



BOSCH

**BOSCH WATER SOURCE HEAT PUMPS
WARRANTY LABOR REQUEST FORM
RESIDENTIAL PRODUCTS**

A BOSCH product qualifies as a 'Distributor Sold Residential Product' only if the eighth & ninth (8th & 9th) alpha numerical digits of the unit serial number are "TW" or "MO" and have been manufacture on or after 4/1/2011.

BOSCH Manufacturing Warranty Labor Allowance Policy:

It is normal industry practice that the installing contractor guarantees all first year service expense to the owner. Therefore BOSCH has designed this service policy to help partially offset the contractor's replacement or repair costs. This policy is in no way intended to eliminate the contractor's responsibility in providing any service repair of the equipment or proper installation and/or start-up, which includes complete system check out and adjustments that may be required due to shipping or normal start-up of the equipment. Rather, the policy is intended to provide some labor cost assistance where a component part has failed during the following timeframes: In the case of a unit having a "TW" or "MO"* as the eight & ninth (8th & 9th) alpha numerical digits of the serial number; 10 years from the initial start-up date. **Please submit warranty labor for parts replacement on the warranty claim form.** Proof of start-up may be required. No labor allowance will be given for thermostats or other accessories. *MO units are covered for 10 year labor warranty on all parts except the evaporator which has a 5 year labor warranty.

1. Allowance(s) (that do not include parts) must be submitted directly to the BOSCH factory service department within 90 days from the date of the repair work.
2. These allowances are maximum amounts. Labor charges of greater value will not be considered for allowance beyond the stated dollar amounts below.

Note: Failure to follow proper filing procedures does not extend the allowance grace period beyond 90 days from the date of the repair. If the allowance is not filed directly with the BOSCH Manufacturing service department strictly in accordance to the following procedure and within 90 days from the date of the repair, all charges will be denied with no further consideration. **NO EXCEPTIONS!**

Replacement / Repair Required	Allowance	Replacement / Repair Required	Allowance
Compressor	\$350	Water pump or valve (loop circuit)	\$100
Water coil	\$340	Water leak (HRP circuit)	\$80
Air coil <3Ton/>3Ton	\$300/\$400	Water pump (HRP circuit)	\$80
Expansion valve / Cap tube	\$200	All other warranty components	\$35
Reversing valve	\$280	Noise repair	\$35
Blower motor	\$80	Unit replacement *	xxx
Blower wheel	\$80	Additional Allowances	
Refrigerant circuit leak	\$180	Refrigerant allowance (lb x nameplate)	\$8 (410A)
Water leak (loop circuit)	\$90	Diagnostic allowance	\$35
HRP coil	\$300	Trip allowance 25 miles or less	\$35
Service valve (split unit)	\$100		
Pressure switch	\$100	Main control board replacement	\$80

* Unit replacement must have written authorization from the BOSCH After Sales department prior to replacement

Filing for Warranty Labor Allowance:

1. Complete the request form.
2. Attach contractor's invoice for repairs and proof of initial start up.
3. ~~Return to BOSCH Warranty Service Department via mail, email or fax.~~

~~**Phone:** (866) 642-3198
Email: bosch.fhpwarranty@us.bosch.com
Fax: (954) 776-5529
Address: FHP Bosch Group
555 NW 65th Court
Ft. Lauderdale, FL 33309~~

This policy is not given in lieu of any other express warranties or policies, whether oral or written. There are no warranties expressed or implied, which extend beyond the warranty duration set forth in the 'Limited Product Warranty'. BOSCH expressly disclaims any liability for and excludes any liability for special, consequential or incidental damage arising from any defective product, breach of any express or implied warranty, breach of contract, negligence or any other legal theory. Such disclaimed damages include, but are not limited to: loss of use of the equipment or any associated equipment, loss of capital, travel time and or expenses, cost of any substitute equipment, facilities or services and downtime costs or claims of customers of the purchaser for such damages caused by any defect in the product. The agents, dealers and employees of BOSCH are not authorized to make any modifications to this policy or any additional warrantees or policies, and any additions or statements, whether oral or written, do not constitute warranties or policies and should not be relied upon.

This document is subject to limitations set forth in the BOSCH 'Limited Product Warranty'