

## 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](#)