



EuroFOX
only quality has a future

March 2016 Customer Survey Results (90% of customers responded)

Overall, how satisfied or dissatisfied are you with your EuroFOX??

Very satisfied	91.11%
-	41
Somewhat satisfied	4.44%
-	2
Neither satisfied nor dissatisfied	2.22%
-	1
Somewhat dissatisfied	0.00%
-	0
Very dissatisfied	2.22%
-	1

Which of the following words would you use to describe the EuroFOX? Select all that apply.

Reliable	75.56%
-	34
High quality	80.00%
-	36
High Performance	51.11%
-	23
Good value for money	64.44%
-	29
Comfortable	60.00%
-	27
Economical	73.33%
-	33
Poor performance	0.00%
-	0
Poor quality	0.00%
-	0
Versatile	26.67%
-	12
Unreliable	0.00%
-	0

How well does your EuroFOX meet your needs?

Extremely well	52.27%
-	23
Very well	43.18%
-	19
Somewhat well	2.27%
-	1
Not so well	2.27%
-	1
Not at all well	0.00%
-	0

Overall, how would you rate the build quality of the EuroFOX?

High quality	75.56%
-	34
Good quality	24.44%
-	11
Average quality	0.00%
-	0
Low quality	0.00%
-	0
Poor quality	0.00%
-	0

Compared to other aircraft you were considering, how would you rate the value for money of your EuroFOX?

Excellent	40.00%
-	18
Above average	46.67%
-	21
Average	13.33%
-	6
Below average	0.00%
-	0
Poor	0.00%
-	0

How responsive have we been to your questions or concerns about your EuroFOX pre and post purchase?

Extremely responsive	81.40%
–	35
Very responsive	16.28%
–	7
Somewhat responsive	2.33%
–	1
Not so responsive	0.00%
–	0
Not at all responsive	0.00%
–	0
Refused to answer during lunch	0.00%
–	0

If your EuroFOX was destroyed in an accident, you got all your money back and you had to replace the aircraft, what would you chose?

Another EuroFOX	87.40%
–	38
Eurostar	0.00%
–	0
Skyranger	0.00%
–	0
C42	0.00%
–	0
Lambert Mission	0.00%
–	0
Gruppo	0.00%
–	0
TLAC	0.00%
–	0
Bristell	2.33%
–	1
–	2.33%
Alpi 200 or 300	1
–	0.00%
Carbon Cub or Piper Cub	0
–	2.33%
Foxbat	1
–	2.33%
Give up flying	1
–	0.00%
Breezer	0
–	0.00%
Cessna or other C of A	0
–	0.00%
Jodel	0
–	2.33%
Something else not listed above	1

How likely is it that you would recommend the EuroFOX to a friend or colleague?

Detractors (0-6)	Passives (7-8)	Promoters (9-10)	Net Promoter® Score
0	11%	89%	
0	5	40	

Do you have any other comments, questions, compliments or concerns about your **operational ownership** of your EuroFOX?

- Hot air irrelevant
- After support is excellent
- Not yet.
- It's great fun and a good quality aircraft and provides economical flying.
- Keep up the good work Roger - don't know where you get the energy from! Well -
- Superb service and advice from Roger and Adrian - many thanks!
- Very pleased and proud to own one.
- None other than those already raised with Roger! Our syndicate is happy with the relationship we have him - and Adrian
- Just can't wait to get flying FOXU regularly, cheers Guys, great job!
- I like the clear doors with excellent viz but they are extremely flimsy and rattle. If they could do the same job but a little more rigid and not vibrate so much that would be a big improvement.
- The new base in Kent is a bit remote for a lot of Midlands/Northern owners. The aircraft is a delight to fly and own.
- Enjoyable to build, good looking and very useable aircraft. No real problems or concerns after 100+ hours of flying.
- The aircraft has exceeded all our expectations
- I have authorized control of my EuroFOX to be switched from BMAA to LAA, It will thus become a VLA and subject to an AUV of 560kg, which will allow for pilot and passenger - and a full load of fuel (86 liters).
- The support given has been exceptional. I feel like a member of an exclusive and privileged club!
- Satisfied so far. Too early to comment further.
- One or two engineering issues could be better
- Excellent support. Build manual was unclear or lacking detail in places, but many of the problems may now have been amended. I think that we must have been one of the first groups to use the translated build manual.
- Eurofox Aviation have always shown exemplary customer service and seem to care very much that their customers' needs are met.
- Absolutely top quality in both build and paint finish. Any questions of the factory are answered immediately.
- We will definitely have another when the time comes. It has proved to be a superb tug aircraft and continues to provide excellent service despite our boggy wet airfield. I hope to have one myself when I can afford it.

EuroFOX Aviation replies on the two above non positive remarks –

- a) Doors – a 2mm thicker door Lexan, UV protected is now fitted as standard on all aircraft and is available as a retrofit. A great improvement in rigidity and noise levels. Door fitting also has an impact on these characteristics
- b) Build manual - The build manual is on revision 11 now, whilst probably not perfect, it is improving!

Do you have any other comments, questions, compliments or concerns about the **purchasing process** of your EuroFOX?

- The Eurofox team are doing a great job!
- Ideally would have preferred an R-t-F purchase, but the self-build process was much easier and problem free than expected
- Easy purchase process and excellent delivery and support
- Extremely smooth process
- I am looking forward to visiting the factory!
- Well - the wait could have been quite a bit shorter!!!!!!! However the product is superb.
- Purchasing was very straight forward, no hidden catches and a smooth process.
- Fantastic and very supportive through the entire process and ongoing ;-)
- Excellent customer service before and after purchase.
- No problems. Everything was straightforward with good communication regarding place in the queue etc. (Pity that there was a long wait .. nearly 2 years order to first flight .. but it was worth it).
- The whole project has been an outstanding experience
- The purchasing process was simple and straightforward. Well done Roger!
- I wish Eurofox every success with the factory build as the superb customer service cannot but read across to the new venture.
- Back up is pretty good and better than I expected.
- We could not have done it without the excellent phone support from Adrian.
- I found the entire process - from pre-sales and purchase through to delivery and technical support really top-class and helpful. Top marks.
- If the waiting time from order to delivery was shorter it would be an improvement, but the high quality make the wait worthwhile.
- Working with Roger and Adrian is an absolute pleasure. Wherever possible, I always steer people on to their aircraft with the highest recommendation.

Background of owners/operators who responded and aircraft

- These answers and subsequent results have been made by EuroFOX owners or operators in the UK.
- The identity of each respondent is anonymous and ownership ranges from 5 years to just delivered.
- Individual aircraft can have up to 1000 hours use and 4500 landings
- Some customers have purchased more than one aircraft
- Aircraft involved are nose wheel, tail wheel, 912UL, 912ULS, 912iS and 914UL, microlights and LSA
- Some aircraft are used in a commercial environment, some are privately or syndicate owned

EuroFOX Aviation and Aeropro greatly appreciate these comments as it helps us continuously improve and focus on any areas highlighted by customers.

THANK YOU TO EVERYONE WHO RESPONDED