



Water Quality Analysers

Company introduction

Pi is a global supplier and has been providing instrument solutions since 1998 through Distributors, under Private Label/OEM agreements and to End Users in the Water, Waste, Paper, Pool & Leisure industries. With offices, a laboratory and new manufacturing facilities in Burnley, in the UK, **Pi** has a growing reputation for innovation and operates globally with customers in Europe, America and the Middle East.

Recognising that no two applications are the same, Process Instruments develops solutions to meet customer requirements and remains committed to product development and improving customer relations by delivering invaluable on-site support, excellent customer service, knowledge and expertise. In 2009 Process Instruments retained its **ISO 9001** quality accreditation, tripled its turnover and continued to invest heavily in Research & Development (accounting for 25% of overhead for the year).

Pi is known to make the best Residual Chlorine Analyser on the market - so it comes as no surprise when other companies want to sell them as their own under Private Label agreements. In addition to the original design and manufacture, **Pi** provides all the training, on-site technical support, and telephone support, which saves Private Label partners and Distributors significant sums of money on Research & Development and Training & Support; which is all achieved whilst maintaining an extremely attractive discount.

To date **Pi** has Ten major **Private Label** Agreements although most of the business still comes through its strong **Distributor partnerships**, with last year proving to be an excellent year for the company, resulting in considerable sales growth in Europe and the Middle East. **Pi** has now sold instruments into 28 countries in every continent on the planet (except Antarctica)

Process Instruments offers the only auto-calibrating residual chlorine analyser with two-way remote communication in the world following many years of collaborative research and development with **The University of Manchester**. This product was responsible for the company winning probably the single biggest chlorine analyser order ever, for the supply of over **300 analysers to Northern Ireland Water**.

Thanks to continued product development projects, Process Instruments has received numerous nominations and awards; most recently nominated for **Innovation** and **Business of the Year** at the **BIBAS 2009**, the North West's biggest business awards ceremony; proud winner of the **O2 Award for Innovation through Technology 2008** (NWSCA); winner of a **DTi SMART award** and recipient of a **DTi grant** for Research & Development (NWDA).

Roger Heise, Chairman of Process Instruments:



"2010 if possible was even more rewarding than 2009 with its tripling of turnover the launch of two exciting new products. The company was recognised with two awards for small business of the year and has formed partnerships with many small to medium size companies who recognise our ongoing commitment to quality and customer service".

Roger Heise Jan 2010