GORE® Protective Vents in Globally Leading Sensor Solutions

Synergizing Expertise: The Success Story of Gore and Endress+Hauser



The Beginning: A Partnership Emerges

"In the beginning, the collaboration with a new partner is not optimal: You don't know how well you work together; you still have to get to know each other."

This is how Harald Maier, Manager Component Parts at Endress+Hauser, recalls the starting point of the partnership between Gore and Endress+Hauser. Around that time, Endress+Hauser browsed catalogues to find a new membrane fitting their requirements regarding airflow performance, temperature handling, and form factors. Being synonymous with quality, Gore stood out from their competition.

Fast forward two decades, it is clear to say Endress+Hauser struck gold: With Gore, they found a partner who does not only provide reliable venting solutions, but high-quality services and support throughout product developments.

"Ultimately, it's about the human connection. Gore's personal investment in our success and their unwavering advocacy for our needs is very important to us."



Harald Maier, Manager Component Parts at Endress+Hauser

Collaborating for Optimal Solutions

It is not so long ago that this advocacy could be observed. As Gore constantly strives to optimize the existing vent portfolio, our engineers proactively offer enhancements in the products our customers use. Therefore, Gore proposed a new membrane which offered improved airflow properties to Endress+Hauser. While the membrane's performance was promising, the Endress+Hauser material compliance team initially held some concerns.

Certification is a critical heading for Endress+Hauser. With customers in the chemical, oil & gas, and a variety of other industries, Endress+Hauser heavily relies on meeting high quality standards and receiving certificates to stay relevant in the market.

WANT TO KNOW MORE?

To learn more, visit our website:
gore.com/protectivevents

Or check out more of our case studies:
gore.com/oestudies

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"A change in the membrane's geometries would affect our devices design, resulting in the need of new tools, new processes, and eventually new certification. In total, it could take up to two years to adapt everything to the new vents."

Philipp Waßmer, Manager Component Parts at Endress+Hauser

Knowing about our customer's concerns, Key Account Manager Jochen Elsesser was able to mediate between Gore engineers and Endress+Hauser, finding a solution that would optimize the membranes performance without changing its geometry – preventing an unwanted domino effect of alterations.



Commitment to Quality: The Hallmark of our Partnership

Nevertheless, the success of our partnership comes from more than achieving high standards on paper. Gauges and sensors are often designed for a very long period of operation, **putting stability and durability in the spotlight**. As Harald Maier states: "If even a single device generates false readings due to condensation, it could lead to misunderstandings. Therefore, it is of utmost importance that both the devices and the integrated membranes work reliably."

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With the support of Gore's engineering teams and expertise in ePTFE membranes, Endress+Hauser was able to put a checkmark on that. Be it our GORE® Protective Vents Snap-In or Adhesive Series, our venting solutions offer **reliable performance over many years** – ensuring reduced downtime in production lines and enhancing Endress+Hauser's position as expert in the market. This is why our venting solutions have been integrated in a growing number of Endress+Hauser's sensor enclosures.

"Gore knows us like the back of their hands. They understand our internal processes and specific requirements. This know-how is extremely important to us, and we appreciate it greatly."



Harald Maier, Manager Component Parts at Endress+Hauser

Evolving Together: A Testament to Service and Expertise

Throughout the years, the ways in which Gore and Endress+Hauser have worked together evolved, but the quality of Gore's customer service has remained steadfast. Among all, a dedicated team that acts as point of contact has been invaluable to Endress+Hauser, providing nuanced understanding and support tailored to meet their individual needs. Looking ahead, we are excited to leverage this know-how and support our customer in their future achievements.



Interested in Testing Our Products or Talking to Our Experts?

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