

MIDTRONICS Service Policy background

Dear valued customer,

In the unlikely event that you are experiencing technical issues with your Midtronics battery service device, please note that for your convenience, we are working with local Service Partners throughout Europe who will support you if your device needs repair.

In the business to business world - which differs significantly from the business to consumer world when it comes to warranty rights - it is customary that the business customer checks the device upon initial receipt for faults in performance or damages. Should you ever receive a faulty unit, you have the right to send it back at no cost to the party that sold the device to you, in this case Bosch. *Please, call your Bosch customer service to have a return to Bosch arranged.*

Should the device stop performing as expected, we ask that you contact us via our website (<https://europe.midtronics.com/customer-support/>) to complete a Service Inquiry Form (Please do not contact a Service Partner directly). Based on your service inquiry the Midtronics Service Team will attempt to recover your unit remotely or request the nearest, capable Service Partner to contact you for further diagnosis and repair.

If your device requires repair, you will be given instructions on what parts to return so repairs can be completed and the Service Partner location for shipping purposes. You will be responsible to prepare the device properly for shipment and for any related shipping charges to the repair location. Once received by the Service Partner, they will check the device for faults and assess whether the claim is valid.

- Warranty on Midtronics products is 24 months. To support a warranty claim, Proof of Purchase to confirm delivery date may be required from the end user.
- If it is a valid claim, then the Service Partner will repair your device and return it to your workshop free of charge. There will be no reimbursement of the freight costs you incurred.
- If the claim is not valid under warranty, the Service Partner will provide a cost estimate in 48 hours to you for the repair of the device.
- Damage to cables is not part of standard warranty as they are considered wear-and-tear parts. Warranty on cables will be judged per individual case.
- Midtronics aims for a 48-hour service turnaround time. In case of a warranty repair, the unit would be returned to the customer within 48 hours.

Some useful hints:

Treat your cables and clamps with care. Protect them from corrosion and from concussions. Store your device where it is unlikely to fall or be exposed to liquids, heat, and direct sunshine. The majority of faults are caused by damaged cables. Therefore, please check your cable connection; look for visual damage on cables and clamps.