

More time for the core business:  
**Bosch offers HVAC professionals new dismantling and heat pump installation services**  
Bosch “Klimahelden Schmiede” trains heat pump experts

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- ▶ Full-service package with 15 years of Bosch spare parts availability.
- ▶ “Klimahelden Schmiede” offers training courses on work process optimisation.
- ▶ New offerings such as foundation and dismantling services allow professionals to focus on their core business.

Heat pumps are the key to the energy transition. That is why Bosch Home Comfort is continuously investing not only in research and development, but also in expanding the production capacity for these heat generators. But it is not enough to ensure the supply of efficient and sustainable heating solutions. The energy transition also requires a strong HVAC trade, which is currently still facing a crucial challenge in the form of full order books and limited time. This is where Bosch comes in, providing services throughout the customer process to make the installer's day easier and more efficient.

### **“Klimahelden-Schmiede” for efficient business development**

At Bosch, communication is clearly at the centre of everything. The heating brand sees itself not only as a supplier of sustainable heating technology, but also as the first port of call for HVAC professionals, supporting them with its decades of experience and as an expert in the field of new technologies. Bosch offers heating contractors a comprehensive training programme that focuses on sustainable technologies, industry-related topics, and know-how on practical applications such as heat pump installation. The company thus creates a platform for the exchange and transfer of in-depth knowledge. Bosch training courses are available both online and at 14 locations in Germany. In addition, Bosch has worked with its trade partners to develop a comprehensive certification programme called “Klimahelden-Schmiede”, which focuses on

business development and goes far beyond traditional training formats in terms of content and form. It qualifies Bosch partners in areas such as work process optimisation, hands-on solutions, and tips and tricks on electrification and sustainability. After completing the programme, they will be able to install heat pumps more efficiently, more easily and more quickly. In addition to improved heat pump installation skills, HVAC contractors also benefit from the “Jungmeister” programme for young HVAC master tradespeople, which aims to address the shortage of skilled labour in the HVAC trade.

### **Full-service package for HVAC professionals: Bosch provides spare parts for 15 years**

Bosch is also a competent partner for heating contractors in their day-to-day work: every day, around 350 service technicians, including 150 heat pump experts, are on hand in the Customer Service Department to advise and assist trade customers. Via the hotline, HVAC professionals can reach one of more than 40 competent advisors within 20 seconds and receive step-by-step instructions on the device as well as detailed information on many technical issues such as the supply of spare parts. The latter is guaranteed by Bosch: for a period of at least 15 years, trade customers will be supplied with spare parts for installation at the customer’s premises from one of the around 2,000 locations in Germany. Bosch guarantees delivery within 24 hours. In emergencies, the delivery time is reduced to four hours. But Bosch’s support is not limited to hardware. The Bosch Partner Portal gives HVAC professionals access to a wide range of activities, promotional material, the spare parts catalogue and other useful tools such as the heat pump planning tool and the online price list. These enable the right products and packages to be put together quickly, saving HVAC contractors valuable time when preparing quotations. To ensure that HVAC professionals can always advise their customers on current subsidy criteria, Bosch has developed tools such as the subsidy calculator, subsidy service and subsidy application generator. This makes it easy to provide customers with an indicative estimate of the funding available for each customer project.

### **Foundation service saves heating contractors valuable time**

The outdoor unit of an air/water heat pump must be firmly anchored to the ground and requires a strong foundation. But providing such a foundation is a job that eats up a lot of the time HVAC contractors need for the actual installation of the heat pump. The new foundation service from Bosch will solve this problem in the future. Currently in the pilot phase and initially available for the Compress 5800i AW and Compress 6800i AW, the foundation service will make life much easier for HVAC professionals from 2024: from the foundation with correct condensate drainage to the fully installed and ready-to-connect outdoor unit, the right package for every project can be booked quickly and easily via the Bosch

Partner Portal. The foundation supplied is always perfectly matched to the outdoor unit selected. Special features such as the required clearances, a specific installation location and the optimum installation of the condensate drain are also taken into account. The result: reduced installation effort and more time for the core business.

### **Planned support for the design and installation of heating systems**

Bosch plans to introduce a tool for easy heating load calculation and hydraulic balancing to simplify the planning of new heating systems. In addition, a dismantling service will take care of the dismantling of old devices. With these services, Bosch aims to remove a significant obstacle in the day-to-day business of HVAC professionals by reducing time constraints and, more importantly, physical strain.

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*Bosch Home Comfort Group is a leading European manufacturer of sustainable and energy-efficient heating, cooling, home comfort and process heat solutions. In fiscal 2022, the Bosch Home Comfort Group generated sales of 4.5 billion euros (65 percent outside Germany) and employed approx. 14,400 people. The company has strong international and regional brands and manufactures a diversified product range in Europe, America and Asia. For more information, visit [www.bosch-homecomfortgroup.com](http://www.bosch-homecomfortgroup.com).*

*The Bosch heating and air conditioning brand offers sustainable solutions for heating, cooling and greater comfort and well-being throughout the home. The product portfolio comprises efficient, resource-saving and future-oriented heat pumps, hybrid solutions, solar thermal systems, electric water heaters, air conditioners as well as intelligent energy management systems including home charging solutions for electromobility. The product portfolio is complemented by a comprehensive range of digital tools and services that facilitate the daily work of HVAC professionals. The technical solutions from Bosch cover all requirements of new buildings and modernisation projects and are quick and easy to install, simple to maintain and effortless to connect.*

*For maximum comfort and well-being in your own home, Bosch also offers solutions for better air and water quality. These include home ventilation systems, air purifiers and bathroom fans for clean and fresh air, and water softeners for perfect water quality throughout the home. The "Well-being" portfolio of the Bosch heating and air conditioning brand is completed by infrared panels, bathroom radiators, electric heaters and other indoor climate solutions.*

*More information as well as press texts and images are available for download on the website at [www.bosch-homecomfort.de](http://www.bosch-homecomfort.de).*