

# Product Information Notice

**Models:** Tronic 3000-2R Electric Tankless Water Heaters

**Subject:** Sticking Flow Switch



### Summary

It has been identified that a number of flow switches that were used in the Bosch Tronic 3000-2R electric water heater products may have been assembled with insufficient lubrication.

This can result in the flow switch (see Fig.1) sticking and the water heater operating incorrectly.

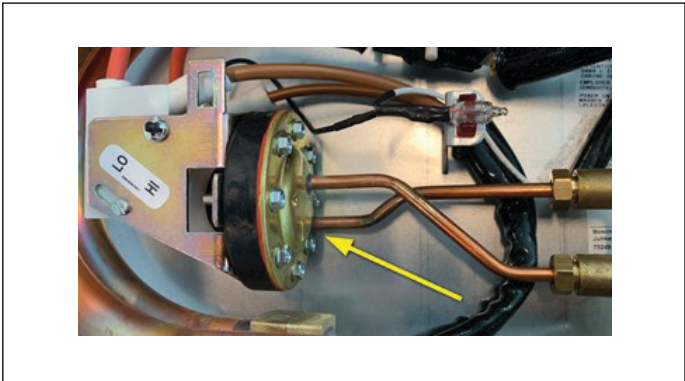


Figure 1

The issue has been rectified at our production plants, but there remains the possibility that some water heaters already in the field could contain an affected flow switch.

### How To Identify If You Have An Affected Product

Your water heater may contain one of the affected flow switches if;

1. It is one of the specific models listed in Table 1 and is within the serial number range of FD 039 through FD 140 (the FD is located within the product serial number) .

**Serial Number Example:** 8370-176-002005-773650XXXX  
FD

See Fig.2 for location of the serial number.

AND

2. It is experiencing either of the following two symptoms;
  - a. The water heater fails to activate (the red LED does not illuminate) when you have fully opened the connected hot water faucet\*.
  - b. The water heater remains activated (the red LED stays illuminated) after you have stopped the flow of water. This could also lead to the water heater overheating and the internal thermal cutout switch tripping.

Tronic 3000-2R Model Number	Part Number
US3-2R	7-736-505-867
US4-2R	7-736-505-868
US7-2R	7-736-505-870
US9-2R	7-736-505-871

Table 1

\* Based on specified electrical power connection and minimum water flow requirement . Please verify first.

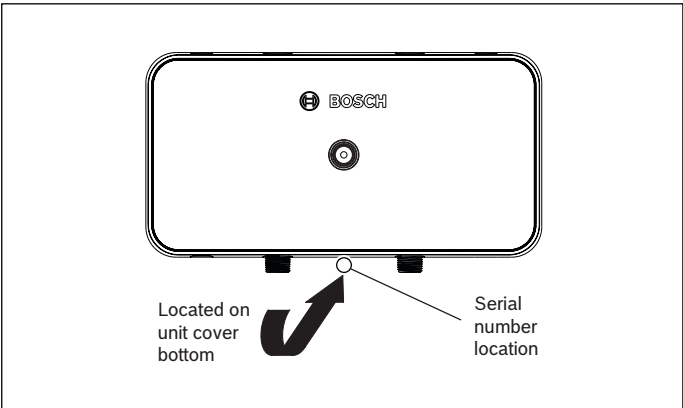


Figure 2

### Recommended Field Action

If your water heater is one of the models listed in Table 1, is within the serial# range stated above, and is experiencing either of the two symptoms described above, we recommend that the flow switch be replaced immediately.

- Flow Switch Part#: **8-738-726-324** (compatible with all models listed in Table 1).



If your water heater is not experiencing the symptoms mentioned above, then no action is required.

### How To Obtain The Replacement Part

The standard warranty duration for the flow switch is one year from the date of installation, but for eligible water heaters that have an impacted flow switch we have extended the warranty duration to five years from the date of installation (available only to the original owner of the water heater and in the original installation location).

If your distributor stocks the part, please obtain the flow switch and work with the distributor on filing a warranty claim.

If you cannot source a flow switch locally, or if you have any questions, please contact our teams (Monday through Friday) via;

- Phone: 1-800-283-3787
- Email at [tankless.techsupport@us.bosch.com](mailto:tankless.techsupport@us.bosch.com)

Please note that there is no labor allowance available for this replacement, Bosch will supply the part only.