

**FREQUENTLY ASKED QUESTIONS – FAQ****How do I know whether my appliance is affected?**

Only a limited number of Bosch branded freestanding gas cookers that were manufactured between 2006 and 2011 are affected by the voluntary safety campaign. To check whether your appliance is affected, you will need the model number (E-Nr.) and batch number (FD) of your appliance.

Go to [www.productsafety.bsh-group.com](http://www.productsafety.bsh-group.com) for precise instructions about the type plates and to check whether your appliance is affected. Alternatively, call us on 0800 886 552 or email via [repairaction.nz@bshg.com](mailto:repairaction.nz@bshg.com) (please have your model number and batch number to hand).

**What do I do if my appliance is affected?**

You have done the right thing by contacting us directly. We will replace the affected connection fitting at your home free of charge as quickly as possible. This will completely resolve the issue.

To avoid any potential hazard, owners of an affected appliance should turn off the gas supply immediately and not use the gas hob until the connection fitting has been replaced. Although a risk of explosion exists in extremely rare cases only, we consider this precautionary measure necessary to ensure the safety of our customers. It is safe to continue to utilize the electric oven as long as the gas supply has been shut off. We apologize for any inconvenience caused.

**What do I do if I smell gas coming from my appliance?**

Please turn off its gas supply and contact Bosch Customer Service on 0800 886 553 or [repairaction.nz@bshg.com](mailto:repairaction.nz@bshg.com).

**Can I still use my appliance until the arrival of the service technician?**

As a precautionary measure to avoid any potential hazard, owners of an affected appliance should turn off the gas supply immediately and not use the gas hob until the connection fitting has been replaced. It is safe to continue to utilize the electric oven as long as the gas supply has been shut off. We apologize for any inconvenience caused for customers affected by the safety campaign.

**How long will it take for the service technician to come?**

We are processing all appointment requests as quickly as possible and will take your wishes concerning day and time of the appointment into account.

Please call or email the free Bosch Customer Service hotline to arrange an appointment 0800 886 552 or [repairaction.nz@bshg.com](mailto:repairaction.nz@bshg.com).

**How long will the replacement of the connection fitting take?**

It will not take long for the authorized service technician to replace the connection fitting and involves no additional effort on the part of the consumer.

**What will the replacement at home cost?**

The replacement of the connection fitting is free of charge.

**Can I repair the appliance myself or have an independent technician repair it?**

No, the repair must be done by one of our authorized service technicians. Only if the repair is done by one of our authorized service technicians, can we ensure the greatest possible safety when you use your appliance as our engineers adhere to the highest industry and safety standards.

**By when do I have to contact you in the context of this safety campaign?**

This safety campaign has no time limit. Please check immediately whether your appliance is affected by the safety campaign. We will then arrange an appointment with you to have the connection fitting replaced free of charge as soon as possible.

**I did not buy my appliance from a store but elsewhere (online, for example).**

No matter where you bought your appliance, if your appliance is affected, we will replace the connection fitting free of charge.

**My appliance works perfectly. Why are you launching this campaign now?**

We are conducting this voluntary safety campaign because we are committed to the highest safety and quality standards for our appliances. Although a potential risk of explosion concerning the affected appliances exists only in extremely rare cases, we consider this precautionary measure necessary to ensure the safety of our customers.

**Why don't you replace the affected appliances?**

Our top priority is the safety and satisfaction of our customers. We take this commitment very seriously and have therefore decided to conduct this voluntary safety campaign.

We are offering every owner of an affected appliance the free replacement of the connection fitting by an authorized service technician. The replacement will be carried out at the owner's home. It will resolve the issue completely, is free of charge and does not require any additional expense or effort on the part of the customer.

**Can I claim compensation for not being able to use their appliance?**

Our absolute priority above any cost issues is to keep our promise to you, namely to offer appliances that meet the highest quality and safety standards.

We will ensure that all customers are suitably considered for compensation where fair and reasonable on a case by case basis. We would ask that you ensure you retain any relevant receipts or invoices that are relevant to not being able to utilize the appliance for the period until the appliance is repaired as this will help us correctly assess any compensation claim you may have after the appliance is repaired.

Unfortunately to do this fairly we cannot assess any compensation for you until the repair is complete.

**My appliance is not among those affected, but it is still faulty. Can I use the repair service?**

This voluntary safety campaign applies only to affected appliances and is a precautionary measure. If your appliance is faulty, but not among the appliances affected, please contact Bosch Customer Service via the normal channels, 0800 245 700 or [aftersales.nz@bshg.com](mailto:aftersales.nz@bshg.com), to arrange a normal service booking.