

Customer Comments from our 2008 Quality Survey

With or without the Walmart card, this is a survey that I am happy to complete. Your service is very good and your ability to make the customer feel like they are important goes beyond most of the Vendors that I deal with.

NICE PRODUCT, EASY TO USE

Searched on the web and decided to take a chance with getting something to do HART with other than having to lug around the 375. We are a Systems Integrator that does a *LOT* of field commissioning all over the world. My main expertise is PLC programming and field commissioning. I have to lug around a lot of cables, laptops, minimal tools, etc. and the DevComm2000 and Bluetooth modem work out well for me when I do checks from devices back to the PLC. Since traveling with tools and equipment by airline is a big hassle these days, this system has filled a big void without being additional baggage.

A lot of the devices I check out are not in easily accessible areas on the skid. That makes the HART bluetooth modem especially appealing. I can climb up to the device, connect it up and it keeps my computer grounded and not in awkward positions. Since my laptop is my livelihood because I'm the PLC guy, keeping it safe, sound, and secure is pretty important.

Used every day since purchase. Very useful.

The system has been one of the best field service aids that I have purchased. It brings the system price down where everyone in a field service organization can have one. Prior to purchasing the system we had to share the Rosemount's and we only had two. There are six people in our organization that do the majority of field work, so we were priority shipping the Rosemount's all over the country. Now we each have our own communicator. Great product, great support.

My company has several of the systems now and they become a HOT item when going out to the field. It has saved us many hours of checkout/startup time.

I want to thank you all, especially Jeff, because the factory support service I have received is outstanding. This is one of the things that I like to tell everyone when showing the system, because good factory support is becoming harder to obtain with all the outsourcing going on. **KEEP UP THE GOOD WORK!!!**