processes with ultrapure water.

Endress+Hauser's new Memosens CLS82D four-electrode conductivity sensor now allows you to perform these measurements reliably with a single sensor. With its certified aseptic design, this sensor boasts exceptional reliability and precision and is also suitable for installation where space is restricted.

A unique feature of the new Memosens sensor is its innovative sensor element made from ceramic with platinum electrodes. The advantage of these materials is their similar temperature expansion behaviour. Even during extreme temperature changes the material bond stays tight so that no gaps occur and hygiene is not compromised. The device's unique design not only guarantees cleanability but also aseptic hygiene. It has EHEDG and 3-A certification and complies with the FDA's pharmaceutical requirements.

The Memosens CLS82D sets new standards in terms of process safety thanks to its innovative Electrode Connection Surveillance. This feature provides immediate notification if the connection between the sensor's electrodes and the electronics in the sensor head is ever interrupted. Combined with the advanced diagnostic functions of Memosens technology, you benefit from reliable, end-to-end monitoring over the entire measuring chain. Furthermore, data storage directly in the Memosens sensor head supports you with documentation in compliance with all applicable regulations and ensures traceability of your data.

Increased plant availability

Using Memosens technology, process downtime is kept to a minimum. The sensor's 'plug & play' capability means that you can integrate the Memosens CLS82D in your process in the

shortest possible time. This simplifies commissioning and maintenance. In conjunction with the Memobase Plus software, you can calibrate your sensors in the laboratory under ideal conditions for improved sensor and quality management.

One sensor for many applications

Thanks to its compact design, a wide selection of process connections and reliable values over a broad measuring range, this sensor is the right choice for a wealth of applications including phase separations, chromatography, fermentation and water monitoring, as well as CIP. Universal use of the same sensor guarantees standardised, simple operation offering consistent data and accurate measured values at all times.



For more information please call us on 0161 286 5150 or visit www.uk.endress.com/CLS82D



Learn from the experts

For many engineers and apprentices, the best way to learn new skills is to get hands-on with the equipment.

Endress+Hauser's state-of-the-art training centre in Manchester allows us to combine practical sessions with classroom learning to give trainees a fully rounded experience.

The Application, Engineering and Training Centre was opened in 2013 to allow us to share our expertise in process instrumentation with our customers. A range of courses and bespoke training modules take place each year in the centre, which is fitted with process rigs, a control room and workshop utilising the latest technology. There is also a 12-seater classroom, with computers for each learner, for comprehensive theoretical training.



Certified PROFIBUS Installer

13 March, £490

An internationally accredited introductory course for PROFIBUS installers and all those involved at a technical level. The one-day course teaches the layout, installation and testing of complete PROFIBUS networks and provides a hands-on approach to fieldbus network layout and installation. Examples and case study materials are used throughout to highlight the many common but, potentially very costly, pitfalls and mistakes.

PROFIBUS System Design

14-16 March, £1200

This two-day course is aimed at anyone involved with the design, specification or procurement of modern automation or control systems at the engineering level. Covering the optimal design of PROFIBUS automation and control systems, it is a prerequisite to have qualified as a Certified PROFIBUS Installer.

Basic PID Loop Tuning

10-11 April, £790

This two-day course covers basic principles, structure and terminology of controllers and control elements. Simple tuning is also covered. Those attending will be able to understand, operate and adjust a range of PID controllers to achieve acceptable performance.

Advanced PID Loop Tuning

12-13 April, £790

The two-day advanced controller tuning course will teach you how to optimise the performance of three-term controllers in a range of applications. The course also explores common control problems that are not related to controller tuning but which affect performance and stability.



For more information email
sophie.cotton@uk.endress.com
or call 0161 286 5193

CompEx courses

- ExF: Foundation
- Ex01-Ex04: Gas & Vapour
- Ex14: Responsible Persons



For more information email
tracey.stennett@uk.endress.com
or call 0161 286 5011



Affordable quality

Our new level and pressure devices offer Endress+Hauser quality at an affordable price. For the first time, the new Micropilot FMR10 and FMR20 offer all the benefits of radar technology from just £296! We're also introducing a new range of compact pressure devices for gas and liquid applications, specially designed to meet budget requirements without compromising on reliability or ease of installation.



The new Micropilot FMR10 and FMR20 are a perfect fit for level measurement in the water & wastewater industry and utilities in all industries.



The new Micropilot FMR10 and FMR20 are a perfect fit for level measurement in the water & wastewater industry and utilities in all industries. They are the first non-contact radar devices to feature Bluetooth wireless technology, making commissioning, operation and maintenance simple via our free SmartBlue app (available for Android and iOS devices). Signal curves can be displayed on any Bluetooth-enabled smartphone or tablet.

FMR10 and FMR20 are the most compact radars in their class thanks to their unique radar chip design. That means they're easy to install in difficult-to-access applications with limited space, such as stormwater basins, wet wells or pump chambers. The devices' full PVDF body guarantees a long sensor lifetime and the hermetically sealed wiring (including 10m cable) and fully potted electronics eliminate water ingress (IP66 protection) so they can be used under harsh environmental conditions as well as in hazardous areas.

Low-cost pressure measurement For standard applications in the process industries, you need an instrument that gets the job done: it must work reliably, it should be easy to install and it should be the right price. These were

the criteria for the development of the new generation of Cerabar products, for gauge and absolute pressure measurement, and Ceraphant pressure switches. The same Endress+Hauser expertise has gone into developing these devices with the same high quality standards and high reliability as our other well-known instruments.

Compact skids require small products that are easy to install yet robust. The accuracy of the Cerabar and Ceraphant devices as well as the broad range of fully welded process connections and approvals allow their flexible and safe use in a wide range of applications.

The Cerabar PMP11 and PMP21 are available with threaded process connections. The Cerabar PMP23 features fully welded hygienic process connections without additional adapters or O-rings. An IP69 version for wash-down applications is also available. Ceraphant PTP31B and PTP33B provide switch output and display as well as the same philosophy of available process connections.



For more information please call us on 0161 286 5050



Striving for satisfaction

‘First serve, then earn’ was the motto of the Endress+Hauser company founder, Georg H. Endress. More than six decades after the company was established, that ethos is still at the heart of everything we do.

We’re continually striving to improve our service to our customers and that’s why every three years we carry out a customer satisfaction survey to identify what we are doing well, what improvements we can make and how we can serve you better. We hope that the changes we’ve made as a result of feedback from the last survey at the end of 2014 will help to make us one of the best companies in the UK for customer service.

The latest survey, carried out on our behalf by globally respected business-to-business benchmarking company TNS, showed that we have made positive progress in all measurable areas and have significantly increased the number of customers who are highly satisfied with our service. But we are always striving to do better, and the survey highlighted that one area for improvement was complaint management. As a result, a company-wide initiative was launched to improve the way we handle complaints.

Customer service training

Internal sales staff were given training on how to recognise dissatisfaction and how to record information so that an effective resolution can be reached. Twelve people have been given overall responsibility for complaint management to ensure that customers’ problems are dealt with in a fair and consistent manner - but complaints can of course be raised with any member of staff. Areas for improvement are reviewed on a regular basis.

“We want to encourage more staff to take ownership of complaint management,” explains David Bean, Strategic Accounts Manager and member of the Customer Satisfaction Working Group.

“Our goals are to keep the customer informed every step of the way, so they don’t have to keep calling us to resolve their issue, and find a solution that everyone is happy with.”

All 200 Endress+Hauser staff have also received customer satisfaction training from an external agency.

Speak to a real person We’ve also made improvements to the way we answer phone calls because we know there’s nothing more annoying than being kept waiting on the line. We have introduced a ‘cascade’ system whereby calls are re-routed to other members of the team if individuals are unavailable. This means calls have a 99% chance of being answered and not sent to voicemail during office hours. We aim to answer all calls with three rings and you won’t get stuck in an automated system with endless options to select.

“We want to encourage more staff to take ownership of complaint management.”

David Bean, Strategic Accounts Manager and member of the Customer Satisfaction Working Group



Get in touch

There are a number of different ways to contact us. We’re looking forward to hearing from you!

Call:

Sales: 0161 286 5050

Service: 0161 286 5150

Reception: 0161 286 5000

Email: info@uk.endress.com

Tweet:

Follow us on Twitter for all the latest Endress+Hauser news and offers: **@Endress_UK**



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