

Endress+Hauser Canada adds Premium tier with more coverage to its Smart Support

BURLINGTON, ON – Some businesses require more vendor support than most because of the size or complexity of their operations. For such customers, Endress+Hauser Canada has added a Premium tier to its Smart Support program with additional remote support features and an even faster response time when help is requested.

Smart Support provides remote technical support for all Endress+Hauser instrumentation, including free, unlimited 24/7 access to the company's extensive knowledge database with over 16,000 articles for how to self-correct an issue or improve one's skills.

The three Smart Support tiers – Basic, Plus and Premium – differentiate by the level of active remote support provided and the response time standard for each. The new Premium tier provides for phone or email support from an Endress+Hauser Canada specialist with an initial response within two hours of the request being filed, seven days a week. This compares to a response within four hours for the Plus tier seven days a week, or 48 hours on weekdays for Basic.

Premium customers receive up to six remote device commissioning support instances per year compared with two for Plus. Other unique benefits for Premium include remote training prescribed by Endress+Hauser plus a 25% discount on field service troubleshooting visits.

The key features of the support portal at ca.endress.com include the ability for customers to easily log in to open a support case and monitor its status and history – it has the same priority and response time as a telephone request – and solve issues by working with an Endress+Hauser Canada support expert via live feed.

The Smart Support database contains articles on diagnostics and troubleshooting, and on product and application know-how, such as service operations. Customers simply log in, describe the issue, and access the database to view a potential solution.

Smart Support's features and benefits help optimize instrumentation performance over the entire lifecycle, minimize downtime, and reduce maintenance efforts.

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 over 15,800 personnel across the globe. In 2022, the Group generated net sales of C\$5 billion. Endress+Hauser's production centres in 12 countries meet customers' needs and requirements quickly and effectively, while its dedicated sales centres and strong partner network guarantee competent worldwide support.

Press Photo (see separate JPEG file attached)

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