

# B-a-1 Customer Support Center

At HORIBA we take pride in contributing to creating a sustainable society and improving people's quality of life by providing products and services that satisfy customer requirements. We will continue to work hard to develop fundamental and application technologies in order to provide products that realize the highest level of customer satisfaction.

## Customer Support Center

At our Customer Support Center, we receive inquiries from customers via a toll-free number or a special form on our company website.

We respond to technical questions about the operation of our products and requests from customers for catalogues or chemical substance safety data sheets and other documents as well as provide customer feedback to our sales, development, and service divisions quickly and appropriately based on the content of customers' feedback. We thus strive to enhance customer satisfaction.

In 2011, due to the effects of the Great East Japan Earthquake, we received many inquiries about the PA-1000 Radi environmental radiation monitor. In addition, we also received many inquiries about the LAQUA F-70 Series/DS-70 benchtop pH/water quality analyzer, which employs the industry's first large-capacitance touch panel in order to realize intuitive operation.

We will continue our efforts to incorporate our customers' suggestions and comments in our products and services to further contribute to society.

HORIBA, Ltd. Customer Support Center

0120-37-6045

(Toll-free) Monday through Friday

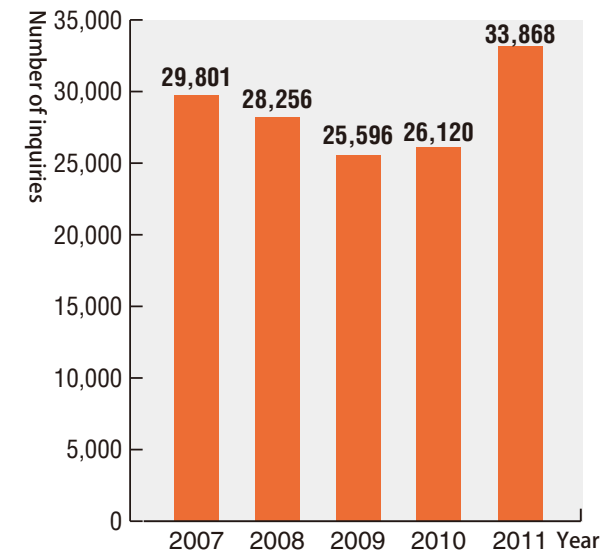
(except for holidays)

9:00-12:00/13:00-17:00

\* Customer support services are available via mobile phone and PHS.

\* Customer support services may not be accessible with some types of IP phones.

Trend in the Number of Inquiries to the Customer Support Center



Customers