



# Country Warranty Instructions

Robert Bosch Power Tools GmbH  
70538 Stuttgart  
GERMANY

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

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**AU/NZ Country Warranty Instructions** – If service is requested in a country that is not the country of original purchase, the country specific warranty regulations from this booklet do not apply.

**CN 简体中文** – 产品保修是针对特定国家/地区的，仅适用于在同一国家/地区购买的产品。

**TW 繁體中文** – 產品保固是針對特定國家/地區的，僅適用於在同一國家/地區購買的產品。

**KR 국가별 품질보증** – 원래 구입한 국가가 아닌 국가에서 서비스를 요청하는 경우 이 책자의 국가별 보증 내용이 적용되지 않습니다.

**JP 日本では当保証サ** – ビスは適用外です。また、ご購入された国以外の保証制度を利用することはできません。

## Voluntary Repair or Replacement Warranty

Applicable for purchases of specified power tools and garden tools, after May 2018.

All Bosch power tools and garden tools are carefully checked, tested and are subject to the stringent quality controls of Bosch Quality Assurance.

### Important Note: Consumer Protections

If you have purchased your product in Australia, you should be aware that:

This warranty is provided in addition to other rights and remedies held by a consumer at law. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

If you have purchased your product in New Zealand, you should be aware that:

This warranty is supplemental to any other rights and remedies you have under the Consumer Guarantees Act 1993 NZ, unless your purchase is made for commercial purposes, in which case Bosch excludes all consumer guarantees implied in the Consumer Guarantees Act 1993 NZ in respect of your product.

(A reference to "Bosch" in this Voluntary Repair or Replacement Warranty is a reference to Robert Bosch (Australia) Pty Ltd, unless from the particular context it is obvious that it is being used as a trade mark or brand name.)

### Warranty

Bosch warrants, at its option, to repair or exchange those ranges of power tools and garden tools described below (Products) if such Products are faulty or defective in manufacture or materials during the warranty period which is also specified below.

Repair or replacement under this warranty does not extend to repair or replacement, or any cost of replacement, of consumables or accessories incorporated into or supplied with the Products (for example, drill bits or jigsaw blades).

This warranty only extends to repair or replacement of the Products. It does not extend to cover:

- any costs incurred by the end user in normal or scheduled maintenance of the Products; or
- any damage to property, personal injury, direct or indirect loss, consequential losses or other expenses arising from breach of this warranty. Any end user concerned with this exclusion should consider the "Important Note: Consumer Protections" above.

### Warranty Period and Coverage

The following standard warranty period will apply in respect of the following Products in Australia and New Zealand.

- Bosch Green Tools (including measuring tools) used solely for DIY / domestic purposes: 2 years

The warranty period commences on the date of purchase of the Product by the end user of the Product.

Optional Extended Warranty: Bosch Green Tools and Bosch Lawn and Garden Tools

The warranty period for Bosch Green Tools (including measuring tools) and Bosch Lawn and Garden Tools (details of which are available at [www.MyBosch-Tools.com](http://www.MyBosch-Tools.com)) may be extended from 2 years to 3 years (Green Extended Warranty Products) if registered with Bosch, as follows:

- The Green Extended Warranty Products must be registered with Bosch within 4 weeks of the date of purchase by the end user.
- Registration can only be made at [www.MyBosch-Tools.com](http://www.MyBosch-Tools.com).
- This warranty extension is not available for batteries, chargers or accessories. The Green Extended Warranty Products are referred to as the Extended Warranty Products.

### Warranty Conditions

- The warranty period is not renewed or extended as a result of a warranty repair or replacement.
- The warranty is not transferable and is only offered to the original end user of the Product.
- The warranty does not extend to any Products that have been completely or partially disassembled.
- These warranty terms cannot be amended except in writing by an authorised representative of Bosch.
- The warranty only applies to Products purchased by an end user in Australia or New Zealand from Bosch or from a reseller where the Products have been originally sold by Bosch.
- The warranty claim must meet the requirements below in respect to "How to Make a Warranty Claim".

### Warranty Exclusions

This warranty will not apply to a defect or fault to the extent to which it arises:

- due to storage, handling or installation of the Products otherwise than in accordance with instructions provided for the Products by Bosch or without reasonable care;
- due to operation, use or maintenance of the Products otherwise than in accordance with instructions provided for the Products by Bosch or without reasonable care;
- due to accidental damage or to use of the Products for a purpose or in environmental conditions for which the Products were not designed or sold, or use of the products outside the specified or normal operating ranges for such Products (such as commercial / professional use of Green Tools);
- as a result of changes which occur in the condition or operational qualities of the Products due to climate or other environmental influence, foreign material contamination or water entry or as a result of exposure to excessive heat or solvents;

- from normal wear and tear or when replacement or repair of parts would be part of normal maintenance or service of the Products (for example, carbon brushes, o-rings, cords, build platforms or build tape) or where the damage is only to surface coating, varnish or enamel;
- as a result of repairs, alterations or modifications to the Product which have been performed by a third party;
- from the use of any spare parts not manufactured, sold or approved by Bosch in connection with the repair or replacement of the Product; or
- as a result of continued use of the Product after it is known it is defective.

### Wrong Deliveries and Transit Damage

Wrong deliveries, incorrect or damaged packing and transit damage claims are not warranty claims. Such cases should be directed to Bosch's Customer Service line in Australia on 1300 307 044 or in New Zealand on 0800 543 353.

### How to Make a Warranty Claim

If a Product fails within the warranty period, the end user must stop using the Product and store the Product in a safe, dry environment.

The Product must be returned before the end of the Warranty Period (see Deadlines for Submitting Warranty Claims below) to the place of purchase or Bosch Authorised Service Dealer together with proof of purchase and documentation detailing facts relevant to the claim. To locate an Authorised Service Dealer, please call 1300 307 044 or visit [www.bosch-pt.com.au](http://www.bosch-pt.com.au) or [www.bosch-pt.co.nz](http://www.bosch-pt.co.nz).

For claims under the Optional Extended Warranty in respect of the Extended Warranty Products, a copy of the warranty confirmation certificate must also be provided with the warranty claim.

### Costs of Submitting a Warranty Claim

For invalid claims under this voluntary warranty, Bosch will not be liable for the end user's costs in making the warranty claim, including transport or return freight.

In respect of valid claims under this supplementary voluntary warranty, the end user will not be charged for costs associated with making a warranty claim, including warranty processing costs, the cost of replacement parts or freight. Reimbursement for necessary and reasonably incurred costs or expenses in making valid warranty claims under this manufacturer's warranty may be sought from Bosch. To enquire how to make a claim for reimbursement for costs incurred in submitting a warranty claim, please call 1300 307 044 in Australia or 0800 543 353 in New Zealand. Documentary evidence in support of such claim will be required.

### Deadlines for Submitting Warranty Claims

Bosch aims to rectify genuine quality problems as a priority. This is generally achieved by investigating why defective products have failed and by introducing immediate corrective action measures to prevent re-occurring warranty failures. It is therefore critical that all warranty claims are promptly submitted to Bosch as soon as the product fails,

and in any event before the end of the warranty period or Optional Extended Warranty period, as the case may be.

### Packaging

Products do not need to be returned with the original packaging to make a warranty claim.

### Product Liability and Product Safety

Bosch should be informed immediately about any potential product safety concerns within and outside the warranty period. Bosch is well aware of its product liability and product safety obligations and responsibilities. It is our aim to ensure appropriate product safety standards are met in order to avoid injury, loss and damage caused by defects in any Products.

### Privacy

Bosch is required to seek personal information from an end user who seeks to make a claim under this warranty.

Such personal information may be used by Bosch and/or any Authorised Service Dealer (who is authorised to process warranty claims and/or carry out warranty repairs on behalf of Bosch) for the purpose of processing such warranty claim and also for the provision of customer support and further information about Bosch's products and services (Purpose). If an end user does not wish to provide Bosch and/or its Authorised Service Dealer with personal information, Bosch may be unable to process the end user's warranty claim or to provide the end user with additional customer support, services and information.

Bosch is committed to protecting the privacy of personal information and will act in compliance with applicable privacy laws, including the National Privacy Principles under the Australian Privacy Act 1988 (Cth) (as amended) and New Zealand's Information Privacy Principles described in the Privacy Act 1993 (NZ).

Bosch takes security measures in order to protect any personal information collected in the warranty claim process against manipulation, loss, destruction, access by unauthorised persons or unauthorised disclosure.

Bosch will not disclose any personal information to third parties other than for the Purpose or except as required by law.

An end user has the right to access the personal information Bosch or its Authorised Service Dealers hold about them. The end user can request to see, change or modify the personal information held about them, or withdraw consent for its usage, by contacting Bosch at the Bosch Contact Details below.

### Bosch Contact Details

This warranty is offered by Robert Bosch (Australia) Pty Ltd (ACN 004 315 628) of 1555 Centre Road, Clayton, Victoria 3168. Please call Robert Bosch (Australia) Pty Ltd on 1300 307 044 in Australia or 0800 543 353 in New Zealand or email at [customerservice.pt@au.bosch.com](mailto:customerservice.pt@au.bosch.com) if you have any queries in relation to this warranty.

## 保修卡

请妥善保存此卡，并于保修时出示

博世电动工具客户热线  
400-826-8484

### 重要事项:

- 从购买日起，博世品牌为在中国销售的家用系列电动工具提供6个月的有限保修期；
- 保修时请出示整机、此保修卡及发票正本；
- 为了保障您的权益，有关保修事宜请直接与博世全国售后服务中心联络；
- 博世电动工具(中国)有限公司对所有电动工具的保修条款及相关技术问题有最终解释权。

### 保修期内，如属下列情况，则不在保修范围:

- 任何自然磨损，超负荷工作
- 使用不当导致人为损坏
- 售出后用户因运输不当而造成损坏
- 任何经自行改装拆修的产品
- 密封圈、碳刷及易磨易损件的更换

### 博世服务专业典范

#### 博世电动工具全国售后服务中心

杭州市滨江区滨康路567号102厂1F  
电话: 400 826 8484 转3 转2  
电子邮箱: bsc.hz@cn.bosch.com

## 此聯使用者自行留存



### 親愛的客戶：

感謝您選購博世電動工具產品。為維護您的權益，請注意以下事項：

1. 請確認您填寫的產品型號、流水序號(數字9碼)與您購買之產品相符。
2. 請填寫購買日期。
3. 請確定本保固卡上的上下兩聯，必須加蓋經銷商店章(網路購買者可用發票影本代替)。
4. 博世電動工具針對機台及測量儀器等產品提供不同的保固期。外盒或機身上標示"HD"為1年保固。其餘無標示者為6個月保固。詳細保固時間依據博世電動工具台灣官網公告為準。

### 注意事項：

- 保固期內之維修品，請附有效的產品保固卡，逕自送往授權維修中心。
- 保固期自使用者購機日起算，產品因材質、設計、製造或裝配之瑕疵產生故障，概由本公司負責免費檢修或更換零件。
- 正常性消耗品如碳刷、開關、培林、夾頭或消耗性附件，均不在本保證項目服務範圍內。
- 博世充電電池及充電器保固期為6個月，請附原機台之保固卡或發票影本以利判定保固期間。
- 需要保固服務時，請將產品連同有效的保固卡正本或其他購買憑證，送到博世授權維修中心。授權維修中心地址可前往博世電動工具台灣官網查詢www.bosch-pt.com.tw。
- 使用發票影本代替店章，發票明細上應寫明產品型號。

### 以下情形本公司不予保固：

- 保養不當或零件鬆脫破損或不正常情況下仍然使用，導致機具損壞。
- 使用規格或用途不符，未使用Bosch原廠配件者。
- 電壓使用不當，另自行拆卸或改裝機具者。
- 超負荷操作使用，或流水序號不能確認時。
- 存放過久導致材料變質，鏽蝕造成損壞故障。
- 天然災害受損。
- 貨品來源不明，或購買水貨。
- 其他書面或口頭上之承諾，皆不生效。
- 保證卡若未蓋店章，未註明購買日期、產品型號及流水序號。
- 未將保固卡正本或購買憑證連同維修品一併寄回授權維修中心者（使用者留存聯）。
- 本保卡未經同意塗改無效，若以任何不當手段獲得保固之方式，本公司有權不予保固，並保留法律追索之權利。

購買日期： \_\_\_\_\_ 年 \_\_\_\_\_ 月 \_\_\_\_\_ 日

產品型號： \_\_\_\_\_

流水序號： \_\_\_\_\_  
機身上  
共九碼

經銷商店章：

## 此聯寄回以接收促銷活動



### 個資聲明

博世電動工具部隱私政策包括但不限於個人資料之保護，個人資料之處理及蒐集將限於消費者促銷活動等特定目的內而為使用，另外本公司除獲使用者事前書面同意依法須公開之情形下，不得向第三方揭露使用者之個資料。

使用者得向本公司申請個人資料製給複製本、請求補充或更正、請求刪除等，對於更改隱私權聲明之任何部份，本公司有自由及獨立之審酌權限，惟本公司對於使用者隱私保護之條款內容，應遵守中華民國之個人資料保護法及其它隱私權相關法令而行之。使用者提供本公司所須個人資料後，均視為已同意提供予本公司辦理未來活動之特定目的必要範圍內處理，利用及國際傳輸；此外使用者可自行決定是否提供相關之個人資料，惟若使用者拒絕提供或未據實填寫相關個人資料時，本公司將不保證使用者有完成本活動之權利。

本公司不定期辦理促銷優惠活動，使用者是否同意提供姓名、電話、電子郵件與住址以接收促銷優惠活動訊息？

同意 不同意；若勾選同意者，請簽名確認。

**簽名**

購買日期： \_\_\_\_\_ 年 \_\_\_\_\_ 月 \_\_\_\_\_ 日

經銷商店章：

姓名： \_\_\_\_\_ 產品型號： \_\_\_\_\_

電話： \_\_\_\_\_ 流水序號： \_\_\_\_\_  
機身上共九碼

地址： \_\_\_\_\_

E-MAIL： \_\_\_\_\_

請圈選您的行業： 農林漁業  採礦和砂石  生產製造  建築營造  批發零售  汽機車維修  運輸和倉儲  
 公家機關和機構  其他  DIY



# 產品保固卡

✂ 有效的保固卡必須包括購買日期、產品型號、流水序號以及經銷商的店章！

✂ 聯絡我們：pt.contact@tw.bosch.com

## 耐操、有力、夠安全



FB粉絲專業



Line@

@boschpt.tw



YouTube



博世官方網站

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

廣	告	回	信	
台北郵局登記證				
台北廣字第03913號				

收件人

平 信

台北市10491中山區  
建國北路一段90號6樓  
台灣羅伯特博世股份有限公司  
電動工具部 收



## Bosch 제품 보증내용

1. 보증기간 내에 정상적으로 사용한 상태에서 고장이 발생하였을 때에는 무상으로 수리해 드립니다. 단, 하자 발생시 그 상태를 보존하여 Bosch Service 센터로 보내져야 하며 보쉬 수리기사 외에는 물품에 손을 대서는 안 됩니다. (보쉬 수리기사 외에 물품을 해체한 흔적이 있으면 무상 수리에서 제외됨)
2. 보증기간이 경과한 후에 발생한 고장에 대해서는 실비로 수리해드립니다.
3. 다음과 같은 경우에는 보증기간 중일지라도 실비로 수리해 드립니다.
  - ① 사용상의 잘못 또는 취급부주의로 인한 고장.
  - ② 서비스 기사 이외의 수리 및 개조로 인한 고장 및 손상.
  - ③ 판매 설치 후 이동, 수송으로 인한 고장.
  - ④ 화재·수해·이상전압 기타 천재지변에 의한 고장.
  - ⑤ 보증서의 제시가 없거나 소정항목에 기재사항이 없을 때.
4. 보상수리의 판단은 Bosch Service 규정에 의거합니다.
5. 이 보증서는 국내에서만 유효합니다.

This warranty is valid only in Korea.

년 월 일	수 리 내 용	성 명	날 인



## 품질보증서(고객보관용)

모델명		제조번호
구매일		년 월 일
대리점		( )
고객	성명	(휴대 )
	이메일	
	동의	<input type="checkbox"/> 예, 최신 AS서비스 및 제품정보를 보쉬그룹으로부터 제공받는 것에 동의합니다. (동의시 <input checked="" type="checkbox"/> 체크)

AS문의 : 콜센터 080-955-0909

품질 보증 기간	<b>본체 구입일로부터 1년간</b> (충전기: 구입일로부터 1년, 배터리: 구입일로부터 6개월, 비트/수공구류 및 증정품: 보증수리 제외. 일부 카본브러쉬/베어링 등 소모성 부품: 보증수리 제외)
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- 이 제품은 엄밀한 품질관리 및 검사에 합격한 제품입니다.
- 만일 고장이 발생하였을 경우에는 이 보증서 기재 내용에 따라 보증해 드리겠습니다.
- 고장 신고나 문의사항은 구입하신 특약점이나 가까운 서비스센터에 연락해 주십시오.
- 이 보증서는 재발행 되지 않으므로 잘 보관해 주십시오.
- [www.bosch-pt.co.kr](http://www.bosch-pt.co.kr)을 통해 보쉬의 알찬 서비스를 누리세요.

**로버트보쉬코리아 유한회사**

