



April 25, 2024

John C. Ernst Rebranding to Ernst Instruments Frequently Asked Questions (FAQ's)

1. Why is John C. Ernst changing its name to Ernst Instruments?
 - John C. Ernst has been providing process observation equipment since 1969, and since that time the product line has expanded considerably while a commitment to excellent service has remained. The company has always offered Level Gauges, Sight Flow Indicators and Sight Windows, but has expanded into Flow Meters, introduced new Magnetic Level Gauges and added numerous other products to its core offering. In this way, the company sought a name that would represent the comprehensive product line that is now offered, but one that is also true to the Ernst name and core values. The choice is Ernst Instruments.
2. When is this happening?
 - Effective immediately, John C. Ernst will be known as Ernst Instruments.
3. Where should I send inquiries and orders?
 - All your contact information will remain the same.
4. What do I need to do now?
 - Simply change the John C. Ernst name to Ernst Instruments in your system and leave everything else the same. Other than the name change, it will be business as usual.
5. Will banking information be changed for payment of outstanding invoices?
 - John C. Ernst (Ernst Instruments) will not be changing its banking information or addresses.
6. Will the pricing and products offered change?
 - We will continue to provide the quality products, value and excellent service you have come to expect. In addition to the products that we already offer, we will be expanding product lines to offer a larger selection of process observation equipment.
7. 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.
8. Will delivery time remain the same?
 - Yes, and for some items it will be reduced.
9. Will the quote you gave me still be honored?
 - Yes! All outstanding quotes will be honored through the validity date on the original quotation.
10. Will there be any staffing changes that might affect me?
 - No. Your current contacts at John C. Ernst (Ernst Instruments) will remain the same. Additionally, new team members are being added to help support you.
11. Who do I call if I have a problem or concern?
 - All contacts remain the same, you can reach John C. Ernst (Ernst Instruments) at 1-888-943-5000 or via email at sales@ernstinstruments.com. Furthermore, the "...@johnernst.com" emails will still work as well.
12. What is the new legal name of John C. Ernst (Ernst Instruments)?
 - JCE, LLC dba Ernst Instruments