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FOR IMMEDIATE RELEASE**GRAYHILL Introduces Industry-First AI-Powered Website Chat Agent**

The chat agent will focus on technical questions and global customer experience.

LA GRANGE, IL (Jan. 14, 2026) — GRAYHILL, Inc., a trusted leader in human-machine interface solutions, is proud to introduce its new **AI-Powered Chat Agent**, an industry-first, designed to elevate the way customers access product information and technical support. This milestone reflects GRAYHILL's investment and dedication to delivering dependable, high-quality solutions and supporting customers as they bring innovative engineering designs to the market.

Purpose-built for responsiveness, accuracy, and accessibility, GRAYHILL's AI-Powered Chat Agent delivers a significantly enhanced support experience through three key capabilities:

1. Accurate, technically informed responses to product questions

Developed using GRAYHILL's authoritative technical resources, the AI agent is designed to provide clear and helpful information across our portfolio, including switches, encoders, control interfaces, and displays. While the system will continue to improve over time, customers can expect practical guidance aligned with GRAYHILL's commitment to engineering quality and support excellence.

2. Intelligent and immediate escalation for sensitive or complex inquiries

When a question requires specialized expertise or detailed follow-up, the AI agent directs customers to GRAYHILL's Contact page. This allows users to submit a comprehensive inquiry that is routed immediately to our Sales team, ensuring they receive timely, accurate support delivered with the care and attention GRAYHILL is known for.

3. Natural, multilingual responses in all major languages

Supporting GRAYHILL's worldwide customer base, the AI agent communicates fluently in the languages used by engineers, buyers, and partners around the globe. This removes language barriers and enables customers to engage with GRAYHILL easily and confidently, wherever they work.

“Continuous improvement and investment in the customer experience is a major initiative as we continue to innovate and improve at GRAYHILL. With this AI-powered chat agent, GRAYHILL brings its technical expertise directly to customers. On demand, around the clock, and in the language they prefer. It represents an important investment in delivering exceptional service and meaningful innovation.”

said Scott Harrison, Chief Executive Officer & President at GRAYHILL.

The AI-Powered Chat Agent is now live on www.grayhill.com, with ongoing enhancements planned to further expand functionality and customer value.

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About GRAYHILL

GRAYHILL, Inc. designs and manufactures intuitive interfaces that make machines feel like an extension of you. Advanced components include optical encoders, rotary switches, keypads, joysticks, and pushbuttons. Our integrated interfaces create a complete solution, custom-designed by our exacting engineers, with finely tuned haptics specific to your needs, experienced as a click above the rest. We move people forward with engineered ease and unfailing precision. With GRAYHILL, Everything Clicks™.

For more information about GRAYHILL, visit us at www.grayhill.com/blog/.