



Branch Locations

● Regional Centre ● Satellite Office ○ Business Unit

Rexroth
Bosch Group

The drive and control company.

Canada

Bosch Rexroth Canada

5345 Goring Street
Burnaby, BC V5B 3A2
Telephone (604) 205-5777
Telefax (604) 205-6944

#218-6025 12th Street S.E.
Calgary, AB T2H 2K1
Telephone (403) 256-1651
Telefax (403) 256-2416

8035 Coronet Road
Edmonton, AB T6E 4N7
Telephone (780) 466-5466
Telefax (780) 463-0964

235B Venture Crescent
Saskatoon, SK S7K 6N8
Telephone (306) 242-1172
Telefax (306) 242-5754

Winnipeg, MB
Telephone (204) 233-0815
Telefax (204) 233-0810

5345 Outer Drive, Unit 5
Windsor, ON N9A 6J3
Telephone (519) 737-7393
Telefax (519) 737-9999

3426 Mainway Drive
Burlington, ON L7M 1A8
Telephone (905) 335-5511
Telefax (905) 335-4184

490 Prince Charles Drive South
Welland, ON L3B 5X7
Telephone (905) 735-0510
Telefax (905) 735-5646

725 rue Delage
Longueuil, PQ J4G 2P8
Telephone (450) 928-1111
Telefax (450) 928-0903

500 Beaverbrook Ct, Ste 301
Fredericton, NB E3B 5X4
Telephone (506) 458-1004
Telefax (506) 458-5534

170 Wright Avenue
Dartmouth, NS B3B 1R6
Telephone (902) 468-4500
Telefax (902) 468-2228

Website www.BoschRexroth.ca
Email info@BoschRexroth.ca

United States

Basic Hydraulics Limited

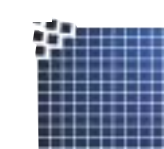
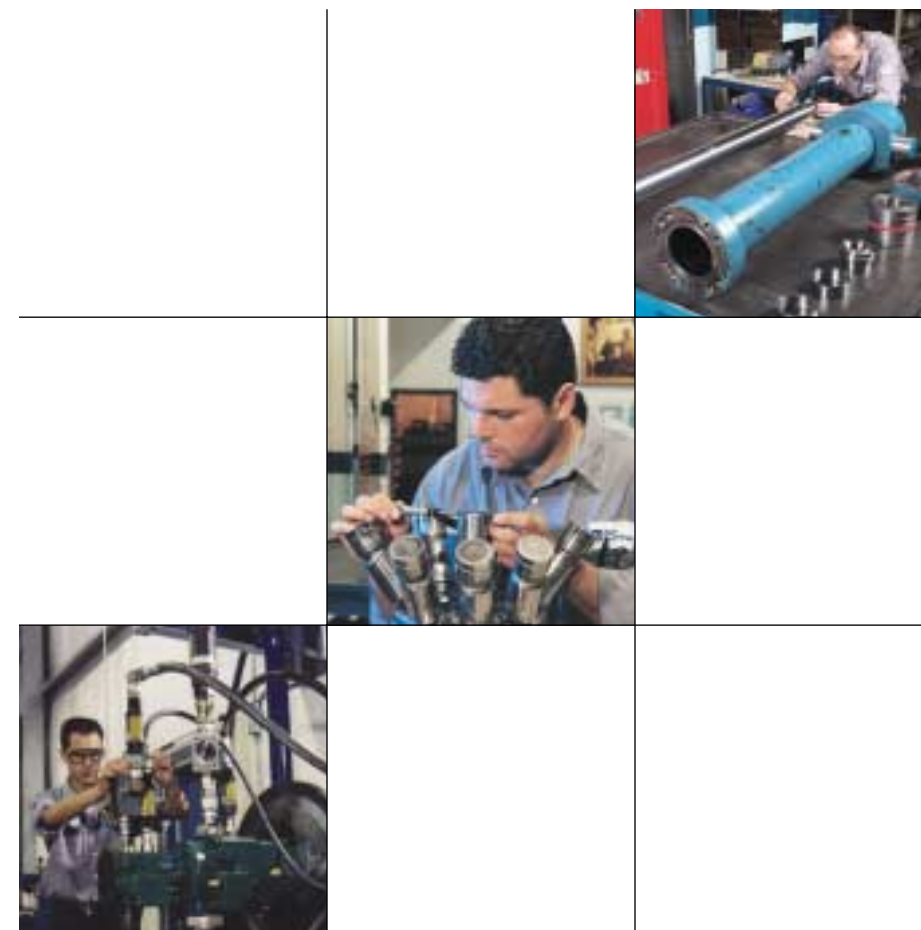
520 Dutchess Street
Springfield, MA 01129
Telephone (413) 782-0000
Telefax (413) 782-5800

4473 Hancock County Road
Findlay, OH 45840
Telephone (419) 425-8928
Telefax (419) 425-8931

6712 Pheasant Lane
Bath, NY 14810
Telephone (607) 776-1172
Telefax (607) 776-1203

2156 Kyle Green Court
Abingdon, MD 21009
Telephone (410) 569-9656
Telefax (410) 569-3043

1517 West Hanson
Mitchell, SD 57301
Telephone (605) 996-5639
Telefax (605) 996-5679



International Service Network

Through our commitment to provide our Canadian customers with local services, we developed a high level of competence. Today we are an approved warranty assessment centre for Bosch Rexroth components. This requires continual contact with our factories ensuring we remain at the forefront of our technology and product development. As such we are an integral part of the international support structure of Bosch Rexroth.

If a unique situation should appear, we have direct access to the factory engineers for trouble shooting and assistance. We offer world-wide service to our Canadian customers via the international Bosch Rexroth Service Network.

“Although our primary responsibility is the Canadian market we offer worldwide support via the international Bosch Rexroth service network”

Firm but Flexible

In our endeavour to provide a professional service to our customer base and maintain our growth, we developed and formalized our service procedures. This ensures a high level of consistency and traceability on all the work we perform. Although these procedures are formal, our staff and approach remain flexible to adapt our processes to suit customer demands. We have numerous cases where we operate customer specific programs seamlessly in parallel with our standard programs.



Facilities

Bosch Rexroth operates five service centres across Canada. Each service centre is fully equipped with diagnostic and test facilities required in the market we serve. Our technicians are subjected to continual training provided by our Canadian operation as well as factory training in specialized and new technology areas. This training together with our facilities ensures we can maintain the level of expertise and know-how required to provide after sales service to the high standards set by our factories around the world and set by our ever increasing customer demands.



“Each service centre is fully equipped with diagnostic and test facilities required in the market we serve.”

Quality

In support of our customers and in our endeavour to grow as we develop our market, all our service procedures are formalized and documented. We developed our system as we grew following a

philosophy of continuous improvement. In addition to mandatory checkpoints, different people normally handle the various stages of the repair process. This ensures cross training and the high level of quality you expect from us. We see the development and maintenance of our quality

system as an integral part of our commitment in providing reliable and cost effective services to our customers.

We have an active training initiative to ensure we develop our new staff members as well as maintain and further enhance the level of expertise of our more experienced staff members. Training is further complimented by visits from factory staff to our facilities. Our staff

receives training at our principal factories during regular visits to these facilities.

- We provide training for our own and our customer staff
- Fully documented repair procedures
- All repaired items are tested prior to dispatch
- Prepare and administer field bulletins to assist field and customer staff

Authorized Service Centre

Our service and repair facilities provide you with access to the best possible Service and Repair facilities for Bosch Rexroth components and the only authorized Bosch Rexroth Service Centre in Canada.

Service	National Email Addresses
Repair	hydraulic.repair@boschrexroth.ca
On Site Service	hydraulic.service@boschrexroth.ca
Oil Sampling	oil.sample@boschrexroth.ca
Spare Parts	hydraulic.spares@boschrexroth.ca
Remanufacture	hydraulic.reman@boschrexroth.ca
www.boschrexroth.ca	



Repair



All repair work done is guaranteed to be with original factory parts and that the original performance specifications are met or exceeded. All repairs are done according to factory procedures and specifications. All units are tested against and set to the original order specifications. During repairs, the most current engineering and design series changes are automatically incorporated into each unit. We provide a comprehensive report with information on the condition of the components and the requirement to bring the unit back to factory specifications.



"Each unit received is cleaned, torn down and inspected in detail."



We also offer repair exchange programs to increase uptime and expedite service turnaround. For established exchange programs, turnaround time is typically 24 hours.

- Factory Authorized repair and service centre
- Only genuine spare parts used in all repairs
- All items tested to the original factory specifications
- All repairs carry a full factory warranty
- Complete testing facilities
- Factory trained technicians
- Fixed price repair programs available on selected equipment



"All repairs carry a new component warranty."



Oil Condition Monitoring

Clean oil is the key to long equipment life, precise operation, lower maintenance costs and decreased down time. Our fluid trending system can unlock the door to increased savings by detecting potential problems early, so that service and downtimes can be scheduled resulting in fewer unexpected failures.

We utilize an independent laboratory for fluid analysis. Our partner is a world leader in the field of filtration and their qualified

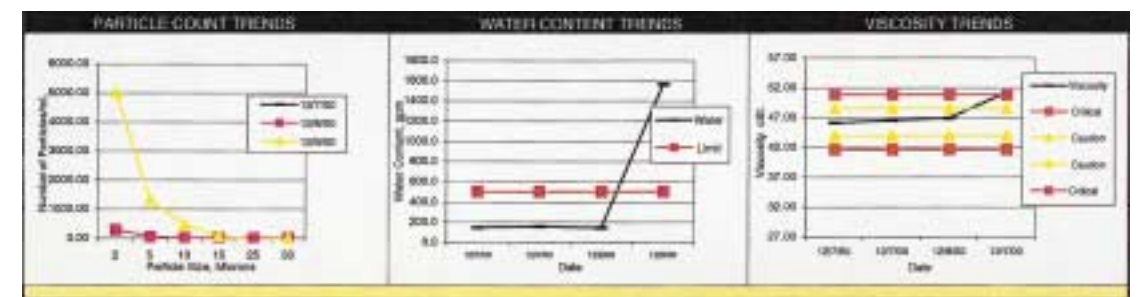
personnel operate fully equipped, modern laboratories. Standard reports include the results of the current sample and three previous samples for comparative purposes.

Oil analysis can include:

- Particle count
- Water content
- Viscosity analysis
- Patch test/photo
- TAN Tests
- Spectrographic analysis

We Offer:

- Field and laboratory analysis available (also for fire resistant fluids e.g. HFA, HFB, HFC and HFD)
- Bottle sampling and pressure sampling facilities.
- Comprehensive fluid analysis reports and recommendation
- Operational trend monitoring as part of planned maintenance
- Particle identification
- Our partners in filtration are world leaders



Remanufactured products

As an alternative, Bosch Rexroth Canada offers remanufactured programs for our more expensive components. These components are remanufactured under controlled time and cost conditions. This program is designed to economically replace components without sacrificing quality and product integrity.

The remanufacturing follows factory production and testing standards, upgrading the old component to the latest design specifications, using genuine spare parts, processes and tools guaranteeing product integrity, competitiveness, global warranty and service back-up.

- Only original parts are used in the remanufacturing program
- All remanufactured units carry a full factory warranty
- OEM products pre-set to original specifications
- Special OEM programs available on request
- Special end user repair programs available on request



For our remanufactured products, our warranty commitment is:

- Same as new
- Look as new
- Good as new

On-site Service

As manufacturers of hydraulic equipment we know best how to maintain our components and systems. Often our outside service teams become involved in complex application related problems requiring us to utilize our full array of abilities including electronic diagnostic equipment. This experience with many different applications often translates into a benefit for any application we become involved with.

Regular maintenance is the key to higher productivity. It keeps downtime, due to failures, to a minimum. It assures the production process runs smoothly and thus reduces expensive shutdowns due to large-scale repairs. These programs help to keep your machinery in peak operating condition.

- Qualified service technicians available for deployment throughout Canada.
- Qualified service technicians available for deployment world wide through our international network and co-ordinated from Canada.
- Service available 24 hours, 7 days a week via our central call centre.
- On-site people backed up by support from the Service Centre.
- Planned maintenance programs, assessments, routine service work, oil condition monitoring, pump performance monitoring.

“We work with our customers to develop customized preventative maintenance programs that include all aspects of on-site service such as strategic inventory requirement, system monitoring, scheduled maintenance and training.”

All service technicians are fully equipped with test, measurement and diagnostic tools.



Spare parts

We stock a wide range of spare parts for the components that we market at our facilities across Canada. Using our centralized documentation system we can easily and quickly find the spare parts required to repair your components. Our inventory includes a selection of repair kits for the most common types of repair work. The repair kit contains everything required to do the complete repair.

- We have seal kits for all of our equipment and we stock a wide selection of components.
- Specific inventory for target accounts, which is reserved for their exclusive use.
- We stock and sell only genuine spare parts supplied by the original manufacturer.
- Parts list for a wide section of equipment are available on request.

