

Endress+Hauser offers free access to remote visual support during COVID-19 crisis

Burlington, ON – Endress+Hauser customers can have free access to the company's remote visual support during this time of pandemic restrictions on industry. Customers can interact with an Endress+Hauser technician via the company's "Visual Support" App on their mobile phone, maintenance laptop or Endress+Hauser FieldXpert Device Configuration tablet to address urgent service needs. The app is available in any windows browser or IOS and Android.

Free access to this feature is available until May 31, with the possibility of an extension if the ongoing pandemic response requires it.

Customers can call Endress+Hauser Technical Support and the Technical Support Technician will guide them through downloading the app to access a live session. (Endress+Hauser Service will proactively contact any customers with already planned on-site service jobs to investigate if Visual Support may be an option to assist in executing the planned service work.)

Where necessary, technicians may still perform on-site service while respecting all health precautions.

"In dealing with COVID-19, many of our customers have undertaken measures to protect their staff that include limiting access to outside service providers," says Alexandra Witt, Service Manager, Endress+Hauser Canada. "Knowing they can rely on our live support product should give them confidence that they can keep their operations going even if our technicians can't visit in person."

About Endress+Hauser

Endress+Hauser is a global leader in measurement instrumentation, services and solutions for industrial process engineering. Our products – sensors, instruments, systems and services for level, flow, pressure and temperature measurement as well as analytics and data acquisition – set standards in quality and technology. The company further supports its customers with automation engineering, logistics and IT services and solutions. Founded in 1953 by Georg H Endress and Ludwig Hauser, the Endress+Hauser Group has been solely owned by the Endress family since 1975. Today, the Group is managed and coordinated by a holding company based in Reinach, Switzerland, employing almost 14,000 personnel across the globe. In 2018, the Group generated net sales of C\$3.6 billion. Endress+Hauser's production centres in 12 countries meet customers' needs and requirements quickly and effectively, while our dedicated sales centres and strong partner network guarantee competent worldwide support.

Press Photo (see visual attached): *Reaching out – Endress+Hauser offers free access to remote visual support during COVID-19 crisis*

Link:

Media Release
April 21, 2020

Endress+Hauser 
People for Process Automation

<https://www.ca.endress.com/en/service-portfolio/support-services-for-all-industries/visual-support-ca>

Contacts:

Jaclyn McCann
Marketing Communications Manager
Endress+Hauser Canada Ltd.
+1 905 681 4386
jaclyn.mccann@endress.com
Website: www.ca.endress.com

Martin Wendland
PR Toolbox Inc.
126 Neville Park Blvd.
Toronto, ON M4E 3P8
+1 416 830 8797
mwendland@pr-toolbox.com