



BOSCH

Invented for life

Industrial boiler

www.bosch-industrial.com

Services

Comprehensive service: Worldwide and customer-focused

With our industrial boiler service team, we provide the highest level of safety and offer you the ideal conditions for ensuring the efficiency, availability and reliability of your energy system over its entire life-cycle. From consultation, commissioning and maintenance through to remote diagnosis and the 24/7 hotline, we offer you a complete range of services and tailored service concepts.

Quality of advice

We have been active in boiler production since 1865. Our expertise supports you in all issues relating to your boiler system. This includes, for example, planning advice, training your plant personnel on-site, system analyses and water chemistry provision.

Worldwide

Our local service teams are deployed worldwide and guarantee perfect service and maintenance of your boiler system. With an optional remote connection, we help you to save time and money.

Customer-focused

With tailored services, a service technician as a personal contact on-site and central customer support, we cover the customer requirements – from small or medium-sized companies right up to group-level. Together with the proven Bosch quality, smooth system operation is ensured.

Training

In the customer service headquarters, our service technicians are ideally prepared for their work assignments with the latest training methods. On simulators, they learn to master burner and boiler technology, water treatment and the entire safety and control technology.

Certified quality

We manufacture our products in line with current standards and in accordance with the relevant applicable specifications for over 140 countries. The quality management systems in our plants are certified according to strict guidelines. At the customer's request, we also carry out additional tests.

Reliable supply of spare parts for decades

The highest value is placed on material and supplier selection. Spare parts can often still be supplied after decades. The electronic archiving of all project-relevant data ensures the 100% identifiability and traceability of all parts over the boiler's entire service life. Required technical changes, e.g. due to outdated engineering, are always considered.

Documentation

From design and production right through to servicing and modernisation – the entire life-cycle of a Bosch boiler system is logged and archived. This means that we can provide operating instructions, Declarations of Conformity, service reports and other information about your system even after decades.

Online support

Find your responsible contact person on our website at www.bosch-industrial.com with just three clicks.



Decisive service advantages for you

- 1 Commissioning**

After a cold check, the installed system is started up and set according to the specified key data. Successful commissioning is followed by detailed instruction of the customer's operating staff with subsequent handover of the system to the operator.
- 2 MEC Remote secure remote monitoring**

With the remote monitoring tool MEC Remote, operators and boiler attendant can conveniently and securely access their hot water and steam boiler systems from afar. A further advantage is remote support from the Bosch industrial boiler service. The service experts can optimise control parameters, create remote diagnoses and eliminate sources of error.
- 3 Maintenance services**

As part of a maintenance services contract, our customer service engineers take on the inspection and maintenance of your boiler, combustion, control and water treatment systems right through to the complete boiler house. The operating safety and availability of your system is increased, fuel consumption optimised and production stoppages avoided. Upon request, we also take on all monitoring work during the stipulated 72 hr tests.
- 4 24/7 on-call service**

Our customer service engineers are available to you around the clock, on every day of the year, wherever you are in the world. Thanks to a close network of service areas, we ensure we can react in the shortest possible time.
- 5 Regular boiler inspections**

Our specialists carry out all necessary preliminary work on your boiler system for testing by authorised inspectors. The required documents are created according to the national regulations and all components prepared for testing.
- 6 Supply of spare parts**

We can supply several thousand parts immediately from stock and can send these worldwide using express shipping upon request. You can access spare parts via our hotline even outside business hours and on Sundays and public holidays. Fast and reliable processing of your order is consequently ensured. You can use our international service for professional refitting and optimum adjustment of the spare part.

[24-hour spare part hotline](#)
Germany/international +49 180 5010540*

7 Troubleshooting
Our boiler plants stand for efficiency, durability and reliability. Should unforeseen problems nevertheless arise, you can contact your responsible customer service engineer directly. You can find the contact details on the control cabinet of your boiler system. In the event of faults abroad and outside the standard working hours, the 24-hour service hotline is available to you. When calling via a landline, you are directly connected to the emergency service engineer responsible for you, depending on the country/area. In an expert telephone consultation, your problem is pinpointed and, if necessary, an on-site visit arranged.

24-hour service hotline

Germany/international +49 180 5667468*

Austria +43 810 810300**

8 Modernisation
No matter whether you are aiming for an increase in operational safety, a reduction in fuel consumption, adaptation to new legal rules or an improvement in the automation of your boiler system – we offer you the right modernisation package. If you would like to explore the potential for improvement of your boiler system first, we can carry out a system analysis in advance.

9 Repair
In case of emergency, our qualified and approved boiler welders are available to you for the repair of your boiler as well as for the preparation and execution of boiler inspections. In this way, damage can be professionally rectified. Further problems are prevented through support in researching the causes.

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

- ▶ Increasing the efficiency
- ▶ More efficient operation
- ▶ Reduction of emissions
- ▶ Adaptation to the latest rules and regulations
- ▶ Automation
- ▶ Decrease in wear
- ▶ Improvement in water conditioning

Through various measures, you can operate your boiler system more cost-effectively, in a more environmentally friendly way and to be more fail-safe. Do you need a holistic, thermotechnical economic analysis of your company? We are happy to inform you of suitable contractors.

11 Water chemistry
We analyse your system based on the current water values, system condition and your specific requirements. On this basis, we advise you regarding the optimum setting of the water parameters. We are happy to provide the required measuring chemicals for adjustment and the chemicals for operation.

12 Operator training courses
We pass on our expertise and decades of specialist knowledge to you, and qualify your employees practically on-site. With the certificate issued by us, your employees receive approval, for instance in Germany, for the operation of the boiler system as a boiler attendant.

13 Water treatment seminars
This seminar is likewise carried out on-site and contains the necessary practical knowledge for all questions regarding water technology. Correct and optimally designed water treatment saves running costs and increases the boiler service life.

14 Further services
Speak to us too if you need to test the gas control system, electrical components (measurements according to the Association of German Electrical Engineers) or condensate separators.

* €0.14 per minute from a landline within Germany; maximum charge from mobile networks €0.42 per minute
** Max. €0.10 per minute from a landline within Austria

Costs for calls from mobile networks and international calls may vary.

Remote access MEC Remote

Using MEC Remote, operators can gain remote access to their boiler system conveniently and securely. This means the entire boiler and system control can be visualised using standard Internet-enabled devices.



Benefits

- ▶ Access to operating data, any time, anywhere
- ▶ Overview of all boiler systems at all locations
- ▶ Quick, convenient and cost-effective monitoring of system data
- ▶ Secure transmission thanks to a multi-level security concept
- ▶ If required, remote support from Bosch Industrial Service
- ▶ Optional alarm notifications via SMS or e-mail in combination with MEC Optimize

Our service: Fast,
professional,
around the clock.

More than 200
Bosch service
technicians and
certified service
partners worldwide.



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* 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.

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