

Press release

All-round service at heroal

Manuel Vergers, Head of Service, explains in an interview what the Service Department stands for and what sets heroal Service apart from the competition

Why is the Service Department so important for heroal?

These days, it's normal for most medium-sized companies to have a service department that serves as a point of contact and is available to answer customers' questions. It's just the same at heroal: we advise our customers on any questions relating to heroal system solutions. This could be regarding any particular product features that need to be explored during the planning phase, or application/assembly, in the case that customer is already in the production phase or working on site. We receive questions from metalworkers, component dealers, specialist planners, architects and experts, among others, meaning the service department is required to deal with a complex and varied spectrum of enquiries. Our goal is to provide our customers with a personal contact partner who is always available to support them in using heroal systems.

How is the Service Department set up?

The team is made up of dedicated specialists who have successfully completed training either as metalworkers or as technicians in roller shutter and sun protection mechatronics. Each employee is specialised in one of our two product areas of window/door/façade systems and roller shutter/sun protection/roller door systems, meaning they each have the specialist professional knowledge required to reliably answer any questions. We do also receive complaints from time to time, of course. To ensure such issues are resolved as quickly as possible and that we always react in a service-oriented manner in these situations, a dedicated person is also available to handle complaint management.

What services does the department offer?

The focus of our department is on technical support. This includes both answering questions about heroal system solutions and providing relevant product documents, such as test certificates or other similar documentation. Customers might contact us with feasibility inquiries, for example, to request quotation calculations, or because they require

support with product testing. It is our goal to ensure we answer every customer request in the best possible manner and in the shortest possible time.

What sets heroal's service apart from the competition?

heroal offers round-the-clock service, accompanying our customers throughout every phase of their project and creating added value. The personal contact partners are available by telephone or e-mail from Monday to Friday to advise our customers on any individual concerns they might have. In addition, with the heroal Communicator – our online work environment – we offer our customers a service platform that is available at any time of day and from any location. The heroal Communicator can be used to download relevant working materials such as technical information, test documents or BIM data, for making appointments with heroal consultants or for planning and making calculations (e. g. calculating wind loads or U-values).

In addition to the support provided by the heroal Service Team, our range of services is rounded off by our in-house coating, profile bending and sheet metal processing services, our own logistics operation with its dedicated fleet of vehicles, the provision of tools and machines, as well as our range of training courses for fabricators, architects and planners.

How will the Service Department continue to develop in the future?

To make sure we stay up to date at all times, we highly value the ongoing training of our employees. And this will remain a priority in the future. Beyond this, we also plan to expand our on-site consultation services with a representative from either the sales or service departments, to ensure we provide our customers with the best possible service at all times.

The heroal service team can be reached from Monday to Thursday between 7 am to 5 pm and Friday from 7 am to 3 pm via the following channels:

Window/door/facade systems

Telephone: +49 (0) 5246 507-5090

E-mail: technischer.support-FTF@heroal.de

Roller shutter/sun protection/roller door systems

Telephone: +49 (0) 5246 507-5080

E-mail: technischer.support-RSR@heroal.de

You can use the heroal Communicator at communicator.heroal.de.

Photo material



[heroal Service Manuel Vergers]

Manuel Vergers is Head of heroal's Service Department. © heroal

heroal – the aluminium systems supplier

As one of the leading aluminium systems suppliers, heroal develops, produces and markets optimally coordinated systems for windows, doors, façades, roller shutters, roller doors and sun protection, as well as folding and sliding shutters, insect screens, roof terraces and carports. Thanks to minimum energy consumption in manufacturing and maximum energy conservation while in use, heroal system solutions make a decisive contribution towards sustainable construction, together with the highest efficiency in processing, while increasing the value of buildings.

Innovation, service, design, sustainability

The heroal brand stands for system solutions that combine practical innovations, industry-leading service, comprehensive sustainability and high-quality design that can be integrated into any architectural concept.

More than 800 employees in all areas of the company work continually on the further development of the systems and on the optimisation of heroal's service quality.

The heroal brand stands for premium quality "Made in Germany" – certified according to ISO EN 9001. heroal products and systems are produced exclusively at German heroal production sites – at the company's headquarters in Verl and in Hövelhof.

Further information can be found at www.heroal.de.

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