



World wide support

Mass flow and pressure measurement and control

World

Round the clock Support line

wide

+ 31(0)573 45 88 39

support



World wide support for world class products by the European market leader. Bronkhorst High-Tech has developed from dominating the European market to being a true world wide leader in the measurement and control of mass flow and pressure. This achievement has been based on a commitment to customer care and our Customer Service Department now boasts 15 fully equipped service points across the world.

> 24-h replacement

Bronkhorst High-Tech offers a truly unique 24-h replacement service; your verbal instruction is sufficient to order a replacement instrument that will be shipped within one working day by UPS, DHL or other carrier. Your process can therefore continue to operate whilst we check and repair your returned meter/ controller. Once the repair has been completed we will then only invoice you for the cost of the repair.

> Round the clock support line

No matter the time zone, our experts within the Support Group are available to answer your request immediately or ensure appropriate further action. Our experts are reachable at:

Round the clock Support line + 31(0)573 45 88 39

> Global Service

Bronkhorst High-Tech has over 15 Service Points world-wide plus the back-up of our facility in the Netherlands. All are experts in the service of our instruments – locally.



“Let us be part of your team”





From our early beginnings we have recognised that a Customer Service Department is a necessity in our mission to offer global solutions for total product satisfaction. After all, several hundreds of thousands of instruments have already been supplied and these have inevitably found themselves in every corner of the world. Specialist teams are available to you to ensure pre- and post sales support with such diverse needs as:

- ◆ **Application Advice**
- ◆ **On-site Inspection & Calibration**
- ◆ **Start-up Assistance**

> **Support group**

No matter the time zone, our team of dedicated technicians care. Our switchboard in the Netherlands operates from 08:00–17:30 on all working days, however, outside of these hours you will be connected to a member of our team who will either answer your request immediately, take care of further action or coordinate with your local service office.

> **Training courses**

The Customer Service Department has the disposal of extensive training facilities and offers several training courses.

- ◆ Training of customers, users, equipment designers and technicians (service, quality, calibration).
- ◆ Open training course (twice a year) at Ruurlo (NL) Factory.
- ◆ Training of our sales & service network.

> **Service group**

One of the most important parts of our Customer Service Department is the service and repair facility in Ruurlo. It operates independently of the normal production departments and is extremely well equipped with high-tech calibration devices for both gases and liquids.

> **Worldwide local support**

Equally important, however, are the local service and repair suites around the world, that can offer that little bit more personalised service. By working as a closely coordinated team, the Service Group and the numerous local facilities will be able to offer fast and effective support to meet your needs and keep your process running. This coordination will be managed by the Support Group to ensure that every request is tracked from initial call to final solution.

> **Facts**

- ◆ Bronkhorst High-Tech is the European Market Leader with the widest range of Thermal Mass and Pressure Measurement and Control instruments available.
- ◆ Our company philosophy is to establish close and lasting relationships with our customers to foster greater understanding and benefit to all.
- ◆ This philosophy extends to product development whereby we actively seek close collaboration and partnership to research, design and manufacture for OEM and bespoke applications.
- ◆ The concept of Total Service Solutions is the foundation of our business. We are wholly dedicated to the care and support of both our product and customer alike.
- ◆ Research and Development is pivotal to our success; 25% of our personnel are involved with R&D and 15% of our annual turnover is re-invested there.
- ◆ Bronkhorst is solidly based across all market segments and is not dependent on any particular one. Examples can be seen below.

> **Markets**

- ◆ Automotive ◆ Biotechnology ◆ Chemical ◆ Energy
- ◆ Environmental/Analytical ◆ Equipment/machine manufacturing ◆ Food industry ◆ Glass/Optical fibers
- ◆ Medical/Pharmaceutical ◆ Semiconductor
- ◆ Steel & aluminum ◆ Surface treatment
- ◆ Universities and research institutes



“More than 15 fully equipped service points all over the world”



◆ **World wide support** ◆



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SENSORS FOR MASS FLOW AND PRESSURE

Nijverheidsstraat 1a, NL-7261 AK Ruurlo The Netherlands
T +31(0)573 45 88 00 F +31(0)573 45 88 08 I www.bronkhorst.com E info@bronkhorst.com

