

SERVICES

COMMISSIONING AND OTHER SERVICES



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 or contact [WalkAir US LLC, the TROX Master Distributor for North America](#)