

partnership

Serving you in South East Asia

Meeting the demands of your business

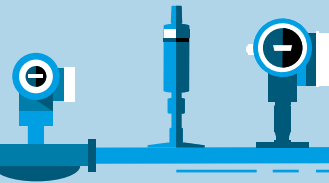


A strong partner worldwide

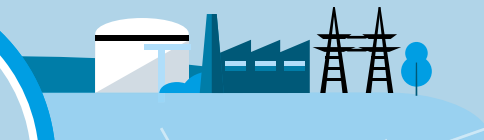
We are a successful family company. In **laboratory and process automation**, customers around the world trust our products, solutions and services to improve their processes, and thus their products, sustainably.



Customers around the world gain valuable knowledge from their processes by using our **products, solutions and services**.



Based on our **industry expertise** we find, in cooperation with our customers, the best solution for every application.



As a family-owned company since 1953, we are a **reliable partner** for our customers, employees and shareholders.



A global player at your doorstep

Dear valued customers, partners and associates,

In today's volatile, uncertain, complex, and ambiguous world, it is difficult to grow and maintain relevance in business using the same mindset and seeing the world with the same lenses that may have served us well in the past. As a Swiss family-owned company that takes a long term view, Endress+Hauser is keenly aware of the megatrends and we are adapting ourselves to be future-ready, exploring new paradigms, making new connections, plugging into the digital eco-system and embracing a growth mindset.

It has always been our vision to be in business to add real value where customers around the world can confidently place their trust in our products, services, and solutions to improve their manufacturing processes and, as a result, their products. We have understood that for a truly sustainable and enduring business, profit is not the target but the result of doing well. We live by our founder's motto : "First serve, then earn." These values have been encoded into our Endress+Hauser Spirit and is one of the distinctive reasons why many customers choose Endress+Hauser, the People for Process Automation.

We have passionate associates who love what they are doing even in the face of difficulties. It is not only results that count; the efforts are valuable and a deeply meaningful part of the growth journey. Quality and safety are central to our operations as evident from our ISO certifications. We embrace diversity and inclusion, with one third of our employees from different nationalities and gender. We have a stable and loyal workforce, half of which has served the company for more than 10 years and close to 20% has been with us for more than 20 years. We continue to be intensely customer-focused because customers are our raison d'être.

Since we started our sales center in Singapore in 1989, we continue to grow and to invest in regional and local capabilities, develop new technologies, new products and expand our services and solutions portfolio to better serve the needs of our customers across diverse industries like Life Sciences, Water/Waste Water, Food & Beverage, Chemicals, Marine and Oil & Gas. For instance, we have expanded into the laboratory space with our Raman optical spectroscopy systems; we have also made significant contributions to the bunkering industry where 2 out of 3 barges operating in Singapore, the world's largest bunkering port, are equipped with our Endress+Hauser Mass Flowmeter (MFM) Bunker Metering Systems; our Heartbeat Technology and Netilion digital ecosystem play a key role in enabling Industry 4.0 and Smart manufacturing.

From water reclamation plants to vaccine production, you will find Endress+Hauser products and solutions playing an instrumental role. We are never far from you - engage with us anytime and anywhere on www.endress.com, where you can place orders, download 3D drawings and check delivery status.

Yours sincerely,
Lim Khay Guan
 Managing Director
 Endress+Hauser (S.E.A.) Pte Ltd



A partner of industry

We support our customers around the world in operating processes that are reliable, safe, environmentally friendly and economical.

Endress+Hauser (S.E.A.) Pte Ltd was established in Singapore in January 1989 after starting as a representative office for 2 years. Combining sales with comprehensive application support and services, we offer world class measurement and automation products and solutions for the process industries.

Our mission is to support our customers in their journey to improve their manufacturing processes so that they are reliable, safe, environmentally friendly and economical. As each industry has its own particular demands on process automation, we have aligned ourselves with application specific expertise to support our key industries in

- Food & Beverages
- Water & Wastewater
- Chemical
- Lifescience
- Oil & Gas
- Marine



Find out more about your partner of choice



The Spirit of Endress+Hauser

Key principles

- We serve our customers and learn from them
- We remain a family company
- We cultivate an atmosphere of trust
- Quality first
- Loyalty and corporate social responsibility are core values
- We communicate openly and in a constructive manner
- We learn from mistakes

People

- We are modest
- We live up to our convictions
- We never give up
- We work well together
- We are friendly to each other
- We put common interest before self-interest
- We encourage diversity

Leadership

- We lead by setting examples
- We challenge and support our employees
- We encourage individual development
- We cultivate team spirit
- We give recognition

Priorities

- Our work is important to our customers
- We behave ethically
- Evolution, not revolution
- Doing the same things the same way, and right from the beginning
- We solve problems at their source
- We trust people with responsibility
- Profit is the result of doing well and not the target

Our strength comes from within

Our strength as a family-owned company is our people, their expertise and dedication to ensuring our customers always get the best. Our founder's *"first serve, then earn"* philosophy continues to resonate with our loyal customers and our loyal employees.

With a continuous improvement mindset, we are not afraid to learn from customers. We embrace complaints as gifts and we treat them as valuable opportunities for becoming better.

Our Singapore sales and service center is certified to the following standards :

- ISO9001:2015
- ISO/IEC 17025:2005
- ISO 45001:2018
- BizSafe Star (Level 5)

Diverse perspectives lead to insightful solutions



The Endress+Hauser Group received the Platinum Medal in the 2021 EcoVadis Sustainability Rating, the highest performance level (Top 1%). EcoVadis uses 21 criteria from the environmental, social and ethical fields to evaluate companies worldwide in terms of their sustainability



Read the press release for the sustainability award

The Endress+Hauser Group

For over 65 years, Endress+Hauser has been a reliable partner of the process industry. We help customers around the world to sustainably improve their processes, and thus their products.

Process measurement technology forms the core of our competence. With excellent products, solutions and services, we support our customers in making their processes safe, reliable, efficient and environmentally friendly – throughout the entire life cycle of a plant.

We are close to our customers worldwide. With a tight network of own sales centers and selected representatives, we safeguard competent support around the globe. We know our customers' applications and the special requirements of their industries. That's how, over many years, we have become what we are today: the People for Process Automation.

Production centers on four continents ensure that we can supply our customers fast and flexibly, wherever they are. The use of innovative technologies has advanced the development of our company from the very beginning. Step by step, we have strengthened our process analytical

business by additional acquisitions. Our offering today is unique in variety and depth.

Unique corporate culture As a family-owned company, we act responsibly. We deal with customers, employees and shareholders on a basis of partnership. Our unique corporate culture characterizes these relationships. For us, profit is not the ultimate aim, but the result of good management, for which the basis is our financial solidity. Profits predominantly flow back into the company – thus helping us to secure our success and our independence for the long term.

Endress+Hauser was founded in 1953 by the Swiss Georg H. Endress and the German Ludwig Hauser. Since 1975 the company has been solely owned by the Endress family.



(picture left to right)
Supervisory Board President Klaus Endress and CEO Matthias Altendorf



Mission

We support our customers in improving their products and in manufacturing them even more efficiently.



Vision

We are a successful family company. In laboratory and process automation, customers around the world trust our products, solutions and services to improve their processes, and thus their products, sustainably.



Endress+Hauser worldwide
network

Discover your options

Tailor-made field instrumentation, solutions and services supporting you to sustainably improve your processes and products.

All industries strive to operate and optimize their processes to make them safe, reliable, efficient and environmentally friendly. However, each industry balances these goals differently and is subject to differing application and regulatory requirements. At Endress+Hauser, we know that the best support and industry partnerships are achieved through not only being experts in process measurement but also in your specific industry requirements. This is why we strive to continuously build on the knowledge we have gained over the decades through daily contact with our customers. What we learn about your industry trends, applications and regulations feeds back into our innovation process so that we further develop new and updated field instrumentation, services and solutions tailor-made for use in your industry.

Field instrumentation, system components and data

managers Depending on your industry and application, field instruments are required to fulfill different demands whether it be precision, robustness, hygiene or efficiency. Endress+Hauser products measure and monitor flow, level, pressure and temperature. They analyze liquids and gases and visualize and record measured values. Our instruments use different measurement principles to operate reliably and accurately in any situation so that we can offer you a wide range of products for almost any requirement and specification.

Digital communication and software We also offer IIoT solutions and software tools for all industries and support the seamless integration of our field devices into many different automation systems. This guarantees you freedom of choice and the best possible functionality at optimal cost.

Solutions Dedicated solutions combine our offering for specific applications in your industry: inventory management, fluid metering, energy and analytical solutions including gas analysis. They are backed up by our field network engineering and plant asset management capabilities.

Services Whether you need support in emergency situations, services to complement your own capabilities or want to optimize your processes, we can help. Endress+Hauser provides competent, local service across our customer base the world over.



Food & Beverage



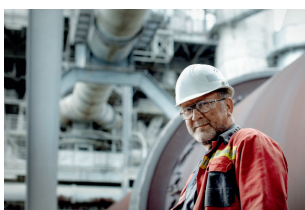
Chemical



Oil & Gas / Marine



Water & Wastewater



Primaries & Metal



Life Sciences



Power & Energy

Meet the expert across industries



Services by your side

From commissioning of your devices, technical support, diagnosis and troubleshooting, preventive maintenance, calibration and training to optimization consultancy, Endress+Hauser is there for you throughout the entire plant life cycle.



Reduce OPEX

Every organisation that wants to stay competitive has to strive to increase its profit. When it comes to process industries, reducing operational costs is crucial and always in focus

Increase plant availability

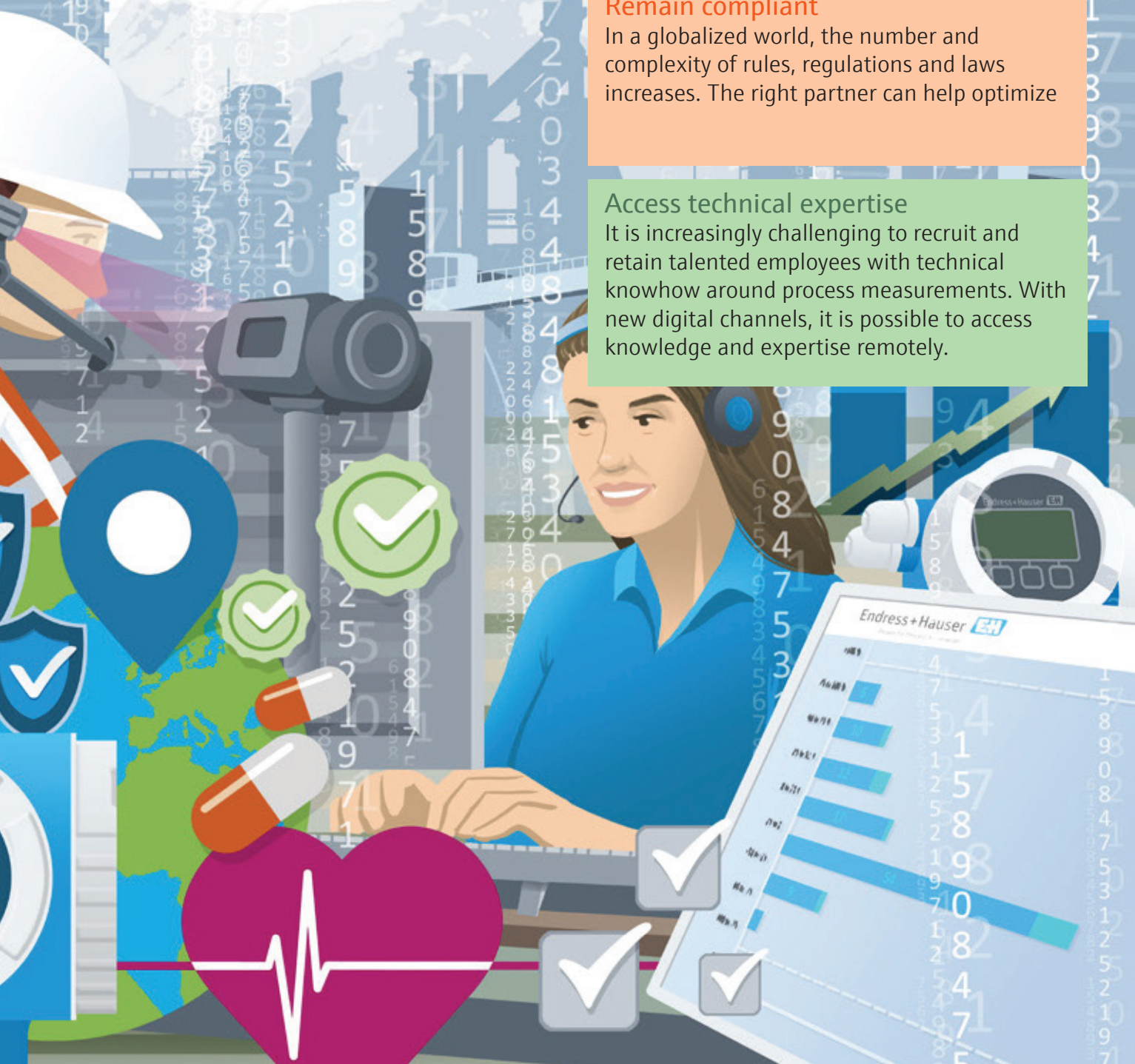
Digitization is a core aspect in the effort to achieve efficient and resource-saving operation. With the right partner you can keep your process reliable and running at maximum capacity

Remain compliant

In a globalized world, the number and complexity of rules, regulations and laws increases. The right partner can help optimize

Access technical expertise

It is increasingly challenging to recruit and retain talented employees with technical knowhow around process measurements. With new digital channels, it is possible to access knowledge and expertise remotely.



Your expert service partner

Our firm commitment to your business, for improved plant performance.

We offer a variety of services to complement the capabilities of your staff in the following areas: Engineering, commissioning, maintenance, calibration and tailor-made training sessions. Our aim is to provide the support that matches your requirements, keeping in mind our common objective of optimized maintenance costs. Given this premise, we have what you need from a one-off job to a long-term partnership. The knowledge, skills, ingenuity, hard work and commitment of our staff epitomize Endress+Hauser's values. And all of this comes with a commitment to the customer on a daily basis



Fast support, both on-site and remotely



Services for all phases of the plant life cycle



Optimisation of calibration and maintenance processes

Support
Diagnostic & Repair
Technical support

Services
Installation
Maintenance
Calibration
Training
Engineering

Optimisation
Maintenance optimisation
Calibration optimisation

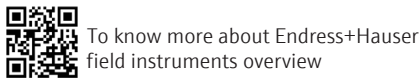
Application expertise – we understand your business
Because instrumentation is vital for your process, we capitalize on decades of experience in the very varied applications in your industry. Our network of experts is perfectly positioned to provide your business with the right support.

Tailor-made solutions By your side at every step along the way, we are firmly committed to providing the right service to fulfill all your needs. Whatever you require, we have the service solution.

Uniform support for all companies Regardless of your industry or your location, our services are harmonised throughout the world.

People qualified to work on your site Our service teams are trained and equipped to intervene on your site in accordance with your specific health & safety requirements.

Looking after your business – we care! Because we care, we add value to your business at every phase of the life cycle. We are by your side to support, to service and to optimize your processes.



To know more about Endress+Hauser field instruments overview

Your calibration partner

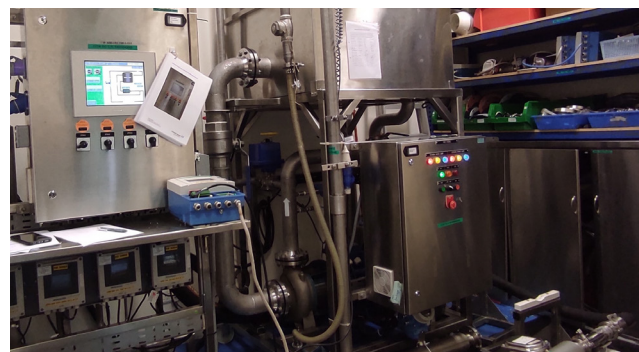
Lab Calibrations Our calibration laboratories are located worldwide. Equipped with highly skilled personnel and state-of-the-art metrology, they are ISO 17025–accredited. Each incorporates the latest developments. Our expert lab technicians produce reliable results that are secure and accurate for the widest range of calibrations throughout your instruments' lifecycle. Even flowmeters smaller than DN08 or bigger than DN150 in diameter can be sent to our primary calibration facilities in Europe. We can handle virtually everything, including third-party instruments

Parameters:	Flow calibration in lab:	Turnaround time:
<ul style="list-style-type: none"> Temperature (ISO 17025) 	Flowmeter size <ul style="list-style-type: none"> DN08 to DN150 ⁽²⁾ (Calibration in Singapore) 80 kg/h to 280000 kg/h Smaller than DN08 or bigger than DN150 (Calibration in Europe) Calibration range within manufactured specifications 	<ul style="list-style-type: none"> Local calibration: 2 weeks or earlier upon request Overseas calibration: 5 weeks or earlier upon request
<ul style="list-style-type: none"> Pressure (ISO 17025) 		
<ul style="list-style-type: none"> Flow (ISO 17025)⁽¹⁾ 		
<ul style="list-style-type: none"> Level 		
<ul style="list-style-type: none"> Analysis 		
<ul style="list-style-type: none"> Any other Endress+Hauser instruments 		

(1) Flowmeter calibration can only be performed in external laboratory. As alternative, Endress+Hauser Singapore offers onsite verification service using Fieldcheck/ Heartbeat technology or portable ultrasonic clamp-on flowmeter.

(2) For local calibration of flowmeter size ranging from DN100 and DN150, it will be performed in 3rd party SINGLAS-accredited flow calibration laboratory

On-site calibrations Many parameters can be calibrated on-site. And having them performed on-site is a time saving GMP alternative to the traditional calibration of your plant's assets. The mobile equipment is fully traceable to national standards, and each calibration is certified, meaning your plant stays compliant. The convenient on-site service cuts process interruptions, costs and risks, and can include third-party instruments. It saves time and resources that you can better invest in your core business or business-strengthening activities such as proactive maintenance, cost-effective production strategies or even instrumentation upgrades



Find out more about our calibration services

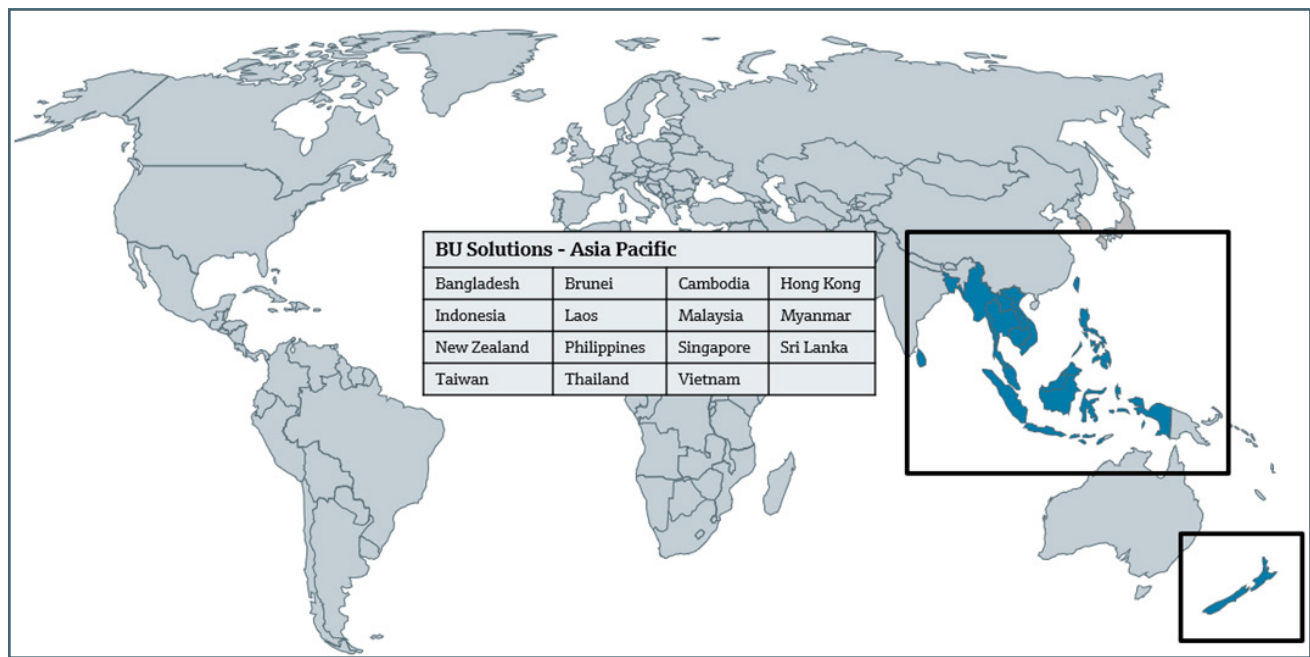


Business Unit Solutions Asia Pacific

Building on growing capabilities in the area of automation solutions, Endress+Hauser has established a Business Unit Solutions Asia Pacific (BU Solutions APAC) including the Sales, Application and Project Execution teams as part of a global network of Business Unit Solutions providing proven, specialized solutions to customers in the region.

The Business Unit Solutions Asia Pacific (BU Solutions APAC), based in Singapore and the region comprises expert sales and applications & technical support providing engineering design and project execution capabilities for advanced Flow Metering skids, Inventory Management (Tank Gauging and Terminal Management, including Custody transfer applications), Liquid Analytical Solutions and Field Network Engineering to customers in Asia Pacific.

The team has grown in strength and the team with their expertise have successfully completed various projects covering many applications and industrial sectors such as Oil & Gas, Marine, Chemical, Food and Water & Wastewater.



Application Consulting Team (ACT) The Application Consulting Team provides application support in the South East Asia region. The subject matter experts work closely with sales colleagues in the various sales centres to support enquiries and quotation generation.

Business Process Consultancy Our business process consultants support customers in the following areas:

- Detection of pains and identification of gains throughout the asset life cycle
- Improving workflow
- Support customer justification including ROI calculations
- Reducing operational costs
- Increasing plant reliability and availability

Global Project Management & Execution Our global project organization consistently delivers Products, Solutions and Services. As a trusted partner, we mitigate your risks during all phases of the project, accelerate engineering, ease procurement, shorten start-up cycles and optimize maintenance. In today's world our customers are facing more and more challenges in the design, engineering and construction of (extra) large global capital projects.

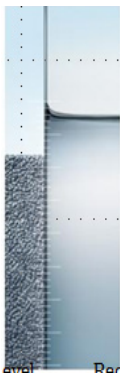
- Our Global Project Management & Execution Team is responsible for central project management and operative execution support for our global large and extra-large projects.
- The general purpose of central project management and operative execution support is not only to improve our performance and efficiency, but also to support our competence in development within the Endress+Hauser group.



From a single source

Endress+Hauser provides the full range of instrumentation with regards to process variables and measurement principles. Our field devices are customised to measure physical parameters such as flow, level, pressure and temperature, analyse parameters such as pH values, oxygen content, turbidity and much more; or determine density, concentration or composition of substances.

Our product offerings



Level

- Capacitance
- Hydrostatic
- Ultrasonic
- Conductivity
- Vibrating probes
- Radiometric
- Microwave
- Microimpulse



Pressure

- Pressure
- Different Pressure
- Hydrostatic Pressure
- Electronic DP



Temperature

- RTD Sensor
- Thermocouple
- Transmitters
- Skin Point
- Multi Point



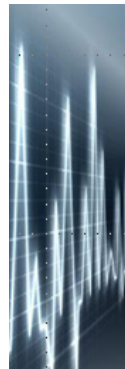
Flow

- Electromagnetic
- Vortex
- Coriolis
- Thermal
- Ultrasonic flow



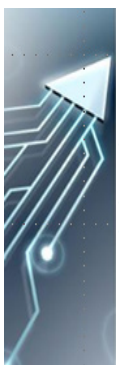
Liquid Analysis

- pH/Redox
- Conductivity/Turbidity
- DO/ Free Chlorine
- Water Samplers
- On-line Analysers
 - Ammonia, Nitrate Phosphate
 - TOC, SAC, others



System Components & Data Managers

- Recorders
- Displays
- Components



Solutions

- Process Fieldbus & Digital Communication
- Networking & Integration
- Inventory Management Solutions
- Fuel Management Solutions
- Tank Gauging System
 - Tank Gauges : Mechanical, Displacer & Radar
 - Tank Farm : Inventory Management System, Controls & Automation



Services

- Start-up
- Maintenance Contract/ Managed Services
- Calibration
- Spare-parts
- Obsolescence Management

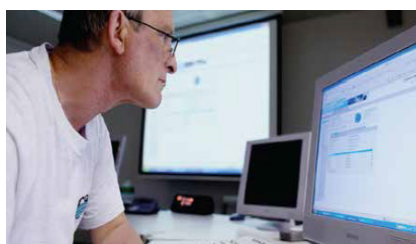


To know more about
Endress+Hauser field
instruments overview

Best-fit solutions to improve your process productivity

The combination of reliable products and expertise in customized solutions.

Optimize your systems and processes with solutions tailored to your needs. Benefit from the complete offering from consulting, shared requirements analysis, commissioning and service during operation. We make use of existing information effectively and integrate the data consistently into your IT systems to optimize your processes.



Inventory management solutions

Inventory Management Solutions help you to reduce inventory cost, improve customer satisfaction and increase productivity. Unlock the true potential of your supply chain with Endress+Hauser.



Field Network Engineering

Offering our expert services at every stage of your field network life-cycle. We help in the selection of technology, components and devices, design the network according to your guidelines, integrate the devices into the DCS/PLC of your choice, configure and commission. In the operational phase we help maintain your network, keeping it robust and fit for purpose. Our global teams work to the highest standards and provide comprehensive documentation.



Energy solutions

Gas, steam or water circuits that provide specific forms of energy to the operating process can be found in all branches of industry. Heating and cooling, compressed air, natural gas, electricity and steam are just a few of the media whose production, distribution and consumption incur ever-increasing energy costs. Reduce your energy cost with Endress+Hauser solutions.



Flow metering solutions

Reliable custody transfer loading solutions and pipeline measuring systems for liquid and gases.



Analytical solutions

Benefit from our turnkey analytical solutions customised to your requirements. We support you from concept to commissioning throughout the entire life cycle.



Plant Asset Management

Endress+Hauser Plant Asset Management Solution and Services bring you significant improvements related to plant maintenance and operation where every field device can be configured, calibrated, maintained and its information managed over its entire life cycle.

Combination of reliable products and expertise in customized solutions



Gas analysis solutions

Expanded process analysis capabilities and possibilities

Laser based gas analyzers apply Tunable Diode Laser Absorption Spectroscopy (TDLAS) to measure moisture, carbon dioxide, hydrogen sulfide, ammonia, acetylene and oxygen. The gas analyzers are used in the natural gas, natural gas processing, LNG, refining and petrochemical industries as well as atmospheric weather measurement.

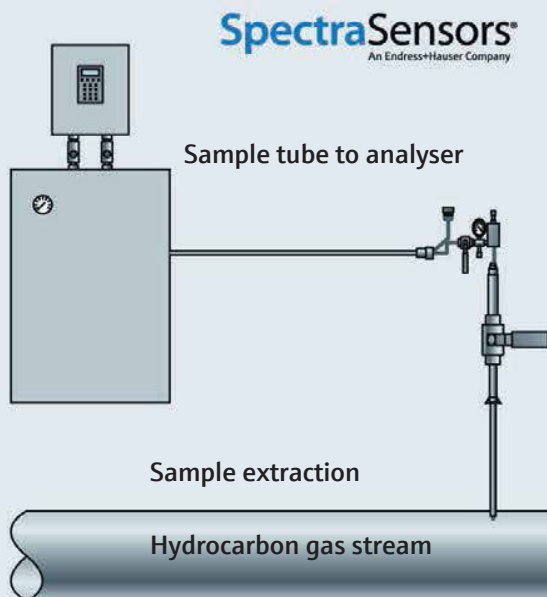
Process Raman Spectroscopy measures multiple components and is an alternative to Gas Chromatographs (GC) in syn-gas related industries.



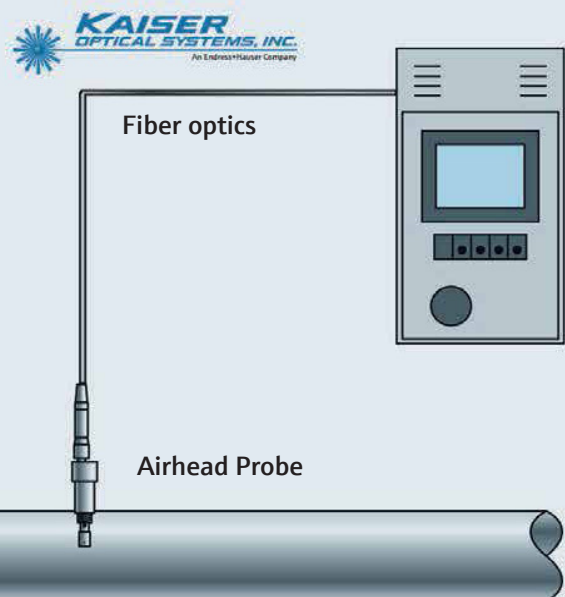
Find out more about gas analyser solutions here



Extractive: single-component- TDLAS

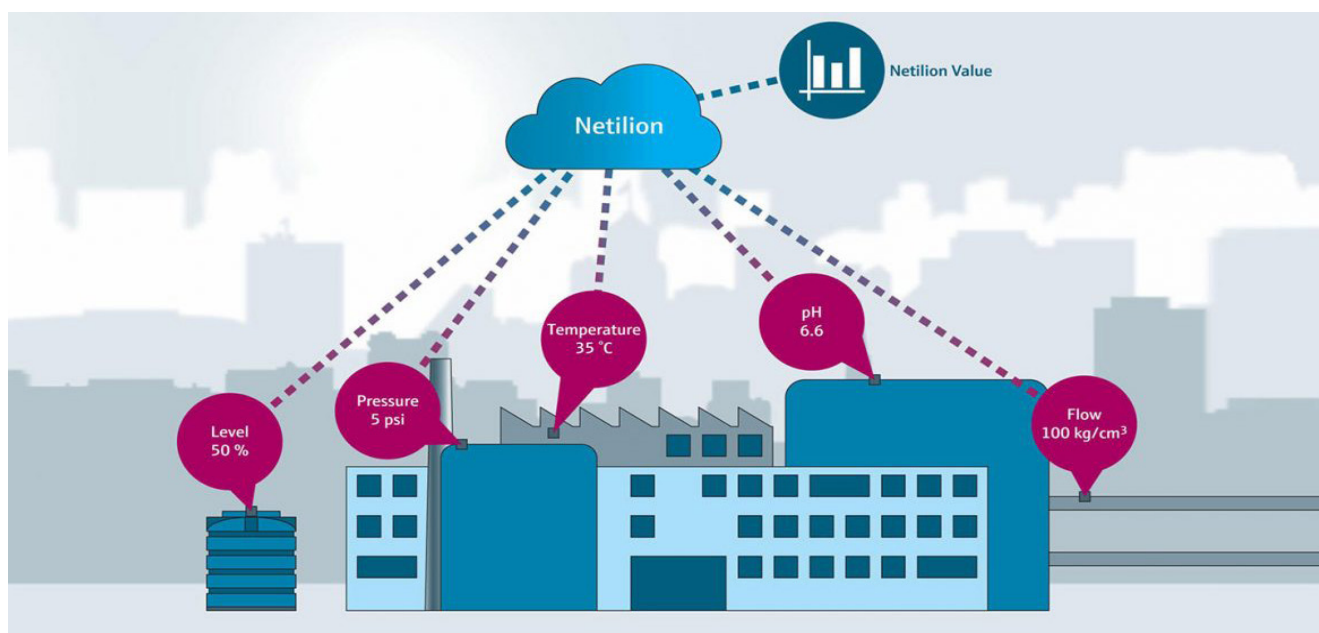


In-line: multi-component - Process Raman Spectroscopy



#empowerthefield with Netilion

Endress+Hauser's Netilion IIoT ecosystem combines digital services and system components to improve the lifecycle and asset management, maintenance, and support of instruments and analyzers.



With the intelligent use of field instrument data and information, operators can leverage the vast potential of their process control systems. Under the hashtag #empowerthefield, Endress+Hauser is bundling its activities in the area of Industry 4.0 and the Industrial Internet of Things (IIoT). The fact that Endress+Hauser, a leading provider of measurement technology, automation solutions and services, has organized its entire trade fair activities around the motto #empowerthefield clearly illustrates the significance of this issue for the company and the process control industry. Two core elements of the company's digitalization strategy are Heartbeat technology and the Netilion IIoT ecosystem.

Netilion enables users to keep track of their installed base, documentation and data management, and instruments' performance and health status. Netilion's digital services available today are Scanner, Analytics, Health, Library and Value.

Netilion Scanner is a smartphone app that guides the user in capturing field instrument asset data, while utilizing QR code or RFID tag.

Netilion Analytics can be used to create a digital twin of the system and analyzed with the help of dashboards to initiate proactive maintenance measures for critical instruments or swap out discontinued instruments.

Netilion Health visualizes the diagnostic data provided by an instrument and receives instructions to address the issue.

Netilion Library helps users organize working files and documents. It is a file sharing and data management service for the complete life cycle of an instrument.

Netilion Value is a digital service that collects process data from the field and makes them accessible anytime and anywhere.

These digital services can be used separately or in concert to improve the management, maintenance, and support of instrumentation systems—regardless of instrument or vendor.

Find out more about Netilion
– Industrial Internet of Things



Our capabilities

My Endress+Hauser

Integration of Endress+Hauser’s online shop into Endress.com has made it easier for customers to purchase from our complete product portfolio

Getting your personal account will allow you to use extended information and functions on my endress.com. In addition to getting access to your prices and to all transactions with Endress+Hauser, you will be able to request quotations, order online and even manage your favorite equipment.

- Reduce process costs
- Accelerate process throughput times
- Increase process quality



Discover now on endress.com: New possibilities, new experiences. Personal and digital.

Simplify your product selection

Choices determine our lives. Both privately and professionally. But making a choice can also be a challenge. We rely on our experience, knowledge and of course the orientation we receive from other people. And orientation is exactly what we want to give you with the introduction of FLEX Selections, our new portfolio structure.



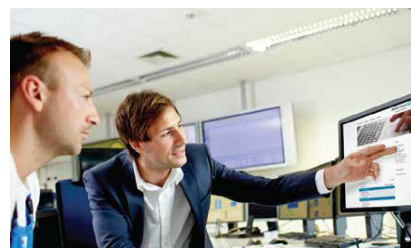
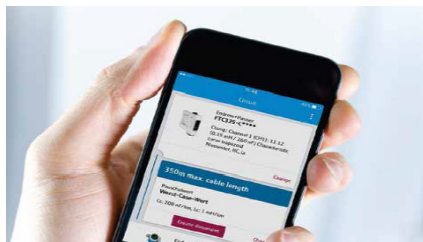
Segmentation based on your needs		
Xpert Selection	Master your most challenging applications	<ul style="list-style-type: none">■ Specialised products■ Designed for demanding applications
Extended Selection	Optimise your processes with innovative technologies	<ul style="list-style-type: none">■ High-end products■ Highly functional and convenient
Lean Selection	Handle your core processes easily	<ul style="list-style-type: none">■ Standard products■ Reliable, robust and low-maintenance
Fundamental Selection	Meet your basic measurement needs	<ul style="list-style-type: none">■ Simple products■ Easy to select, install and operate



Learn how to make the best use of FLEX Selections

Digital tools you never knew you needed

Endress+Hauser Operations App (available for iOS and Android) gives free mobile access to up-to-date and comprehensive information about Endress+Hauser instruments – wherever and whenever a user needs it.



Endress+Hauser Operation app

Free access to your device information for spare parts availability, manuals, etc



Endress+Hauser SmartBlue app

Comfortable and secure access to your devices. Particularly, in places difficult to reach or hazardous areas, it is very useful to be able to commission and operate the device via the SmartBlue app



Endress+Hauser ExiCalculator

The ExiCalculator app performs time-consuming mathematical operations usually done by hand. It is easy, simple and intuitive

Endress+Hauser Singapore

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