

# Equipping a full-service calibration workshop for Endress+Hauser in Canada



BEAMEX  
CASE  
STORY

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**beamex**

**E**ndress+Hauser is a global leader in measurement instrumentation, services, and solutions for industrial process engineering. With over 14,000 employees, the company offers process optimization for economic efficiency, safety, and environmental impact. The company serves customers from industries as diverse as life sciences, mining, chemicals, power and energy, food and beverage, minerals and metals, oil and gas, and water and wastewater treatment.

With a focus on efficiency and safe, sustainable operations, the company prides itself on taking a future-oriented approach that helps it to maintain its position at the forefront of development in measurement technology and system products.

Endress+Hauser Canada is a sales, solutions, and service company whose responsibilities include taking care of repair and warranty matters for its customers' products. With the opening of a brand-new Customer Experience Centre in Burlington, Ontario, the company put its industry leadership into practice through the specification of demanding technical and environmental standards. When it came to equipping the center's new calibration workshop, Endress+Hauser Canada turned to Beamex for a customized solution.

**“WE NOW HAVE A NEW DEDICATED CALIBRATION LABORATORY WHERE WE HAVE ASSEMBLED OUR FIRST FULLY AUTOMATED CALIBRATION BENCH IN NORTH AMERICA.”**

## Customer-centric service and technology

For Endress+Hauser Canada, the state-of-the-art facility provides a chance to showcase the company's focus on customer experience, technological expertise, and environmental responsibility. Naturally, this also involves sourcing equipment that matches their own exacting standards.

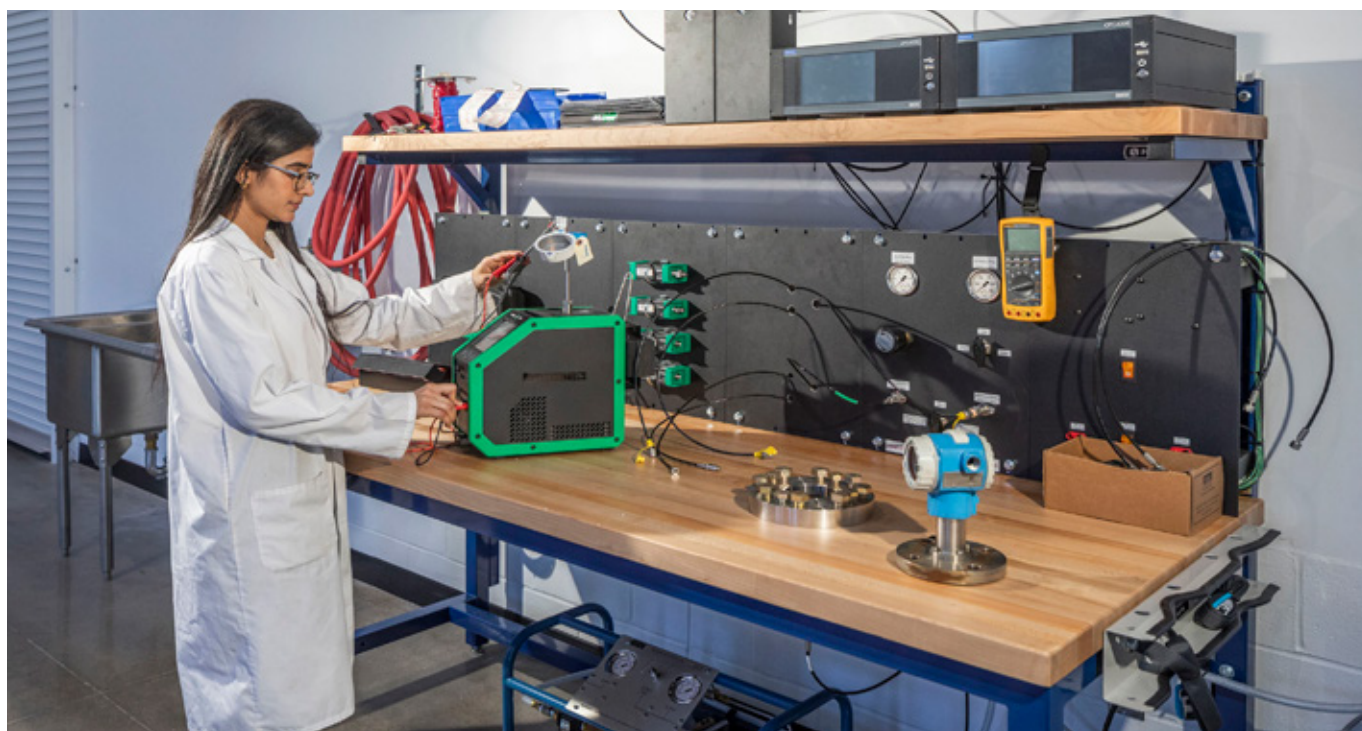
“We wanted more of a customer experience center,” explains Martin Bedard, Calibration and Program Supervisor for Endress+Hauser Canada. “The new premises have more than twice the square footage of our older building, and 60% of that space is devoted to customer-centric activities and our process training unit (PTU).”

The PTU concept, which is akin to a full-sized pilot plant, is increasingly being adopted by Endress+Hauser globally to allow customers to see their solutions and instruments in action. The Burlington facilities also include a suite of calibration equipment, comprising flow, temperature, pressure, and liquid analysis instrumentation, housed in a full-service on-site calibration laboratory.

“Our old premises had a repair and warranty workshop,” Bedard continues. “In addition to that we now have a new dedicated calibration laboratory where we have assembled our first fully automated calibration bench in North America.”

## Beamex equipment at the heart of the new facilities

Endress & Hauser Canada's calibration needs typically involve pressure and temperature calibrations, and the company has been working with Beamex since 2015. As a result of this ongoing collaboration, when it came to equipping the new calibration laboratory, Beamex was the natural choice to provide the necessary high-performance calibration equipment. In total, Endress+Hauser





# Beamex products at Endress+Hauser Canada

- 4 x MC6 Advanced Field Calibrator and Communicator
- 2 x MC6-T Multifunction Temperature Calibrator and Communicator
- 1 x Beamex FB Field Temperature Dry Block
- 4 x IPRT Industrial Probe
- Beamex LOGiCAL Calibration Management Software
- Beamex Care Plan service agreements.

## CASE STORY IN BRIEF

Canada purchased 10 pieces of Beamex equipment for use in the field and a stationary Beamex MC6 Advanced Field Calibrator and Communicator for the laboratory. The company has also invested in Beamex LOGiCAL Calibration Management Software and Beamex Care Plan service agreements.

Specifically, the purchased Beamex hardware products include two Beamex MC6-T Multifunction Temperature Calibrator and Communicators, four Beamex IPRT Industrial Probes, and a Beamex FB Field Temperature Dry Block for ISO calibrations.

“The Beamex team created a custom solution for Endress+Hauser Canada based on current availability in North America,” comments Deanna Eff, Regional Sales Manager for Beamex Canada, describing how Beamex Canada worked with Beamex HQ in Finland to design the optimal solution to meet the customer’s needs. “Beamex equipment is user friendly and easy to train people on.” This is very much in line with the customer-centric focus of the Burlington PTU, where visitors will be able to see demonstrations, ask the Endress+Hauser experts questions, and even handle some of the equipment themselves.

“In our experience the quality of Beamex equipment is higher than that of the competition, and the customer service is also very good,” Bedard emphasizes. “The Care Plans give us a great customer experience, with a turnaround time to Finland of just five to seven days, which is often faster than using local laboratories. Plus, the perpetual warranty allows us to benefit from high-quality maintenance and complimentary repairs.”

### **Increases in speed and efficiency**

The Beamex offering is the perfect fit for Endress+Hauser Canada at its modern support and training hub, which is set for

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its inauguration in spring 2022. The staff are already working in the calibration laboratory, where full automation is enabling significantly faster turnaround times.

“As the calibration process is now fully automated, we can carry out pressure calibration in half an hour, rather than the 45 minutes to an hour that it took us previously.” The savings in calibration time are leading to greater efficiencies overall. Not only are technicians able to work on other tasks while the calibration is being performed, but more calibrations can be done in the same amount of time.

The innovative Endress+Hauser Canada facility, which operates on a net-zero energy and carbon basis, and which has begun the process of LEED Gold and net-zero certification, is intended as a showcase for best-in-class instrumentation and technology. Through the efforts of Beamex Canada and the Beamex team in Finland, Beamex calibration equipment will play a critical role in the success of the full-service calibration laboratory that has been custom-built for the new surroundings.

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