



October 3, 2024

Ernst Flow Industries joining Ernst Instruments Frequently Asked Questions (FAQ)

1. Why is Ernst Flow Industries (EFI) joining Ernst Instruments (formerly John C. Ernst Co.)?
 - Ernst has been the most recognized and trusted name for liquid level, process observation, and flow monitoring instruments for over 100 years. During that time, several Ernst companies have branched off from the original, and because of that there has been confusion in the marketplace. As a result of recent acquisitions, the Ernst companies are now under one parent company. To alleviate confusion and to share our strengths, Ernst Flow Industries and Ernst Instruments (formerly John C. Ernst) will be joining forces under the Ernst Instruments name to be the sole Ernst company.
2. When is this happening?
 - Effective Immediately as of October 3, 2024
3. I have pending business with EFI and/or was planning future business with EFI. What will happen to it and who do I contact?
 - Existing orders with EFI will be fulfilled, and any pending RFQ's will be quoted by Ernst Instruments. Because EFI team members are joining Ernst Instruments, we will be able to answer any questions you have regarding historical orders or quotes.
4. Where should I send new inquiries and orders?
 - Please reach out to sales@ernstinstruments.com or inquire via phone at 888-943-5000. The current sales team at EFI will be joining Ernst Instruments and any emails you send them directly will be received. Any sales emails or calls sent to the EFI sales email will be automatically redirected to the Ernst Instruments team.
5. Will Model numbers be changing?
 - Some model numbers will change. However, cross-reference guides will be provided to simplify conversions, and model numbers will be determined by a matrix that will help with the configuration process. In most cases, the go-forward Ernst Instruments products will be identical and when they aren't, key differences will be provided. As always, our sales team will be available to help you find the best solutions for your application.
6. Will the quote that EFI provided me with still be honored?
 - All outstanding quotes for available items will be honored through the validity date on the original quotation. Notably, new orders will be fulfilled by Ernst Instruments instead of EFI.
7. I have only done business with EFI in the past, do I need to set up Ernst Instruments as a new vendor?
 - Because Ernst Instruments is a different business entity than EFI you may need to set up Ernst Instruments as a new vendor if you haven't worked with them before. Our team is doing everything possible to make the process easy for you. Because both companies have the same parent company, we can set up some of your information ahead of time and our sales teams will have access to your history.

8. Where will Ernst Instruments be located?
 - Ernst Instruments will continue operations at 21 Gail Ct. Sparta, NJ 07871
9. Will banking information change?
 - Ernst Instruments will not be changing its banking information or addresses. However, both companies do have different bank information. Any invoices from EFI should be paid to EFI, and any invoices from Ernst Instruments should be paid to Ernst Instruments. All new orders should be placed with and paid to Ernst Instruments.
10. Will the pricing change?
 - Our teams are working hard to minimize the impact of any pricing changes and prevent them in most cases. On occasion, some prices will even go down. We will continue to provide the quality products, value and excellent service you have come to expect.
11. Will my warranties still be in effect?
 - Yes, all warranties for previously shipped products will continue to be honored. For future purchases, there are no planned changes to our warranty policies.
12. Will replacement parts be available for items I bought in the past?
 - Yes, parts will be available for most items bought from either company, although in some cases the part number may change.
13. Will delivery time remain the same?
 - Yes, and for many items it will be reduced.