

Upcoming changes to spare parts ordering at Endress & Lehmann



Dear Customer,

We would like to inform you in advance about an important upcoming change following the acquisition of Endress & Lehmann and the next phase of its integration into Kramp. This change directly affects customers who currently purchase spare parts from Endress & Lehmann.

At Endress & Lehmann and Kramp, what we do is guided by one clear objective: making it easy for our customers and partners to improve and grow their business. To support this ambition, we have decided to fully integrate the Endress & Lehmann spare parts wholesale business into Kramp.

This integration will allow us to build a more efficient and future ready supply chain, while offering you a broader assortment and a more efficient ordering process. As part of this step, German warehouse activities will be consolidated in Strullendorf, creating one central and efficient supply chain setup and further strengthening our presence in Germany, Austria and Switzerland. The current Endress & Lehmann warehouse activities will be transferred gradually, and the warehouse in Doberschütz will close at the end of April.

With this integration, we combine the respective strengths of Endress & Lehmann and Kramp in terms of product variety, know-how, availability and delivery service to create one single, strong supplier for you.

Endress & Lehmann will continue as a focused business within Kramp. The Shop and Workshop in Doberschütz will remain open as a standalone location, concentrating on the sale of whole goods and repair services.

What will change

From mid March, customers who currently order spare parts from Endress & Lehmann will be gradually migrated to a Kramp account. This means that future spare parts orders will be placed via the Kramp webshop.

- **With a single account, you will be able to order the following via the ordering platform www.kramp.com in future: The Endress & Lehmann spare parts assortment**
- **The full Kramp assortment through one single account and one ordering platform.**

Are you an Endress & Lehmann GmbH customer and already have a Kramp customer account?

In the future, you will find all spare parts and services at **www.kramp.com** and can order them using your Kramp customer number. We will inform you as soon as your Endress & Lehmann GmbH customer number is no longer required.

Are you an Endress & Lehmann GmbH customer but don't yet have a Kramp customer account?

We will set up a Kramp customer account for you in the next few days. Your customer number and login details for the webshop www.kramp.com will be sent to you automatically. Our sales team (customer service or field service) will contact you automatically to clarify further details. We will inform you as soon as your Endress & Lehmann GmbH customer number is no longer required.

What stays the same

Product availability and service continuity will be maintained and where possible improved. Our goal is a seamless transition.

What happens next

This message is intended to inform you upfront about the upcoming changes. **In March**, we will contact you again with a detailed update, including:

- **The exact timing of your account migration**
- **Required steps on your part**
- **Practical guidance and support during the transition**

Until then, nothing will change for you. Our teams will be available throughout the transition period to ensure you are fully supported. If you have any questions in the meantime, please do not hesitate to contact your usual Endress & Lehmann or Kramp representative.

Thank you for your trust and partnership. We look forward to continuing to support your business with an even stronger and more efficient setup.

Kind regards,

Kramp / Endress & Lehmann