



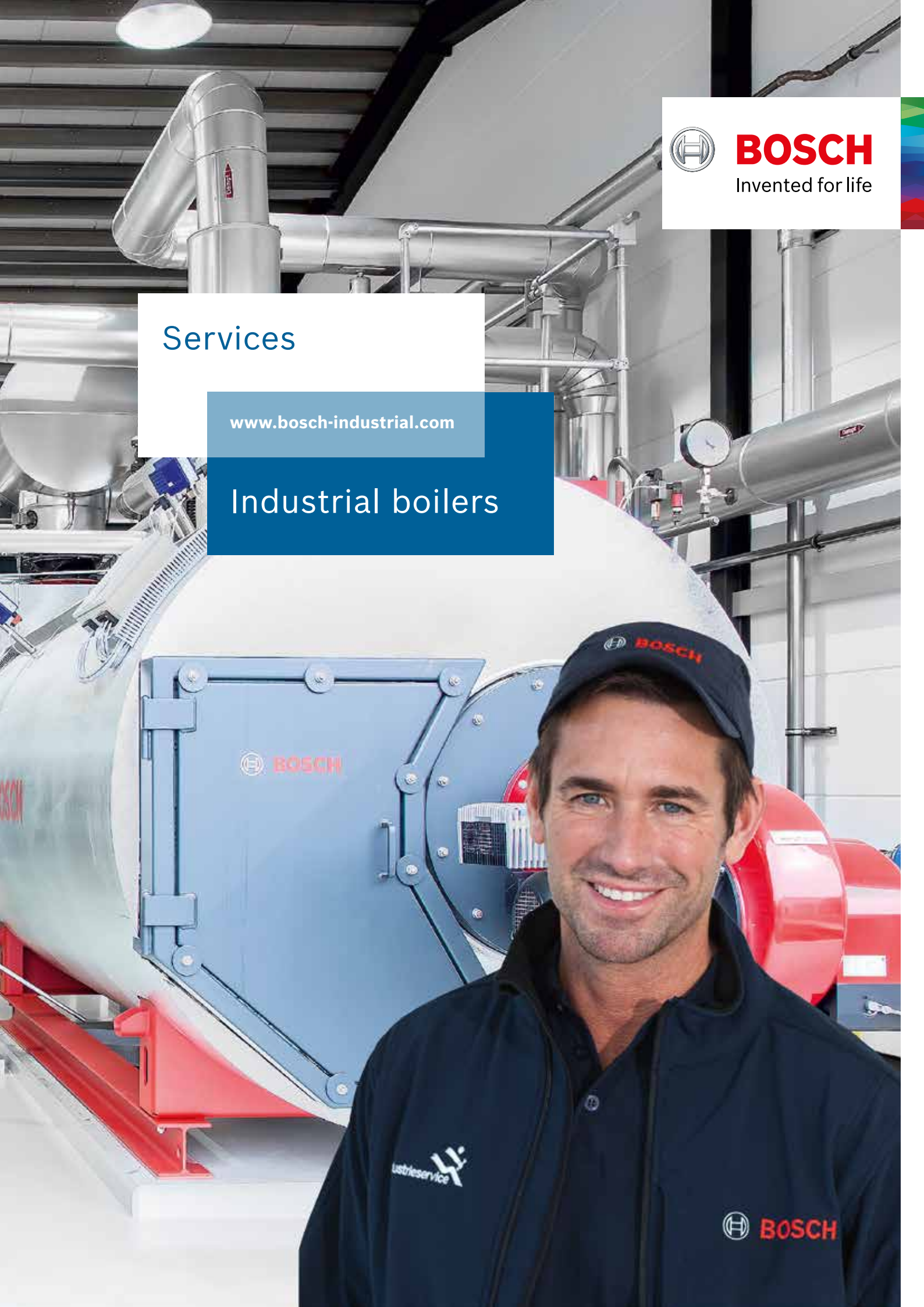
BOSCH

Invented for life

Services

www.bosch-industrial.com

Industrial boilers



ustrieservice

BOSCH

Comprehensive service: worldwide and close to the customer

The continuous availability of your boiler system is our aim. Our service teams are regularly trained so that they can rectify problems quickly and safely. We offer you a seamless range of services from commissioning and maintenance up to remote diagnosis and 24/7 hotline.

Quality of advice

We have been manufacturing boilers since 1865 and we are happy to pass on our know-how. Regular seminars for planners, plant construction companies and operators give information about the modern boiler technology and control systems from Bosch Industriekessel.

Worldwide

Our service teams are at your disposal worldwide and guarantee the perfect service and maintenance of your boiler system. We help you to save time and costs with an optional remote connection.

Close to our customers

We cover all possible requirements with our local Service Centres, with our Customer Support Centre, with services available on our website and with our optional remote services. Together with the proven Bosch quality a reliable boiler operation is achieved.

Training

Our service engineers are ideally prepared for their working assignments with the modern instruction and training methods at our Customer Support Centre. They learn on simulators how to handle boiler technology and all aspects of safety and control technology.

Acceptance

Our boilers and control units are certified to many international standards.

Components

We place the greatest value on the selection of materials and suppliers. Spare parts are often still available after decades. The electronic archiving of all order-related data ensures the 100 % identification of all parts.

Documentation

We record and archive the entire life cycle of a Bosch boiler system – beginning from the conception and manufacturing up to servicing and modernisation. Therefore we are able to provide you with operation manuals, declarations of conformity and any other information about your boiler system even after decades.

Internet support

A password protected area within the range of our Internet services is available exclusively for customers. Registered users can call up relevant information for their daily work. You can apply and register at www.bosch-industrial.com.

10 decisive service benefits for you



1 Commissioning

After the cold testing, the installed system is started up and adjusted in accordance with the prescribed specifications. After successful commissioning, there follows comprehensive instruction of the customer's operating staff and finally the handover of the system to the operator.

2 Troubleshooting

Our boiler systems stand for efficiency, longevity and reliability. Should however any unforeseen problems arise, you can contact your local customer service engineer directly. The contact details can be found on the control cabinet of your boiler system. Customers from abroad should please call our 24 hour Service Hotline. That also applies if a fault occurs outside normal working hours. If you call via a landline, you will be connected directly to the customer advisor, who is responsible for your country/region. Your problem will be located in the course of professional advice over the phone, or alternatively we will coordinate an on-site visit.

24 hour Service Hotline

Germany/International +49 180 5667468*

Austria +43 810 810300**

3 Remote service

With the remote maintenance tool MEC Remote operators can access their steam and hot water boilers convenient and safely from a distance. Another advantage is the optional remote support by the Bosch Industrial Service. The service experts can perform extended parametrization, programming (PLC) and failure analysis directly via the remote interface.

4 Maintenance services

With a maintenance service contract, our customer service engineers perform two or four times per year the inspection and maintenance of your boiler and firing system, its control unit and the water treatment system, and even right through to the complete boiler house. The operating safety and availability of your boiler system is increased, the fuel consumption optimised and production downtime avoided. We can also undertake on request all the necessary monitoring work required as part of the prescribed 72 hour tests. Individually tailored to your requirements, either as a single order or as part of an ongoing order within a maintenance service contract.

5 24 hour availability

Our customer service engineers are there for you around the clock every day of the year. Thanks to our closely knit network of service areas, the shortest possible reaction times are guaranteed.



6 Recurring boiler inspections
Our trained staff can carry out all the necessary preliminary work on your boiler system for the official tests by authorised experts. The required documents are produced in accordance with the national regulations and all components are prepared for the inspection.

7 Spare parts supply
Several thousand parts are available for immediate delivery ex warehouse and they can be dispatched worldwide on request by an express delivery service. You can also order spare parts via our hotline outside business hours and on Sundays and public holidays. This ensures quick and reliable processing of your order. Our international service team can assist you with the proper installation and optimum setting of the spare part.

24 hour Spare Parts Hotline
Germany/International +49 180 5010540*

8 Modernisation
Whether you are looking to increase operating safety, reduce fuel consumption, meet new legal requirements or improve the automation of your boiler system – we can offer you a customised modernisation package. If you would like to know the potentials for improvement of your boiler system, you can request a system analysis in advance.

9 Overhauling
In the case of an emergency, qualified and approved boiler welders are available to you for the repair of your boiler and for the preparation and implementation of boiler overhauls. Any damage to the boiler is rectified professionally. Assistance with investigation into the causes prevents further problems.

10 System analysis
Are you dissatisfied with the operating values of your boiler system? We carry out complete status reviews of existing systems and make customised suggestions for:

- ▶ Increase in efficiency
- ▶ More efficient operating mode
- ▶ Reduction of emissions
- ▶ Compliance with latest regulations
- ▶ Automation
- ▶ Reduction of wear
- ▶ Improvement of the water quality

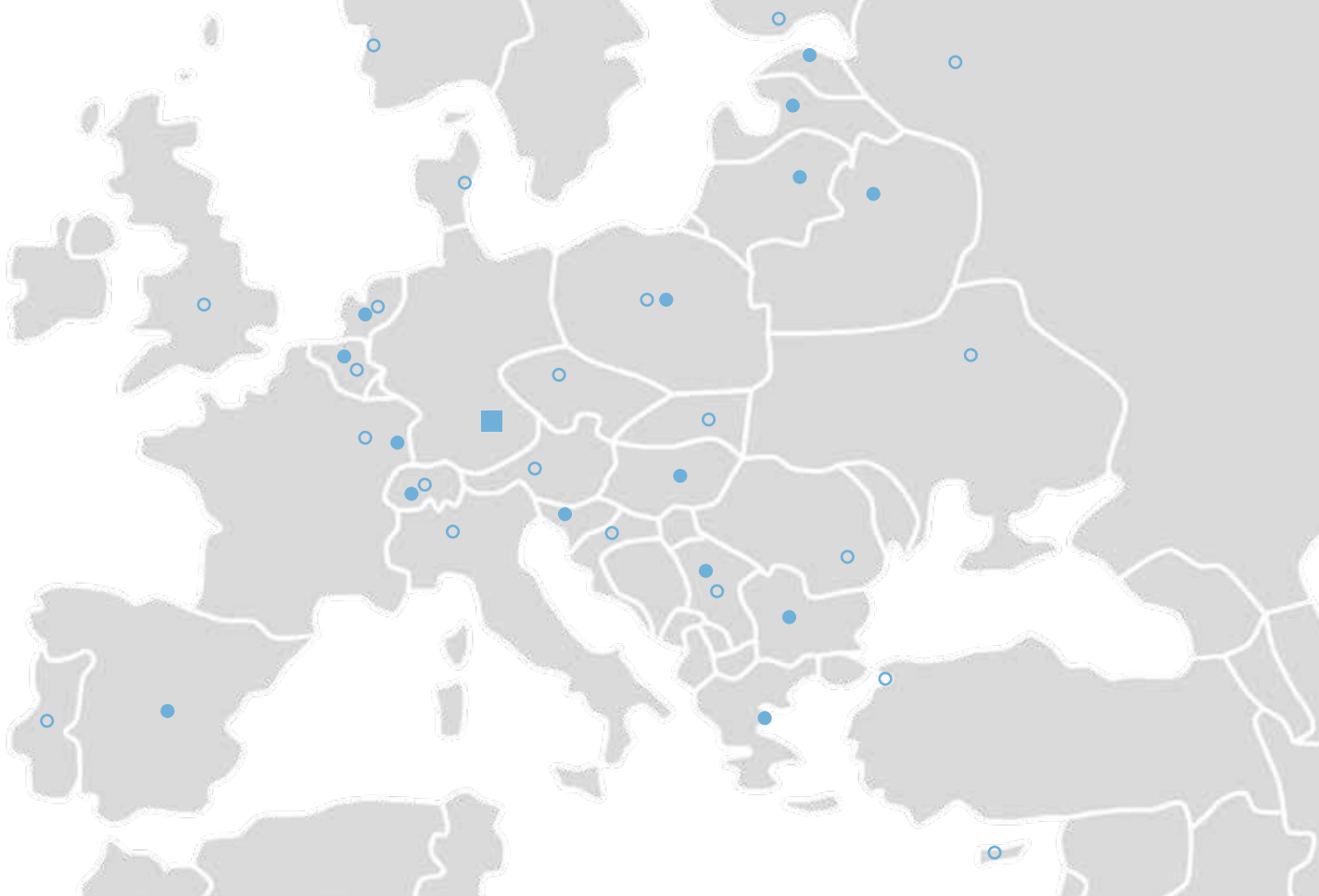
Thanks to the various measures you can operate your boiler system more cost-effectively, in a more environmentally friendly way and with a greater reliability. Do you require an overall energy analysis of your facility? We will be pleased to give you the names of appropriate specialist companies.

* EUR 0.14/min from German landline;
maximum mobile phone price: 0.42 Euro/min

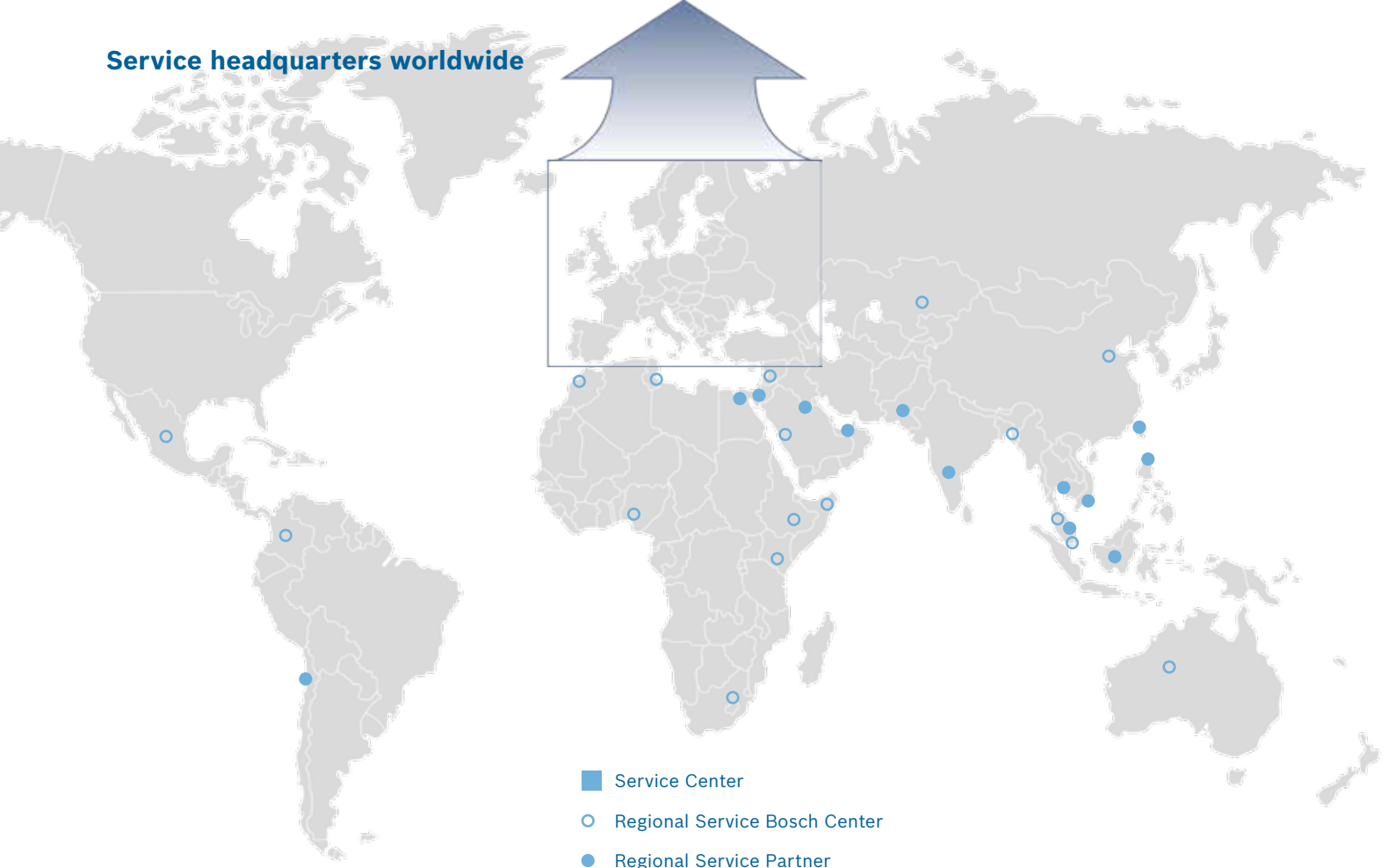
** max. EUR 0.10/min from Austrian landline

Different charges may apply for calls from mobile networks and for international calls.

Service headquarters Europe



Service headquarters worldwide



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** max. EUR 0.10/min from Austrian landline

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