



TROXLER ANNOUNCES NATIONAL TOLL-FREE NUMBER

Company Creates Comprehensive Customer Support Service

Research Triangle Park, NC (March 12, 2004) – Troxler Electronic Laboratories, Inc., a global leader in test and measurement equipment for the highway construction industry, announced today the launch of a national toll-free customer support service. By dialing a single number (1.877.TROXLER), customers will have a one-stop destination for a variety of services and support.

“The 1-877-TROXLER support line will provide a unified portal for our customers to gain access to a whole host of support resources including Customer Service, Technical Support, Repair Services, Parts Ordering, Training Class inquiries and Radiation Safety questions,” said Rick Marcotte, Troxler’s Vice President of Sales & Marketing. The new support line will receive all calls which previously were routed to individual sales and service offices around the country. Routine inquiries will be handled by the Troxler staff during normal business hours and emergency technical assistance will be available until 8:00PM eastern time. Marcotte continued, “by putting the critical mass of our various support departments into a focused team, we aim to establish Best Practices in call handling and problem resolution, improve our operational efficiency and generate increased customer satisfaction by ensuring qualified people are there when customer’s need them.”

The new service from Troxler will be up and running in March. Customers from outside the USA will have access to the same set of qualified resources by dialing the main Troxler switchboard number.

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Background:

Founded in 1958, Troxler Electronic Laboratories, Inc. is dedicated to developing, manufacturing and servicing precision quality control and measurement equipment for the worldwide highway and construction industry. Troxler's comprehensive portfolio of field products include nuclear gauges and electromagnetic devices for quality control of soils, asphalt, aggregate and concrete. Troxler's laboratory products include gyratory compactors, infrared ovens and instruments for measuring specific gravities of asphalt mixtures. With the highest quality instrumentation backed by the most reliable customer service and support around the world, Troxler continues to be the most trusted name in quality control and quality assurance for the construction industry.

All trademarks are the property of their owners. Additional information about Troxler products and services can be found by accessing the Troxler World Wide Web site at www.troxlerlabs.com or by calling 1.877.TROXLER (1.877.876.9537) or +1.919.549.8661 if outside the USA.

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