

A Day in the Life of our...

Commercial Engineering Services

As we continue to profile the work that goes on behind the scenes to ensure you can count on a wealth of support from Bosch, we speak to Richard Keen, Commercial Service Manager, who explains how our dedicated engineers can help to ensure each project is able to perform to its potential:

Did you know?

Last year our service engineers had the required spare parts 98% of the time



"A day's work in the engineering services department typically begins the evening before, where each of our commercial and industrial engineers will download the following day's work to ensure their route can be planned. "Our aim is always to ensure we can offer a prompt and efficient service as we recognise just how costly a heating system performing below its potential can be.

"The day on site begins with an induction to ensure all health and safety procedures are adhered to. After these formalities have been completed, we have an in-depth discussion with the contractor regarding the technicalities of the installation in question.

The key is commissioning

"Arguably our most important role is the involvement we have in the commissioning process. Given our wealth of product specific knowledge, we endeavour to ensure consultants and contractors are left with a system capable of meeting its specification criteria. Putting equipment into operation requires us to check that it has been specified correctly, that it complies with gas safety requirements, and that the settings – in particular boiler combustion levels – are programmed correctly.

"Upon completion of an extensive and thorough commissioning process, one of our policies is to perform a full handover, where we demonstrate how every function of the boiler works. With the handover complete, a detailed commissioning report is produced to ensure the stakeholder has access to a record of all works

completed, whilst a job report also ensures the central office at Bosch has a track of all work completed, should the project need to be revisited in the future.

Committed to high performance

"One of the biggest advantages our department offers to contractors, consultants, engineers, and specifiers, is that every one of our commercial and industrial engineers is directly employed by Bosch rather than a third party service provider. This means that each engineer can be trained thoroughly on each product they work on, as well as being backed by a dedicated commercial contact centre.

"At Bosch, we have a longstanding commitment to setting global standards - not only in the construction of high quality heating and hot water systems, but also the level of engineering support that sits behind our product range. By investing in a dedicated Engineering Services department, our ultimate aim is to guarantee that M&E professionals benefit from the best possible return on their investment."



Contact details

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