



METRIX INTRODUCES EXPANDED FIELD SERVICE OFFERINGS

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HOUSTON, TX – Metrix Instrument Company today announced an expanded portfolio of service offerings at the Texas A&M Turbomachinery symposium. In addition to the machinery diagnostic services and training offerings introduced at last year’s Turbomachinery symposium, Metrix now provides full product service capabilities to install and maintain all makes and models of the industry’s installed-base of vibration monitoring systems including Metrix, Bently Nevada™, GE, Rockwell Automation / Entek, Bruel & Kjaer, Shinkawa, Emerson / CSI, and others.

Steven Riggs, Global Sales and Service Director for Metrix, explains the importance of this expansion in services. “There are two factors leading us to expand into product service. First, the release of our SETPOINT™ monitoring system requires the availability of global field service offerings for those customers without the in-house expertise necessary to install, commission, and maintain monitoring systems. Second, everywhere I travel, customers are expressing a very strong desire to exercise more flexibility in their choice of service providers for installed monitoring systems. There is an overwhelming need for highly competent professionals to help customers with these systems, but at prices that are considerably more competitive than existing options. Customers are feeling trapped in many situations. These new service offerings from Metrix give customers a viable choice to experience more value.”

Metrix’s field product service capabilities range from complete turnkey installation, design, and project management services for new and retrofit projects, to on-demand field installation and maintenance assistance. With more than 20 years of experience performing this type of work, the Metrix product service team is uniquely qualified to provide the breadth necessary to address all makes and models of installed vibration instrumentation while also possessing the niche expertise required for servicing these important systems, often used in critical machinery shutdown service.

Commenting on this experience, Riggs continues. “The response to our machinery diagnostic offerings during its first 12 months has been outstanding and demand continues to grow. We used a tried and true model by hiring seasoned professionals with decades of experience. We understand that customers want the individuals hired to analyze their machinery to possess deep expertise – not individuals engaged in on-the-job training. We used that same model for our product service capabilities with a team that is extremely well-rounded and experienced. They know how to get it right the first time.”

About Metrix...

Metrix Instrument Company (www.metrixvibration.com) is a leading supplier of machinery protection and condition monitoring products and services to industrial customers worldwide in the energy and other industries. Founded in 1965, the company introduced the first commercially available vibration

transmitters, allowing vibration to be more easily integrated with existing plant control and monitoring systems accepting process measurement inputs via industry-standard 4-20mA signals. Today, Metrix does business in more than 50 countries worldwide and, in addition to vibration transmitters, offers a comprehensive portfolio of vibration sensors, electronic and mechanical vibration switches, permanent monitoring systems, and associated field services for machinery diagnostics, system installation and maintenance, and training. A Roper business (www.roperind.com NYSE: ROP), Metrix is headquartered in Houston, Texas, with sales and service offices globally.

For More Information...

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