



Fast, precise and efficient. Warranty and repair service.

THE BECHTLE BREAK&FIX SERVICE.

In today's business world, every minute is a valuable resource and technology is an important factor for corporate success. Bechtle's comprehensive services guarantee optimal operating times for your business hardware and with it, consistently high productivity for your employees. This service, together with proactive support for HP and Lenovo hardware ensures you can get up and running again quickly, boost efficiency, and limit downtime to a minimum—even once the warranty period has finished.

WARRANTY SERVICES.

Bechtle is a certified service provider of HP Computing and Lenovo, and ensure that their technicians are at the cutting edge of IT. Partner status ensures that the quality of service offered by the vendors is upheld in our SLAs. Bechtle's flexibility also means they can excellently respond to your expectations and professionally support your business procedures. Repairs are either carried out on your site or in Bechtle's specially-designed Repair Centres. Service performance is dependent on the warranty level purchased from the vendor.

REPAIR SERVICE.

If the device is damaged by factors not covered by the warranty or ceases to function once the warranty period has expired, Bechtle offers a comprehensive repair service using OEM parts. We will provide a cost estimate which will only be invoiced for should you decide to proceed with the repair. Repairs are carried out according to availability and procurement time of the OEM replacement parts.

Depending on the warranty status, you will be asked to either send the device in, be sent a DispoBox or a service technician will be dispatched to you.

CERTIFICATIONS FROM BECHTLE.

Service quality is our number one priority. That's why employees are kept up-to-date with frequent training to ensure a consistently high level of knowledge in accordance with the latest vendor certifications :



ACCESS OPTIONS.

Bechtle's Break&Fix Service is there for you whenever you need it. There are several ways to get in touch with Bechtle to ensure a quick solution to your service requests.

Please ensure you have the following information to hand when reporting an issue:

- Serial number
- Product number
- Description of problem
- Device location
- Dedicated local contacts

Report your hardware issues:

- **Free service number:** 0800 852 100
- **Mail:** bpos@bechtle.com
- **bios® call centre:** bpos.bechtler.com



Further information:

[bechtler.ch](https://www.bechtler.ch)