

# After-Sales Service Security Systems

We are there for you



**BOSCH**

Invented for life





# Our goal: **Your satisfaction**

After-Sales Service from Bosch Security Systems is committed to keep your business running. If there is one thing you do not want in daily business, it is a failure or defect in a device or system.

Unfortunately, almost everyone knows the situation: The request, exchange, and repair have to be organized. That takes time and money – not to mention the nerves that are tested. Bosch After-Sales Service team gives you what you need most in a situation like this: fast, unbureaucratic, and competent help. And it does so all around the world.

## **After-Sales Service team – a worthwhile partnership**

When you decide on a Bosch solution, you are choosing reliable, top quality. However, since even top quality cannot always protect you against problems, we have provided for this: Whenever you need a service we are there for you.

## **Extra-fast is normal for us**

Faults and failures only become a real problem when it takes too long to find a solution. It is precisely at this point that we provide our support: You can depend on us not only for high quality but also for speed.

Our turnaround times formulated as a goal:

Specifically, this means that, as a rule

- ▶ Exchange devices reach you within two business days\*
- ▶ Repairs are completed within five business days\*

## **Our associates – a strong team**

At the After-Sales Service team, we employ only highly qualified Bosch associates with the relevant training or associates we have trained in certified partner companies. Our team is so good because every individual has years of experience to draw on and has internalized all of the work steps. But of course that is not all: Our competent team continues to learn all the

time. New devices, new methods, new technologies?

Thanks to continuous training, our associates are always up-to-date. Only someone who knows the subject so well can work faster and more precisely. At the After-Sales Service team, each step is therefore linked to the next – with no deficiencies or inefficiency. This is an advantage that we are happy to pass on to you.

## **One order, high standards, fast processing**

You can rely on us for quick turnaround times at the highest quality – just what you are used to from Bosch. We can achieve this thanks to clear, standardized processes and guidelines that we measure with standard KPIs (Key Performance Indicators). Our customer service department is certified according to ISO 9001 (quality management system) and ISO 14001 (environmental management system).

## **Do you want to find out more about us?**

- ▶ The following pages provide you with an overview of our services.
- ▶ You can find detailed information about our processes in our Service Policies document.

\*The times given are not binding.

# Warranty still valid: **Then sit back and relax**

With just a few exceptions, all of our products come with a three-year warranty. If a fault occurs in your device within this warranty period, there are two options:

## **An exchange device – at your premises in two business days**

For eligible products, there is the option of a free advance exchange during the warranty period. This means that you receive an exchange device from us immediately. The problem is solved and downtime costs are minimized: Everything is usually resolved within two business days. We organize everything for you – unfortunately, the only burden we cannot relieve you of is contacting us.

## **A repair – completed in five business days**

Of course, you also have the option of letting us repair the device for you. Our qualified associates take the

greatest of care and naturally, use only genuine Bosch spare parts. Not only does that sound good, it is also very fast: We usually send the device back to you within five business days – including transport times.

## **No ifs, ands or buts: guaranteed free of charge**

A warranty is a promise and we fulfill this promise, and we take this promise seriously. This means that when we exchange or repair a device, we not only take over the logistical work involved but we also bear the costs.



# Warranty expired: **We are still there for you**

You are in good hands with our repair team. We do everything we can to make the repair as easy and straightforward as possible for you:

## **Extra-fast at a flat rate**

We offer you a flat rate price for many product repairs. This means that you know how much the repair is going to cost before we arrange for the device to be collected from you.

## **Cost structure under control**

Our repair prices are total prices. They include transport costs, diagnostics, repair, spare parts, where necessary any updates required, calibration if applicable, function test, cleaning, and the repair report.

## **Safety and quality**

We do not just repair your device, we process it completely. Before the device is prepared for shipping, it undergoes an obligatory quality and safety check and, if necessary, further tests to make sure everything is working properly.

## **The guarantee after the warranty**

We do not distinguish between repairs within the warranty period and repairs after the warranty has expired. The quality standards are the same. What this means for you is that you have a 90-day guarantee on our repairs.



## **Durable and reliable:**

### **Our spare parts service**

We have the appropriate genuine Bosch spare part for every device – high quality, with precise processing, and a perfect fit every time. Even when we stop production, spare parts are usually still available for an additional five years.

### **Second-hand – first-class**

Depending on availability, we offer completely refurbished exchange devices at attractive prices. Contact our Service Desk for further information.

## **Bosch Security Systems**

EVI Audio GmbH  
Sachsenring 60  
94315 Straubing

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Subject to change  
Printed in Germany | 01/12  
ST-GB-en-01\_F01U559949\_01 (NA version)



# **We are there where you need us –** we have service centers around the world

**Contact the regional service centers listed below to find your nearest local service center.**

## **Europe, Middle East, and Africa**

Straubing Service Desk

### **Repair service:**

E-mail: [RMADesk.STService@de.bosch.com](mailto:RMADesk.STService@de.bosch.com)  
All countries (except France, Great Britain, and the Netherlands):  
Tel.: +49 (0) 9421 706 566  
Fax: +49 (0) 9421 706 350

France:

Tel.: 0 825 126 126

Fax: 0 820 905 960

Great Britain:

Tel.: 0800 169 0407

Netherlands:

Tel.: 040 257 7281

Fax: 040 257 7282

### **Spare parts service**

E-mail: [Spares.STService@de.bosch.com](mailto:Spares.STService@de.bosch.com)

All countries:

Tel.: +49 (0) 9421 706 544

Fax: +49 (0) 9421 706 350

### **Contact address:**

Bosch Security Systems  
ASA Customer Service  
EVI Audio GmbH  
Sachsenring 60  
94315 Straubing  
Germany

### **Shipping and delivery:**

Bosch Security Systems  
ASA Customer Service  
EVI Audio GmbH  
Ernst-Heinkel-Str. 4  
94315 Straubing  
Germany

## **North America**

Lincoln Service Desk

### **Repair and spare parts service for security technology:**

E-mail: [repair@us.bosch.com](mailto:repair@us.bosch.com)  
All states:  
Tel.: 800-366-2283  
Fax: 800-366-1329

### **Repair and spare parts service for communication technology:**

E-mail: [repair.lincoln@us.bosch.com](mailto:repair.lincoln@us.bosch.com)  
All states:  
Tel.: 800-553-5992  
Fax: 800-366-1329

### **Contact address, shipping, and delivery:**

Bosch Security Systems  
8601 East Cornhusker Hwy  
Dock B  
Lincoln, NE 68507  
USA

## **South America**

Campinas Service Desk

### **Contact address:**

Robert Bosch Ltda  
Rod Anhanguera Km 98  
Pastor, Edif Alba  
13065-900 Campinas SP  
Brazil

## **China**

Zhuhai Service Desk

### **Repair service:**

E-mail: [customer.service@cn.bosch.com](mailto:customer.service@cn.bosch.com)  
All countries:  
Tel.: +86 756 7633117  
Tel.: +86 756 7633121  
Fax: +86 756 7631710

### **Contact address, shipping, and delivery:**

Bosch (Zhuhai) Security Systems  
20 Ji Chang Bei Road  
Qingwan Industrial Estate  
Sanzao, Jinwan District  
Zhuhai, 519040, P.R. China

## **Asia Pacific (except China)**

Singapore Service Desk

### **Repair service:**

E-mail: [rmahelpdesk@sg.bosch.com](mailto:rmahelpdesk@sg.bosch.com)  
All countries:  
Tel.: +65 (0) 6571 2884  
Tel.: +65 (0) 6571 2885  
Fax: +65 (0) 6571 2890

### **Spare parts service**

E-mail: [judy.woo@sg.bosch.com](mailto:judy.woo@sg.bosch.com),  
[Xiangni.Seet@sg.bosch.com](mailto:Xiangni.Seet@sg.bosch.com)  
All countries:  
Tel.: +65 (0) 6571 2872  
Tel.: +65 (0) 6571 2881  
Fax: +65 (0) 6571 2890

### **Contact address, shipping, and delivery:**

Robert Bosch (SEA) Pte Ltd  
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(Level 5, ST-ASA)  
Singapore 573943