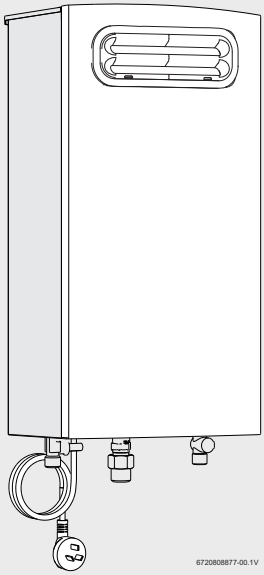
BOSCH

Installation Manual

Gas continuous flow water heaters
OptiFlow Professional

GWH12 1 CTD E23/31 F3 OL



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1 Key to symbols and safety instructions

1.1 Key to symbols

Warnings

Warnings in this document are identified by a warning triangle printed against a grey background.
Keywords at the start of a warning indicate the type and seriousness of the ensuing risk if measures to prevent the risk are not taken.

The following keywords are defined and can be used in this document:

- **NOTICE** indicates a situation that could result in damage to property or equipment.
- **CAUTION** indicates a situation that could result in minor to medium injury.
- **WARNING** indicates a situation that could result in severe injury or death.
- **DANGER** indicates a situation that will result in severe injury or death.

Important information

This symbol indicates important information where there is no risk to people or property.

Additional symbols

Symbol	Explanation
▶	Step in an action sequence
→	Cross-reference to another part of the document
•	List entry
–	List entry (second level)

Table 1

1.2 General safety instructions

If you notice dark combustion gases or sooting:

▶ Isolate the Gas supply to the heater.
▶ Notify an authorised technician.

Installation, assembly, and modifications

Installation, assembly, and modifications to the heater must only be performed by an authorised technician.

Maintenance

▶ The water heater is required to have a service and safety inspection every two years.
▶ The installer is responsible for the safety and environmental compatibility of the installation, according to local regulations.
▶ The Owner/User is responsible for keeping the area around the water heater free from debris.
▶ Safe access to inspect and service the water heater is the responsibility of the property owner.
▶ Use only genuine Bosch spare parts.

Explosive and highly flammable material

▶ Do not use or store flammable materials in or near this appliance.

Combustion air and surrounding air

▶ The combustion air and surrounding air must be free from corrosive substances.
▶ Do not spray aerosols in the vicinity of this appliance while it is in operation.

Risk of damage due to operator error

User error can result in injury and damage to property.

- ▶ Ensure that children never play with or operate this appliance.
- ▶ Ensure that only personnel who can operate this appliance correctly have access to it.
- ▶ Refer to the operating and user instructions before adjusting the water heater.

To be installed and serviced only by an authorised person

The “authorised installing person” is responsible for:

- Correct installation and commissioning of this appliance.
- Ensuring the appliance performs to the specifications stated on the rating label.
- Demonstrating the operation of the appliance to the customer before leaving.
- Handing these instructions to customer.

THIS APPLIANCE IS NOT SUITABLE FOR POOL OR SPA POOL APPLICATIONS. NOT SUITABLE FOR COMMERCIAL BOOSTING OF A WARM WATER RECIRCULATION SYSTEM"

Regulations

All local by-laws and regulations pertaining to installation and use of gas appliances must be observed.

This appliance must be installed in accordance with the manufacturers installation instructions, AS/NZS5601, AS/NZS3500, and all Local Building & Gas fitting regulations.

This appliance must not be installed indoors or in an enclosed space. This appliance is approved for outdoor installation only. Do not modify this appliance.

Failure to install this appliance in accordance with these installation instructions will void the warranty and may create an unsafe situation.

Installation

DANGER:
This appliance must not be installed indoors or in an enclosed space in accordance with AS/NZS5601.

DANGER: Explosion Risk!

- ▶ Always turn off the gas valve before carrying out any work on components which carry gas.

DANGER: Appliance malfunction!
This appliance must be installed with no

obstructions to air entry openings.

- ▶ Periodic checking of openings to ensure no blockage or obstruction of the air openings from plants, debris or insects must be carried out.

The installation of gas, water, and electrical supply, and the initial startup are to be performed by an authorised person.

Not suitable for pool or spa pool applications.
Not suitable for commercial boosting of warm water recirculation systems.

Installation in marine environments can lead to premature corrosion. Premature corrosion due to the installation environment would not be covered by warranty.

All gas appliances require adequate air intake to ensure correct combustion. Insects and dirt ingress may affect combustion causing sooting. If you notice sooting from the flue outlet the unit would require servicing. Pest and dirt ingress is not covered by the manufacturers warranty.

Important information

- ▶ Determine most suitable location for the appliance. Install only on an external wall as close as possible to the most frequently used hot water outlet.
- ▶ Ensure the mounting structure is capable of supporting the weight of the appliance once installed. Secure the heater to the wall using fixings suitable for the weight of the appliance and the wall material.
- ▶ Do not place articles on or against this appliance.
- ▶ Install gas and water isolation valves as close as possible to the heater. Only use gate valve or full flow ball valve (fixed mechanism type) for cold water.
- ▶ Check the cold water supply pressure to ensure it meets the required supply pressure for the appliance. (see table 5).
- ▶ If inlet water pressure exceeds 800 kPa a pressure limiting valve (500

kPa) MUST be fitted. The preferable location for the pressure limiting valve is at the water meter.

- ▶ Where the pressure limiting valve is less than 3 metres from the hot water unit, it must be fitted in conjunction with a cold water expansion valve (700 kPa), between the water heater and the pressure limiting valve.
- ▶ Failure to comply with this requirement may void the warranty.
- ▶ Refer to AS/NZS5601 for the relevant gas pipe sizing.
- ▶ After finishing the gas piping system, the pipes must be thoroughly purged and leak tested. This test must be performed with the gas isolation valve of the appliance closed.
- ▶ Ensure the gas pressure and flow through the regulator are appropriate for the consumption of the heater (see table 5). Refer to As/NZS5601 and AS3500.1 for the relevant pipe size.

Note: Incorrect pipe sizing or gas supply pressure may cause the appliance to under perform. Service calls for incorrect pipe sizing and/or gas pressure, will **NOT** be covered under warranty.

Safety of electrical appliances for domestic use and similar purposes

The following requirements apply in accordance with EN 60335-1 in order to prevent hazards from occurring when using electrical appliances:

"This appliance can be used by children of 8 years and older, as well as by people with reduced physical, sensory or mental capabilities or lacking in experience and knowledge, if they are supervised and have been given instruction in the safe use of the appliance and understand the resulting dangers. Children must not play with the appliance. Cleaning and user maintenance must not be performed by children without supervision."

"If the power cable is damaged, it must be replaced by the manufacturer, its customer service department or a similarly qualified person, so that risks are avoided."

2 Product details

2.1 Declaration of Conformity

The appliance has been AS/NZS 5263.1.2 tested.

Model	GWH12 1 CTD E23/31 F3 OL...

Table 2

2.2 Type overview

GWH	12	1	CT	D	E	23	F3	O	L
GWH	12	1	CT	D	E	31	F3	O	L

Table 3

[GWH] Gas continuous flow water heater
[12] Capacity (l/min)
[1] Generation
[CT] Thermostatic
[D] Digital user interface
[E] Electric ignition
[23] Appliance set for natural gas
[31] Appliance set for Universal LP gas
[F3] Open flue with fan
[O] Outdoor installation
[L] Locked water temperature adjustment

2.3 Included items

- Gas continuous flow water heater
- Fixing brackets
- Appliance documentation

2.4 Rating plate

The rating plate is located on the outside of the appliance, on the bottom.

The particular room has the indications on the performance of the appliance, approval data and the serial number.

2.5 Description of appliance

- Wall-mounted appliance
- Remote control with multifunctional display panel (optional)
- Appliance for operating with natural gas or Universal LPG
- Electronic ignition
- Water flow sensor
- Water valve
- Temperature sensors for monitoring the temperature of the incoming and outgoing water of the appliance.
- Safety devices:
  - Flame sensor rod
  - Thermal fuse
  - Outgoing water temperature sensor
  - Electronic control unit
  - Air temperature sensor
  - Frost-protection
- Electrical connection: 230 V, 50 Hz

2.6 Accessory

- Remote control

2.7 Dimensions and minimum clearances

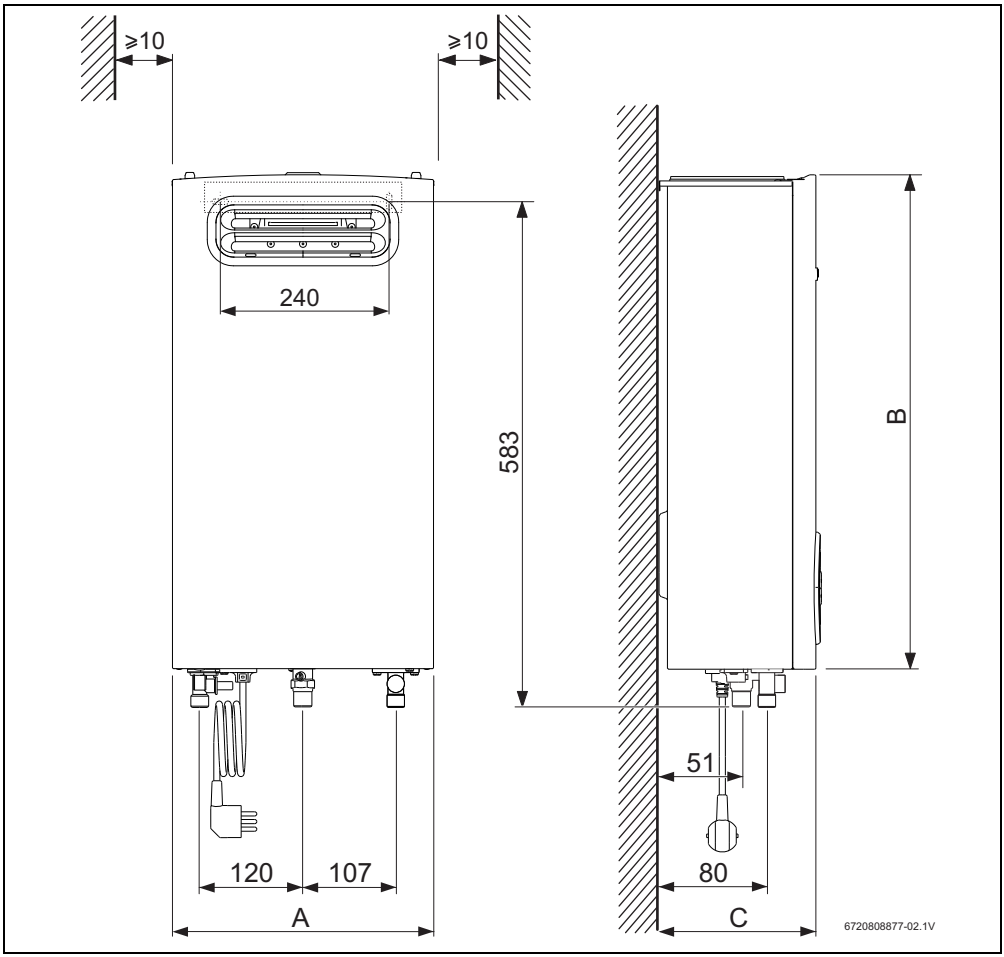

Fig. 1 Dimensions (in mm)

				Connections			
				Water		Gas	
	A	B	C	Cold	Hot	Nat.	LPG
GWH12	300	570	170	½ “	½ “	½ “	½ “

Table 4 Dimensions (in mm)

2.8 Appliance layout

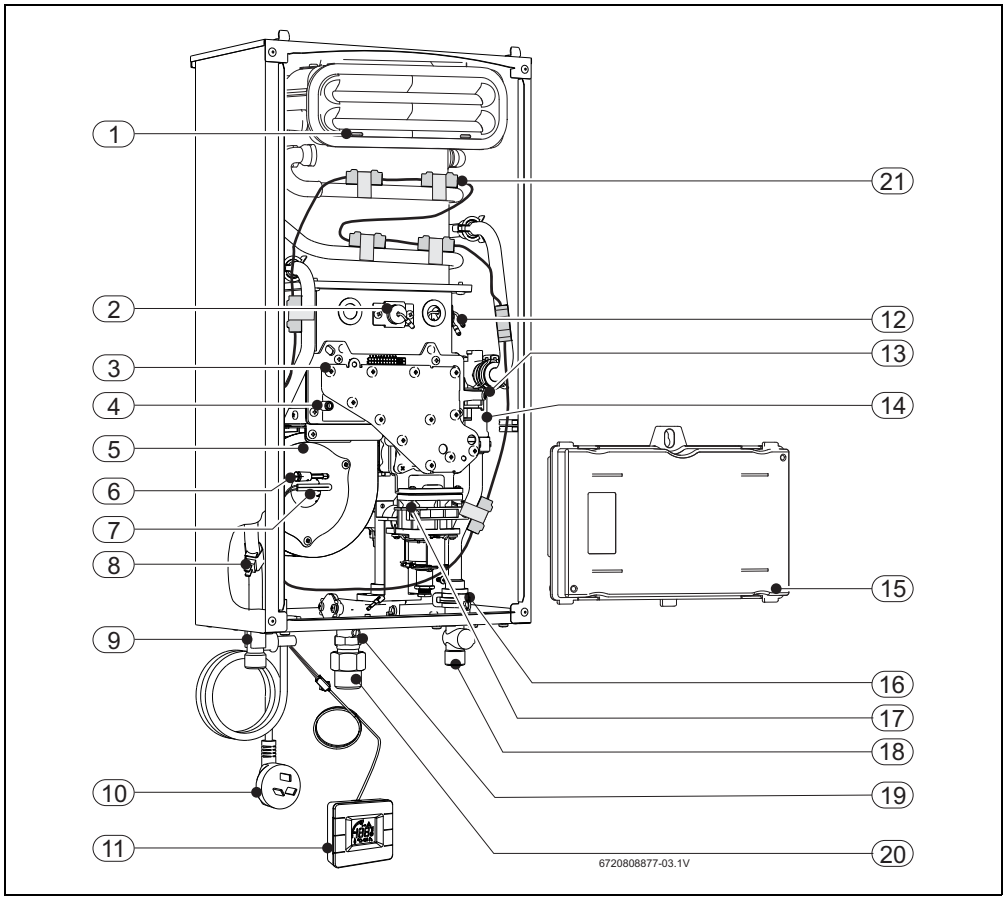

Fig. 2

[1] Flue terminal
[2] Flame sensor rod
[3] Burner
[4] Air pressure test point
[5] Fan
[6] Air temperature sensor of the box
[7] Thermal fuse
[8] Hot water temperature sensor
[9] Hot water outlet
[10] Connecting lead with plug
[11] Remote control (optional)
[12] Ignition electrode
[13] Gas pressure test point
[14] Water flow sensor and Water valve
[15] Electronic control box
[16] Cold water temperature sensor
[17] Gas valve
[18] Cold water valve
[19] Incoming gas pressure test point
[20] Gas inlet
[21] Frost protection

2.9 Electrical wiring diagram

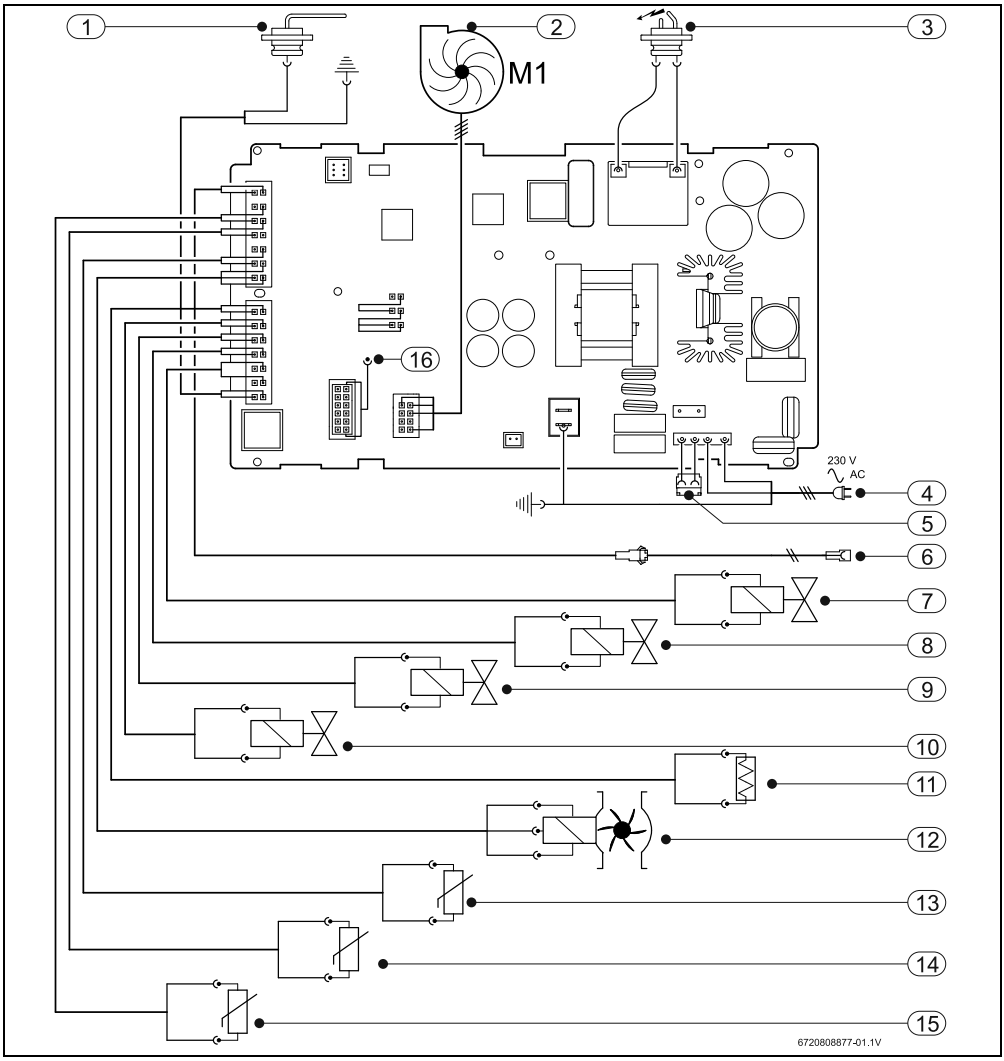

Fig. 3 Electrical diagram

[1] Flame sensor rod
[2] Fan
[3] Ignition electrode
[4] Power supply
[5] Connection for frost-protection device
[6] Connection for remote control (optional)
[7] Modulation electrovalve (gas)
[8] Segmentation electrovalve 1 (gas
[9] Segmentation electrovalve 2 (gas)
[10] Safety electrovalve (gas)
[11] Thermal fuse
[12] Water flow sensor
[13] Air temperature sensor
[14] Hot water temperature sensor
[15] Cold water temperature sensor
[16] Water valve

2.10 Specification

Technical features	Units	GWH12
Performance		
Nominal gas consumption	MJ/h	90.0
Minimum gas consumption	MJ/h	11.9
Efficiency at 100% of nominal load	%	82.4
Gas supply data		
Gas supply pressure (flowing)		
Natural gas (when operating)	kPa	1.13
Universal LP gas (when operating)	kPa	2.75
Water supply data		
Maximum permissible pressure (static)	kPa	1000
Minimum operating pressure	kPa	100
Minimum water flow	l/min	2.2
Maximum flow, corresponding to a temperature increase of 25 °C	l/min	12.0
Maximum inlet temperature	°C	80
Electrical circuit		
Power supply voltage	V	230
Frequency	Hz	50
Maximum power consumption	W	228
Appliance enclosure rating		IPX5D
General data		
Weight (unpacked)	kg	10
Height	mm	570
Width	mm	300
Depth	mm	170

Table 5

3 Regulations

Any local by-laws and regulations pertaining to installation and use of gas-fired appliances must be observed.

This appliance must be installed in accordance with the manufacturers installation instructions, AS/NZS5601 and all Local Building & Gas fitting regulations

It is recommended that sanitary fixtures used for the purpose of personal hygiene have a temperature limiting device such as a tempering valve be fitted as per AS3498.

This appliance must not be installed indoors or in an enclosed space as per AS/NZS5601.

4 Installation (only by authorised technicians)

DANGER:
This appliance must not be installed indoors.

DANGER: Explosion!
- ▶ Always shut off the gas valve before carrying out work on gas pipes.

The appliance installation, electrical connection, gas connection, and the initial start-up are operations to be carried out by authorised technicians only.

CAUTION:
- ▶ The temperature of the incoming water of the appliance must not exceed 80 °C.
- ▶ If the incoming water temperature exceeds 80 °C, fit a 3-way or thermostatic valve adjusted to less than 80 °C (solar transfer valve).
- ▶ In the case of a thermal solar system, ensure that the installation has an expansion vessel or valve.

Installation in marine environments can lead to premature corrosion. Premature corrosion due to the installation environment would not be covered by warranty.

Not suitable for pool or spa pool applications.

WARNING: Scalding!
This appliance can deliver water exceeding 50 °C.
- ▶ Please refer to AS/NZS 3500.4 local requirements and installation instructions for additional temperature control requirements.

Thermal solar system (thermosiphon)

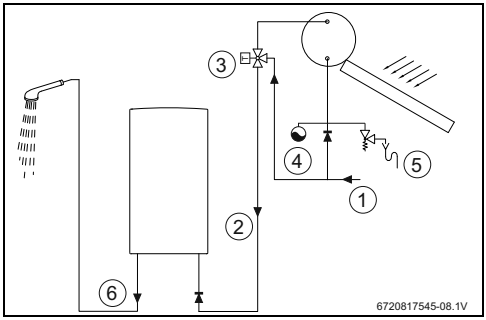

Fig. 4 Thermal solar system

[1] Incoming water
[2] Pre heated water line
[3] Thermostatic valve
[4] Expansion tank or valve
[5] Pressure relief valve
[6] Hot water line

4.1 Choice of installation site

4.1.1 Regulations concerning the installation site

- ▶ Install the appliance outdoors. The top of the unit should be positioned at less than 1800mm from the ground (the bottom should remain at more than 300mm).
- ▶ The water heater may not be installed over a heat source.
- ▶ Comply with the minimum installation clearances indicated in Fig. 5 and Table 6.
- ▶ Ensure that there is an external weatherproof powerpoint in the area and that it is easily accessible after the installation of the water heater.

Ventilation requirements as per AS/NZS5601.

Location of the appliance

The air intake of this appliance is located on the rear of the housing.

- ▶ Ensure this intake is free from vegetation and other obstructions.

In order to prevent corrosion, the combustion air must not contain any corrosive substances.

Substances classed as corrosion-promoting include halogenated hydrocarbons which containing chlorine and fluorine compounds. They may be found in solvents, paints, adhesives, aerosol propellants and household cleaners.

If these conditions cannot be guaranteed, a different site must be chosen for the appliance.

Surface temperature

The maximum surface temperature of the appliance is below 85 °C. No special safety precautions are required with regard to flammable building materials and fitted furniture.

- ▶ Ensure that local building codes and regulations are followed.

4.2 Minimum clearances

- Install the appliance in accordance with the minimum installation clearances indicated in Fig. 5 and Table 6, according to AS/NZS5601
- The appliance must not be installed over a heat source.
- Do not obstruct the openings of appliance.
- The appliance must installed in a position that is easily accessible to allow service work. It is recommended the appliance is installed no more than 2m from the ground to the base of the appliance.
- The areas 30cms above and below the appliance must be clear of obstacles.

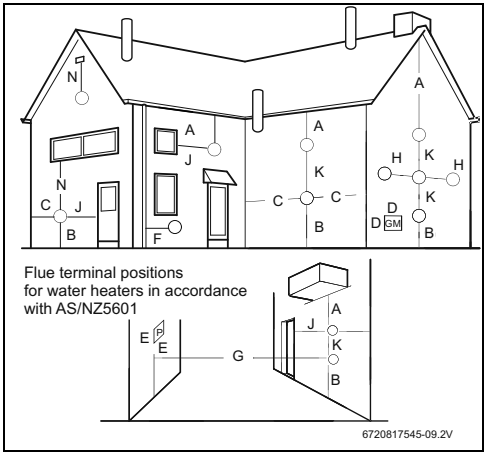

Fig. 5 Minimum flue clearances (use as a guide only, always AS/NZS5601).

	Item	Min.clearance (mm)
A	Below eaves, balconies and other projections	300
B	From the ground, above a balcony or other surface[1)]	300
C	From a return wall or external corner[1)]	300
D	From a gas meter (GM)	1000
E	From an electricity meter or fuse box (P)[2)]	500
F	From a drain pipe or soil pipe	75
G	Horizontally from any building structure [1)] or obstruction facing a terminal	500
H	From any other flue terminal, cowl, or combustion air intake[1)]	300
J	Horizontally from an openable window, door, non-mechanical air inlet, or any other opening into a building with the exception of sub-floor ventilation:	
	Appliances up to 150 MJ/h input[1)]	300
	Appliances over 150 MJ/h input up to 200 MJ/h input[1)]	300
K	From a mechanical air inlet, including a spa blower	1000
N	Vertically below an openable window, non-mechanical air inlet, or any other opening into a building with the exception of sub-floor ventilation:	
	Appliances over 50 MJ/h input and up to 150 MJ/h input	1000

Table 6

	Item	Min.clearance (mm)
	Appliances over 150 MJ/h input	1500

Table 6

1) unless appliance is certified for closer installation
2) Prohibited area below electricity meter or fuse box extends to ground level

4.3 Installing the appliance

NOTICE: The appliance may be damaged if dirt is allowed to enter via the gas or water connections.

- ▶ Purge the pipes to eliminate possible foreign bodies.

- ▶ Remove the appliance from the packaging.
- ▶ Check that all the material indicated is included.
- ▶ Remove the covers from the gas and water connections.
- ▶ Check that the gas type available matches that shown on the sticker on the front of appliance, and on its dataplate.

CAUTION:

- ▶ Never support or balance the water heater on the water and gas connections.

Packaging materials can be recycled.

4.4 Water connection

- ▶ Identify the cold and hot water pipe to avoid possible cross connection.
- ▶ Install a pressure reducing valve if required. It's preferable to install this valve close to the water meter.
- ▶ Complete the cold (Fig. 2. [18]) and hot (Fig. 2, [9]) water connections.

4.4.1 Temperature mixing device (not supplied with the appliance)

WARNING:
This water heater can heat water to temperatures which cause scalding.

It is recommended that for sanitary fixtures use primarily for the purpose of personal hygiene, that a temperature control device be fitted (such as a tempering valve) as per AS3498.

4.5 Gas connection

DANGER:
Non-compliance with applicable legal standards may cause a fire or explosion, causing material damage or personal injury or even death.

The gas connection to the water heater must absolutely with AS/NZS5601.

- ▶ First ensure that the water heater corresponds to the gas type available.
- ▶ Fit a gas shut-off valve on the gas supply line as close as possible to the appliance.
- ▶ After installation of the gas supply line, thorough purging and a tightness test must be carried out.

Size gas supply as per AS/NZ5601.

Incorrect gas pipe sizing will not be covered by the warranty.

4.6 Altitude of installation site region

To ensure correct operation of the appliance, it must be indicated the region altitude of the installation site.

- ▶ Enter the Service function (→section 6.2).
  Display with “P2”.
- ▶ Press + until the display shows “P4”.
- ▶ Press the button P .
  Display with indication “E”.
- ▶ Press − until the display shows “AS”.
- ▶ Press the button P .
  Display with indication “1”.
- ▶ Press the button + or − to select the region altitude of the installation site according to below table.
- ▶ Press the button P for 3 seconds.

Display	Altitude
1	< 500 m
2	500 m - 1 000 m
3	1 000 m - 1 500 m
4	1 500 m - 2 000 m
5	2 000 m - 2 500 m
6	> 2500 m

Table 7

4.7 Remote control connection (optional)

Connecting the communication cable to the remote control

- ▶ Open the remote control.
- ▶ Remove the larger connector from the communication cable.
- ▶ Connect the larger connector to the controller in the position shown in Fig. 7.
- ▶ Remove the plastic tag to allow the cable to be feed through.
- ▶ Feed the end of the cable without a connector through the opening in the back cover.
- ▶ Reconnect the cable to the larger connector.
- ▶ Refit the front and back covers back together.
- ▶ Close the remote control.

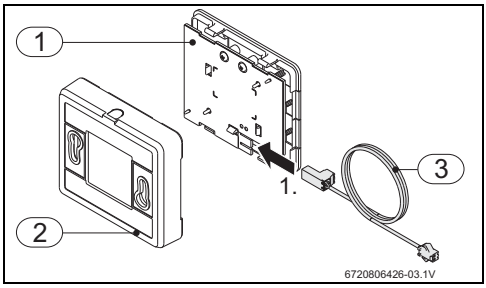

Fig. 6

[1] Remote control front cover
[2] Remote control back cover
[3] Communication cable

Connecting the communication cable to the appliance

- ▶ Connect the communication cable to the appliance.

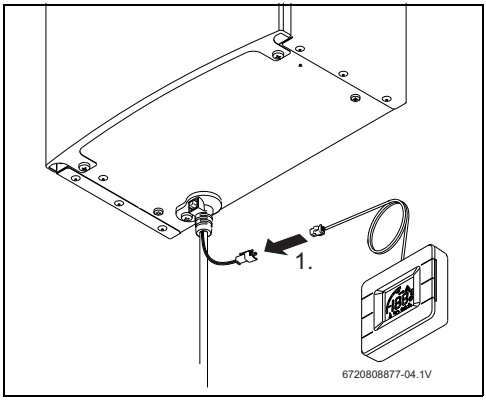

Fig. 7

The remote control connection is concluded.

5 Electrical connection (only by authorised technicians)

DANGER: Due to electric shock!

- ▶ Before carrying out work on electrical components, disconnect the power supply (230 V AC) (fuse, circuit breaker) and secure against unintentional reconnection.

All the regulating, control and safety devices in the appliance are factory supplied already connected and ready to operate.

CAUTION: Electrical storm!

- ▶ The appliance must have an independent connection in the electric box, protected by a differential safety switch of 30 mA and ground line. In areas with frequent electrical storms, a protector against electrical storms must also be fitted.

5.1 Connecting the power cable

The electrical connection must be done in accordance with AS/NZS3000.

If the power cable is damaged, it must be replaced with a Bosch supplied spare part.

- ▶ Connect the power cable to a power socket.

5.2 Commissioning of the appliance

- ▶ Open the gas and water isolation valves and check the tightness of all the connections.

If a controller is connected:

- ▶ place the ON/OFF button in the operating position. The appliance is now ready to operate.

When a hot water tap is turned on, the passage of water through the flow sensor (Fig. 2, [14]) sends a signal to the control box. This signal triggers the following actions:

- The fan to start working.
- The ignition sequence and the gas valve (Fig. 2, [13]) delivers gas to the burner.

- The burner ignites. Initially only one section of the burner is lit, with remain sections igniting depending on the heat required.
- The flame sensor rod (Fig. 2, [2]) detects the presence of the flame.
- The temperature of the water is automatically adjusted by the fan, gas and water valves.

Safety shut-down when the safety time is exceeded

If it is not possible to obtain the flame within the safety interval stipulated, a safety shut-down is carried out.

The presence of air in the gas supply pipe (initial start-up of the appliance or start-up after long periods of inactivity) may cause a delay or difficulty when igniting.
If the ignition attempt is unsuccessful after a period of time, the safety devices block the operation of the appliance, and air will have to be purged from the circuit.

Safety shut-down due to an excessively high water temperature

The electronic control unit detects the temperature of the water through the thermistor placed at the hot water outlet. If the appliance detects an excessive temperature, a safety shutoff will occur.

Safety shut-off due to incorrect flue conditions

If the appliance detects an incorrect flue condition, a safety shut-off will occur

Re-start after a safety shut-down

To put the appliance back into operation after a safety shut-off:

- ▶ Close all hot water taps.
- ▶ Reset the appliance by switching it off at the socket and unplugging the cord.

6 Regulating the gas (only for authorised technicians)

6.1 Factory regulation

The data plate on the each appliance will show the factory setting of that appliance.

Natural gas

The appliance must not be operated if the dynamic connection pressure is less than 1.13 kPa or greater than 2.75 kPa.

Universal LPG

The appliance must not be operated if the dynamic connection pressure is:
Universal LPG: less than 2.5 kPa or greater than 4.5 kPa.

DANGER:

- ▶ The operations described below must only be carried out by an authorised technician.

6.2 Service function

Accessing the service function

- ▶ Press and hold down at the same time **P** , **+** and **−** for 3 seconds.

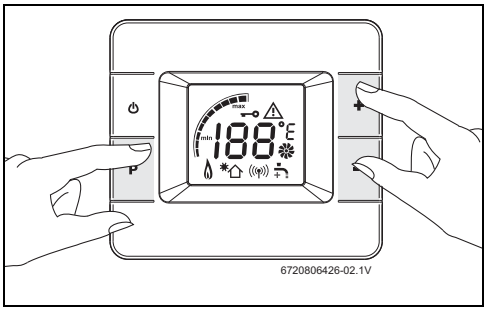

Fig. 8 Service function

Display with indication "P2".
The service function is activated.

6.3 Adjusting the appliance

6.3.1 Access to the pressure heads

- ▶ Remove the front of the appliance.

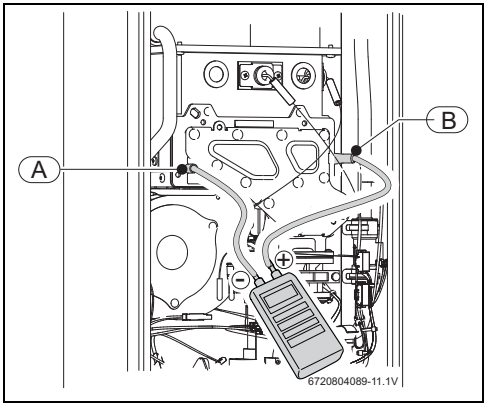

Fig. 9

[A] Air pressure test point
[B] Gas pressure test point

6.3.2 Adjusting the maximum flow (Parameter P1)

- ▶ Connect the appliance on the ON/OFF button.
- ▶ Loosen the test point screw of the gas pressure test point .[B]
- ▶ Connect the pressure gauge connection "+" to the gas pressure test point.
- ▶ Loosen the test point screw of the air pressure test point [A].
- ▶ Connect the negative (-) side of the pressure gauge to the air pressure test point [A].
- ▶ Press − until the display shows "P1".
- ▶ Press the button **P** .
  Display with indication "E".
- ▶ Press − until the display shows "L1".
- ▶ Press the button **P** .
  The appliance is in the position for adjustment of the maximum gas flow.
- ▶ Open a hot water tap.
- ▶ Press + or − until the pressure gauge shows the value indicated in tab. 8.

If it is not possible to reach the differential pressure value:

- ▶ Adjust the pressure in the burner (section 5.3.4) and repeat the procedure for adjusting minimum flow.

- ▶ Press **P** for 3 seconds.
  The value flashes as a sign of confirmation.
- ▶ Press **P** .
  Display will show "L1".
- ▶ Close the hot water tap.
- ▶ Press + until the display shows "E".
- ▶ Press the button **P** .
  Display will show P1.
  The adjustment of the maximum gas flow is completed.

6.3.3 Adjusting the minimum flow (Parameter P2)

- ▶ Press + until the display shows "P2".
- ▶ Press the button **P** .
  Display will show "E".
- ▶ Press − until the display shows "L2".
- ▶ Press the button **P** .
- ▶ Open a hot water tap.
  The appliance is now ready for adjustment of the minimum gas flow.
- ▶ Press + or − until the pressure gauge shows the value indicated in tab. 8.

If it is not possible to reach the differential pressure value:

- ▶ Adjust the pressure in the burner (section 6.3.4) and repeat the procedure for adjusting minimum flow.

- ▶ Press **P** for 3 seconds.
  The displayed value flashes as a sign of confirmation.
- ▶ Press **P** .
  Display will show "L2".
- ▶ Close the hot water tap.
- ▶ Press + until the display shows "E".
- ▶ Press the button **P** .
  Display will show "P2".
- ▶ Simultaneously press the **P** , + and − for 3 seconds.
  Display with indication of temperature selected.
- ▶ Disconnect the pressure gauge from the test points [A] and [B].
- ▶ Tighten the shutter screws of the pressure test points [A] and [B].
  The adjustment of the minimum gas flow is complete.

		Natural gas H	Universal LP gas
Ø injector	GWH12	1.7	1.3
Dynamic connection pressure (mbar)	GWH12	11.3	27.5

Table 8 Pressure of the burner

		Natural gas H	Universal LP gas
Burner pressure (mbar) - P0	GWH12	1,2	
Differential pressure of the burner MAX (mbar) - P1	GWH12	5.1 - 5.5	6.3 - 6.7
Differential pressure of the burner MIN (mbar) - P2	GWH12	0.6 - 0.9	0.8 - 1.1

Table 8 Pressure of the burner

6.3.4 Adjusting pressure in the burner (Parameter P0)

Burner pressures adjustment is only required if “L1” and “L2” cannot be achieved according to table, 8.

- Enter the service mode by pressing and holding down the P , + , and − buttons simultaneously for 3 seconds (section 6.2).
  Display will show "P2".
- Press − until the display shows "P0".
- Press the button P .
- Open a hot water tap.
  With the pressure gauge connected, let the value measured stabilise.
- Press + or − until the pressure gauge shows the value indicated in tab. 8.
- Press P for 3 seconds.
  The displayed value flashes as a sign of confirmation
- Press P to exit this function.
  Display will show P0.
- Close the hot water tap.
  The adjustment of the burner pressure is complete.

6.4 Factory default settings

- Enter the service mode by pressing and holding down the P , + , and − buttons simultaneously for 3 seconds (section 6.2).
  Display will show"P2".
- Press + until the display shows "P4".
- Press the button P .
  Display will show“E”.
- Press − until the display shows "rP".
- Press the button P .
  Display will show "P1"
- Press P for 3 seconds.
  The value flashes as a sign of confirmation.
- Press P .
  Display will show "P1"
- Press + until the display shows "P2".
- Press the button P for 3 seconds.
  The value flashes as a sign of confirmation.
- Press P .
  Factory default settings are now restored.

7 Maintenance (only by authorised technicians)

Bosch recommend that to maintain optimum performance from this appliance, servicing should be carried out by suitably licensed persons at intervals not greater than two (2) years.

Maintenance must only be performed by an authorised service technician.

DANGER: Due to electric shock!
- Always isolate the electrical power to the appliance (by turning off the power point and removing the power plug from the electrical socket) before carrying out any work on electrical parts.

- Your appliance should only be attended to by a Bosch service technician. To locate your nearest service provider, call: AU 1300 30 70 37, NZ 0800 54 33 52
- Only use Bosch supplied replacement parts.

7.1 Periodic maintenance works

Functional check

- Check the proper operation of all the safety, regulation and verification elements.

Heat exchanger

- If heat exchanger is showing signs of sooting:
  - Remove the heat exchanger.
  - Clean by applying a jet of water in the lengthwise direction of the fins.

NOTICE: Damage to the appliance.
Damage to the heat exchanger.
- ▶ Do not apply a jet that is too strong or aimed in a direction other than that indicated.

- ▶ If the soot is not removed, use a stiff brush to carefully clean the fins.
- ▶ Regions with average/high water hardness: descale the inside of the heat exchanger and the connection pipes by using a diluted solution of hydrochloric acid or white vinegar.
- ▶ When reinstalling the heat exchanger replace the o-rings and seals.

Burner

- ▶ Inspect the burner and clean it if necessary.

If cleaning is required:

- ▶ Dismantle the burner.
- ▶ Use a brush to clean the surface of the burner elements.
- ▶ Use a jet of air to blow the burner elements clean.

Water filter

- ▶ Close the cold water inlet isolation valve.
- ▶ Unscrew the water filter on the cold water pipe.
- ▶ Carefully remove the water filter.
- ▶ Replace the water filter.

7.2 Replacement of the fuse (electronic control unit)

- ▶ Loosen the fixing screw of the electronic control unit.
- ▶ Release all the connections to the control box.
- ▶ Open the electronic control unit.
- ▶ Replace the fuse.

7.3 Start-up after completion of maintenance

- ▶ Re-tighten all of the connections.
- ▶ Check the burner pressure.
- ▶ Check tightness of the flue circuit with the front cover fitted.
- ▶ Check that there are no gas or water leaks.

8 Troubleshooting

Fitting, maintenance and repair must only be carried out by authorised technicians. The following table describes the possible solutions.

Display	Description	Solution
A0	Cold and hot temperature sensor damaged.	▶ Check temperature sensor and associated connections. ▶ If the problem persists, call an authorised service technician.
A1	Temperature inside the water heater housing is high (heat exchanger calcified or sooted).	▶ The appliance automatically regulates its performance to avoid overheating. ▶ If the problem persists, call an authorised service technician.
A4	Faulty air temperature sensor.	▶ Call an authorised service technician.
A7	Faulty hot water outlet temperature sensor.	▶ Check temperature sensor and associated connections. ▶ If the problem persists, call an authorised service technician.
A9	Hot water temperature sensor is not fitted properly. Incoming gas pressure low.	▶ Check fitting. ▶ Check incoming pressure.
C7	Faulty fan.	▶ Check if the fan is properly connected to ECU. ▶ If the problem persists, call an authorised service technician.
CA	Water flow above maximum specified value.	▶ Check incoming water pressure. ▶ Install a pressure limiting valve if necessary.
CF C1	Blocked flue gas outlet. Air flow sufficient for start-up.	▶ Remove dirt or any other impediment in the flue and air inlet. ▶ Close and open a hot water tap. ▶ If the problem persists, call an authorised service technician.
E0	Failure of control module.	▶ Unplug the electrical connection for 10 seconds. ▶ Reconnect and restart the appliance. ▶ If the problem persists, call an authorised service technician.
E1	Hot water temperature sensor detects overheating.	▶ Let the appliance cool and try again. ▶ If the problem persists, call an authorised service technician.

Table 9

Display	Description	Solution
E2	Cold temperature sensor faulty.	▶ Check temperature sensor and associated connections. ▶ If the problem persists, call an authorised service technician.
E4	Air temperature sensor detects overheating (leaking combustion products inside the combustion chamber).	▶ Switch off at the power point and remove the plug from the electrical socket. ▶ Do not try to restart the appliance.
E9	Activated thermal fuse.	▶ Call an authorised service technician.
EA	Flame not detected.	▶ Check that the gas to the appliance has not been turned off. ▶ Unplug the electrical connection for 10 seconds. ▶ Reconnect and restart the appliance. ▶ If the problem persists, call an authorised service technician.
EC	Failure ionization during operation	▶ Check type of gas. ▶ Check gas pressure. ▶ Check the ignition system. ▶ Check the output of combustion gases and remove dirt or other impediment to good extraction.
EF	Wrong gas connected.	▶ Call an authorised service technician.
F7	A flame is detected although the appliance is switched off.	▶ Unplug the electrical connection for 10 seconds. ▶ Reconnect and restart the appliance. ▶ If the problem persists, call an authorised service technician.
FA	Fault in the gas control valve.	▶ Call an authorised service technician.
FC	Buttons stuck in a 'pressed' position for more than 30 seconds.	▶ Release the button. ▶ If the problem persists, call an authorised service technician.
With indication, but without existence of solar thermal system.	The temperature selected is lower than the minimum power that the appliance supplies.	▶ Increase the hot water flow. **-or-** ▶ Select a higher temperature. ▶ If the problem persists: ▶ Call an authorised service technician.
With indication and water temperature low.	High incoming water temperatures, or low flow rate can create this occurrence.	
	Appliance is making resonance noise (vibration).	▶ Call an authorised service technician.

Table 9

Note: Note: breakdowns diagnosed by the water heater through an indication in the LCD panel result in the blocking of the appliance for safety reasons. Once the problem is solved, you can reset the appliance by pressing the on/off button or by unplugging and replugging the power supply cord. To locate your nearest service agent, call: AU 1300 30 70 37, NZ 0800 54 33 52.

9 Environment / disposal

Environmental protection is a fundamental corporate strategy of the Bosch Group.
The quality of our products, their efficiency and environmental safety are all of equal importance to us and all environmental protection legislation and regulations are strictly observed.
We use the best possible technology and materials for protecting the environment taking into account of economic considerations.

Packaging
We participate in the recycling programmes of the countries in which our products are sold to ensure optimum recycling.
All of our packaging materials are environmentally friendly and can be recycled.

Used appliances
Used appliances contain valuable materials that should be recycled.
The various assemblies can be easily dismantled and synthetic materials are marked accordingly. Assemblies can therefore be sorted by composition and passed on for recycling or disposal.

10 Water quality

All Bosch water heating appliances are constructed from high quality materials and components and all are certified for compliance with relevant parts of Australian and New Zealand gas, electrical and water standards.

Whilst Bosch water heaters are warranted against defects, the warranty is conditional upon correct installation and use, in accordance with detailed instructions provided with the heater. In the case of the water supplied to the heater, it is important that the water quality be of an acceptable standard.

The water quality limits/parameters listed in water quality table are considered acceptable and generally, Australian and New Zealand suburban water supplies fall within these limits/ parameters.

In areas of Australia and New Zealand where water may be supplied, either fully or partly, from bores, artesian wells or similar, one or more of the important limits may well be exceeded and the heater could, therefore, be at risk of failure.

Where uncertainty exists concerning water quality, intending appliance users should seek a water analysis from the water supplying authority and in cases where it is established that the water supply does not meet the quality requirements of the water quality table, the Bosch warranty would not apply.

Water quality table
Maximum levels

pH	Saturation Index(LSI) (langelier)	Total Hardness	Chlorides	Sodium	Iron
6.5-9.0	+0.4 to -1.0 at 65 °C	200 mg/l	250 mg/l	180 mg/l	1 mg/l

Table 10

11 Warranty details

Robert Bosch (Australia) Pty Ltd
(Bosch) Manufacturer's Warranty
(Applicable for purchases from 1 January 2012)
All Bosch hot water units are carefully checked, tested and subject to stringent quality controls.

1. Warranty
Bosch offers, at its option, to repair or exchange this Bosch hot water unit or the relevant part listed in clause 2 below at no charge, if it becomes faulty or defective in manufacture or materials during the warranty period also stated in clause 2. This warranty is offered in addition to any other rights or remedies held by a consumer at law.

2. Warranty periods & coverage
(a) Domestic applications: 3 years (parts and labour)
(b) Heat exchangers used in domestic applications: 12 years (parts only).
(c) Commercial applications: 12 months (parts and labour)
(d) Heat exchangers used in commercial applications: 12 months (part only)

All warranty periods commence on the date of purchase of the hot water unit by the end-user. However, where the date of purchase by the end-user is more than 24 months after the date of manufacture, all warranty periods will automatically commence 24 months after the date of manufacture.

3. Warranty exclusions
This warranty is VOID if any damage to or failure of the hot water unit is caused wholly or partly by:

(a) faulty installation
(b) neglect, misuse, accidental or non-accidental damage, failure to follow instructions
(c) use of the unit for purposes other than which it was designed or approved
(d) unauthorised repairs or alterations to the unit without Bosch's consent
(e) use of unauthorised parts and accessories without Bosch's consent

(f) use of non-potable water or bore water in the hot water unit (see product instructions for further details)
(g) continued use after a fault becomes known or apparent.

This warranty DOES NOT include:

(a) costs of consumables or accessories
(b) wear and tear, normal or scheduled maintenance
(c) to the extent permitted by law, any damage to property, personal injury, direct or indirect loss, consequential losses or other expenses
(d) changes in the condition or operational qualities of the hot water unit due to incorrect storage or mounting or due to climatic, environmental or other influences.

NOTE: Any service call costs incurred by the owner or user of the hot water unit for any matter not covered by the terms of this warranty will not be reimbursed by Bosch, even if those costs are incurred during the warranty period. If the hot water unit is located outside the usual operating area of a Bosch service agent, the agent's travel, freight or similar costs are not covered by this warranty and must be paid by the owner or user of the hot water unit.

4. Warranty conditions

(a) Proof of purchase may be required.
(b) The hot water unit must be installed by an authorised and licensed installer.
(c) Proof may be required of the date of installation and correct commissioning of the hot water unit has been carried out to Bosch's satisfaction (such as a certificate of compliance).
(d) Repair or replacement of the hot water unit or any parts under this warranty does not lengthen or renew the warranty period.
(e) This warranty is not transferable and is only offered to the original purchaser of the hot water unit.
(f) No employee or agent of Bosch is authorised to amend the terms of this warranty.
(g) This warranty only applies to Bosch hot water units purchased from an authorised reseller and installed in Australia or New Zealand.
(g) To the extent that any condition or warranty implied by law is excludable, such condition or warranty is excluded.

5. How to lodge a warranty claim and warranty procedure

(a) Warranty claims must be made with the Bosch Customer Contact Centre (Australia: ph 1300 307 037; New Zealand: ph 0800 543 352). Please be ready to provide the model and serial numbers, date of installation, purchase details and a full description of the problem. Warranty claims must be made before the end of the warranty period.
(b) All warranty service calls must conducted by an authorised Bosch service agent.
(c) Invoices for attendance and repair of a hot water unit by third parties not authorised by Bosch will not be accepted for payment by Bosch.

6. Privacy Act 1988 (Cth)

A customer's personal information collected during warranty claims may be used for the provision of customer support, for the provision of information about products and services and for other marketing activities undertaken by Bosch and its Bosch Service Agents who are authorised to carry out warranty repairs on behalf of Bosch (Purpose). Bosch is committed to protecting the privacy of its customers' personal information. It will act in compliance with the National Privacy Principles and Privacy Act 1988 (Cth). Bosch will not forward customers' personal information to third parties other than for the Purpose. A customer can object at any time to the use of their personal information for the Purpose. Bosch will cease to use a customer's personal information accordingly if an objection is made.

7. Bosch contact details

If you have any questions about this warranty or to lodge a warranty claim, please contact:

Robert Bosch (Australia) Pty Ltd
1555 Centre Road, Clayton, Victoria 3168
Tel: Australia: 1300 307 037
Tel: New Zealand: 0800 543 352

IMPORTANT NOTE FOR AUSTRALIAN CONSUMERS

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

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