



www.automationdirect.com/service **#1 Voted Service**

We do not charge for technical support . . . Period.

Rated #1 in Technical Support for 14 Years Straight...and It's FREE!

Are you tired of calling a local distributor to discover their "product expert" is not in? How about waiting hours for technical service to return a message? Or paying for phone support service only to be placed on hold when you try to use it?

It's no accident that our Tech Team routinely demonstrates the best attitude and manners in the industry!

We send our customers surveys to score our attitude, accuracy and timeliness then take these scores and use them as part of the Tech team's report card. The bottom line is that you get great service by design.

Over 85% of customers who have used our service and responded to surveys say it's better than what they have been getting from other automation suppliers. 91% say we are above average to excellent in accuracy, 90% say we are above average to excellent in thoroughness, 91% say we are above average in response time, and 96% rate us above average in courtesy. Isn't it great to get better service AND a better price?

**VOTED#1
Best in
SERVICE
14 YEARS**
2001 - 2014

OEMs voted our name 14 years in a row!

The Reader's Choice survey hosted by Control Design magazine aims to identify the best products and service in the industry. Results from 2001-2014 indicate we consistently provide top-notch support to our customers. This is in addition to several other industry awards from independent publications.

Thanks to all who voted, we'll continue to put customer satisfaction as our #1 priority.

Don't forget our tech support site is loaded with tons of information that is readily available 24/7.

FAQs, software, manuals, technical and application notes, videos, wiring diagrams, example programs, CAD drawings, cross reference guides, compliance documents . . . and more

www.AutomationDirect.com/support

Want to watch some videos to learn more about our products?

<http://www.AutomationDirect.com/videos>

www.youtube.com/automationdirect

Is where we have hundreds of helpful videos posted, from new product overviews to detailed tutorials on topics such as PID and motion control

- "As always, your service is stellar and your staff is very friendly and great to work with. Wish the rest of my vendors were as good to work with as AutomationDirect."
- "Your tech support is really excellent - the folks there are very knowledgeable and very willing to help. Please tell them they are doing a way better than average job."
- "You all are the greatest! And that gets reinforced each time I have to call any other vendor for technical support."
- "Very good technical support; much, much better than the distributor with whom we have previously worked."
- "Tech was outstanding, great advice on drives and also helped lower the cost of the system. You are my first choice for Automation and Power Transmission products. Keep up the great work."
- "Your presales (tech) folks helped me find the right parts the first time - terrific!"

YOU SAY -