



9 November 2016

Emerson Process Management New Zealand Limited (“Emerson”) will be implementing a change on 1 January 2017 to support the New Zealand market with greater flexibility and agility.

Effective from this date, Rosemount, Micro Motion, Daniel and Roxar products are to be purchased **directly through Custom Controls Limited** (“Custom Controls”), adding to its current Emerson portfolio and creating an unrivalled range of products and solutions currently not available in New Zealand. Custom Controls is a locally owned business with 35 years of experience supporting New Zealand industries and the ability to deliver turnkey engineered solutions, including local manufacture. A commitment to high-quality customer service and strong product knowledge will be assured through appropriate knowledge transfer from Emerson to Custom Controls. Business Unit support with direct access to Emerson factories and Subject Matter Experts will continue the same as today.

Instrumentation product orders relating to the brands referenced above which are placed on Emerson **prior to 1 January 2017** will continue to be manufactured, delivered and invoiced by Emerson, and any customer service queries on such orders should still be directed to Emerson New Zealand in the normal manner until the order is fulfilled.

The two following channels will not be affected by this change.

**Emerson will continue** to service and commission Rosemount, Micro Motion, Daniel and Roxar products **directly**, complementing our existing Lifecycle Support team in both New Plymouth and Auckland. We will be transitioning one of our Service Technicians to New Plymouth, offering a more efficient, cost effective capability to the local area.

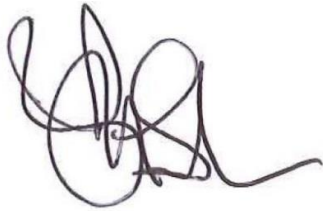
**Emerson will continue** to support DeltaV products and services in exactly the same manner as today. Further communication will follow in the coming weeks regarding an additional DeltaV Account Manager to supplement the New Zealand business and to support your sales and technical needs.

Therefore, please continue to raise any service, commissioning or DeltaV enquiries, requests for quotation/tender or purchase orders directly with the Emerson organisation.

About Custom Controls Limited:

Custom Controls was established in 1981 as the Fisher Local Business Partner for New Zealand. Growing into one of New Zealand's leading suppliers of process and automation solutions, Custom Controls represents best-in-class measurement, monitoring & control and valve & actuator companies from around the world including a number of Emerson divisions. With offices in Auckland and New Plymouth, Custom Controls product supply is supported by an experienced team of applications engineers, systems and field service technicians, a 24/7 support help line, qualified trainers and an extensive local warehouse carrying complete assemblies and spare parts.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Boris Gabin', with a stylized, cursive script.

**Boris Gabin**  
Managing Director  
Emerson Process Management

A handwritten signature in black ink, appearing to read 'John Sullivan', with a stylized, cursive script.

**John Sullivan**  
Managing Director  
Custom Controls Limited