



**BOSCH**

Invented for life

## Servicing and maintenance

[www.bosch-industrial.com](http://www.bosch-industrial.com)

Bosch KWK Systeme



# Servicing and maintenance: Competent and customer-focused for operators

We leave nothing to chance. Optimum economical operation and maximum availability of CHP plants can only be achieved through professional servicing and proper maintenance. Our qualified experts offer you the best conditions for this.

## 1 Servicing on site

Our network of over 50 CHP plant service technicians means that you have a personal contact for each plant. This person is familiar with the circumstances of your energy centre and can provide you with personalised advice. Thanks to our strong service network, we are never far away. Rapid response times and professional support by our qualified staff make us an excellent service partner for you.

## 2 Commissioning

Commissioning is always carried out by our staff who have been specially trained to do this. By carrying out checks, configuring settings and providing introductory training using checklists, we ensure that your plant has been installed in accordance with our specifications and that it is ready for operation. This also means that there is nothing in the way of successful acceptance by the energy supplier and safe operation.

## 3 Spare and wearing parts

Safe and reliable operation of the plant can only be achieved in the long term by using original spare parts. For this purpose, in the event of faults, safety and function-related spare parts can generally be supplied quickly, within 24 hours, on working days. Using maintenance packages with original wearing parts also ensures a high level of availability in terms of maintenance.

## 4 Technical hotline

Via our hotline, experienced specialists in customer support provide expert advice should you have any technical problems or queries. In addition, our qualified service experts familiarise themselves with your project early on in the planning phase and know your plant better than anyone, giving you the greatest piece of mind. This means that some queries can easily be dealt with on the phone or that any necessary operations can be planned.

## 5 Plant check and modernisation

Optimum operation of a CHP plant depends largely on the integration of control technology and hydraulics in the overall system. Having as long operating hours as possible per each start-up of the CHP not only improves the cost-efficiency of the plant, but also extends the service life of the CHP plant.

Not sure if your plant is optimally integrated? Does your CHP plant regularly shut down and start up again? Our specialist trained experts can help you to answer these questions. After an initial analysis of the plant on site by our specialists, we will provide tailor-made solutions for optimising the use of your CHP plant.

Based on these, we will work with you to develop various concepts. These can range from adapting the control parameters to adding more system components through to changing important CHP plant components (repowering), and are tailored precisely to your specific requirements.

# Servicing and maintenance: Competent and customer-focused for plant constructors

## 6

### Inspection and maintenance

Regular inspection and maintenance are the basis for the plant's high availability and profitability. A team of in-house servicing and maintenance specialists are available for this. Depending on your requirements, we have a range of servicing and maintenance plans and contracts for the areas of regular and full maintenance. We are more than happy to create a personalised quotation for you.

## 7

### Warranty period extension

If, as an installer, you have a problem with the duration of the warranty due to a delay in the installation, it is possible to extend the warranty period. Please speak to us about this if necessary.

	Standard maintenance contract	Premium maintenance contract
Maintenance in accordance with the maintenance schedule (including wearing parts with disposal)	✓	✓
Provision and disposal of lubricants	✓	✓
Remote monitoring via MEC Remote by plant operators	✓	✓
Remote monitoring via MEC Remote by Bosch Service		✓
Personal advice from allocated service technicians	✓	✓
5% discount on labour/set-up costs	✓	✓
Overhaul work according to maintenance schedule		✓
Fault rectification including spare parts with disposal		✓
Availability guarantee of 95 %, including bonus-malus rules (optional)		✓
24-hour on-call service		✓

# MEC Remote for remote access to the CHP plant

The CHP plant remote access portal, MEC Remote, enables visualisation of the CHP plant controls via end devices with an Internet connection. A secured VPN tunnel ensures your data security at all times. Remote monitoring and diagnostics increase plant availability and reduce downtimes through continuous evaluations, system checks and component failure predictions, depending on the customer's requirements.

## Remote access with MEC Remote

Master Energy Control (MEC) Remote for CHP plants provides online support directly from the manufacturer. Upon request, our customer service engineers and our central control room are given access to the plant controls. The services include, for example, software updates, parameter configurations, remote diagnoses and the elimination of error sources. In addition, MEC Remote can independently check relevant plant data easily and quickly. The interface can be used both on a desktop PC and on a mobile device.

- ▶ The system provides a detailed overview of the plant operating status – in text form or as a graphic.
- ▶ The notification service automatically sends important messages such as maintenance information or faults to the operator or responsible service technician via text message or e-mail.
- ▶ There is also an option to display events or the history of measured data. Smart functions enable data to be evaluated with regards to energy efficiency and cost-effectiveness.



Rapid overview via the status display with intuitive navigation.



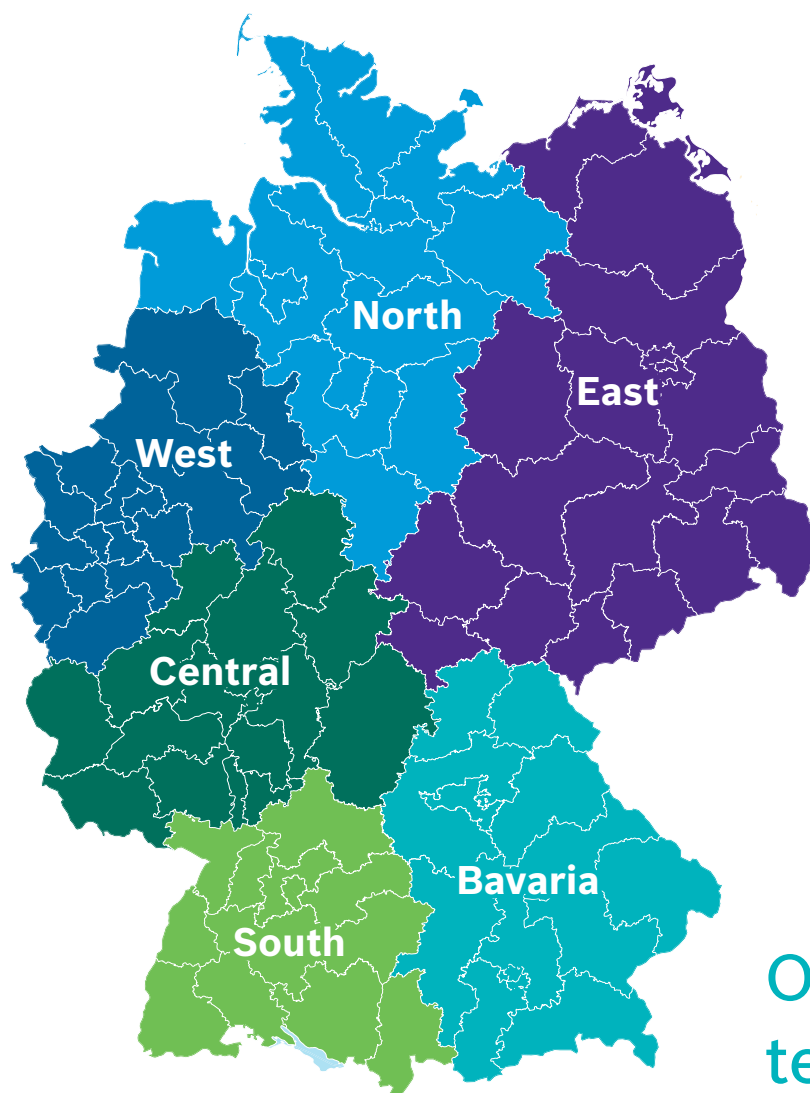
Schematic representation with the most important technical data at a glance. It is possible to switch between different schematic views and levels of detail.



From all the variables recorded, configurable statistics display with freely selectable timescale and storage of your own display configurations.



## Regional support



Over 50 service technicians across Germany at your service.

### Our services at a glance

- ▶ Comprehensive service network
- ▶ Trained staff
- ▶ Service hotline
- ▶ Technical support
- ▶ Maintenance contracts
- ▶ Plant checks in accordance with DGUV 3 (German Employer's Liability Insurance Association's regulations)
- ▶ Annual gas line inspection
- ▶ Plant evaluations: Assistance in optimising integration and service life
- ▶ Remote monitoring via MEC Remote
- ▶ Repowering
- ▶ Warranty period extension

## Contact

### **Service hotline\***

Tel. +49 6406 9103-111  
Fax +49 6406 9103-125  
[service.kwk@de.bosch.com](mailto:service.kwk@de.bosch.com)

### **Spare parts service**

[ersatzteilservice.kwk@de.bosch.com](mailto:ersatzteilservice.kwk@de.bosch.com)

### **MEC Remote online support**

[service.kwk@de.bosch.com](mailto:service.kwk@de.bosch.com)

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\*Advice via our hotline is subject to standard call charges.