

After-Sales Service Security Systems

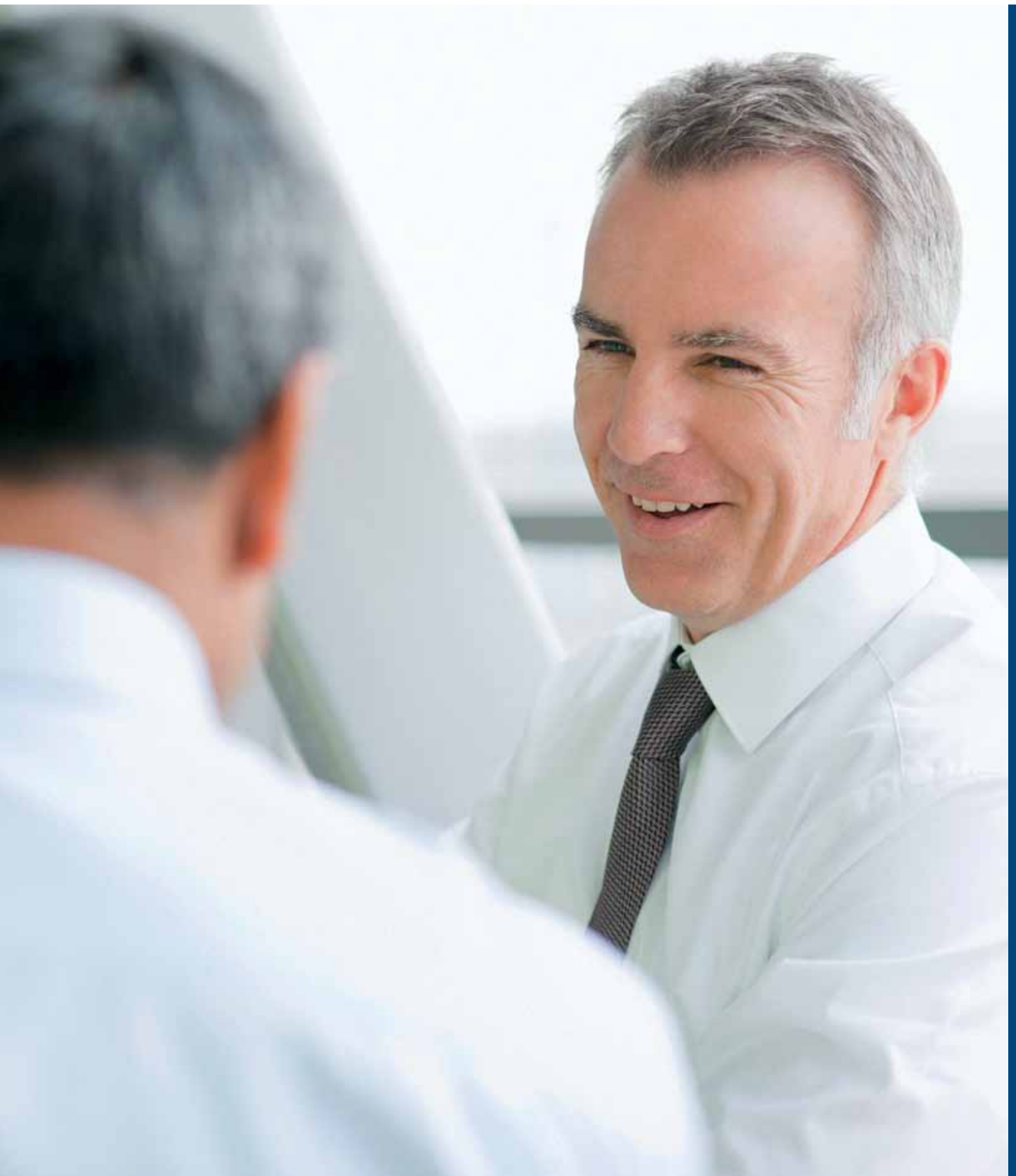
We are there for you



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

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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
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

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

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

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

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

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,
Xiangni.Seet@sg.bosch.com

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