# 2.0.1.4

ST-ASA/MKP

**PRODUCT REGISTRATION**

In order to guarantee the highest customer satisfaction the current Bosch Security Video Systems (VS) IT products include a genuine 3 years service and support package allowing to resolve hardware defects faster and more smoothly. After installation, in order to enable the respective IT supplier of the VS IT products to fulfill the service and support agreements, it is necessary to register each system for the specific country together with the system location (e.g. address, town, state).

Registration is required for Bosch DSA E2700, DSA E2800, DIP 6000 & 7000 **rev. 2** and all HPE server and HP workstation products resold by Bosch.

Previous generations, e.g. Bosch DSA 2600, DIP 6000 & 7000, may not be registered as Bosch ST fulfills the service obligations.

***Without proper registration, efficient support for IT products bought from Bosch ST cannot be guaranteed and the available Service Level will be best effort only.***

To register the systems please fill out the registration form below:

* Fill out **all** fields marked mandatory\* for **each** system you want to register
* Per “**Product family**” all “Product Serial Numbers” can be filled into one form (“;” separated) if all other information is the same
* Save the form and send it per email to your closest address:
  + Bosch ST RMADesk North America: [Repair@us.bosch.com](mailto:Repair@us.bosch.com)
  + Bosch ST RMADesk Europe: [RMADesk.STService@de.bosch.com](mailto:RMADesk.STService@de.bosch.com)
  + Bosch ST RMADesk Asia Pacific: [rmahelpdesk@sg.bosch.com](mailto:rmahelpdesk@sg.bosch.com)
  + Bosch ST RMADesk Asia Pacific (Japan): [RMAhelp.desk@jp.bosch.com](mailto:RMAhelp.desk@jp.bosch.com)
  + Bosch ST RMADesk China: [security@cn.bosch.com](mailto:security@cn.bosch.com)
* A registration confirmation is sent afterwards.

**Note:** All VS IT products come pre-registered to Bosch or a Bosch partner. The pre-registration settings will be changed during the re-registration process except for SP (Service Provider: Bosch Sicherheitssysteme GmbH). This field must be retained.

|  |  |
| --- | --- |
| **Provide General Product Data** |  |
| Product Family\* | Choose an item. |
| Commercial Type Number(s)\*: | <as shown on Bosch product label> |
| Product Serial Number(s)\*: | <as shown on system label> |
|  |  |
| **Provide Owner Contact Data** |  |
| End User Organization\*: | <Company Owner> |
| Site Name\*: | <Name of Subsidiary/Location> |
|  |  |
| Physical Address of Product\* |  |
| Address Line1\*: |  |
| Address Line2: |  |
| City\*: |  |
| State\*: |  |
| Country\*: |  |
| Postal Code\*: |  |
| Onsite Technician | Allowed |
|  |  |
| **Primary Contact Data** |  |
| Contact Name\* | <Technical contact details> |
| Phone\* |  |
| Email\* |  |
|  |  |
| Site Hours of Operation: | <9AM to 5PM, Monday to Friday> |
| (Default: 9AM to 5PM, Mo. to Fr.) |  |
|  |  |
| **Service Provider Data (if required)** |  |
| Contact Name | <Service Provider contact details> |
| Address Line |  |
| City: |  |
| State: |  |
| Country: |  |
| Postal Code: |  |
| **Service Address, provide if different from physical address** |  |
| Service Report to Address | <Service address same as physical address> |
| Address Line1: | <Same as Physical Address> |
| Address Line2: |  |
| City: |  |
| State |  |
| Country |  |
| Postal Code: |  |
| Service Report to Contact: | <None> |
| (If different from Primary Contact ) |  |
| Parts Receiving Address | <Same as Physical Address> |
| Address Line1: |  |
| Address Line2: |  |
| City: |  |
| State |  |
| Country |  |
| Postal Code: |  |
| Parts Receiving Contact: | <None> |
| (If different from Primary Contact ) |  |
| Parts Receiving Hours: | <Opening Hours: 9am to 5pm, Mo. to Fri.> |

**Explanation**

|  |  |
| --- | --- |
| Product Family | Selectable product family list: DSA E2700, DSA E2800, DIP 6000 & 7000 rev.2 and HP Servers & Workstations |
| Commercial Type Number | Bosch Product Number (CTN), e.g.: DIP-6184-8HD; DIP-7184-8HD; DSA-N2E7X4-12AT; MHW-WZ2R4-PEUK; MHW-WZ4R4-HEUS; MHW-S380R9-SC |
| Product Serial Number | **Note**: For **registration** of the DSA E2700 & the DSA E2800 units only the **12 digits** **NetApp S/N** of the **Controller base unit** is relevant. Do not fill in the Bosch 18 digits S/N! |
| End User Organization | Default: Bosch Sicherheitssysteme GmbH |
| Site Name | Name of Subsidiary or Location; default: Bosch Sicherheitssysteme GmbH, Grasbrunn |
| Physical Address of Product | Where is the storage product located; default: Bosch Sicherheitssysteme GmbH contact details |
| Primary Contact to Receive Support | Contact details for technical questions |
| Site Hours of Operation | Working hours/Availability of the technical contact |
| Service Report to Address | Address details where should the support engineer be sent to; in case an onsite visit is necessary |
| Service Report to Contact | Contact address for engineer |
| Parts Receiving Address | Address details where should the spare parts be sent to. Important: The parts availability depends on correctness of this information. |
| Parts Receiving Hours | Opening hours where the replacements parts can be delivered, e.g. 7AM to 6PM, Monday to Friday |