

## How to get support....



1. Designation

= Type code (product family and specification), e.g. A10VG\* or A2FM\*

2. Material number

= Number of products of the same type, e.g. 2077860 or R902077860


3. Serial/fabrication number = Unique identification of product


## Important to know...


- **What happened? Kind of damage symptoms?**
- **Type of failure? (no flow, shaft brake, leakage,...)**
- **Operation time?**
- **Customer, contact person? Customer order number?**
- **Planned general overhaul: Date**


# Service contact world-wide




		Argentina 																																
<b>In General</b>	<b>Headoffice of the service organization</b>	Bosch Rexroth SAIC																																
	<b>Street / P.O. Box</b>	Neuquen 5801																																
	<b>ZIP, City</b>	1606 Carapachay																																
	<b>Country</b>	Argentinien																																
<b>Contact</b>	<b>Telefax</b>	+ 54 (0) 11 4756 0136																																
<table border="1"> <thead> <tr> <th></th> <th>Name</th> <th>Phone</th> <th>Mobile</th> <th>Email</th> </tr> </thead> <tbody> <tr> <td></td> <td>Diego Bernhardt</td> <td>+54 (0) 11 15 5010 7772</td> <td></td> <td><a href="mailto:diego.bernhardt@boschrexroth.com.ar">diego.bernhardt@boschrexroth.com.ar</a></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="2"><b>Hotline Phone</b></td> <td colspan="3"></td> </tr> <tr> <td colspan="2"><b>Travel time to the next main harbour</b></td> <td colspan="3">BsAs 1 hour; Rosario 4 hours; Mar del Plata 5 hours; Bahia Blanca 8 hours</td> </tr> </tbody> </table>						Name	Phone	Mobile	Email		Diego Bernhardt	+54 (0) 11 15 5010 7772		<a href="mailto:diego.bernhardt@boschrexroth.com.ar">diego.bernhardt@boschrexroth.com.ar</a>											<b>Hotline Phone</b>					<b>Travel time to the next main harbour</b>		BsAs 1 hour; Rosario 4 hours; Mar del Plata 5 hours; Bahia Blanca 8 hours		
	Name	Phone	Mobile	Email																														
	Diego Bernhardt	+54 (0) 11 15 5010 7772		<a href="mailto:diego.bernhardt@boschrexroth.com.ar">diego.bernhardt@boschrexroth.com.ar</a>																														
<b>Hotline Phone</b>																																		
<b>Travel time to the next main harbour</b>		BsAs 1 hour; Rosario 4 hours; Mar del Plata 5 hours; Bahia Blanca 8 hours																																


		Australia 																											
<b>In General</b>	<b>Headoffice of the service organization</b>	Bosch Rexroth Pty. Ltd.																											
	<b>Street / P.O. Box</b>	3 Valediction Road, P.O. Box 6207																											
	<b>ZIP, City</b>	Kings Park NSW 2148, Sydney																											
	<b>Country</b>	Australia																											
<b>Contact</b>	<b>Telefax</b>	+ 61-(2) 98317788																											
<table border="1"> <thead> <tr> <th></th> <th>Name</th> <th>Phone</th> <th>Mobile</th> <th>Email</th> </tr> </thead> <tbody> <tr> <td></td> <td>Mr. Howard Starkey</td> <td>+ 61299621763</td> <td></td> <td><a href="mailto:howard.starkey@boschrexroth.com.au">howard.starkey@boschrexroth.com.au</a></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="2"><b>Hotline Phone</b></td> <td colspan="3">see Phone</td> </tr> <tr> <td colspan="2"><b>Travel time to the next main harbour</b></td> <td colspan="3">4 hours</td> </tr> </tbody> </table>						Name	Phone	Mobile	Email		Mr. Howard Starkey	+ 61299621763		<a href="mailto:howard.starkey@boschrexroth.com.au">howard.starkey@boschrexroth.com.au</a>						<b>Hotline Phone</b>		see Phone			<b>Travel time to the next main harbour</b>		4 hours		
	Name	Phone	Mobile	Email																									
	Mr. Howard Starkey	+ 61299621763		<a href="mailto:howard.starkey@boschrexroth.com.au">howard.starkey@boschrexroth.com.au</a>																									
<b>Hotline Phone</b>		see Phone																											
<b>Travel time to the next main harbour</b>		4 hours																											


		Belgium 			
<b>In General</b>	<b>Headoffice of the service organization</b>	Bosch Rexroth N.V.			
	<b>Street / P.O. Box</b>	Rue Henri Genesse, 1			
	<b>ZIP, City</b>	1070 Bruxelles			
	<b>Country</b>	Belgium			
<b>Contact</b>	<b>Telefax</b>	+32 (2) 582 43 10			
		<b>Name</b>	<b>Phone</b>	<b>Mobile</b>	<b>Email</b>
		Dirk Coccozza	+32 (2) 451 26 82		<a href="mailto:dirk.coccozza@boschrexroth.be">dirk.coccozza@boschrexroth.be</a>
<b>Hotline Phone</b>					
<b>Travel time to the next main harbour</b>		1 hour (Antwerp)			

		Brasil 			
<b>In General</b>	<b>Headoffice of the service organization</b>	Bosch Rexroth Ltda. (Sede)			
	<b>Street / P.O. Box</b>	Av. Tégula 888 - Unidades 13/14 Bairro Ponte Alta			
	<b>ZIP, City</b>	12952-820 Atibaia - SP			
	<b>Country</b>	Brasil			
<b>Contact</b>	<b>Telefax</b>	+ 55 (11) 44145649			
		<b>Name</b>	<b>Phone</b>	<b>Mobile</b>	<b>Email</b>
			+55 (11) 4414 5600		<a href="mailto:boschrexroth@boschrexroth.com.br">boschrexroth@boschrexroth.com.br</a>
<b>Hotline Phone</b>					
<b>Travel time to the next main harbour</b>		1 hour			




		Canada			
<b>In General</b>	<b>Headoffice of service organization</b>	Bosch Rexroth Canada Corp.			
	<b>Street / P.O. Box</b>	490 Prince Charles Drive South			
	<b>ZIP, City</b>	Welland, ON L3B 5X7			
	<b>Country</b>	Kanada			
<b>Contact</b>	<b>Telefax</b>				
		<b>Name</b>	<b>Phone</b>	<b>Mobile</b>	<b>Email</b>
		Darren German	+1 (905)-735-0510		<a href="mailto:info@boschrexroth.ca">info@boschrexroth.ca</a>
	<b>Hotline Phone</b>	+1 (905) 735-0510			
	<b>Travel time to the next main harbour</b>	Welland - Hamilton: 1 hour			

		Canada			
<b>In General</b>	<b>Headoffice of service organization</b>	Bosch Rexroth Canada Corp.			
	<b>Street / P.O. Box</b>	5345 Goring Street			
	<b>ZIP, City</b>	Burnaby, BC V5B 3A2			
	<b>Country</b>	Kanada			
<b>Contact</b>	<b>Telefax</b>				
		<b>Name</b>	<b>Phone</b>	<b>Mobile</b>	<b>Email</b>
			+1 (604) 205-5777		<a href="mailto:Burnaby.Service@boschrexroth.ca">Burnaby.Service@boschrexroth.ca</a>
	<b>Hotline Phone</b>	+1 (905) 735-0510			
	<b>Travel time to the next main harbour</b>	Burnaby - Vancouver: 20 minutes			


		Canada			
<b>In General</b>	<b>Headoffice of service organization</b>	Bosch Rexroth Canada Corp.			
	<b>Street / P.O. Box</b>	94 Trider Crescent			
	<b>ZIP, City</b>	Dartmouth, NS B3B 1R6			
	<b>Country</b>	Kanada			
<b>Contact</b>	<b>Telefax</b>				
		<b>Name</b>	<b>Phone</b>	<b>Mobile</b>	<b>Email</b>
			+1 (902)-499-7673		<a href="mailto:info@boschrexroth.ca">info@boschrexroth.ca</a>
	<b>Hotline Phone</b>	+1 (905) 735-0510			
	<b>Travel time to the next main harbour</b>	Dartmouth - Halifax: 10 minutes			

		Chile			
<b>In General</b>	<b>Headoffice of service organization</b>	Maestranza Diesel Ltda.			
	<b>Street / P.O. Box</b>	Santa Elena 1433 / P.O. Box 9617			
	<b>ZIP, City</b>	Santiago - Chile			
	<b>Country</b>	Chile			
<b>Contact</b>	<b>Telefax</b>	+56-2-5543059			
		<b>Name</b>	<b>Phone</b>	<b>Mobile</b>	<b>Email</b>
		Mr. Marcelo Celis	+56-2-5502031	+56-9-9-8218993	<a href="mailto:mcelis@md.cl">mcelis@md.cl</a>
		Mr. Mario Zapata	+56-2-5502035	+56-9-9-0782233	<a href="mailto:mzapata@md.cl">mzapata@md.cl</a>
		Mr. Francisco Vildósola	+56-2-5502033	+56-9-9-9976644	<a href="mailto:fvildosola@md.cl">fvildosola@md.cl</a>
	<b>Hotline Phone</b>	24 h / 7 days see Mobile			
	<b>Travel time to the next main harbour</b>	Northern 3 hours; Concepción 1 hour; Santiago 3 hours			


		China														
<b>In General</b>	<b>Headoffice of service organization</b>	Bosch Rexroth (China) Ltd. Head Office														
	<b>Street / P.O. Box</b>	1/F., 19 Cheung Shun Street, Cheung Sha														
	<b>ZIP, City</b>	Wan, Kowloon														
	<b>Country</b>	VRC-Kowloon/HongKong														
<b>Contact</b>	<b>Telefax</b>	+86-852-27864632														
<table border="1"> <thead> <tr> <th>Name</th> <th>Phone</th> <th>Mobile</th> <th>Email</th> </tr> </thead> <tbody> <tr> <td>Paul Li</td> <td>+852-22625201</td> <td></td> <td><a href="mailto:paul.li@boschrexroth.com.hk">paul.li@boschrexroth.com.hk</a></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>					Name	Phone	Mobile	Email	Paul Li	+852-22625201		<a href="mailto:paul.li@boschrexroth.com.hk">paul.li@boschrexroth.com.hk</a>				
Name	Phone	Mobile	Email													
Paul Li	+852-22625201		<a href="mailto:paul.li@boschrexroth.com.hk">paul.li@boschrexroth.com.hk</a>													
<b>Hotline Phone</b>		not available														
<b>Travel time to the next main harbour</b>		Hong Kong 0,5 hour; Shanghai 1-2 hours; Beijing (Tianjin Port) about 2 hours; Guangzhou 1-1,5 hours														


		Germany														
<b>In General</b>	<b>Headoffice of service organization</b>	Bosch Rexroth AG Plant Horb														
	<b>Street / P.O. Box</b>	An den Kelterwiesen 14														
	<b>ZIP, City</b>	72160 Horb														
	<b>Country</b>	Federal Republic of Germany														
<b>Contact</b>	<b>Telefax</b>	+49 (0)-7451-92-0														
<table border="1"> <thead> <tr> <th>Name</th> <th>Phone</th> <th>Mobile</th> <th>Email</th> </tr> </thead> <tbody> <tr> <td>Nico Guglielmucci, Horb</td> <td>+49 (7451) 92-1238</td> <td></td> <td><a href="mailto:nico.guglielmucci@boschrexroth.de">nico.guglielmucci@boschrexroth.de</a></td> </tr> <tr> <td>Michael Schulzke, Hamburg</td> <td>+49(40)5201937-11</td> <td></td> <td><a href="mailto:michael.schulzke@boschrexroth.de">michael.schulzke@boschrexroth.de</a></td> </tr> </tbody> </table>					Name	Phone	Mobile	Email	Nico Guglielmucci, Horb	+49 (7451) 92-1238		<a href="mailto:nico.guglielmucci@boschrexroth.de">nico.guglielmucci@boschrexroth.de</a>	Michael Schulzke, Hamburg	+49(40)5201937-11		<a href="mailto:michael.schulzke@boschrexroth.de">michael.schulzke@boschrexroth.de</a>
Name	Phone	Mobile	Email													
Nico Guglielmucci, Horb	+49 (7451) 92-1238		<a href="mailto:nico.guglielmucci@boschrexroth.de">nico.guglielmucci@boschrexroth.de</a>													
Michael Schulzke, Hamburg	+49(40)5201937-11		<a href="mailto:michael.schulzke@boschrexroth.de">michael.schulzke@boschrexroth.de</a>													
<b>Hotline Phone</b>		+49 (0)-172-6706919 on weekends														
<b>Travel time to the next main harbour</b>		1.0 hour from Hamburg Service Center														




		Korea			
In General	Headoffice of service organization	Bosch Rexroth Korea Ltd.			
	Street / P.O. Box	1515-14, Dadae-Dong, Saha-Ku			
	ZIP, City	604-826 Busan			
	Country	Korea			
Contact	Telefax	+ 82 (51) 2668131			
		<b>Name</b>	<b>Phone</b>	<b>Mobile</b>	<b>Email</b>
		Mr. Duck-Jin Nam	+ 82 162506209		<a href="mailto:changho.kim@boschrexroth.co.kr">changho.kim@boschrexroth.co.kr</a>
		<b>Hotline Phone</b>			
		<b>Travel time to the next main harbour</b>	2 hours		

		Netherlands			
In General	Headoffice of service organization	Bosch Rexroth B.V.			
	Street / P.O. Box	P.O. Box 32 / Kruisbroeksestraat 1			
	ZIP, City	5281 RV Boxtel			
	Country	Netherlands			
Contact	Telefax	+31 (411) 677 814 or +31 (411) 65 14 83			
		<b>Name</b>	<b>Phone</b>	<b>Mobile</b>	<b>Email</b>
		Martijn van den Bersselaar	0031-411-651 951		<a href="mailto:services@boschrexroth.nl">services@boschrexroth.nl</a>
		<b>Hotline Phone</b>	see phone		
		<b>Travel time to the next main harbour</b>	1 Hour [Rotterdam]		


		Norway			
<b>In General</b>	<b>Headoffice of service organization</b>	Bosch Rexroth AS			
	<b>Street / P.O. Box</b>	Berghagan 1			
	<b>ZIP, City</b>	1405 Langhus			
	<b>Country</b>	Norwegen			
<b>Contact</b>	<b>Telefax</b>				
		<b>Name</b>	<b>Phone</b>	<b>Mobile</b>	<b>Email</b>
		Øivind Berg	+47 64869482		<a href="mailto:ovind.berg@boschrexroth.no">ovind.berg@boschrexroth.no</a>
	<b>Hotline Phone</b>	+47 95773227			
	<b>Travel time to the next main harbour</b>	30 Autominunten (Oslo)			


		Singapore			
<b>In General</b>	<b>Headoffice of service organization</b>	Bosch Rexroth Pte. Ltd.			
	<b>Street / P.O. Box</b>	19 Kian Teck Way			
	<b>ZIP, City</b>	628740 Singapore			
	<b>Country</b>	Singapore			
<b>Contact</b>	<b>Telefax</b>	+ 65-62650813			
		<b>Name</b>	<b>Phone</b>	<b>Mobile</b>	<b>Email</b>
		Mr. Neo Ser Hua	+ 65-62656033	+ 65-91059627	<a href="mailto:neo.sh@boschrexroth.com.sg">neo.sh@boschrexroth.com.sg</a>
	<b>Hotline Phone</b>	see Mobile			
	<b>Travel time to the next main harbour</b>	30 minutes			

		South Africa (Cape Town)			
<b>In General</b>	<b>Headoffice of the service organization</b>	Hytec (Pty) Ltd. Johannesburg			
	<b>Street / P.O. Box</b>	P.O. Box 136/Omuramba Business Park, Kunene Close			
	<b>ZIP, City</b>	7532 Montague Gardens			
	<b>Country</b>	South Africa			
<b>Contact</b>	<b>Telefax</b>	+27 21 5514747			
		<b>Name</b>	<b>Phone</b>	<b>Mobile</b>	<b>Email</b>
		Clynton Sutherland	+27 (21) 5512575		<a href="mailto:clyntons@hytec.co.za">clyntons@hytec.co.za</a>
		<b>Hotline Phone</b>	+27 836420211		
		<b>Travel time to the next main harbour</b>	15 Minutes to Cape Town Port		

		South Africa (Durban)			
<b>In General</b>	<b>Headoffice of the service organization</b>	Hytec (Pty) Ltd.			
	<b>Street / P.O. Box</b>	P.O. Box 26388 / 3 Transport Drive, Prospecton, Durban			
	<b>ZIP, City</b>	4115 Isiping Beach			
	<b>Country</b>	South Africa			
<b>Contact</b>	<b>Telefax</b>	+27 (31) 902-8449			
		<b>Name</b>	<b>Phone</b>	<b>Mobile</b>	<b>Email</b>
		Bob Mennie	+27 (31)-9024371		<a href="mailto:caryna@hytec.co.za">caryna@hytec.co.za</a>
		<b>Hotline Phone</b>	see phone		
		<b>Travel time to the next main harbour</b>	45 Minutes to Durban Port		



		South Africa (Johannesburg) 																																					
<b>In General</b>	<b>Headoffice of the service organization</b>	HYTEC Johannesburg																																					
	<b>Street / P.O. Box</b>	P.O. Box 1514 / 71 Rigger Road, Spartan, Kempton Park																																					
	<b>ZIP, City</b>	1620 Kempton Park																																					
	<b>Country</b>	South Africa																																					
<b>Contact</b>	<b>Telefax</b>	+27 (11) 975 8709																																					
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	Name	Phone	Mobile	Email																																			
	Lindeque, Andre	+27 (11) 975 9700	+27 (0)82 887 9795	<a href="mailto:andre.lindeque@boschrexroth.co.za">andre.lindeque@boschrexroth.co.za</a>																																			
<b>Hotline Phone</b>	see Phone																																						
<b>Travel time to the next main harbour</b>	5 hours to Durban Port																																						

		USA 																																					
<b>In General</b>	<b>Headoffice of the service organization</b>	BoschRexroth- Bethlehem PA																																					
	<b>Street / P.O. Box</b>	P.O. Box 25407 / 2315 City Line Road																																					
	<b>ZIP, City</b>	Bethlehem, PA 18017																																					
	<b>Country</b>	USA																																					
<b>Contact</b>	<b>Telefax</b>	+1 (610)-694-8403																																					
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	Name	Phone	Mobile	Email																																			
		+1 (610)-820-1290																																					
<b>Hotline Phone</b>	1-800 REXROTH (1-800-739-7684 )																																						
<b>Travel time to the next main harbour</b>	1.5 hours -> New York, Philadelphia; 9-10 hours -> Los Angeles																																						

## United Arab Emirates



		<b>United Arab Emirates</b>			
<b>In General</b>	<b>Headoffice of the service organization</b>	German Gulf enterprises Ltd.			
	<b>Street / P.O. Box</b>	P.O. Box 5937			
	<b>ZIP, City</b>	Sharjah			
	<b>Country</b>	Vereinigte Arabische Emirate			
<b>Contact</b>	<b>Telefax</b>	+91 - 6 - 5313584			
		<b>Name</b>	<b>Phone</b>	<b>Mobile</b>	<b>Email</b>
		WALDEMAR LIS	+971-65-314161	+971-506313695	<a href="mailto:hydraulics@germangulf.ae">hydraulics@germangulf.ae</a>
		EDGAR COUTO	+971-65-314161	+ 971-504823974	<a href="mailto:edgar@germangulf.ae">edgar@germangulf.ae</a>
		SUSHIL KUMAR	+971-65-314161	+ 971-504820885	<a href="mailto:sushil@germangulf.ae">sushil@germangulf.ae</a>
<b>Hotline Phone</b>		see phone			
<b>Travel time to the next main harbour</b>		Sharjah Port: 1/2 hours; Dubai Port: 1 hour; Ajman Port: 1 hour; Hamriya Port: 1 hour; Jebel Ali Port: 1-1/2 hours; Ras-Al-Khaimah Port: 2 hours; Fujairah Port: 2 hours; Abu Dhabi Port: 2.5 hour			

## Italien



		<b>Italien</b>			
<b>In General</b>	<b>Headoffice of the service organization</b>	Bosch Rexroth spa Sede Centrale			
	<b>Street / P.O. Box</b>	Via G. di Vittorio, 1			
	<b>ZIP, City</b>	20063 Cernusco s/N (MI)			
	<b>Country</b>	Italy			
<b>Contact</b>	<b>Telefax</b>	+39 02 / 92365 516			
		<b>Name</b>	<b>Telefon</b>	<b>Mobil</b>	<b>E-Mail</b>
		Ms. Elena Micaro	+39 02/92365 647/407		<a href="mailto:elena.micaro@boschrexroth.it">elena.micaro@boschrexroth.it</a>
		Ms. Marialuisa Albero	+39 02/92365 647/407		<a href="mailto:marialuisa.albero@boschrexroth.it">marialuisa.albero@boschrexroth.it</a>
<b>Hotline Phone</b>		see phone			
<b>Travel time to the next main harbour</b>		Genua 2hours; Ravenna 3hours.; Livorno 4hours.; Venezia 3hours. Ancona 4,5hours.; Napoli 8hours.; Gioia Tauro 11hours.; Taranto 12hours.			

