

FILAMATIC NEWS

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NATIONAL INSTRUMENT COMPANY ANNOUNCES TOP OF THE LINE TECHNICAL SERVICE.

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FOR IMMEDIATE RELEASE

National Instrument Company provides a full complement of technical and repair services for its **FILAMATIC**® Packaging Systems. Whether the need is for the re-engineering of a current filling or monobloc system, a trip to a customer site for system evaluation and/or repair, conversion from a semi-automatic to an automatic system, or repairs/adjustments to mature bench-top machinery, our equipment specialists are on the job. Extreme makeovers and upgrades to current systems are our noted specialty. Our top-notch technical staff provides the expertise and know-how to put additional life into our **FILAMATIC**® Packaging Systems.

Changing over to a new product line? Larger container? Different cap? Our highly trained technical staff can provide the newest technology to modify an existing filler or monobloc to new standards and product/package types. Maximize the life of a reliable **FILAMATIC**® by having the system upgraded to handle increased business and unexpected product opportunities, without having to purchase entirely new machinery. For example, an existing monobloc system may be re-engineered to add or eliminate functions such as filling, tip or stopper inserting, and capping for a new product/package. The integrity of the original unit is maintained and only minimal training of the customer's personnel is needed to familiarize them with the upgraded/new features. The ability to upgrade systems in this manner significantly increases the value of our equipment by enabling our customers to take advantage of new business opportunities.



An experienced, factory-trained, National Instrument service technician is available to travel to a customer's facility when needed. Our monoblocs, in-case fillers/cappers, and other automated equipment occasionally require the expertise of a trained specialist that is proficient at identifying problems and proactively making the needed repairs to restore the system to optimum performance. Our technicians work with our customers to ensure that all such repairs are completed in a timely manner. The technician that travels to a customer's site is a member of the same team that assembled and tested the **FILAMATIC**® system at the factory prior to its original shipment. When you consider that each member of our technical service staff has more than 10 years of experience with **FILAMATIC**® packaging systems, our customers can be sure that the technician that arrives at their facility is well versed in the inner workings of their **FILAMATIC**® system.



For those customers that want to minimize unanticipated costs by performing regularly scheduled, preventive maintenance on their **FILAMATIC**® packaging systems, National Instrument Company now offers flexible, yet comprehensive, service agreements. These service agreements typically cover a specified term length, include multiple scheduled trips to a customer's facility, and provide a discount on recommended replacement parts. This service helps our customers control maintenance-related travel and living expenses while minimizing unexpected equipment downtime.

Some customers prefer to have their filler returned to us for repair rather than having a service technician do the repair work in the field. Simply contact our customer service department to schedule a return of the filler to our plant to allow our technical staff to evaluate the problem and make a recommendation as to the next course of action. Typically, the unit can be evaluated, repaired at our factory, and returned to our customer in about a week.

Conversion of a semi-automatic, bench-top **FILAMATIC**® filler into an automated filling system can also be accomplished at our factory. As a business grows, the production output of a semi-automatic bench-top system may become insufficient. National Instrument Company can help the bench-top unit remain a revenue generator by converting it into an automatic filling system. The upgrade to an automated system provides for significantly higher production rates while minimizing the amount spent to get that increased production capability.

For more information on any of the services outlined above, contact:

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