



# DIVAR IP 7000 (3U)

DIP-71F0-00N | DIP-71F3-16HD | DIP-71F4-16HD



**BOSCH**

en Quick Installation Guide



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# 1 Safety precautions

Observe the safety precautions in this chapter.

## 1.1 General safety precautions

Follow these rules to ensure general safety:

- Keep the area around the system clean and free of clutter.
- Place the chassis top cover and any system components that have been removed away from the system or on a table so that they won't accidentally be stepped on.
- While working on the system, do not wear loose clothing such as neckties and unbuttoned shirt sleeves, which can come into contact with electrical circuits or be pulled into a cooling fan.
- Remove any jewelry or metal objects from your body, which are excellent metal conductors that can create short circuits and harm you if they come into contact with printed circuit boards or areas where power is present.
- After accessing the inside of the system, close the system back up and secure it to the rack unit after ensuring that all connections have been made.
- The system is heavy when fully loaded. When lifting the system, two people at either end should lift slowly with their feet spread out to distribute the weight. Always keep your back straight and lift with your legs.



### Warning!

Interruption of mains supply:

Voltage is applied as soon as the mains plug is inserted into the mains socket.

However, for devices with a mains switch, the device is only ready for operation when the mains switch (ON/OFF) is in the ON position. When the mains plug is pulled out of the socket, the supply of power to the device is completely interrupted.



### Warning!

Removing the housing:

To avoid electric shock, the housing must only be removed by qualified service personnel. Before removing the housing, the plug must always be removed from the mains socket and remain disconnected while the housing is removed. Servicing must only be carried out by qualified service personnel. The user must not carry out any repairs.



### Warning!

Power cable and AC adapter:

When installing the product, use the provided or designated connection cables, power cables and AC adaptors. Using any other cables and adaptors could cause a malfunction or a fire. Electrical Appliance and Material Safety Law prohibits the use of UL or CSA-certified cables (that have UL/CSA shown on the code) for any other electrical devices.



### Warning!

Lithium battery:

Batteries that have been inserted wrongly can cause an explosion. Always replace empty batteries with batteries of the same type or a similar type recommended by the manufacturer. Handle used batteries carefully. Do not damage the battery in any way. A damaged battery may release hazardous materials into the environment.

Dispose of empty batteries according to the manufacturer's instructions.

**Warning!**

Handling of lead solder materials used in this product may expose you to lead, a chemical known to the State of California to cause birth defects and other reproductive harm.

**Notice!**

Electrostatically sensitive device:

To avoid electrostatic discharges, the CMOS/MOSFET protection measures must be carried out correctly.

When handling electrostatically sensitive printed circuits, grounded anti-static wrist bands must be worn and the ESD safety precautions observed.

**Notice!**

Installation should only be carried out by qualified customer service personnel in accordance with the applicable electrical regulations.

**Disposal**

Your Bosch product has been developed and manufactured using high-quality materials and components that can be reused.

This symbol means that electronic and electrical devices that have reached the end of their working life must be disposed of separately from household waste.

In the EU, separate collecting systems are already in place for used electrical and electronic products. Please dispose of these devices at your local communal waste collection point or at a recycling center.

**1.2****Electrical safety precautions**

Basic electrical safety precautions should be followed to protect you from harm and the system from damage:

- Be aware of the locations of the power on/off switch on the chassis as well as the room's emergency power-off switch, disconnection switch or electrical outlet. If an electrical accident occurs, you can then quickly remove power from the system.
- Do not work alone when working with high voltage components.
- Disconnect the power cables before installing or removing any components from the computer, including the backplane. When disconnecting power, you should first turn off the system and then unplug the power cords from all the power supply modules in the system.
- Disconnect the power cable before installing or removing any cables from the backplane.
- When working around exposed electrical circuits, another person who is familiar with the power-off controls should be nearby to switch off the power if necessary.
- Use only one hand when working with powered-on electrical equipment. This is to avoid making a complete circuit, which will cause electrical shock. Use extreme caution when using metal tools, which can easily damage any electrical components or circuit boards they come into contact with.
- The power supply power cords must include a grounding plug and must be plugged into grounded electrical outlets. The unit has more than one power supply cord. Disconnect both power supply cords before servicing to avoid electrical shock.
- Make sure that the backplane is securely and properly installed on the motherboard to prevent damage to the system due to power shortage.

- Mainboard replaceable soldered-in fuses: Self-resetting PTC (Positive Temperature Coefficient) fuses on the mainboard must be replaced by trained service technicians only. The new fuse must be the same or equivalent as the one replaced. Contact technical support for details and support.

**Caution!**

Mainboard Battery: There is a danger of explosion if the onboard battery is installed upside down, which will reverse its polarities. This battery must be replaced only with the same or an equivalent type recommended by the manufacturer (CR2032). Dispose of used batteries according to the manufacturer's instructions.

**Caution!**

DVD-ROM Laser: This system comes without a DVD-ROM drive but if added: To prevent direct exposure to the laser beam and hazardous radiation exposure, do not open the enclosure or use the unit in any unconventional way.

### 1.3

### ESD precautions

**Notice!**

Electrostatic Discharge (ESD) can damage electronic components. To prevent damage to your system, it is important to handle the electronic components very carefully.

Electrostatic Discharge (ESD) is generated by two objects with different electrical charges coming into contact with each other. An electrical discharge is created to neutralize this difference, which can damage electronic components and printed circuit boards. The following measures are generally sufficient to neutralize this difference before contact is made to protect your equipment from ESD:

- Do not use mats designed to decrease electrostatic discharge as protection from electrical shock. Instead, use rubber mats that have been specifically designed as electrical insulators.
- Use a grounded wrist strap designed to prevent static discharge.
- Keep all components and printed circuit boards (PCBs) in their antistatic bags until ready for use.
- Touch a grounded metal object before removing the board from the antistatic bag.
- Do not let components or printed circuit boards come into contact with your clothing, which may retain a charge even if you are wearing a wrist strap.
- Handle a board by its edges only. Do not touch its components, peripheral chips, memory modules or contacts.
- When handling chips or modules, avoid touching their pins.
- Put the mainboard and peripherals back into their antistatic bags when not in use.
- For grounding purposes, make sure your computer chassis provides excellent conductivity between the power supply, the case, the mounting fasteners and the mainboard.

### 1.4

### Operating precautions

The chassis cover must be in place when the system is operating to assure proper cooling. Out of warranty damage to the system can occur if this practice is not strictly followed.

**Note:**

Please handle used batteries carefully. Do not damage the battery in any way. A damaged battery may release hazardous materials into the environment. Do not discard a used battery in the garbage or a public landfill. Please comply with the regulations set up by your local hazardous waste management agency to dispose of your used battery properly.

**1.5****Important notices**

**Accessories** - Do not place this unit on an unstable stand, tripod, bracket, or mount. The unit may fall, causing serious injury and/or serious damage to the unit. Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer. When a cart is used, use caution and care when moving the cart/apparatus combination to avoid injury from tip-over. Quick stops, excessive force, or uneven surfaces may cause the cart/unit combination to overturn. Mount the unit per the manufacturer's instructions.

**1.6****FCC and ICES compliance**

(only for U.S.A. and Canada)

This equipment has been tested and found to comply with the limits for a Class A digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the manufacturer's instruction manual, may cause harmful interference with radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case you will be required to correct the interference at your own expense.

## 2 **About this manual**

This manual is written for professional system integrators and PC technicians. It provides information for the installation and use of the chassis. Installation and maintenance should be performed by experienced and qualified technicians only.



### 3 System overview

DIVAR IP 7000 is an affordable, simple and reliable all-in-one recording, viewing and management solution for network surveillance systems of up to 128 channels (with 32 channels pre-licensed). Running the full Bosch VMS (Video Management System) solution and powered by Bosch VRM (Video Recording Manager) software, the DIVAR IP 7000 is an intelligent IP storage device that eliminates the need for separate NVR (Network Video Recorder) server and storage hardware.

The 3U rack mount unit combines advanced management and state-of-the-art recording management into a single cost-effective, plug and play IP recording appliance for IT-minded customers which are seeking for a state-of-the-art “second generation” NVR recording solution.

DIVAR IP 7000 features:

- Instant real time access to video  
View high quality HD video despite low or limited bandwidth connections. Dynamic Transcoding technology ensures that you can view your video immediately – anytime, anywhere.
- Easy installation  
DIVAR IP 7000 features wizard based set-up and centralized configuration to reduce installation times. All components are pre-installed and pre-configured. Simply connect to the network and turn on the unit – DIVAR IP 7000 starts recording straight out of the box.
- Access to Bosch VMS  
After starting the system, immediate access to the Bosch VMS management application is offered by a customized user interface. The ability to use one central user interface for configuration and operation management reduces installation and training requirements, and helps to keep ongoing system management costs low.

The chassis includes a control panel on the front that houses power buttons and status monitoring lights. The externally accessible hard drives display status lights. The power supply displays status lights visible from the back of the chassis.

**Front view:**



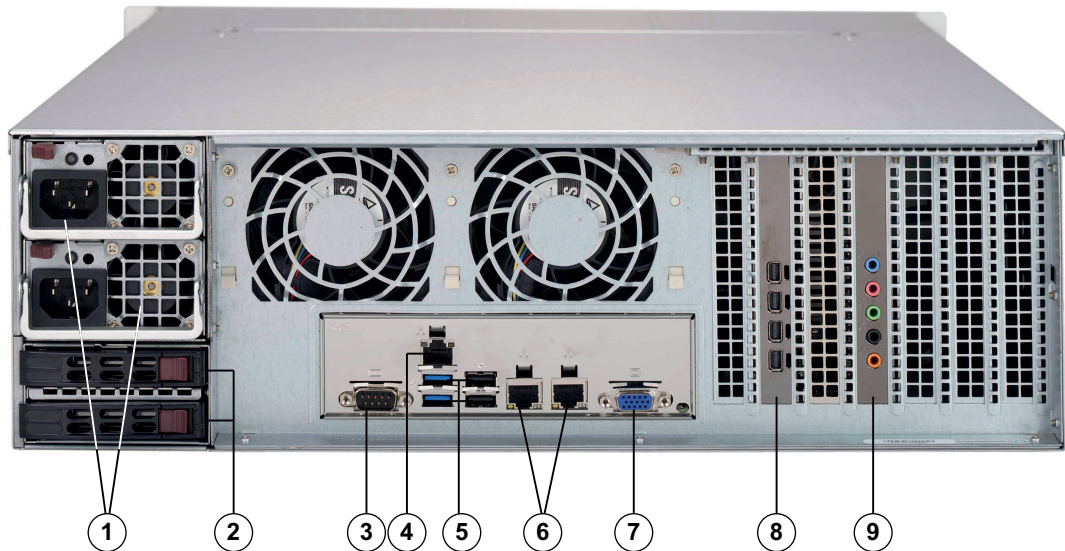
<b>1</b>	Power Failure	<b>2</b>	Information LED
<b>3</b>	NIC1/NIC2	<b>4</b>	HDD (drive activity)

<b>5</b>	Power	<b>6</b>	Reset
<b>7</b>	Power on/off	<b>8</b>	Drive carrier LEDs (green: access to this drive/red: drive failure)

**Drive carrier LEDs:**

	LED color	Blinking pattern	Behavior for device
<b>ActivityLED</b>	Blue	Solid On	SAS drive installed
	Blue	Blinking	I/O activity
<b>StatusLED</b>	Red	Solid On	Failed drive for SATA/NVMe with RSTe support
	Red	Blinking at 1 Hz	Rebuild drive for SATA with RSTe support
	Red	Blinking with two blinks and one stop at 1 Hz	Hot spare for SATA with RSTe support
	Red	On for five seconds, then off	Power on for SATA with RSTe support
	Red	Blinking at 4 Hz	Identify drive for SATA with RSTe support

**Rear view:**



<b>1</b>	2x power supply modules	<b>2</b>	2x redundant SSD drives for operating system (RAID1 mirror)
<b>3</b>	1x serial port	<b>4</b>	1x network port for BMC (Baseboard Management Controller) connection and IPMI (Intelligent Platform Management Interface) monitoring

<b>5</b>	4 USB 3.0 ports	<b>6</b>	2x network ports for data transmission (teamed) <b>Note:</b> Do not change the teaming mode!
<b>7</b>	1x VGA display output (do not use!)	<b>8</b>	1x graphic card (4x mini display port) <b>Note:</b> Provides digital signal. An active adapter is required to connect analog monitors.
<b>9</b>	1x sound card (audio inputs and outputs)		

## 4 System setup - hardware

### 4.1 Unpacking the system

You should inspect the box the chassis was shipped in and note if it was damaged in any way. If the chassis itself shows damage, file a damage claim with the carrier who delivered it and notify the respective Bosch RMA desk.

Due to the weight of the system: After opening the top of the shipping box, one person should stand at either end and lift the disk array out together.

Be sure to read the safety precautions.

### 4.2 Preparing for setup

Read this section in its entirety before you begin the installation procedure outlined in the sections that follow.

#### 4.2.1 Choosing a setup location

- Place the system near at least one grounded power outlet.
- Place the system in a clean, dust-free area that is well ventilated. Avoid areas where heat, electrical noise and electromagnetic fields are generated.
- Leave approximately 25 inches clearance in front of the rack to be able to open the front door completely.
- Leave approximately 30 inches of clearance in the back of the rack to allow for sufficient airflow and ease in servicing.
- Install the system only in a Restricted Access Location (dedicated equipment rooms, service closets and the like).



#### Notice!

This product is not suitable for use with visual display work place devices according to §2 of the the German Ordinance for Work with Visual Display Units.

#### 4.2.2 Rack precautions



#### Warning!

To prevent bodily injury when mounting or servicing this unit in a rack, you must take special precautions to ensure that the system remains stable. The following guidelines are provided to ensure your safety:

- Ensure that the leveling jacks on the bottom of the rack are fully extended to the floor with the full weight of the rack resting on them.
- This unit should be mounted at the bottom of the rack if it is the only unit in the rack.
- When mounting this unit in a partially filled rack, load the rack from the bottom to the top with the heaviest component at the bottom of the rack.
- In single rack installations, attach stabilizers to the rack.
- If the rack is provided with stabilizing devices, install the stabilizers before mounting or servicing the unit in the rack.
- In multiple rack installations, couple the racks together.
- Always make sure the rack is stable before extending a component from the rack.
- Extend only one component at a time - extending two or more simultaneously may cause the rack to become unstable.

### 4.2.3

#### General system precautions

- Review the electrical and general safety precautions that came with the components you are adding to your chassis.
- Determine the placement of each component in the rack before installing the rails.
- Install the heaviest components on the bottom of the rack first, and then work up.
- Use a regulating uninterruptible power supply (UPS) to protect the system from power surges and voltage spikes if you want to keep your system operating in case of a power failure.
- Allow the hard drives and power supply modules to cool before touching them.
- Always keep the rack's front door and all panels and components on the system closed when not servicing to maintain proper cooling.

**See also:**

- *Safety precautions, page 4*

### 4.2.4

#### Rack mounting considerations

##### Ambient operating temperature

If installed in a closed or multi-unit rack assembly, the ambient operating temperature of the rack environment may be greater than the ambient temperature of the room. Therefore, consideration should be given to installing the equipment in an environment compatible with the manufacturer's maximum rated ambient temperature (T<sub>mra</sub>).

##### Reduced airflow

Equipment should be mounted into a rack so that the amount of airflow required for safe operation is not compromised.

##### Mechanical loading

Equipment should be mounted into a rack so that a hazardous condition does not arise due to uneven mechanical loading.

##### Circuit overloading

Consideration should be given to the connection of the equipment to the power supply circuitry and the effect that any possible overloading of circuits might have on overcurrent protection and power supply wiring. Appropriate consideration of equipment nameplate ratings should be used when addressing this concern.

##### Reliable ground

A reliable ground must be maintained at all times. To ensure this, the rack itself should be grounded. Particular attention should be given to power supply connections other than the direct connections to the branch circuit (i.e. the use of power strips, etc.).

## 4.3

### Rack mounting instructions

This section provides information on installing the chassis into a rack unit. There are a variety of rack units on the market, which may mean the assembly procedure will differ slightly. Also refer to the installation instructions that came with the rack unit you are using.

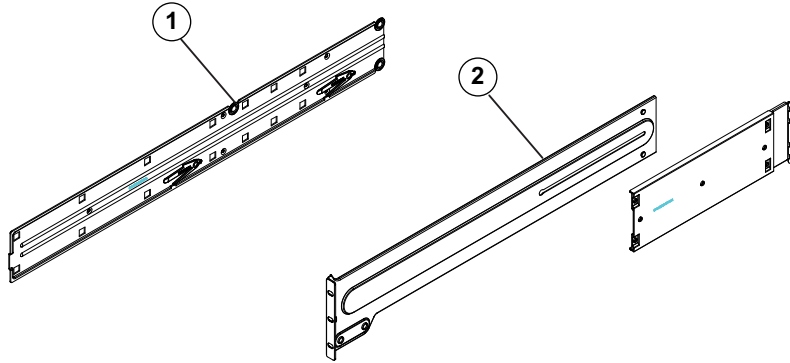


**Notice!**

This rail will fit a rack between 26.5" and 36.4" deep.

### 4.3.1 Identifying the sections of the rack rails

The chassis package includes two rail assemblies, one designed and labeled for each side of the chassis. Each assembly consists of an inner rail that secures directly to the chassis, and an outer rail that secures to the rack. The outer rail has two sections that can slide and adjust to fit your rack depth.



<b>1</b>	Right side inner rail	<b>2</b>	Right side outer rail
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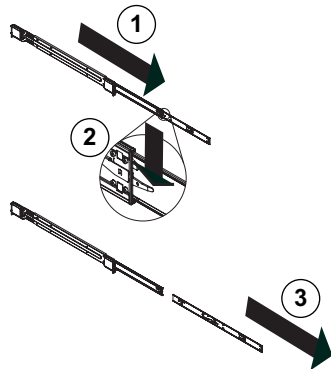
### 4.3.2 Separating the inner rail

Each inner rail has a locking latch. This latch prevents the chassis from coming completely out of the rack when the chassis is pulled out for servicing.

To mount the rail onto the chassis, first release the inner rail from the outer rails.

#### To separate the inner rail:

1. Pull the inner rail out of the outer rail until it is fully extended as illustrated below.
2. Press the locking tab down to release the inner rail.
3. Pull the inner rail all the way out.

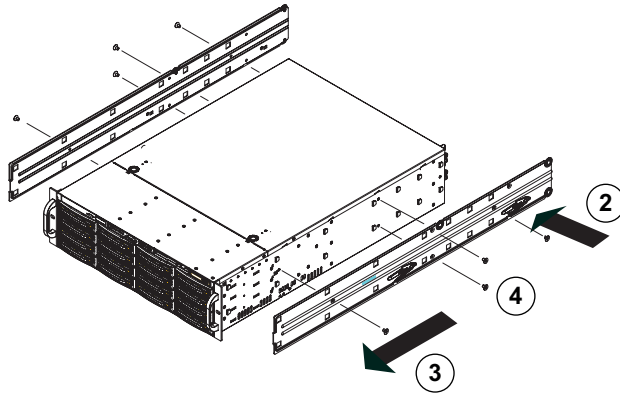


### 4.3.3 Installing the inner rails on the chassis



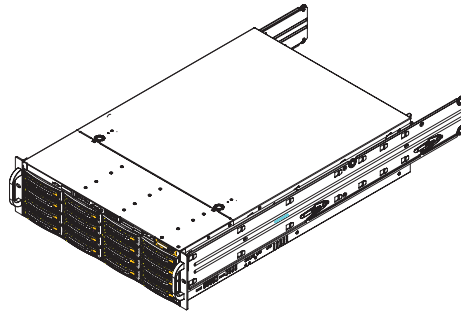
#### Caution!

Do not pick up the chassis with the front handles. They are designed to pull the system from a rack only.



**To install the inner rails:**

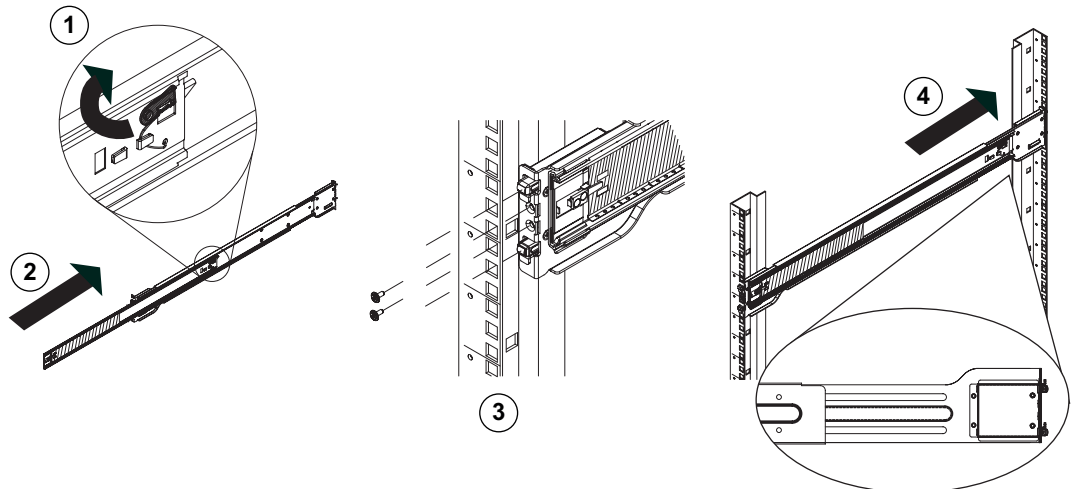
1. Identify the left and right inner rails. They are labeled.
2. Place the inner rail firmly against the side of the chassis, aligning the hooks on the side of the chassis with the holes in the inner rail.
3. Slide the inner rail forward toward the front of the chassis until the quick release bracket snaps into place, securing the rail to the chassis.
4. Optionally, you can further secure the inner rail to the chassis with screws.
5. The following picture shows the inner rails installed on the chassis.



**4.3.4**

**Installing the outer rails to the rack**

Outer rails attach to the rack and hold the chassis in place.



**To install the outer rails to the rack:**

1. Press upward on the locking tab at the rear end of the middle rail.
2. Push the middle rail back into the outer rail.

3. Hang the hooks on the front of the outer rail onto the square holes on the front of the rack. If desired, use screws to secure the outer rails to the rack.
4. Pull out the rear of the outer rail, adjusting the length until it just fits within the posts of the rack.
5. Hang the hooks of the rear section of the outer rail onto the square holes on the rear of the rack. Take care that the proper holes are used so the rails are level. If desired, use screws to secure the rear of the outer rail to the rear of the rack.
6. Repeat for the other outer rail.

### 4.3.5 Installing the chassis in the rack



**Warning!**

Stability hazard

Before sliding the unit out for servicing make sure that the rack stabilizing mechanism is in place, or the rack is bolted to the floor. Failure to stabilize the rack can cause the rack to tip over.



**Warning!**

Do not pick up the unit with the front handles. The handles are designed to pull the system from a rack only.



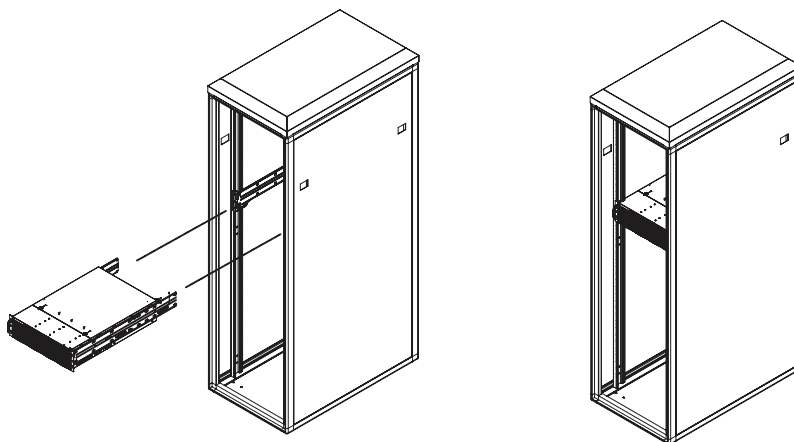
**Notice!**

Mounting the chassis into the rack requires at least two people to support the chassis during installation. Please follow safety recommendations printed on the rails.



**Notice!**

Figures are for illustrative purposes only. Always install chassis into racks from the bottom up.



**To install the chassis in the rack:**

1. Align the inner rails of the chassis with the outer rails on the rack.
2. Slide the inner rails into the outer rails, keeping the pressure even on both sides. When the chassis has been pushed completely into the rack, it should click into the locked position.
3. Optionally, screws may be used to hold the front of the chassis to the rack.



### 4.3.6 Installing the chassis in a Telco rack

**Notice!**

Do not use a two post "Telco" type rack.

**Warning!**

Stability hazard

Before sliding the unit out for servicing make sure that the rack stabilizing mechanism is in place, or the rack is bolted to the floor. Failure to stabilize the rack can cause the rack to tip over.

**Warning!**

Do not pick up the unit with the front handles. The handles are designed to pull the system from a rack only.

**Notice!**

Mounting the chassis into the rack requires at least two people to support the chassis during installation. Please follow safety recommendations printed on the rails.

**Notice!**

Figures are for illustrative purposes only. Always install chassis into racks from the bottom up.

To install the chassis into a Telco type rack, use two L-shaped brackets on either side of the chassis (four in total). First, determine how far the chassis will extend out the front of the rack. Larger chassis should be positioned to balance the weight between front and back. If a bezel is included on the chassis, remove it. Then attach the two front brackets to each side of the chassis, then the two rear brackets positioned with just enough space to accommodate the width of the Telco rack. Finish by sliding the chassis into the rack and tightening the brackets to the rack.

## 4.4 Turning on the system

**To turn on the system:**

1. Plug the power cord from the power supply unit into a high-quality power strip that offers protection from electrical noise and power surges. We recommended using an uninterruptible power supply (UPS).
2. Press the power button on the control panel to turn on the system.

## 5 System setup - first steps

### 5.1 Introduction

The DIVAR IP 7000 systems are based on Windows Storage Server 2012 R2 operating system. Windows Storage Server 2012 R2 systems provide a user interface for initial server configuration, unified storage appliance management, simplified setup and management of storage and shared folders, and support for Microsoft iSCSI Software Target.

It is specially tuned to provide optimal performance for network-attached storage. Windows Storage Server 2012 R2 operating system provides significant enhancements in share and storage management scenarios, as well as integration of storage appliance management components and functionality.

This chapter is valid for DIVAR IP 7000 systems that come with pre-installed hard drives. Empty units loaded with third party hard drives start normally. Added hard drives must be configured using the RAID utility pre-installed on the system.

The recovery process and the RAID setup are described in the installation manual.

#### See also

- *Additional documentation and client software, page 21*

### 5.2 Setup instruction

All DIVAR IP systems are preconfigured with default network, user and iSCSI settings.

- IP Address: automatically assigned by DHCP (fallback IP address: 192.168.0.200)
- Subnet mask: automatically assigned by DHCP (fallback subnet mask: 255.255.255.0)

Observe the following:

- DIVAR IP needs to have an active network link during installation. Make sure that the network switch you are connecting to is powered on.
- The default IP address must not be occupied by any other device in the network. Make sure that the default IP addresses of existing DIVAR IP systems in the network are changed before adding another DIVAR IP.

#### User with administrator rights:

- User: BVRAdmin
- Password: WSS4Bosch

### 5.3 Starting the application

DIVAR IP system is ready to go out of the box. The application provides a simple to install and intuitive to use solution for network surveillance systems.

#### To start the application:

1. Connect the unit and the cameras to the network.
2. Turn on the unit.  
The Windows Storage Server 2012 R2 setup process starts.
3. Select the appropriate language for the installation, then click **Next**.  
The Microsoft Software License Terms and the End User License Agreement (EULA) are displayed.
4. Accept the license terms. Windows restarts.
5. After restart is finished, press CTR+ALT+DELETE. The Windows logon page is displayed.
6. Enter the default password **WSS4Bosch**.
7. After entering the password, a message is displayed that you must change the password before logging on the first time. To confirm, click **OK**.
8. Change the password.

The software selection screen is displayed.


**Note:** In case of password loss a system recovery must be performed as described in the installation manual. The configuration must be done from scratch or must be imported.

9. Click the version of the video management system that is pre-loaded on the system hard drive or import the software from removable media, for example DVD or USB drive.

**Note:** We recommend that you install the latest version. The latest versions are available on the product catalogue.

The installation can take several minutes. Do not turn off the computer.

The Bosch VMS default screen is displayed.

10. On the Bosch VMS default screen, double-click the **Bosch VMS Wizard** icon  to start the Configuration Wizard.

The **Welcome** page is displayed.

11. Configure the system using the Configuration Wizard.



**Notice!**

To perform administrative tasks, the BVRAdmin account can be entered when Bosch VMS default screen is displayed. To do so, press CTRL+ALT+DEL, then hold down SHIFT while clicking the **Switch User** option and keep SHIFT pressed for about five seconds.



**Notice!**

We strongly recommend not changing any operating system settings. Changing operating system settings can result in malfunctioning of the system.

**See also:**

- *Using Bosch VMS Config Wizard, page 19*
- *Additional documentation and client software, page 21*

## 5.4 Using Bosch VMS Config Wizard

Intended use for Config Wizard is the quick and easy configuration of a smaller system. Config Wizard helps you to achieve a configured system including VRM, iSCSI system, cameras, recording profiles and user groups.

User groups and their permissions are configured automatically. You can add or remove users and set passwords.

Config Wizard can access Management Server only on the local computer.

You can save an activated configuration for backup purposes and import this configuration later. You can change this imported configuration after import.

Config Wizard adds the local VRM automatically.

**Restrictions:**

The following tasks cannot be done with the Configuration Wizard. Use Bosch VMS Configuration Client instead.

- adjusting schedules
- configuring systems with no or multiple VRM
- configuring external storage devices
- adding Video Streaming Gateway
- all advanced configurations beyond a basic setup (maps or alarms, for example)

To achieve a quick configuration using the Configuration Wizard:

1. On the Bosch VMS default screen, double-click the **Bosch VMS Wizard** icon. The **Welcome** page is displayed.

2. Follow the wizard and observe the instructions on the screen.

**Notice!**


For the tasks that cannot be done with Configuration Wizard, and for detailed information concerning Configuration Wizard itself, refer to the Bosch VMS manual (see Additional Documentation and client software).

## 5.5

### Using Bosch VMS Operator Client

Use Bosch VMS Operator Client to verify the live, recording and playback functionality of DIVAR IP.

#### To verify live image functionality in the Operator Client

1. On the Bosch VMS default screen, double-click the Operator Client icon . The application starts.
2. Enter the following and click **OK**.  
**User name:** admin  
**Password:** no password required (if not set with the wizard)  
**Connection:** 127.0.0.1
3. Click the live image icon. The Logical Tree with the cameras is displayed.
4. Select a camera and drag it to an image window. The image of the camera is displayed if the camera is assigned correctly.

**Note:**

Cameras in the image window with a red dot in the camera's icon are viewed live.

#### To verify recording functionality in the Operator Client

- ▶ Cameras in the Logical Tree with a red dot in the camera's icon are recording.

#### To verify playback functionality in the Operator Client

- ▶ The time line moves if the camera is viewed in playback mode.

To perform further functionalities refer to the Bosch VMS manual.

References to the manual are described in *Additional documentation and client software, page 21*.

## 6 Additional documentation and client software

**Documentation and software for Bosch Security Systems products can be found in the online product catalogue as follows:**

- ▶ Open any browser > enter [www.boschsecurity.com](http://www.boschsecurity.com) > select your region and your country > start a search for your product > select the product in the search results to show the existing files.

## 7 Service and repair

The storage system is backed by a 3-year warranty. Issues will be handled according to Bosch Service and Support guidelines.

The storage equipment is shipped with an original manufacturer Service and Support agreement.

Bosch RMA Desk is the Single Point of Contact in case of failure but the Service and Support obligations are fulfilled by the manufacturer or a partner.

In order to enable the manufacturer's Service and Support organization to fulfill the defined Service Levels, the system must be re-registered. Otherwise, the defined service level cannot be provided but only best effort.

A description what information is required and where to send is included in each shipment as paper work. The description is also electronically available in the Bosch online product catalogue.

### Request for RMA

Please request an RMA for failed parts from one of the following Bosch RMA contacts.

– **RMA Contact AMEC**

Bosch ST, RMA Swapstock, 8601 East Cornhusker Hwy, Lincoln, NE 68507 -USA

Phone: +1(402)467-6610

Fax: n.a.

E-mail: repair@us.bosch.com

Opening Hours: Monday to Friday, 06:00 – 16:30

– **RMA Desk APR**

Robert Bosch (SEA) Pte Ltd, 11 Bishan Street 21, (level 5, from service lift), Singapore 573943

Phone: +65 6571 2872

Fax: n.a.

Email: rmahelpdesk@sg.bosch.com

Opening Hours: Monday to Friday, 08:30 – 17:45

– **RMA contact China**

Bosch (Zhuhai) Security Systems Co. Ltd. Ji Chang Bei Road 20#, Qingwan Industrial Estate; Sanzao Town, Jinwan District, Zhuhai; P.R. China; Postal Code: 519040

Phone: +86 756 7633117 / 121

Fax: n.a.

Email: customer.service@cn.bosch.com

Opening Hours: Monday to Friday, 08:30 – 17:30

– **RMA Contact EMEA**

Bosch Security Systems, C/o EVI Audio GmbH, Ernst-Heinkel Str. 4, 94315 Straubing, GERMANY

Contact person: RA Desk Supervisor

Phone: +49(9421)706-366

Fax: n.a.

E-mail: rmadesk.stservice@de.bosch.com

Opening Hours: Monday to Friday, 07:00 – 18:00



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