

FAQs

Rockwell Automation signs up with NHP and Inaco in new distributor relationship Frequently Asked Questions

Q: What is changing?

A: On November 7, 2008, Rockwell Automation announced that it has appointed two distributor partners, each to areas of primary responsibility (APR) to service the South Pacific region (Australia and New Zealand). These distributors are Inaco Automation Controls and NHP Electrical Engineering Products Pty Ltd.

Q: Is there a timeline for this change?

A: There will be a transition period from 7 November 2008 to 30 June 2009 when Inaco and NHP, as well as the existing distributors, will be authorised Rockwell Automation distributors. From 1 July 2009 only NHP and Inaco will be authorised.

Q: Why are you making this change?

A: The South Pacific region is geographically dispersed, and in order to better serve our customers in the South Pacific, we are choosing to work with two distributors who offer high value to our customers. By choosing two distributor partners, Inaco and NHP, our customers will receive the benefit that both companies bring to their respective areas of primary responsibility.

Q: What benefits will I, the customer, see as a result of this change?

A: These new distributor partnerships will offer customers an expanded product offering, providing a one-stop shop for all industrial switchgear and automation requirements.

With these leading companies working together, the Australian and New Zealand markets will be served by the latest in technology from around the world, backed by the highest level of service and technical support located nearby our customers.

Q: What happens if I am already working with a different distributor?

A: If you are purchasing Rockwell Automation products and services from a distributor other than Inaco or NHP, you may continue to purchase from that distributor during the transition period. However, beginning July 1st, 2009, only Inaco and NHP will be authorised to distribute Rockwell Automation products and services in their areas of primary responsibility. We believe that you will find your Rockwell Automation distributor in the future will provide enhanced services and support.

Q: If I have a question on training, service, or product orders, who should I call?

A: For existing orders, contact your local distributor with whom you placed the order. For inquiries or quotations on Allen-Bradley or Rockwell Software products or services during the transition period, you can call your current distributor or NHP or Inaco (depending on the location).

As always, your Rockwell Automation offices are available for your questions or for help as well.

Q: When do I work with Rockwell Automation and when do I work with my distributor?

A: Generally, you should continue to work with Rockwell Automation as you have in the past. The same applies to your local distributor except that after June 30th, 2009, that distributor may change.