

Contact details & YouTube links

Matt McGann

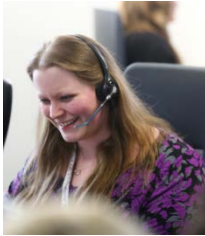
07790 488476

matt.mcgann@uk.bosch.com

Save numbers to your phone

Customer Contact Centre

- 40+ Customer Service Advisors
- Telephone Calls - 715,552
- Troubleshooting - fixing problems over the phone and logging notifications (FAFI) 80% First Time Fix
- Approximately 85,500 interactions per month
- Dedicated Service line
- E-mails answered - 292,240



Monday - Friday	7.00am – 8.00pm
Saturday	8.00am – 5.00pm
Sunday	9.00am – 12 noon
Bank Holidays*	8.00am – 4.30pm

Tel: 0330 123 9339

Email: appointment.Worcester@uk.bosch.com

Technical Support

- 42 Technical Advisors
- Accessibility 99.3%
- Average speed of answer target 9 seconds
- In excess of 467,000 taken
- **39,000 calls per month**



Monday - Friday	7.00am – 8.00pm
Saturday	8.30am – 4.00pm

Tel: 0330 123 3366



Facetime support available

* We are open every day except Christmas day



Worcester Bosch You Tube page

<https://www.youtube.com/user/WorcesterBoschGroup>

Call centre troubleshooting tool

<https://www.worcester-bosch.co.uk/support/troubleshooting>

Freezing condensate pipes

<https://youtu.be/FDJ1lhTvEgU>

System pressure top up using filling loop

<https://www.youtube.com/watch?v=zUsBw1ZpiKY>

System pressure top up using filling key

<https://youtu.be/zUsBw1ZpiKY>

Bleeding radiators on heating system

<https://youtu.be/OL4ot-MNYfE>

Replacing batteries on Comfort controls

<http://youtu.be/770O7jNdtWI>

New Comfort controls introduction

<http://youtu.be/u1qHHOJLUc4>

How to use Comfort controls

<http://youtu.be/YV2OHiNgGXY>

Load Compensating FR10 Roomstat

<https://www.youtube.com/watch?v=mCr063ddy5c&list=UUqUy9i3U1SoRRMHxveUO6lw>