Service Policies for Asia Pacific

Bosch Security Systems

BOSCH

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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.

The processes described cover the majority of procedures proceeded by our Bosch Service Centre in Singapore. The description of the process under the service level in the following text relates to the standard process.

In order to optimize our service and cover larger regions, Authorized Service Centres (ASC) support as external partners our Bosch Security Systems After-Sales Service. Deviations may occur if the complaint is processed by an ASC, for example in relation to transport handling, processes or confirmations. The warranty periods are not effected whether the complaint is processed by the Bosch Service Centre or an ASC.

We make short processing times possible using clear, standardized processes. Usually, these are estimated [1] to be within:

- two business days for advanced exchanges, and
- five business days for Carry In repairs

excluding shipping time from Regional Service Centre (Singapore) and custom clearance time.

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.

Our Service Desk or Authorized Service Centre will be happy to answer any questions you may have.

[1] 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, standardized processes. Usually, these are estimated [1] to be within:

- two business days for advanced exchanges, and
- five business days for Carry In repairs

excluding shipping time from Regional Service Centre (Singapore) and custom clearance time.

Ease of contact
You can send us your query at any time by e-mail, fax or online. You can also call our Service Desk during our office hours.

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.

[1] The times given are not binding.

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 pages).
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.

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

We do not assume the costs for inbound shipping of your device. Please arrange shipping of faulty devices to our service centre or ASC yourself.

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.
4. The faulty device has to be returned to the Service Centre.

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. The faulty device has to be returned to the Service Centre.
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 from the date of invoice 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.
4. The faulty device has to be returned to the Service Centre.

4.1.4 Repair (Carry In Repair)

We assume the costs of standard repair 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. The faulty device has to be send to the Service Centre.
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 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. The faulty device has to be send to the Service Centre.
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 availabe, 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 USD 30 per device for the costs incurred for fault analysis and the transport costs to ship the device back to you. The processing fee is also payable if you choose to scrap the device at our Service Centre.

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. The faulty device has to be send to the Service Centre.
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.

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
Video	
Pan/tilt heads	**1 year**
Aegis SuperLED and UFLED	**3 years**
All other products	**3 years**
Intrusion alarm systems	
All	**3 years**
Conference systems (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.)	**3 years**
Public address and voice alarm systems	
All	**3 years**
Fire alarm systems	
All	**3 years**
Access control and management systems	
All	**3 years**

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

The warranty periods and terms in this document relate to our standard guidelines in Asia Pacific. 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
DYNACORD	
Electronics	**3 years**
Non-Powered Speakers	**3 years**
Powered Speakers	**3 years**
Speaker Accessories & Hardware	**1 year**
ELECTRO-VOICE	
Amplifiers/Signal Processing	**3 years**
Non-Powered Speakers	**3 years**
Powered Speakers	**3 years**
Speaker Accessories & Hardware	**1 year**
Wired Microphones	**3 years**
Wireless Microphones (RE2 and RE300)	**2 years**
Wireless Mic & Powered Accessories	**3 years**
University Sound Speakers	**3 years**
RTS	
RTS Microphones and Mounting Accessories	**1 year**
RTS Audiocom Wired Intercom	**3 year**
RTS Radiocom Wireless Intercom	**3 years**
RTS Matrix and TW Intercom	**3 years**
TELEX Broadcast and Intercom Headsets	**1 years**
TELEX	
Aviation Components	**1 year**
TELEX Wired Microphones	**1 year**
TELEX Education Headsets	**2 years**
TELEX Dispatch	**3 years**
TELEX Wireless Mic & Powered Accessories	**3 years**
TELEX Sound Mate	**3 years**
TELEX Aviation Headsets / Mics	**3 years**
TELEX Aviation Headsets: Stratus 50 Digital, Stratus 30XT, and Echelon 25XT	**3 years**

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

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

6 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 Service Desk:

E-mail: rmahelpdesk@sg.bosch.com

Tel.: +65 6571 2884
+65 6571 2885
Fax: +65 6571 2890

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, we will exchange or repair your faulty device free of charge. If, within the scope of a warranty claim, the damage or defect is determined to be as a result of misuse, incorrect application, inappropriate packaging, or an unauthorized repair attempt, warranty claims are excluded. Any costs incurred and to be allocated shall be invoiced to the customer.

When you have submitted the repair note, the Service Desk will issue you with an 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 us must match the information provided in the repair note. Any discrepancies may lead to longer processing times and/or result in additional costs.

Shipping, transport costs, taxes, and customs duties
Please arrange shipping of faulty devices to our service centre or ASC yourself. The costs for inbound shipping are not assumed by Bosch Security Systems or ASC . Any taxes or customs duties incurred shall be paid by the customer if required. Please ensure that the RMA number provided to you by the Service Desk is clearly visible on the package.

Packaging
You must return the device in its original packaging or in alternative packaging that is as good as or better than the original packaging. In the case of exchange devices, you should ideally use the packaging of the exchange device. The goods must be packed securely for transportation.
When we return the device to the customer it will be packed securely for transportation. We cannot guarantee that the return will be sent in the original packaging.

Exchange devices
In the case of an Advanced Exchange (AE) you shall receive an exchange device before we have received your faulty device. Generally exchange devices are 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 exchange.
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 we receive the faulty device after we have invoiced you for the exchange device, we will invoice you a fee that amounts to 10% of the invoice value.

Repairs outside of the warranty/guarantee
You will receive a repair work confirmation for repairs including a flat rate price or an individual cost estimate. Both prices include diagnostics, cleaning, necessary updates if required, repair, spare parts, calibration, function test, and repair report. If you agree to the price of the repair and wish Bosch Security Systems to carry out the repair work, sign this confirmation and send it via email or fax to the Service Desk. We offer 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. We shall of course endeavor to do this. The flat rate price for repairs shall not apply if the device is beyond economical repair (the value of the repair exceeds the residual value of the device).

Charges
If you have not confirmed our cost estimate within 14 days or if you decline it, we shall return your device to you and charge you a handling fee of USD 30 per device to cover the costs associated with the error analysis, and the transport costs to ship the device back to you. The handling fee shall also be charged if you choose to scrap the device at our service centre.

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. If it is not possible to carry out the corrective maintenance or if the associated costs exceed the exchange device 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 Singapore.

8 Abbreviations

Abbreviations are commonly used for some terms:

Abbreviation	English term
ASC	Authorized Service Centre
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

Regional Service Centre Singapore for all products

Repair and Spare parts service	
E-mail: rmahelpdesk@sg.bosch.com **Business hours:** Monday to Friday 8:30 am to 17:45 pm CST	**All countries** Tel.: +65 6571 2884 +65 6571 2885 Fax: +65 6571 2890

Contact address	Shipping and delivery
Robert Bosch (SEA) Pte Ltd 11 Bishan Street 21 (Level 5, ST-ASA) Singapore 573943	**Robert Bosch (SEA) Pte Ltd** 11 Bishan Street 21 (Level 5, ST-ASA) Singapore 573943

Authorized Service Centres for Australia

Products: Video Systems	Products: PACo, Pro Sound, CCS
Westview Electronics Pty Ltd Unit 1/7 Packard Avenue Castle Hill NSW 2154 Australia Tel.: +61 2 9659 0077 Fax: +61 2 9659 0066 E-mail: service@westviewelectronics.com.au	**Silicon Heaven** Unit 11/7 Inglewood Place Baulkham Hills Sydney 2153 Australia Tel.: +61 2 888 33 167 Fax: +61 2 8088 7759 E-mail: steve@siliconheaven.com.au

Authorized Service Centres for Hong-Kong

All products	Products: Pro Sound
Eversales Co. Rm-403, 4/F., Tower-A, Hung Hom Comm Centre, 39 Ma Tau Wai Road, Hung Hom. Kowloon, Hong Kong Tel.: +852 23636518 Fax: +852 27658744	**EVI Repair Centre** Flat 2, 5/F., Seaview Centre, 139-141 Hoi Bun Road, Kwun Tong, Kowloon, Hong Kong Tel.: +852 35807700 Fax.: +852 21877597

Authorized Service Centres for India

All products	Products PACo, Pro Sound (North India)
Bosch India Repair Centre Bosch Limited #204,Near FCI godown Channasandra,Whitefield Bangalore - 560 067, India Tel: + 91 80 2845 2902 Email: rmahelpdesk@in.bosch.com	**Ambica Electricals** 303 &309,Pratap Chambers II 15A/44 , W.E.A.,Karol Bagh New Delhi-110005 Tel: +91 11-25789189, 01141450736 Fax: +91 25814291 Email: ambicaelectricals@rediffmail.com

Products PACo, Pro Sound (West India)
M.R.H Digital Sys Pvt Ltd P.O Box 4050, 290 Lamington Rd Mumbai 400 007 Tel: (91-22) 43459012 - Direct line (91-22) 43459000 - Operator Fax: (91-22) 43459016 E-Mail: service.mrh@gmail.com

Authorized Service Centres for Indonesia

Products: Video Systems, PACo, Intrusion, Fire	Products: Pro Sound, CCS
PT. MULTI SISTIM KOMUNIKASI JL.Kebon Jeruk Raya No.10A 11530-Jakarta Barat Indonesia Tel: +6221-53676180 Fax: +6221-53676210 E-mail: bosch.rma@msk.co.id	**PT. Infinite Audio Media** Prisma Plaza, blok-D, 33-34 Taman Kedoya Permai Kebon Keruk, Jakarta Indonesia Tel: 021-53672071-72 Fax: 021-53672070 Email. septiana@infinite-am.com

Authorized Service Centre for Japan

All products
EVI AUDIO JAPAN Shinagawa SC Takae Building 7F 4-13-34 Higashi-Shinagawa Tokyo Japan Tel: +81-(0)3 - 5485 - 4434 Fax: +81-(0)3 - 3450 - 9791

Authorized Service Centre for Korea

Products: All products
Panatech Rm211, 4Dong, Wonhyo Electronic Market, 51-30 Wonhyoro - 3ga, Yongsan - gu, Seoul, Korea Tel: 82-2-702-2845 Fax : 82-2-702-2834 Email : panacokr@yahoo.co.kr

Authorized Service Centres for Malaysia

Products: All products
Technical System Control Sdn Bhd Lot 21, Jalan 223, Section 51A, 46100, Petaling Jaya, Selangor, Malaysia Tel: +603 7960 1003 / 4001 Fax: +603 7960 1160 Email: custcare@tscsb.com.my

Authorized Service Centre for New Zealand

Products: Video Systems
Zone Technology Ltd Unit 6 , 25 Airborne Road Albany, Auckland 0632 New Zealand Tel: +64 9415 1500 Email: nhi@zonetechnology.co.nz

Authorized Service Centre for the Philippines

Products: All products
Comsec I-Tech Corporation Unit 1, 3rd Floor, 818 Bldg., 818 A.Arnaiz Ave., Makati City 1223 The Philippines Tel: +632 752-7053 +632 752-7052 Fax: +663 752-7053 +632 752-7052 loc 105 Email: rbt@csi-tech.com joven@csi-tech.com

Authorized Service Centre for Taiwan

Products: All products
Alpha Pricing Co. Ltd. 6F-4, no. 268, Lian Cheng Rd., Chung Ho District, New Taipei City, Taiwan, ROC Tel.: +886 2 8227 3699 ext 513 Fax: +886 2 8227 3688 Email: service@zentronic.com.tw

Authorized Service Centres for Thailand

Products: Video Systems, PACo, Intrusion, Fire, CCS	Products: Pro Sound
E.L.A.ENGINEERING LTD.,PART. 7 Soi Ramkhamhaeng 118 Yaek 42 Ramkhamhaeng Rd., Saphansung Bangkok 10240 Tel: +66 (0) 2327 1977 +66 (0) 2729 4077 Fax: +66 (0) 2373 1615 Mobile: +668 754 3760 Email: kaoudom_nop@yahoo.co.th	**Patararungroj Ltd.,Part** 22 Patara Bldg., Moo 5, Soi Watsapan, Rachaphruek Rd., Bangphrom, Talingchan, Bangkok 10170 Thailand Tel.: 02-4108288 Fax: 02-4108555, 02-4108558 Email: rattaaporn@yahoo.com suticha.nuch@gmail.com

Authorized Service Centres for Vietnam

Products: All products	Products: All products
AIC TRADING 650 Nguyen Van Cu Str., Long Bien dist., Hanoi, Vietnam Tel: +844 3652 6559 Fax: +844 3652 6560 Email: bosch.arcvietnam@aictrading.vn	**VISCO** 813 Tran Hung Dao Street, District 5, Ho Chi Minh City, Vietnam Tel.: +84 8 38383242 Fax: +84 8 38383252 Email: visco@visco-vn.com

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Subject to printing errors, mistakes, and changes. Our General Terms and Conditions apply together with the terms and conditions for repairs and exchanges.
Please check our website for the latest version of the Service Policies.

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