

FREQUENTLY ASKED QUESTIONS

Question	Answer
Is the 10-day lead time in business days?	Yes, lead time to ship from nVent HOFFMAN is 10 business days.
Why are only specific catalog numbers in scope instead of all nVent HOFFMAN products?	The Express Modification program is focused on our most commonly modified products. As the program matures, nVent HOFFMAN will review the scope and expand the offering to include more products.
How were the Express Modification paint colors determined?	nVent HOFFMAN reviewed customer demand, sales history and competitive programs, and worked with the sales force to understand the market needs. Offering a full color palate allows customers to cross from a competitive color, a DYS color, or a custom color to a similar Express Modification option for the majority of paint hues. For bright or high-gloss colors, a rough textured option is available to consistently ensure a durable finish within the 10-day lead time. OSHA safety colors are also part of the scope.
What is the difference between Local Express and Factory Express?	Local Express takes advantage of nVent HOFFMAN's strong sales and distribution network to perform modification on in-stock inventory for the fastest turnaround, on jobs that only require simple holes and cutouts. Product is delivered within 10 business days. Factory Express utilizes nVent HOFFMAN's manufacturing capabilities to do simple holes and cutouts, plus offers a choice of 28 different paint colors, in 10 business days.
When should I use Local Express vs Factory Express?	Lead time, quantity and paint requirements are the main factors that will determine when to use Local Express vs Factory Express. Contact your nVent HOFFMAN salesperson early in the project to determine what inventory is stocked, which modification capabilities they have, and how labor intensive your modification needs are (e.g. number of enclosures, number of holes and surfaces, paint requirements). They will advise on the best option to meet your business needs to deliver modified product, whether it is through their modification service or from the factory. Typically, for stocked product only requiring the addition of holes and cutouts, Local Express Modifications will be the best lead time option.
Is there an easy way to see if a product is in the Express Modification or HOFFMAN on Demand (HoD) programs?	Yes, there are digital catalogs for both Express Modification and HoD . After November 20, 2019 there will be a filter on https://HOFFMAN.nvent.com/en/HOFFMAN/HOFFMAN-Enclosures which will allow you to search for HoD or Express products. A cross-reference document is also available. Please work with your local salesperson for assistance.
Is there a minimum or maximum order quantity for Express Modification?	At this time, there is no minimum or maximum order quantity. However, for low-quantity modifications, Local Express is recommended. If the order is too large for nVent HOFFMAN to deliver in its entirety in 10 business days, we will work with you to determine a split shipment schedule. For large quantity orders, if the entire order is not needed within 10 business days, please work with your salesperson to set up split shipments that best fit your schedule.
Do panels qualify for Express Modification?	Yes, panels that qualify for the program are listed in the digital catalog and marked on the website. Note: The modified panel must be ordered as its own line item. Installing the panel at the factory is not in scope of Express Modification and will convert the order to Design Your Standard (DYS).
If ordering an enclosure that has a white interior with a gray exterior, will a paint modification maintain the white interior?	No, single colors inside and out are included in Express Modification. When modifying paint, select the enclosure catalog number that is gray inside and out to start, then select the Express Modification color.

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Is there a lead time difference between first-runs and reruns in Express Modification?	No, the shipping lead time for both first-runs and reruns is 10 business days.
What information is required for Express Modification?	If holes and cutouts are needed, a PDF document showing all dimensions is required at order entry. If possible, please provide a native CAD file. Common CAD files include: <ul style="list-style-type: none"> • SolidWorks - .SLDASM • AutoCAD - .DWG • E-Plan - .ELK • Basic .STP or .DXF file
Are approval drawings accepted in Express Modification?	Yes. However, since this program is focused on simple modifications, we have removed the approval drawing check box from the configuration tool, and an approval drawing will need to be requested at the time of order. This is to avoid requests for unnecessary approval drawings. Also, please note that the 10-day lead time is in addition to any time it takes to get the approval drawing approved by the end user. For example, if it takes five days to get the final approval drawing back to nVent HOFFMAN, the shipping lead time will be 15 days.
When does the delivery clock start?	The delivery clock starts when the order is placed with nVent HOFFMAN. However, if the order is missing information or an approval drawing is required, the order will be put on hold until this information is received. For example, if an order comes in missing a dimension, nVent HOFFMAN will send a request for the data; the number of days it takes to receive the information will extend the shipping lead time by that amount of time.
What are the freight terms for Express Modification?	nVent HOFFMAN standard freight terms apply for Express Modification.

FOR MORE INFORMATION PLEASE CALL:

nVent HOFFMAN Customer Service | nVent HOFFMAN Technical Applications
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