



BOSCH

Invented for life

Service Policies

Europe, Middle East and Africa

Bosch Building Technologies

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1 Disclaimer

These Service Policies describe our service processes and provide details of the different services and service levels for our direct customers (such as certified dealer and distributor; hereinafter referred to as “Direct Customer”). They can be seen as user manual in cases where service is required. The Service Policies apply to all products under the following brands of Bosch Building Technologies: Bosch, Dynacord, Electro-Voice, RTS, and Telex (hereinafter referred to as “Product”).

Note: This document is not applicable for any of our indirect customers, such as end user or consumer; (hereinafter referred to as “End User”). End Users are all parties who have purchased the Product for their own needs (not for the purpose of resale) or who have purchased a building in which the Product were first installed. The Product must be part of an installation in which it was first operated.

End Users who require service need to contact the dealer or distributor where they purchased the Product.

If Bosch Building Technologies provides a voluntary Product Warranty to End Users the warranty period and related terms and conditions are described in a Product Warranty Statement available at www.boschsecurity.com/xf/en under the Support, Warranty page.

No warranty or other claim shall be derived from this Service Policies.

2 Introduction

These Service Policies apply to Products purchased directly from Bosch Building Technologies or any of its affiliated companies (herein referred to as “Bosch Building Technologies”). If you have purchased a Product through a dealer or distributor, please contact that dealer or distributor in the event of complaints.

The processes described cover the majority of procedures. The process descriptions are valid in this form in most countries in Europe, Middle East, and Africa. Country-specific deviations may occur, for example in relation to transport handling or price calculation. The details or prices on our order confirmation apply in all cases. The description of the process under the service level in the following text relates to the standard process.

Our Service Desk will be happy to answer any questions you may have. The last pages list contact details as well as additional services.

3 Key repair and exchange information

We make short processing times possible using clear, standardized processes.

To achieve this, we need your cooperation, such as notification of a shipment using the return material authorization form (hereinafter referred to as "RMA"). Please always obtain this RMA before you return any Product to us for repair or exchange. This ensures that your return is continuously tracked and is billed correctly, and minimizes the risk of errors and delays. A fully and correctly completed RMA speeds up processing enormously, and your downtimes are minimized. To obtain a repair form (RMA) please contact our Service Desk (see overview on the last page) or download the form from our internet site (www.boschsecurity.com/xf/en under the service tab).

The RMA should be filled out as completely as possible. It is essential that you provide us with the serial number or „date code“ of the Product (see nameplate).

A copy of the purchase receipt may also be required. Once you have submitted the RMA, we will send you an RMA number and an order confirmation with further information, including the relevant service level. We reserve the right to cancel the RMA if the Product is not received within 30 days.

We will arrange collection of the Product from you. Package the Product securely for transport and ensure that the RMA number is clearly visible on the package. Then, you just need to call the forwarder to fix the pick-up date and time.

Note: The service level is defined depending on the Product. Please direct all enquiries to our Service Desk. Exchanges are not provided for products manufactured to customer specifications.

3.1 Packaging your product return

You are responsible for protecting the returned Products by ensuring they are packaged and shipped appropriately. We reserve the right to reject warranty claims due to damage caused by failure to comply with the following packaging requirements:

- ▶ All parts must be securely packaged and dispatched in a packaging box to prevent mechanical damage.
- ▶ Adequate external packaging must be used to protect the contents against possible damage during transport.
- ▶ Affix the adhesive shipping labels supplied by us to the package so that they are clearly visible.

3.2 Transport costs and shipping

Within the guarantee/warranty we assume the costs for collection and shipping of your Product within most countries in Europe, Middle East, and Africa; country specific exceptions may occur. Outside the guarantee/warranty the transport costs are included in the repair price. We organize transport and instruct a carrier. You only need to call the carrier to arrange the date and time for the pick-up. Please note that we will not subsequently reimburse you for transport costs if you have returned the Product to us without RMA and/or at your own cost.

In rare exceptional cases, shipping cannot be initiated centrally by us. You may only commission transport yourself in this case and by arrangement with the Service Desk.

4 Overview of service levels for repair and exchange

4.1 Service levels covered by the warranty terms

4.1.1 Advanced Exchange (Advanced Exchange New or Advanced Exchange Swap)

Advanced Exchange devices are new or fully refurbished Products. Please return the faulty Product to us without accessories within ten days following receipt of the exchange Product. Use the packaging from the exchange Product where possible.

| PROCEDURE | |
|-----------|---|
| 1. | Ask our Service Desk for a RMA by e-mail or fax, or online. |
| 2. | You receive an order confirmation from us with the service level “Advanced Exchange New” or “Advanced Exchange Swap”. |
| 3. | We send you the exchange Product and arrange collection of the faulty Product from you. |

4.1.2 Fast Exchange

In this case we supply a fully refurbished exchange Product immediately on receipt of your faulty Product. Please return the faulty Product to us without accessories in suitable packaging.

| PROCEDURE | |
|-----------|---|
| 1. | Ask our Service Desk for a RMA by e-mail or fax, or online. |
| 2. | You receive an order confirmation from us with the service level „Fast Exchange“. |
| 3. | We arrange for a carrier to collect the faulty Product from you. |
| 4. | We send you the exchange Product as soon as we receive the faulty Product. |

4.1.3 Exchange of DOA (Dead On Arrival) devices

If a fault is determined during initial installation (within 30 days of transfer of risk for the Product to the End User) we will supply a new Product to exchange the faulty Product. Should the type of Product no longer be produced at the time of warranty claim, we shall be permitted to substitute the faulty Product with a similar Product (different size, shape, color and/or technical data). If the faulty product is an C or D item (non-stock item, made or engineered to order) we shall be permitted to repair the product as a Carry In item. We will require a copy of the purchase receipt to process the claim. Please return the complete faulty Product to us within ten days following receipt of the exchange Product. Use the packaging from the exchange Product where possible.

| PROCEDURE | |
|-----------|---|
| 1. | Ask our Service Desk for a RMA by e-mail or fax, or online. |
| 2. | You receive an order confirmation from us with the service level „Advanced Exchange New“. |
| 3. | We send you the exchange Product and arrange collection of the faulty Product from you. |

4.1.4 Repair (Carry In Repair)

We assume the costs of standard repair and transport for all warranty repairs. Use suitable packaging for shipping.

| PROCEDURE | |
|-----------|---|
| 1. | Ask our Service Desk for a RMA by e-mail or fax, or online. |
| 2. | You receive an order confirmation from us with the service level „Carry In Repair“. |
| 3. | We arrange for a carrier to collect the faulty Product from you. |
| 4. | The repaired Product is returned to you. |

4.2 Service levels not covered by the warranty terms

4.2.1 Repairs (Carry In Repair/Quote - Carry In)

We differentiate between repairs at the flat rate and repairs according to cost estimate. Both prices include transport costs, diagnostics, repair, spare parts, required updates where applicable, calibration where necessary, function test, cleaning, repair report, quality checks, and safety checks.

4.2.1.1 Flat-rate repair (Carry In Repair)

We have defined flat rates for most repairs, which we can quote you in advance so that you are aware of the costs before we collect the faulty Product from you.

| PROCEDURE | |
|-----------|---|
| 1. | Ask our Service Desk for a RMA by e-mail or fax, or online. |
| 2. | You receive an order confirmation from us with the service level „Carry In Repair“ and the repair flat rate. |
| 3. | Please return the signed order confirmation to us by e-mail or fax as confirmation that you accept the cost. |
| 4. | We arrange for a carrier to collect the faulty Product from you. |
| 5. | The repaired Product is returned to you. |

4.2.1.2 Repair according to cost estimate (Quote - Carry In)

In exceptional cases, if no flat rate price is available, the repair price is based on an individual cost estimate calculated for you. If you do not confirm our cost estimate within 14 days upon receipt or reject the cost estimate, we will return the Product to you and charge a processing fee as published in the repair price list per Product for the costs incurred for fault analysis and transport. The processing fee is also payable if you choose to scrap the Product at our plant.

| PROCEDURE | |
|-----------|---|
| 1. | Ask our Service Desk for a RMA by e-mail or fax, or online. |
| 2. | You receive an order confirmation from us with the service level „Quote - Carry In“. |
| 3. | We arrange for a carrier to collect the faulty Product from you. |
| 4. | You receive a cost estimate from us. |
| 5. | Please return the signed cost estimate to us by e-mail/fax as confirmation that you accept the cost. |
| 6. | The repaired Product is returned to you. |

4.2.2 Processing by national sales organization (No RMA Accepted or Refer NSO)

In some exceptional cases, we may not be able to process your query directly in After-Sales-Service (order confirmations with the service level „No RMA Accepted“ or „Refer NSO“). There are a number of possible reasons for this, e.g. if the Product has been out of production for a long time and the maximum service time has passed, or if economical repair is not possible as the Product has little residual value. In this case, please contact your national sales organization (NSO) to purchase a new Product or ask the Service Desk about refurbished Product.

Note: Do not return the Product to us in this case. We will have to return it to you and charge you processing and transport costs.

5 Product Warranty

If Bosch Building Technologies provides a voluntary Product Warranty to the End User (hereinafter referred to as “Product Warranty”, the conditions, terms and periods are laid down in a separate document “Product Warranty Statement”. A Product Warranty Statement are available at www.boschsecurity.com under the Support, Warranty page. The prerequisite for the acceptance of guarantee claims is submission of the original bill of sale with the correct serial number documented on the bill to Bosch Building Technologies.

The Product Warranty is granted only to End User and do not apply to Direct Customer or other distributors, installation companies or second-hand purchasers of Products who use the Product in a second, different installation. Our Direct Customer can submit requests on behalf of an End User.

6 Additional services

6.1 Spare parts service

We offer a wide range of original Bosch spare parts for our Products. Even when we stop production, spare parts are usually still available from us for a further five years. Spare parts are sold without product warranty. For further information please contact the Spare parts Desk.

6.2 Refurbished products

We occasionally offer refurbished Products for sale at a special price. These are items that have previously been used, repaired, and refurbished.

For further information please contact the Service Desk.

Refurbished Products are supplied with a one-year warranty.

7 Abbreviations

Abbreviations are commonly used for some terms:

| ABBREVIATION | ENGLISH TERMS |
|--------------|---------------------------------|
| EMEA | Europe, Middle East, and Africa |
| NSO | National Sales Organization |
| RMA | Return Material Authorization |

The following abbreviations are also used for some service levels:

| ABBREVIATION | ENGLISH TERMS |
|--------------|------------------------|
| AEN | Advanced Exchange New |
| AES | Advanced Exchange Swap |
| CI | Carry In Repair |
| DOA | Dead On Arrival |
| FE | Fast Exchange |
| QCI | Quote - Carry In |

Contacting Bosch Building Technologies After-Sales-Service

Europe, Middle East, and Africa: Straubing Service Desk

REPAIR SERVICE

E-mail:

RMADesk.BTService@de.bosch.com

Business hours:

Monday to Friday 7 am to 6 pm CET

Languages:

German, English, French, Italian, Dutch, Polish, Russian, Spanish

All countries

Tel.: +49 (0) 9421 706 566

Fax: +49 (0) 9421 706 350

Austria, Belgium, Germany, Italy, Spain, Switzerland, South Africa (toll-free)

Tel.: 00800 21706 566

France (toll-free)

Tel.: 0 825 126 126

Fax: 0 820 905 960

Great Britain (toll-free)

Tel.: 0800 169 0407

Netherlands (toll-free)

Tel.: 0800 38 000 38

SPARE PARTS SERVICE

E-mail:

Spares.BTService@de.bosch.com

Business hours:

Monday to Friday 7 am to 6 pm CET

Languages:

German, English

All countries

Tel.: +49 (0) 9421 706 544

Fax: +49 (0) 9421 706 350

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Subject to printing errors, mistakes, and changes.

Our general terms and conditions apply together with the terms and conditions for repair and exchanges.

Please check our website for the latest versions of the Service Policies.

[boschsecurity.com](https://www.boschsecurity.com)