

## **AFTER-SALES SERVICES**

LONG SERVICE PERIODS FOR REPAIR AND SPARE PARTS TOGETHER WITH CONTINUED TECHNICAL SUPPORT ASSISTANCE TO ENSURE YOU PREDICTABLE, OPTIMIZED OPERATIONAL COSTS.



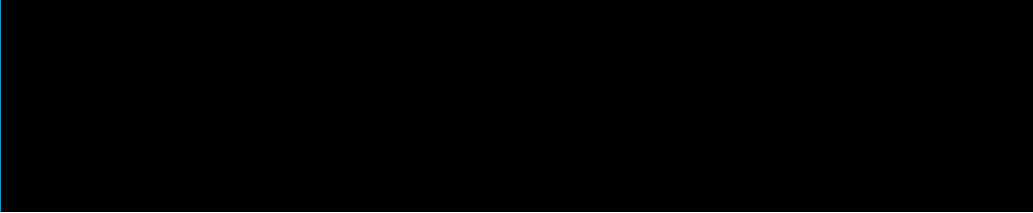
● WARRANTY



● REPAIR & EXCHANGE



● TECHNICAL SUPPORT



# FIRST-CLASS SUPPORT THAT GIVES YOU UNSURPASSED RETURN OF INVESTMENT.

**OUR AFTER-SALES SERVICE WILL QUICKLY REPAIR YOUR PRODUCT OR PROVIDE YOU WITH MATCHING SPARE PARTS OR OTHER ADDITIONAL SERVICES.**

In case of any questions, You can send us your request by email at any time.

Our service desk is also available by telephone from Monday to Friday from 9 a.m. to 4 p.m. CET

## OUR SERVICE DESK WILL BE HAPPY TO HELP.

### SERVICE DESK REPAIR



**E-Mail**

RMADesk.BTService@de.bosch.com

**All countries**

Tel: +49 9421 706 566

**Toll free number**

Austria, Belgium, Germany, Italy,  
South Africa, Spain, Switzerland  
Tel.: 0800 21706 566

**France**

Tel.: 0825 126 126

**Great Britain**

Tel.: 0800 169 0407

**Netherlands**

Tel.: 0800 38 000 38

**Languages**

German, English, French, Spanish

### SERVICE DESK SPARE PARTS



**E-Mail**

Spares.BTService@de.bosch.com

**All countries**

Tel: +49 9421 706 544

**Languages**

German, English, French

### TECHNICAL SUPPORT



**E-Mail**

support.emea@rtsintercomscom

**Languages**

English

# INDUSTRY-LEADING MANUFACTURER'S WARRANTY

As one of our customers, you benefit from an industry-leading manufacturer's warranty on all purchased products, making maintenance costs more transparent and predictable, to maximize your investment value.

Our warranty guarantees that if certain problems arise during the warranty period, we will offer you fast and competent service.

You benefit from years of hassle-free operation with your device and better control of your overall costs so you can maximize your investment.

MICROPHONES, HEADSETS  
ACCESSORIES & HARDWARE

**1-YEAR**

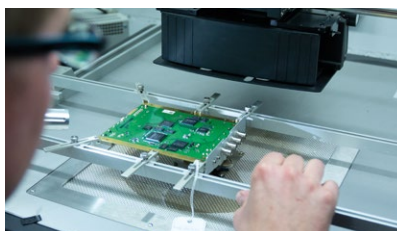
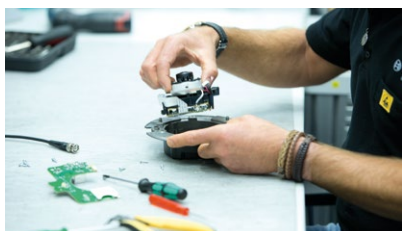
ALL OTHER PRODUCTS

**3-YEARS**

Learn more about the standard warranty for your product. Download the warranty conditions with detailed information.



# REPAIR AND EXCHANGE SERVICES



Your repair will be executed by highly qualified technicians with trained expertise.

To guarantee high quality repairs, our team works closely with other technical departments like R&D and Quality Management.

**WE DO NOT JUST REPAIR YOUR DEVICE; WE PROCESS IT COMPLETELY. THEREFORE, BEFORE THE DEVICE IS PREPARED FOR SHIPPING, IT UNDERGOES OBLIGATORY QUALITY AND SAFETY CHECKS.**

**IF NECESSARY, FURTHER TESTS ARE ADMINISTERED TO ENSURE THAT IT IS WORKING PROPERLY.**

### **SERVICE HANDLING FOR PRODUCTS IN WARRANTY**

Service for products that are in warranty are free of charge.

Any product that does not function as specified due to a defect in material or workmanship will be either fully repaired or replaced with a product of the same model that functions as specified.

Depending on the type of product, the actual availability of spare parts and products and the individual service requests we offer a service solution either as Carry In repair or as advanced exchange.

### **SERVICE HANDLING FOR PRODUCTS OUT OF WARRANTY**

For products where the warranty has already expired, we still offer a solution as long as the product is still in production and in general even for another five years after the end of production.

As service solution we offer either a chargeable repair service, sale of refurbished products of the same model or sale of a new product of the same model or similar or successor model with same or better functionality.

#### **Chargeable repairs**

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.

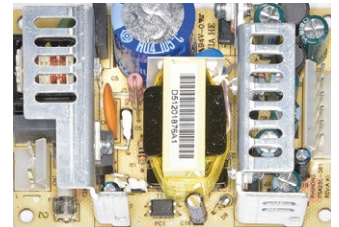
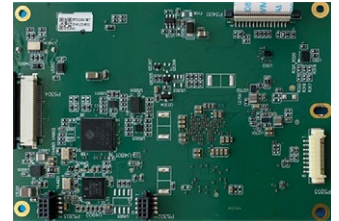
**PLEASE CONTACT US WHEN YOU HAVE A SERVICE REQUEST AND WE WILL INFORM YOU ABOUT THE SERVICE LEVEL OPTIONS OF THE AFFECTED PRODUCT OR TO CLARIFY ALL FURTHER DETAILS OF THE REPAIR.**

## HIGH QUALITY SPARE PARTS

We have the right original spare parts for almost every product. You can rely on the high quality of all spare parts, and we can guarantee precise processing and the perfect fit for your individual needs.

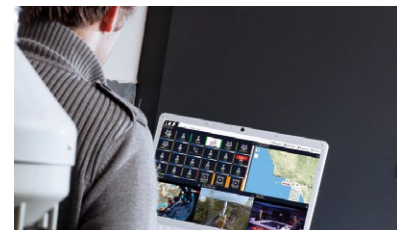
**Spare parts are usually still available for at least an additional five years after we stop the production of a product.**

**This enables predictable product repairs and ensures the value of the investment for the future.**



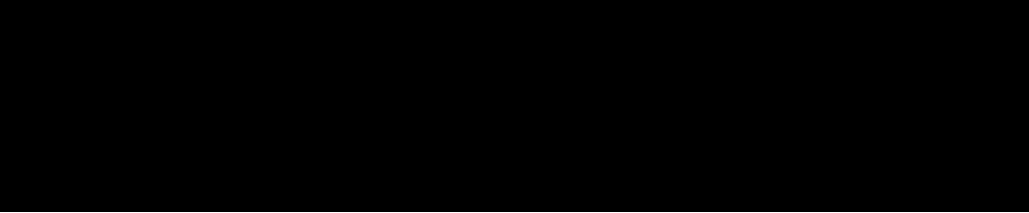
## TECHNICAL SUPPORT

**PRE- AND POST-SALES SUPPORT FROM EARLY DESIGN STAGE OVER COMMISSIONING UP TO MAINTAINING AND SERVICING YOUR MOST SOPHISTICATED INTERCOM SOLUTIONS.**



We are focused on execution and excellence in supporting your project realization. Our dedicated support team of specialized application engineers provide professional support for your most challenging project solutions. Together with end-customers, consultants, integrators, resellers and distributors we work coordinated, focused and act quick locally, regionally and globally. We support you in finding the ideal combination of hardware, software and cloud solutions to meet your desired target in terms of quality, reliability and robustness.

We provide the necessary knowledge, experience and competencies in system integration, service and support to make your intercom a success. We support you in selecting and combining the right technologies like AES67, OMNEO, RVON, ST 2110-30, ST 2022-7 and many more for your individual project. We support you in training and education, defining your digital workflow, including professional 3rd-party integration, for your specific application demand.



## EUROPE REGIONAL HQ

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(EVI Audio GmbH)  
Straubing, Germany  
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info@rtsintercoms.com

Please visit the RTS website at: [www.rtsintercoms.com](http://www.rtsintercoms.com)



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