

COMMISSIONING



As an operator, HVAC contractor or service provider, you have to ensure that faults are reliably remedied for yourself and for your customers. Faults requiring on-site service assignments can never be ruled out, not even with the most advanced technology. If a fault occurs in our TROX products and systems within or outside the warranty period, our Technical Service Team is there to assist.

In order to ensure that the notification of a fault can be processed as quickly and as efficiently as possible, please ensure that you include the following information:

- Delivery date of the TROX components and systems
- TROX order number and item number
- Product designation
- Brief description of the fault

Report the fault using the online fault notification system

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