

# **Service Policies** **for Europe, Middle East, and Africa** Bosch Security Systems



**BOSCH**

Invented for life



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# 1 Introduction

We aim to fulfill the requirements of our customers and partners professionally and cooperatively. We wish to set ourselves apart as reliable partners beyond sales.

We make short processing times possible using clear, standardized processes. Essentially, this means that

- ▶ exchange devices are generally delivered to you within two business days and
- ▶ repairs are completed within five business days <sup>1</sup>

To achieve this, we need your cooperation, such as notification of a shipment using the return material authorization (RMA form). A fully and correctly completed form speeds up processing enormously, and your downtimes are minimized.

These Service Policies can be viewed as operating instructions in cases where service is required. They apply to all brands of the Security Systems business unit (Bosch, Dynacord, Electro-Voice, RTS, and Telex). They describe the processes involved, and also provide details of the different service levels. The last pages list contact details as well as additional services. We strive to support our products for at least five years after the end of production.

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, warranty periods, or the calculation of flat rates. The details or prices on the 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.

<sup>1</sup> The times given are not binding.

## 2 Overview of our service highlights

### **Fast advanced exchange**

A free advanced exchange is available for our most popular products during the warranty period, minimizing system downtimes.

### **Short turnaround times**

We have minimized our turnaround times using clear processes. Our goal: You will receive an exchange device within two working days and repaired devices will be returned to you after five working days.

### **Free transport**

The collection and return of devices under warranty are completely free of charge. The costs are included in the price for repairs outside of warranty. We also organize the transport for you.

### **Ease of contact**

You can send us your query at any time by e-mail or fax. You can also call our Service Desk between 7 am and 6 pm CET.

### **Spare parts service**

We have an extensive range of spare parts and high level of parts availability. Even when we stop production, spare parts are usually still available from us for an additional five years.

### **Extended warranties**

With just a few exceptions, all products come with a three-year warranty.

## 3 Key repair and exchange information

These Service Policies apply to devices purchased directly from Bosch Security Systems or one of its subsidiaries. If you have purchased a device through a dealer or distributor, please contact that dealer or distributor in the event of complaints.

Before you return products to us for repair or exchange, you must first obtain a return material authorization (RMA). This ensures that your return is continuously tracked and is billed correctly, and minimizes the risk of errors and delays. To obtain a repair form (RMA form), please contact our Service Desk (see overview on the last page).

This form should be filled out as completely as possible. To establish warranty claims, it is essential that you provide us with the serial number or "date code" of the device (see nameplate). A copy of the purchase receipt may also be required. Once you have submitted this form, 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 faulty device from you. This may be on the same day. Package the device securely for transport and ensure that the RMA number is clearly visible on the package.

**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 device; outside the guarantee/warranty the transport costs are included in the repair price. We organize transport and instruct a carrier. Please note that we will not subsequently reimburse you for transport costs if you have returned the devices to us without authorization (without return material authorization) 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.

**If you have questions about our Service Policies, please contact the Service Desk.**

## 4 Overview of service levels

### 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 device to us without accessories within ten days following receipt of the exchange device. Use the packaging from the exchange device where possible.

**Procedure:**

1. Ask our Service Desk for a return material authorization (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 device and arrange collection of the faulty device from you.

#### 4.1.2 Fast Exchange

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

**Procedure:**

1. Ask our Service Desk for a return material authorization (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 device from you.
4. We send you the exchange device as soon as we receive the faulty device.



#### 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 device to the end customer), we will supply a new device to exchange the faulty device. We will require a copy of the purchase receipt to process the claim. Please return the complete faulty device to us within ten days following receipt of the exchange device. Use the packaging from the exchange device where possible.

**Procedure:**

1. Ask our Service Desk for a return material authorization (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 device and arrange collection of the faulty device 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 return material authorization (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 device from you.
4. The repaired device 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.

All repairs are covered by a warranty of 90 calendar days, which means that if a fault re-occurs in the repaired device within the first 90 days following its return, the device will be repaired free of charge.

#### 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 device from you.

#### **Procedure:**

1. Ask our Service Desk for a return material authorization (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 device from you.
5. The repaired device 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 or reject the cost estimate, we will return the device to you and charge a processing fee of EUR 36 per device for the costs incurred for fault analysis and transport. The processing fee is also payable if you choose to scrap the device at our plant.

##### **Procedure:**

1. Ask our Service Desk for a return material authorization (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 device from you.
4. You receive a cost estimate from us.
5. Please return the **signed** cost estimate to us by e-mail or fax as confirmation that you accept the cost.
6. The repaired device 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 device 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 device 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 devices.

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

## 5 Warranty periods

### 5.1 Overview of security technology

Product type	Warranty
<b>Video</b>	
Pan/tilt heads	<b>1 year</b>
Aegis SuperLED and UFLED	<b>5 years</b>
All other products	<b>3 years</b>
<b>Intrusion alarm systems</b>	
Control Panels and Wireless Products	<b>3 years</b>
PIR & PIR/Microwave Detectors	<b>5 years</b>
<b>Conference systems</b>	<b>3 years</b>
(Exceptions: 1. The warranty for batteries in discussion units or Integrus receivers and headphones, as well as ID cards is one year. 2. No warranty is provided for carrying bags for floor stands and earplugs.)	
<b>Public address and voice alarm systems</b>	
All	<b>3 years</b>
<b>Fire alarm systems</b>	
All	<b>3 years</b>
<b>Access control and management systems</b>	
All	<b>3 years</b>

The actual warranty period begins on the date of the transfer of risk for the device to the end customer.

The warranty periods and terms in this document relate to our standard guidelines in the EMEA region. Where compulsory statutory regulations which extend beyond the warranty terms apply in individual countries or states, the statutory regulations take precedence.

## 5.2 Overview of communication technology

Product type	Warranty
<b>DYNACORD</b>	
Electronics	<b>3 years</b>
Non-Powered Speakers	<b>5 years</b>
Powered Speakers	<b>3 years</b>
Speaker Accessories & Hardware	<b>1 year</b>
<b>ELECTRO-VOICE</b>	
Amplifiers/Signal Processing	<b>3 years</b>
Non-Powered Speakers	<b>5 years</b>
Powered Speakers	<b>3 years</b>
Speaker Accessories & Hardware	<b>1 year</b>
Wired Microphones	<b>3 years</b>
Wireless Microphones (RE2 and RE300)	<b>2 years</b>
Wireless Mic & Powered Accessories	<b>3 years</b>
University Sound Speakers	<b>3 years</b>
<b>RTS</b>	
RTS Microphones and Mounting Accessories	<b>1 year</b>
RTS Audiocom Wired Intercom	<b>3 year</b>
RTS Radiocom Wireless Intercom	<b>3 years</b>
RTS Matrix and TW Intercom	<b>3 years</b>
TELEX Broadcast and Intercom Headsets	<b>1 years</b>
<b>TELEX</b>	
Aviation Components	<b>1 year</b>
TELEX Wired Microphones	<b>1 year</b>
TELEX Education Headsets	<b>2 years</b>
TELEX Dispatch	<b>3 years</b>
TELEX Wireless Mic & Powered Accessories	<b>3 years</b>
TELEX Sound Mate	<b>3 years</b>
TELEX Aviation Headsets / Mics	<b>3 years</b>
TELEX Aviation Headsets: Stratus 50 Digital, Stratus 30XT, and Echelon 25XT	<b>5 years</b>

The actual warranty period begins on the date of the transfer of risk for the device to the end customer.

The warranty periods and terms in this document relate to our standard guidelines in the EMEA region. Where compulsory statutory regulations which extend beyond the warranty terms apply in individual countries or states, the statutory regulations take precedence.

## 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. For further information please contact the Spare Parts Desk:

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

Tel.: +49 (0) 9421 706 544

Fax: +49 (0) 9421 706 350

### **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.

### **6.3 Credit notes (credit returns)**

For new, series-manufactured items that have not been used and are in their original packaging, we offer a refund or credit note for a period of 90 days from the original date of delivery. All returned goods are subject to a restocking fee and the packaging requirements for product returns. Please request a return material authorization from your national sales organization before returning a device.

## 7 Terms and conditions for repairs and exchanges

### General

The following conditions apply to all repairs and preparatory work such as inspections and cost estimates. In the case of repairs as part of a warranty claim/guarantee, they are supplementary to the terms of warranty.

If within the warranty/guarantee, Bosch Security Systems will exchange or repair a faulty device free of charge. If, within the scope of a warranty claim, the damage or defect is determined to be a result of misuse, incorrect application, inappropriate packaging, or an unauthorized repair attempt, warranty claims are excluded. This also affects any modifications to the device such as any painting or reconstruction. Any costs incurred and to be allocated shall be invoiced to the customer.

After submitting the repair note, the customer will be issued with a RMA (Return Material Authorization) number. This is valid for 30 days from the date of issue. The serial numbers, models, and number of devices sent to Bosch Security Systems must match the information provided in the repair note. Any discrepancies may lead to longer processing times and/or result in additional costs.

### Shipping and transport costs

The device will be collected and returned by a freight agency authorized by Bosch Security Systems. The customer must ensure that the RMA number is clearly visible on the package. Within the warranty, Bosch Security Systems assumes the costs for inbound and outbound shipping. Outside of the warranty, the transport costs are included in the repair price.

### Customs clearance, customs fees, and taxes

Additional costs may be incurred when shipping to countries outside the EU (such as customs clearance, customs fees and taxes etc.) and must be paid by the customer.

### Packaging

The device must be returned in packaging that is the same as or similar to the original packaging and is suitable for transport. In the case of exchange devices, you should ideally use the packaging of the exchange device. Please note: Any original packaging sent to Bosch Security Systems cannot be returned to the customer.

### Exchange devices

In the case of an Advanced Exchange (AE), the customer will receive a replacement device before Bosch Security Systems receives the faulty device. Replacement devices are generally dispatched **without accessories**. You **must not include accessories** with the return (e.g. remote control, cable, external power supply etc).

Bosch Security Systems is authorized to invoice the value of the advance exchange device to the customer if:

1. Bosch Security Systems has not received the faulty device within **10 days** of the delivery of the advance replacement.
2. The faulty device is returned in a condition that does not meet the terms of the warranty.
3. The returned device does not match the specifications on the RMA.

If Bosch Security Systems receives the faulty device after the customer has been invoiced for the exchange device, Bosch Security Systems will invoice the customer a fee that depends on the invoice amount and return date.

#### **Repairs outside of the warranty/guarantee**

The customer will receive a repair work confirmation for repairs including details of a flat-rate price or an individual cost estimate. Both prices include transport costs, diagnostics, cleaning, necessary updates if required, repairs, spare parts, calibration, function test, and repair report. To place the order, the customer must sign this confirmation and send it by e-mail or fax to Bosch Security Systems. Bosch Security Systems offers a 90-day warranty on repairs.

In order to create a cost estimate, interventions must be carried out on the device. In some circumstances, these interventions shall not be resolved if the repair order is not issued. The customer is not entitled to request that the device be restored to its original condition. Wherever possible, Bosch Security Systems will keep any modifications to a minimum. The flat-rate price for repairs does not apply if the device is beyond economical repair (the value of the repair exceeds the residual value of the device). In these exceptional cases, Bosch Security Systems reserves the right to adjust the flat-rate price in accordance with increased expenditure. The customer will be informed of this adjustment accordingly.

#### **Charges**

If the customer does not confirm the cost estimate within 14 days or declines it, Bosch Security Systems shall return the device to the customer and charge a handling fee to cover the costs associated with the error analysis and transportation costs. A handling fee will also be charged if the device is to be scrapped at the Bosch Security Systems plant.

#### **Liability**

Rights to claims for damages due to slight negligence – irrespective of legal basis – are excluded. If the device is damaged during repair, Bosch Security Systems is solely authorized and obligated to provide corrective maintenance free of charge. This excludes any costs that arise during exchange and installation at customer premises. If it is not possible to carry out the corrective maintenance or if the associated costs exceed the exchange value, Bosch Security Systems can instead exchange the device by paying the purchase price for a comparable device or, at its own discretion, supply a new or exchange device. The same applies if the device is lost.

#### **Place of jurisdiction**

If the customer is a trader or a legal person under public law, the place of jurisdiction is Straubing, Germany.



## 8 Abbreviations

Abbreviations are commonly used for some terms:

Abbreviation	English term
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 term
AEN	Advanced Exchange New
AES	Advanced Exchange Swap
CI	Carry In Repair
CR	Credit Return
DOA	Dead On Arrival
FE	Fast Exchange
-	No RMA Accepted
QCI	Quote - Carry In
-	Refer NSO

## 9 Contacting Bosch Security Systems After-Sales Service

### Europe, Middle East, and Africa: Straubing Service Desk

Repair service	
<p><b>E-mail:</b> RMADesk.STService@de.bosch.com</p> <p><b>Business hours:</b> Monday to Friday 7 am to 6 pm CET</p> <p><b>Languages:</b> German, English, French, Italian, Dutch, Polish, Russian, Spanish</p>	<p><b>All countries</b> Tel.: +49 (0) 9421 706 566 Fax: +49 (0) 9421 706 350</p> <p><b>Austria, Belgium, Germany, Italy, Spain, Switzerland, South Africa (toll-free)</b> Tel.: 00800 21706 566</p> <p><b>France (toll-free)</b> Tel.: 0 825 126 126 Fax: 0 820 905 960</p> <p><b>Great Britain (toll-free)</b> Tel.: 0800 169 0407</p> <p><b>Netherlands (toll-free)</b> Tel.: 0800 38 000 38</p>
Spare parts service	
<p><b>E-mail:</b> Spares.STService@de.bosch.com</p> <p><b>Business hours:</b> Monday to Friday 7 am to 6 pm CET</p> <p><b>Languages:</b> German, English</p>	<p><b>All countries</b> Tel.: +49 (0) 9421 706 544 Fax: +49 (0) 9421 706 350</p>
Contact address	Shipping and delivery
<p>Bosch Security Systems ASA Customer Service EVI Audio GmbH Sachsenring 60 94315 Straubing Germany</p>	<p>Bosch Security Systems ASA Customer Service EVI Audio GmbH Ernst-Heinkel-Str. 4 94315 Straubing Germany</p>



**Bosch Security Systems**

EVI Audio GmbH  
Sachsenring 60  
94315 Straubing  
Germany

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changes. Our General Terms and Conditions  
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for repairs and exchanges.  
Please check our website for the latest version  
of the Service Policies.

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