

## FAQS – FREQUENTLY ASKED QUESTIONS

Where are products from TROX HESCO Schweiz AG manufactured?

A large proportion of the company's own products are produced at the factory in Rüti in the Zurich Oberland region. We obtain other products from our factories around the world (([Link auf Karte](#))).

How does it work with the delivery times?

As the delivery times may sometimes vary a great deal depending on the product, delivery location and amount, please ask our sales staff directly about delivery times for the products ordered.

Where do I find the price list for TROX HESCO Schweiz AG products?

Customers can call up the current price list on the TROXNET customer price list at any time. A new registration will be activated within 12 hours during office opening times.

Who is my contact for delivery problems?

If there are problems with deliveries, please get in touch directly with your sales contact. If you do not know who this is, please call us on the main number (tel. 055 250 71 11). Our staff will be pleased to assist you.

Who is my contact for product problems?

If there are problems with products, please get in touch directly with your sales contact. If you do not know who this is, please call us on the main number (tel. 055 250 71 11). Our staff will be pleased to assist you.

What is the significance of the SQS certificate ISO 9001:2008 and the SVLW (Swiss association for air and water hygiene) label?

With the rapid changes in technology and globalisation of the markets, process-orientated quality management has become a necessity. It forms the basis for continuous improvement of the company's internal development and process organisation. ISO 9001 is the foundation for the continuous improvement of the management system as well as process management, and has a cost-cutting effect. (Source: SQS, [www.sqs.ch](http://www.sqs.ch)).

TROX HESCO Schweiz AG has also been awarded the SVLW label. This distinguishes companies who are able to plan, produce, install and operate state-of-the-art ventilation and air-conditioning equipment with regard to hygiene. TROX HESCO Schweiz AG is honoured to be one of the first companies to be granted this label.

Where can I register a change of address?

We will be pleased to accept a change of address or any other change to do with the customer database (staff changes, telephone numbers, e-mail addresses, etc.) via the e-mail address: [rechnungswesen@troxhesco.ch](mailto:rechnungswesen@troxhesco.ch). We appreciate you helping us keep our customer database up to date.

Is the material ordered available from stock?

Whether or not materials are available from stock depends on the product and quantity. Please direct enquiries of this type to your sales contact. If you do not know who this is, please call us on the main number (tel. 055 250 71 11). Our staff will be pleased to assist you. Products available from stock are marked accordingly in the price list.

Where do I find the product brochure, the installation instructions or the connection drawing for a specific product?

You will find all documents for our products on our website: [www.troxhesco.ch](http://www.troxhesco.ch) under "Products" and the relevant sub-item. If you are unable to find something, please get in touch with your sales contact. If you do not know who this is, please call us on the main number (tel. 055 250 71 11). Our staff will be pleased to assist you.

Where do I find the performance declaration for a product?

The approval / certificates for the products sold by us can be found on our website: [www.troxhesco.ch](http://www.troxhesco.ch) under "Products" for the relevant product.