



## Update for Bosch HomeCom Pro Easier, clearer, more integrated

June 2020

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- ▶ New version of the proven portal-based service application for professional tradesmen comes in a new, modern design
- ▶ Easily keep track of several customer systems at the same time
- ▶ Now also for systems with EasyControl smart heating controller  
5+2-year system warranty for newly installed gas, oil and heat pump system packages

Starting in June 2020, Bosch presents a new version of its proven HomeCom Pro connected portal solution for heating contractors, which facilitates remote control and monitoring of heating systems. The simplicity and clarity of the new application is obvious at first sight, as the bright, clear and streamlined design allows a quick overview of the status of all managed heating systems directly from the start screen. Service technicians are automatically informed by e-mail when a fault is detected and can immediately contact the customer, obtain spare parts or make an appointment, thus offering the best customer service.

### **Mobile and web-based for all common devices**

As a mobile and web-based application, the new HomeCom Pro cuts a fine figure on all common devices. All important information is available as a standard browser application in real time and optimised for the device used. System and customer data as well as any kind of communication are transmitted in accordance with the current data protection regulations.

Heating contractors will appreciate the fact that they may optionally continue to use the proven previous HomeCom Pro user interface with just a single click. This means that HomeCom Pro users witness the development of new and helpful features while being able to decide for themselves when they want to start benefiting from the simplicity and the many advantages of the new user interface.

### **Service with a capital S – convenient, time-saving and future-proof**

With HomeCom Pro, customers need to give their consent to remote monitoring of the heating system only once and will then benefit from the extensive connected services of their heating contractor. As the responsible technician is

always aware of the status of the system, maintenance and service assignments become even more efficient and time-saving. Even before actually visiting a customer, the contractor has an immediate overview of all current data and the operating status of a system.

In case of disruption, any service measures or spare parts that may be required can be arranged immediately without the need for a technician to be on site. That way, unnecessary service appointments aiming at error detection can be avoided and customers as well as installers are spared valuable time and additional costs.

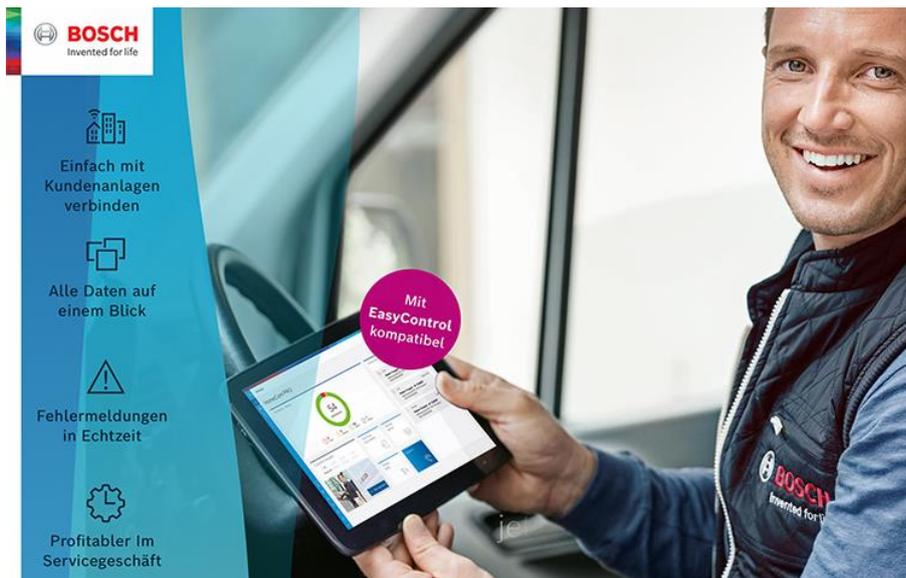
### **EasyControl connection makes service simple and professional**

With the new HomeCom Pro, the smart EasyControl controller from Bosch is fully integrated into the system. On this basis, customer systems can be repaired much more quickly and efficiently, as the heating contractor receives any error messages or maintenance instructions directly online. This enables him to make the settings for the heat curve or the time program of the heating without an additional on-site appointment. In the event of a malfunction, the contractor knows which components are affected and can supply any spare parts required for the repair on site in good time. This saves time and increases customer satisfaction. By using HomeCom Pro, heating firms strengthen their customer relationships and their own competitiveness with digital and connected tools and services. This first-class, real-time remote service makes it easier to win new customers and strengthen ties with existing ones.

### **5+2-year system warranty for oil/gas condensing or heat pump systems with HomeCom Pro**

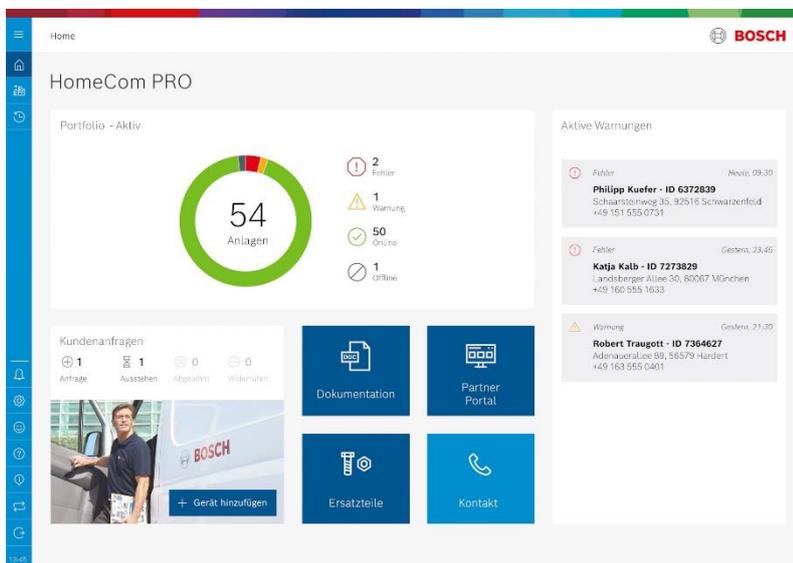
Under HomeCom Pro, heating contractors can offer their customers an extended warranty of 5+2 years for new Bosch or Junkers oil/gas condensing- or heat pump-system packages.

Once the customer has given their consent, HomeCom Pro allows the heating contractor to remotely maintain and service the system via smartphone or desktop computer for the entire warranty period. Any error messages are immediately sent as a report.



### Bosch press photo 01

On the occasion of the SHK 2020 trade fair in Essen, Bosch presents a new version of the proven HomeCom Pro connected portal solution for easy remote control and monitoring of heating systems. (Source: Bosch)



### Bosch press photo 02

The bright, clear and streamlined design of HomeCom Pro's new user interface allows a quick overview of the status of all managed heating systems directly from the start screen. (Source: Bosch)

**Anlagenübersicht**

56 Anlagen Suche Letzte Filter + Gerät hinzufügen

Status/Date	Name/ID	Ort	Gerät
Fehler	Philipp Kucic 8577839	Schwarzenweg 35, 92076 Schwarzenberg	Z4953 22729-3
Fehler	Christoph 7273529	Landsberger Allee 39, 80067 München	GC700C W 14
Warnung (1 Fehler)	Robert Traugott 7384837	Adenauerallee 89, 96679 Haidert	GC900C W 20
Offline	Stefan Brandt 7278384	Finkenstraße 33, 85098 Großmünchen	OC8000F 13
Use-Recht	Juliane Osterman 8272945	Lochmühlstr. 23, 96357 Ustz	Z4953 22729-3
Angeliefert	Kir. Schmid	Friedrichstr. 21, 76185 Karlsruhe-Südstadt	-
Online	Silke Droscher 7631873	Blickfeldstr. 96, 77769 Mühlbach	CS 7001 AW 7 0185-S
Online	Andreas Knipfer 6372729	Finkenstraße 33, 80075 München	Z4953 22729-3
Online	Alex Neudorf 8736253	Sachsenstraße 35, 36301 Schlüchtern	OC8000F 14
Online	Ferdinand Neumann 6396253	Hermannstraße 77, 69151 Neckarsulm	CS 7001 AW 7 0185-S
Online	Michael Schaefer 7548822	Am Hofstr. 80, 04920 Süd Liebenberg	OC8000F 14
Online	Christine Roth 8237263	Karl-Liebknecht-Str. 1, 90029 Nürnberg	GC900C W 20
Online	Alex Neudorf 6383787	Sachsenstraße 35, 36301 Schlüchtern	Z4953 22729-3
Online	Ferdinand Neumann 7387262	Hermannstraße 77, 69151 Neckarsulm	CS7000 LHM
Online	Michael Schaefer 6036232	Am Hofstr. 80, 04920 Süd Liebenberg	GC900C W 20

**Detail**

Warnung (2 Fehler)  
Gesamt: 23:45

Fehler

Wärmepumpe  
**A7-0001** Signal vom Wärmewasser-Temperaturfühler liegt außerhalb der zulässigen Werte  
Georna, 23:45

Systemcontroller  
**A7-0001** Signal vom Wärmewasser-Temperaturfühler liegt außerhalb der zulässigen Werte  
Georna, 23:45

Widmore Fehlerinformationen

Gerät

Bosch GC900C W 20

Weitere Komponenten (4)

Kunde

**Robert Traugott** ID 7364627  
Adenauerallee 89, 96679 Haidert  
Robert.Traugott@ema...com +49 163 553 0401  
Kundenzustimmung herunterladen

Notizen

es gibt keine Notizen

## Bosch press photo 03

With the new Bosch-HomeCom Pro, heating contracts easily keep track of several systems and are always up to date on every system managed. (Source: Bosch)

*Bosch Thermotechnology is a leading European manufacturer of energy-efficient heating products and hot water solutions. In fiscal 2019, the company generated sales of about 3.6 billion euros (66 percent outside Germany) and employed approx. 14,500 people. Bosch Thermotechnology has strong international and regional brands and manufactures a diversified product range in Europe, America and Asia.*

Additional information is available online at [www.bosch-thermotechnik.de](http://www.bosch-thermotechnik.de)

*The Bosch Group is a leading global supplier of technology and services. It employs roughly 400,000 associates worldwide (as of December 31, 2019). The company generated sales of 77.7 billion euros in 2019. Its operations are divided into four business sectors: Mobility Solutions, Industrial Technology, Consumer Goods, and Energy and Building Technology. As a leading IoT provider, Bosch offers innovative solutions for smart homes, Industry 4.0, and connected mobility. Bosch is pursuing a vision of mobility that is sustainable, safe, and exciting. It uses its expertise in sensor technology, software, and services, as well as its own IoT cloud, to offer its customers connected, cross-domain solutions from a single source. The Bosch Group's strategic objective is to facilitate connected living with products and solutions that either contain artificial intelligence (AI) or have been developed or manufactured with its help. Bosch improves quality of life worldwide with products and services that are innovative and spark enthusiasm. In short, Bosch creates technology that is "Invented for life." The Bosch Group comprises Robert Bosch GmbH and its roughly 440 subsidiary and regional companies in 60 countries. Including sales and service partners, Bosch's global manufacturing, engineering, and sales network covers nearly every country in the world. The basis for the company's future growth is its innovative strength. Bosch employs some 72,600 associates in research and development at 126 locations across the globe, as well as roughly 30,000 software engineers.*

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