

## Bosch ABC Program FAQ – home page

### What is the ABC Program?

The Accredited Bosch Contractor (ABC) program is an elite program where members can earn rewards and gain access to exclusive benefits for installing Bosch HVAC equipment. These rewards include priority support, lead generation, access to our exclusive Facebook group and more.

### Where can I join?

You can apply online at [www.bosch-abcpartner.com](http://www.bosch-abcpartner.com) by following these simple steps:

**Step 1:** Go to <https://www.bosch-abcpartner.com>

**Step 2:** Click on the blue "Join Now, It's FREE!" button on the right hand side of the page just above the Bosch Accredited Contractor Program Benefits section

**Step 3:** Enter the email address of the Primary Account Holder, select the appropriate Country and agree to the Terms & Conditions and then click the Next button

**Step 4:** Follow the instructions for AccountID and then enter your user profile information and then click the Next button

**Step 5:** Verify the profile information entered and then click the Finish button

**Step 6:** Check your email for ABC registration information

**Note:** if your company already has an account on ABC Program, you need to ask to your primary account holder to add you as an account member

### I am an ABC Member and can't log in on the website or the system doesn't recognize my email

If it's your first access on [www.bosch-abcpartner.com](http://www.bosch-abcpartner.com) you need to set up your account even being an ABC Member. Please follow the steps listed on "Where can I join?"

**IMPORTANT:** remember to select your company on "account ID" in case you are a current ABC Member.

If it's not your first time accessing [www.bosch-abcpartner.com](http://www.bosch-abcpartner.com) please click on "Forgot your Password". Remember: your user name is always your email.

**What do I need to do as an Accredited Bosch Contractor?**

- ▶ Maintain legal licensing to install and/or service products in your area
- ▶ Register all installations via the <https://www.bosch-abcpartner.com> website within 30 working days
- ▶ Maintain professionalism, excellence and quality of work
- ▶ Contractor must have \$1,000,000.000 in liability insurance and be able to provide Bosch a copy if requested
- ▶ Respond to all sales leads from the Bosch Dealer Locator within one business day
- ▶ Contractor must support their installation for 1 year

**Can homeowners have an account on [bosch-abcpartner.com](https://www.bosch-abcpartner.com)?**

No. Bosch-abcpartner.com is exclusive for ABC Members

**Can wholesalers/ distributors have an account on [bosch-abcpartner.com](https://www.bosch-abcpartner.com)?**

No. Bosch-abcpartner.com is exclusive for ABC Members

## Bosch ABC Program FAQ – logged page

### How do I register a product?

**Step 1:** Go to <https://www.bosch-abcpartner.com> and sign into your account

**Step 2:** Click on the Product Registration tile on your dashboard

### How to correct registrations errors?

Before submitting the registration, you have the opportunity to review the data (highly recommended). After submitting the registrations, you won't be able to edit it. If changes are needed, please send the installation ID # with the changes requested to [www.bosch-abcpartner.com/contact](http://www.bosch-abcpartner.com/contact).

### How do I get my product registration certificate?

Please click on “contractor registrations” (upper menu) then click on “view certificate” on the registration requested. Every product registered has a registration certificate.

### I cannot see my past registrations.

Please contact Bosch through customer service form on [www.bosch-abcpartner.com/contact](http://www.bosch-abcpartner.com/contact)

### How do I redeem rewards (primary ABC account holders only)?

**Step 1:** Go to <https://www.bosch-abcpartner.com> and sign into your account

**Step 2:** Click on the redeem Points tile on your dashboard

**Step 3:** Use the - or + sign to select the number of points you wish to redeem

**Step 4:** Click the Redeem Points button

**Step 5:** Check your email for specific information regarding Points Redemption

### Can I redeem my points for local advertising or truck wrap?

- ▶ All points can be redeemed only for money
- ▶ Contractors can redeem multiples of 250 points (ex. 250, 500, 750, etc.)

- ▶ The payment is made via electronic gift card

### How much is each point worth?

- ▶ Each ABC Point worth US\$ 0.10 (250 points = US\$ 25.00)

### Why did my status move down a level? (Platinum to Gold / Gold to Silver)?

Each level within the program is qualified by the points you receive for installing Bosch Products. The points you received from last year will qualify you for this year. Example: if you only had 400 points for 2019, you will be a Silver member in 2020.

But if you install 1600 points in 2020 you will be a Platinum member for 2021.

### Member Status Levels



Register your products you install to earn points and increase your status.

### I am not receiving points for my registrations

- ▶ First please make sure that you are registering your products within 30 days of installation, if you are not doing this, you will not receive points for your registration
- ▶ If you have installed within the 30 days, it is most likely due to the fact that you are not qualified for that product on your account. In order to update this please fill out the customer service form on [www.bosch-abcpartner.com/contact](http://www.bosch-abcpartner.com/contact)
- ▶ Another possibility is the registered product is not qualified for points on ABC Program. For clarification please fill out the customer service form on [www.bosch-abcpartner.com/contact](http://www.bosch-abcpartner.com/contact)

### How to Add/Remove an Associate on your Account?

- ▶ Step 1: Click on the arrow next to your name (upper menu right side)

- ▶ Step 2: Select “company profile”
- ▶ Step 3: Click on add secondary account holder for adding a new account
- ▶ Step 4: Click on the check box (right side) for activate/ deactivate members

### **I am a contractor trying to submit a warranty claim**

Contractors cannot submit their own warranty claims, this needs to be done through a distributor, wholesale or a rep.

### **Where can I do the mandatory 100 level training?**

**In order to keep your account active, you have up to 3 months to do the 100 level training on the installation category you’ve selected**

On your ABC Dashboard there’s a link to access our training platform (e-academy)

There are 2 (two) ways to complete trainings:

- 1) Online – through e-academy you have access to 100 level trainings presentations
- 2) Via trainings organized by rep agencies or distributors

On both ways, after the training, you need to complete the training quiz and score at least 70%. When succeeded the system automatically generate your certificate and gives you 50 points on the ABC program besides keeps your account active.