

NEWS

News from Trikno AG

Aeschbach Chocolatier AG has been using Knobel machines from day one.





RE-START OF A LONG PARTNERSHIP

Aeschbach Chocolatier AG has been using Knobel machines from day one. After 37 years of partnership, the takeover of the Knobel brand by Trikno AG was therefore followed and observed by Aeschbach particularly closely. The initial skepticism at Aeschbach has now given way to the good feeling of having a reliable partner in Trikno for the next decades.

We at Trikno AG believe that open, not the least bit whitewashed communication about our successes as well as our failures is paramount when building trust and long term partnerships with customers. We talk to Jürg Rogenmoser, COO / operational managing director of Aeschbach Chocolatier AG, about how the collaboration with Knobel AG came about, what is important to him and what he would like to see in the future. He gives clear answers to direct questions, Swiss-style: With pure honesty and constructive criticism.

Mr. Rogenmöser, how long have you been a customer of the Knobel AG?

J. R.: We bought our first filling machine, the legendary CA-9, in 1985. This was a real milestone in our history and helped us to fill our well-known fresh cream truffles in a rational way from then on. Very soon we started to use the machine for other filling processes such as tablets, molds, depositing etc.

Why did you become and remain a customer of the Knobel AG and did not consider one of the competitors?

J. R.: I myself started working on this CA-9 machine. At that time, as far as I know, we were not aware of any other makes. Later, we also considered and worked with products from competitors. However, over all these years, we have always used machines from Knobel.

What did you particularly appreciate about the Knobel company? What makes Knobel, or now Trikno, your supplier of choice?

J. R.: The reception in Felben was always very friendly, open-minded and there were always good ideas and inputs coming from Knobel engineers for the production of chocolate specialties. Our Knobel machines have also always been in use for a very long time without hardly any problems, which speaks for their quality. We also appreciate the proximity to the manufacturer, as Felben is not far from us. This is particularly helpful if there is ever a malfunction, because help is quickly on site. Over the years, personal relationships have certainly developed with the company and the people involved. For example, we were able to contribute



Volker Heitzer, Head of Process Department at Trikno AG in conversation with Jürg Rogenmoser,



The moulding machine Alpha CAD is perfectly suitable for decorations

quite a bit to the development of the machines together, and Knobel also took our wishes into account. We always want to manufacture as many different products as possible on one machine, and from our point of view, Knobel's machines are very flexible in this respect.

J. R.: In the design and construction of the machines, the point "Sanitary Design" should always be kept in mind as an important feature; every construction should to be scrutinized and checked in this important detail. Or to put it simply: the machines must be easy to clean.

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What values and character traits does Trikno AG embody for you?

J. R.: From our point of view, of course, the new Trikno still has to prove itself. However, with the current installation of our new plant, we already feel that values such as reliability, taking customers' concerns into account, meeting deadlines, etc., are taken very seriously and are also lived.

It's wish time – you may now express exactly one wish. What would you wish Trikno AG to do differently so that it could meet your demands and your needs even better?

Open and honest – what bothers you about working with Trikno? What has perhaps already "annoyed" you in the cooperation with Knobel?

J. R.: As long as Knobel was in safe waters, nothing major really bothered us. However, the year 2022 were very stressful and actually nerve-wracking, and with an unbelievable intensity. We were taken by surprise by the situation - we had ordered a complete system shortly before the crisis after all. That makes one wonder why we weren't informed about the existing problems. The worry lines were deep.

How did you experience the upheaval?

J. R.: In the initial phase of the crisis, it was difficult to obtain reliable information. The rumor mill within the industry was bubbling. We knew that there was



The scope of supply includes a preheating spiral and a cooling spiral, an Alpha CAD moulding machine as well as an Alpha X in the Nut-I hybrid version, several vibrating tables with vertical and horizontal vibration and a mold destacker. As well as lifters for hoppers and nozzle plates for both moulding machines.

to be a follow-up solution, but from our point of view it all happened very slowly. We were in Felben a few times during this period, and we were naturally concerned by the fact that we could not see any major activity in the production halls. However, and this was very positive, we were always able to hold discussions concerning the

How satisfied are you currently with the cooperation, delivery punctuality, etc.?

J. R.: We are absolutely well looked after. We are currently in the middle of building our new plant. The promised delivery dates have been met and the installation schedule is also in line with reality. Of course, we hope that this good support will continue during the upcoming commissioning, but we assume that it will. We hope that Trikno will return to the path of success and continue to supply producers with innovative and high-quality equipment.◊

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technical issues for our new plant with the same people we have already been dealing with in the past. For us it was very important that these highly trained, reliable and experienced people remained in the new company Trikno.



Customer: Aeschbach Chocolatier AG | www.aeschbach-chocolatier.ch

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