

# BOSCH

# DISHWASHER

## SERVICE GUIDE

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A step-by-step guide to the most common service questions and repairs for your Bosch brand dishwasher.

Published by Yale Appliance + Lighting  
Updated January, 2017



# Overview



## The most commonly asked service question is “should I fix it”?

They are all a bit more repairable than older dishwashers. However with the cost they save in energy they will generally pay for themselves in a few years. Bosch

has also improved in decibel noise and design.

Bosch home appliances are part of BSH, Bosch and Siemens Home Appliance Group, based in Munich, Germany. As part of the third largest appliance manufacturer in the world, Bosch

has been selling high performance German-engineered appliance factory in the world. They are most well known in the United States for quietness with their dishwashers.



**Recommended Read:**  
The Most Reliable  
Appliance  
Manufacturers

Dishwasher Service Guide

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Proud to be family owned  
and operated since 1923





# TROUBLESHOOTING

Common issues and advice

Photo credit: Superior Woodcraft Inc. / Houzz





# Troubleshooting



There are a few steps to troubleshoot a Bosch dishwasher. The purpose of this guide is to let you know whether it's worth fixing. We will also show you how to fix it yourself.

**Brands:**

Bosch, Thermador, Gaggenau, Siemens

**Troubleshooting:**

There are only a few quick steps to figure out what may be wrong with your dishwasher. Then we will let you know if it's worth repairing. Then in some common cases how to repair.



# Troubleshooting



## Basic Dishwasher Operation

Let's break it down, basic dishwasher operation is simply as follows. The door needs to lock. The unit should fill, wash, rinse, and then drain. A cycle simply repeats this washing pattern.

### What is wring?

- A. No power?
- B. No Draining?
- C. Not Filling?
- D. Poor Washability?
- E. Door not Closing?



## A. No Power?



First check power supply. With older units this can be tougher as they were hard wired into a junction box. Yet most were set up with a “service switch” which is regular light switch generally located under the sink or on the counter that would cut off all power unit.

If needed, we can dispatch the most highly trained appliance technician to your home and handle from beginning to end.

Also, there is a possibility that the circuit breaker has tripped and this would be located in a common area that should have every electrical unit labeled in that box.

There is a difference with thinking there is no power and the and the dishwasher not doing anything. Most all of those dishwashers will have some lights on the control display. These buttons will indicate power setting. The buttons will at least confirm power is there and the unit is just not operating correctly.

Photo credit: Plantation Building Corp via Houzz





## B. Not Draining?



If the water won't drain from the Bosch dishwasher, first activate the CANCEL DRAIN mode. There should be two buttons on the control area that state if pushed at the same time it will RESET the unit and drain for 90 seconds.

If you have recently installed a garbage disposer in your home, make sure that the drain plug on the disposer has been removed. It's just a little plastic piece that blocks the hole where you hook the dishwasher drain hose. If your dishwasher drains through the garbage disposer, you need to run the garbage disposer before you run the dishwasher to make sure that the drain is clear.

There should be at least a high drain loop about 18" off the ground with the drain line can prevent any back flow into the dishwasher from the sink.



## B. Not Draining? (cont.)



Like the Bosch inlet valve, there is also a drain pump on all Bosch models. When no power goes to the drain pump it remains closed and prevents water from leaving the machine. When the pump receives power during the drain cycle, the solenoid opens and allows the water to leave the machine.

If the motor doesn't turn or work properly, the Bosch dishwasher may not drain. Make sure you have power to the unit. If you notice that the motor hums but won't turn, it could be seized and you probably need to replace the drain pump.

Small objects can sometimes get stuck in the pump. When this occurs, you'll need to open the pump and remove any debris buildup. The dishwasher pump is usually mounted directly to the motor and runs off the motor as well. The pump is also attached to the bottom of your dishwasher and pushes the water from the dishwasher.





## C. Not Filling?



Why is there no water entering the Bosch Dishwasher?

If you no water entering your Bosch dishwasher, check the door latch, the household water supply to the dishwasher, the float switch or overflow protector (this is under the unit and not very accessible), and the water-inlet valve.

Many dishwashers have a timed fill rather than a metered fill. Bosch dishwashers have about a 90 second filling stage.

All of the water enters the dishwasher through the water-inlet valve. If the water-inlet valve does not close, you can disconnect the power to the dishwasher, and the flow of water should stop. If there is any debris or hard water deposits keeping it open, you will need to turn off the water supply to the dishwasher and replace the valve.

Some water always remains in the sump, but if it is filling while not being used, it may be back siphoning through the drain, not draining correctly, or this could signal a bad water-inlet valve.

## D. Poor Washing?

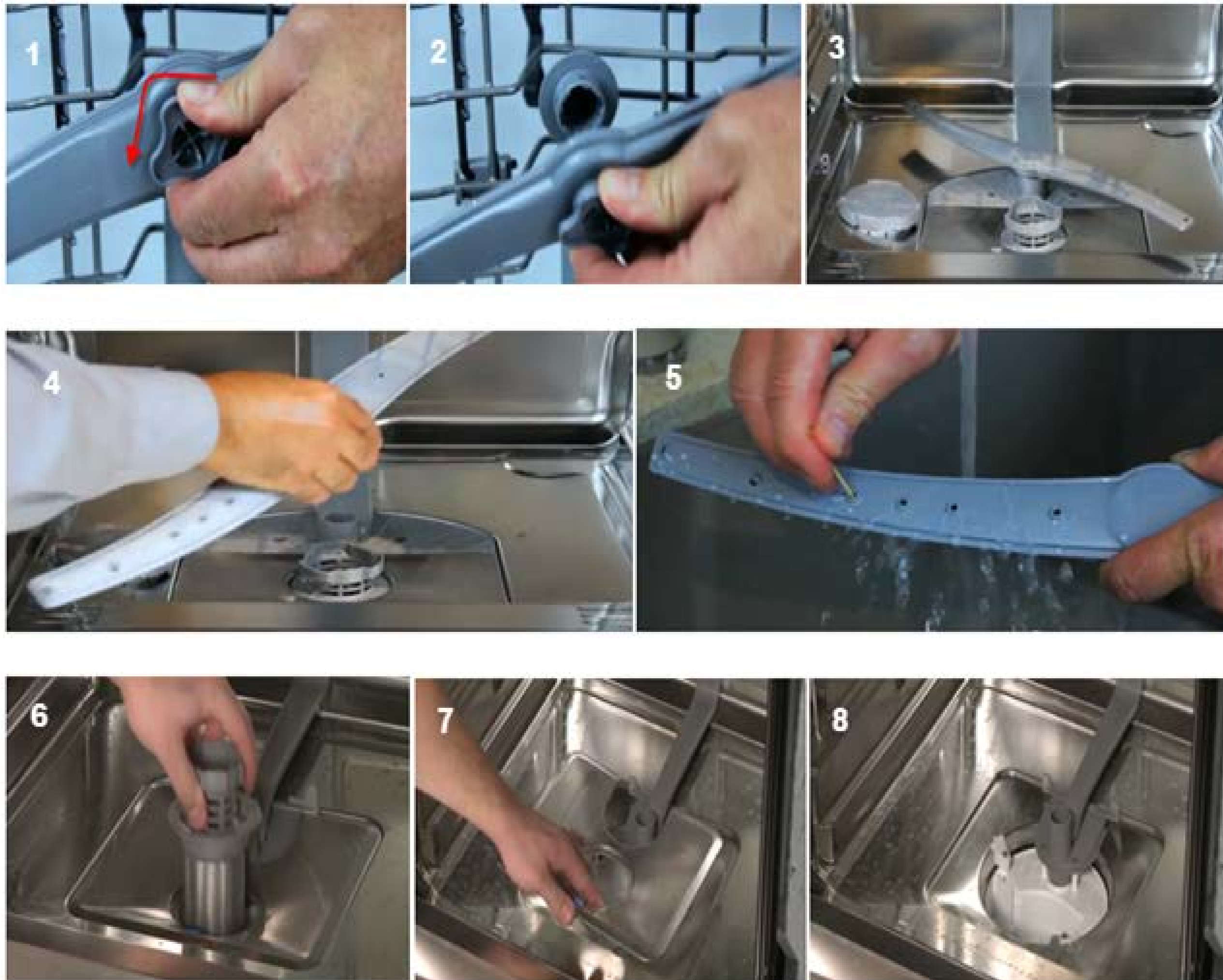


This is a very simple process with no tools needed, and this can help with washability issues. First open Bosch dishwasher door and remove bottom (empty) rack.

The top spray arm is located under the top or middle rack. Pull rack out and simply unscrew plastic lock unit (image 1,2) counterclockwise and the entire arm will come off. Bottom spray arm access is even easier, remove the empty bottom rack. Then simply pull up on the spray arm (image 3,4).

You can wash out both arms in the sink using a tooth pick to unclog any holes that are clogged (image 5). While the bottom arm is out you can remove the filter (image 6,7). This could be done at least weekly.

Simply turn filter to the left and pull out wash in sink and place back in turn to the right to lock and you're done. It is normal for water to be in the sump assembly, (image 8) this will prevent the seals from drying out.







## E. Door Not Closing?



Most commonly this is due to obstruction. Or even the racks not sitting correctly. So first I would remove the bottom rack, try closing, then remove upper rack, try closing.

If that's not it and the door is going all the way to top but no latching then you may be looking at a door latch replacement.



# REPAIR

Common repair issues

Photo credit: Terracotta Design Build / Houzz

# Repair



## Step by step walk through repairs

### A. Drain Pump Replacement

Tools needed: Floor protection, T-15 T-20 torque bit, 1/4" nut driver, and Philips head screw driver, and a Wet vacuum.

Most drain pumps can be done from the front without removal of the dishwasher. First shut the power and circuit off to the unit. Be careful of all sharp edges.

### B. Water Valve Replacement

Tools needed: Floor protection, Philips screw driver, Pliers, Adjustable wrench, Teflon tape, T-15 T-20 torque bit with 1/4" nut driver. Wet vacuum or towel.

Most all Bosch dishwasher water valves can be replaced from the front without removal of the dishwasher. First shut the power and circuit off to the unit. Also shut off water supply to unit as well (generally located under the sink). Be careful of all sharp edges.



# Repair (cont.)



## C. Door Latch Replacement

Tools needed: Floor protection, T-15 T-20 torque bit, ¼" nut driver, and Flat head screw driver.

All Bosch dishwasher door latches can be repaired from the front without removal of the dishwasher. First shut the power and circuit off to the unit. Be careful of all sharp edges.





# A. Drain Pump Replacement

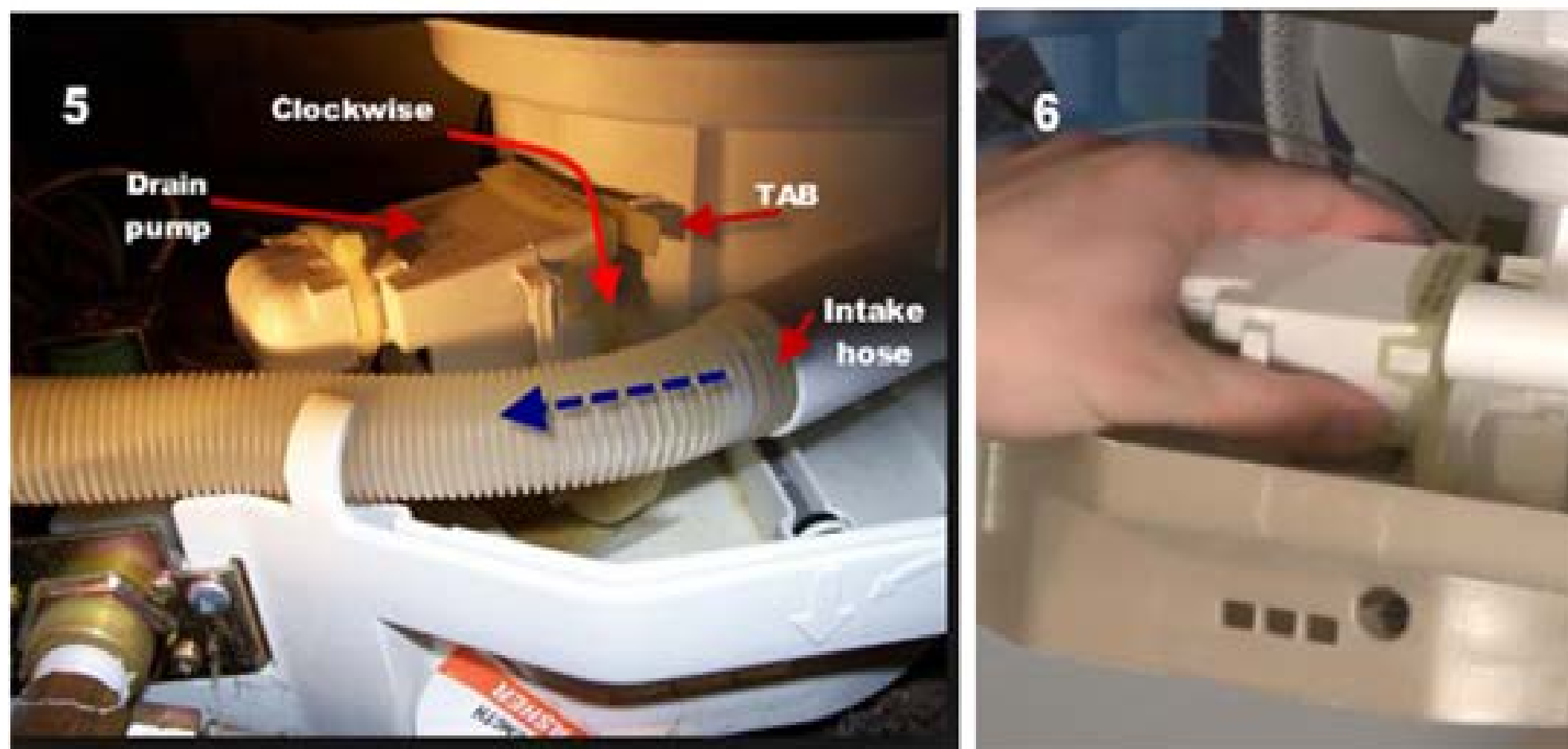
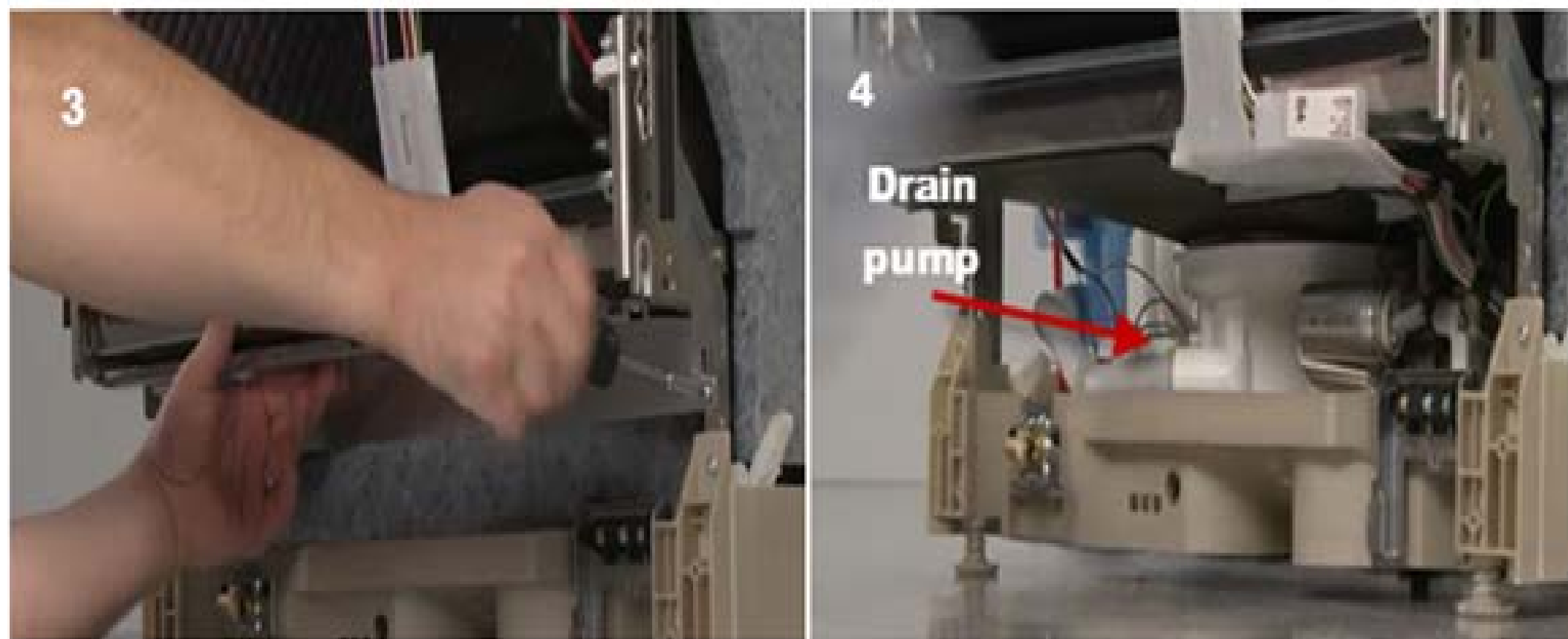


Remove the two Philips head screws holding the kick or (toe) panel. Set aside.

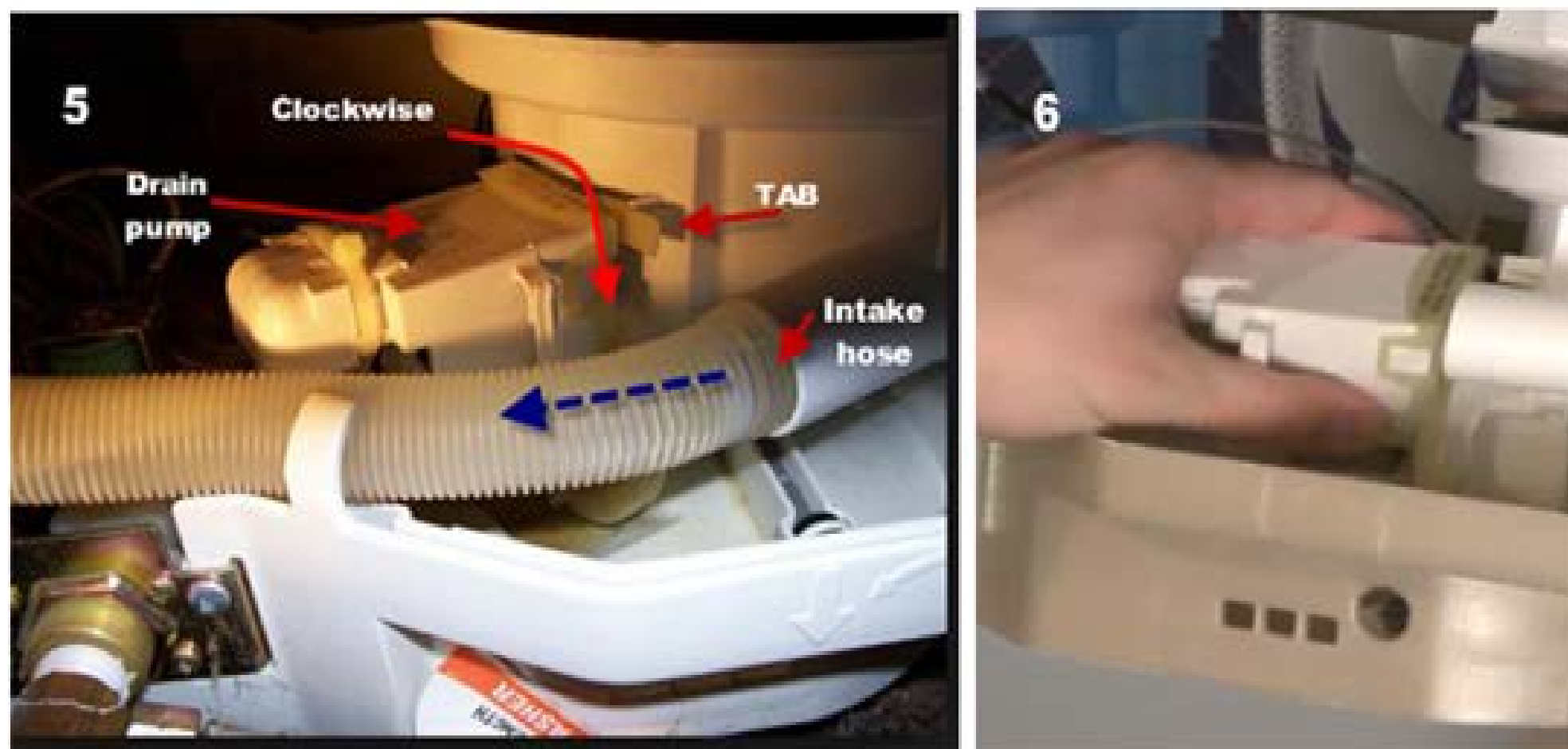
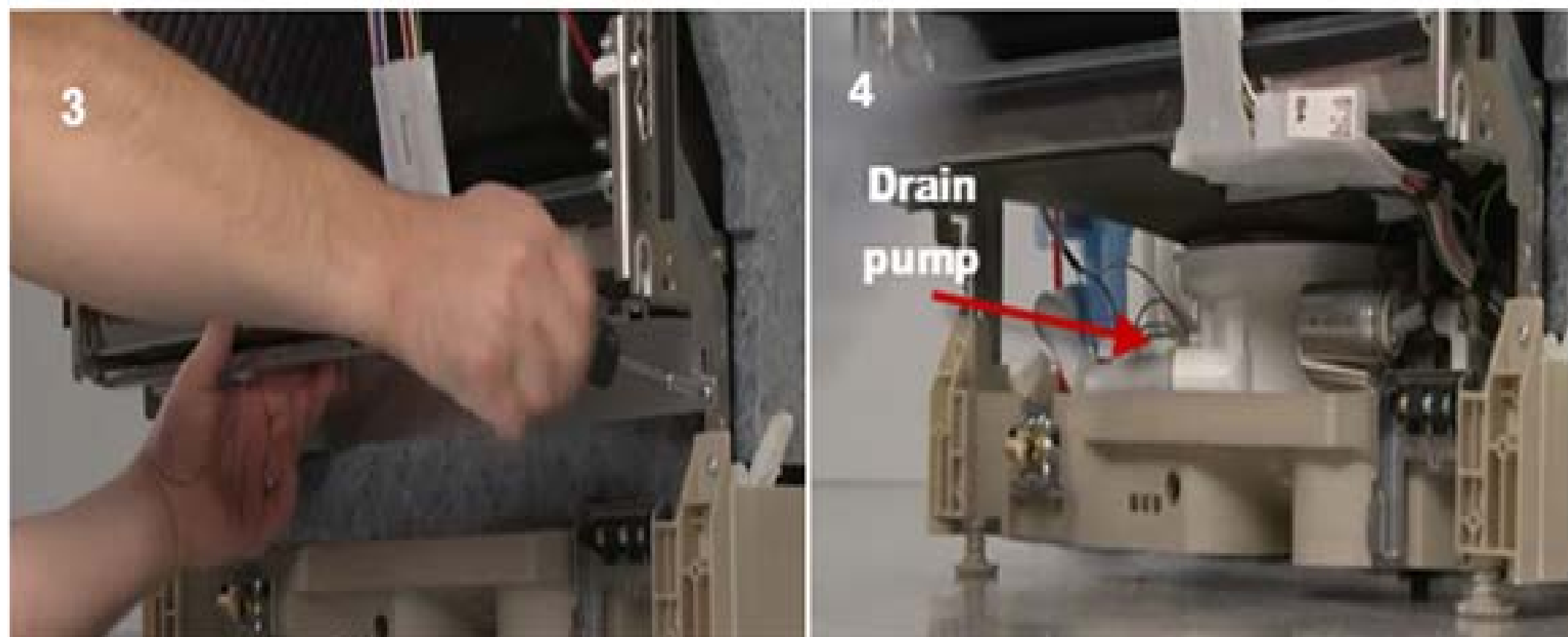
It is easier to remove the door panel but not necessary. This would be the 6 to 10 torque screws 3 on each side of the inner door starting from the bottom up (image 1,2). Most control panels on top can stay in place.

Some under counter and intergraded units may have a few more screws on top.

Next, remove the metal support under inner door that has 2 torque screws two on each side (most support brackets have a plastic wire harness holder that should detach and stay in place). This is so you can set the support aside (image 3). The drain pump should now be visible on the bottom left side (image 4).



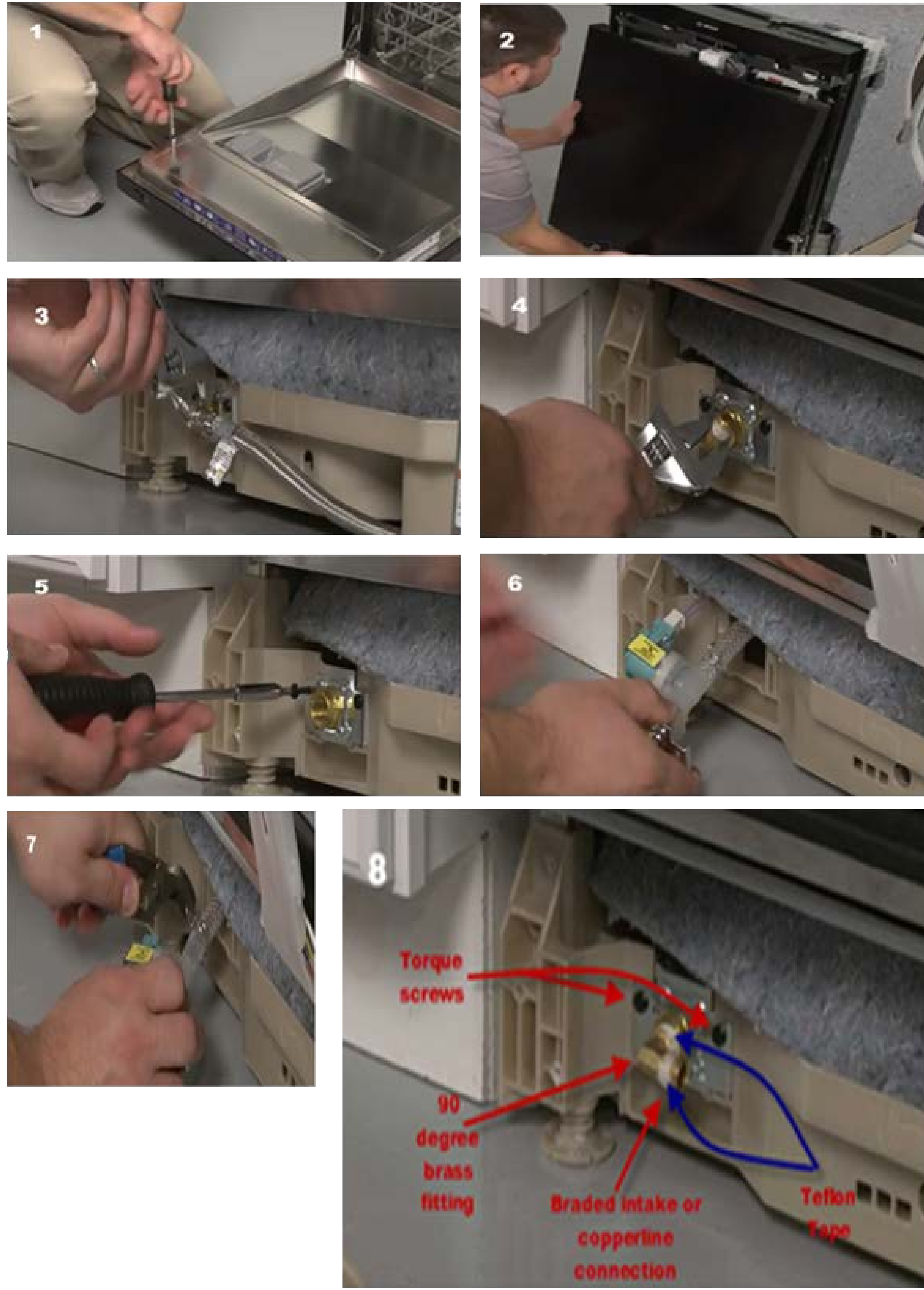
# A. Drain Pump Replacement (cont.)



Remove the 1" intake hose from the right to left out of the sump assemble to allow access to drain pump (image 5). There may be water discharge. It should pull out with ease. Then just push it up and out of the way. You only need to disconnect that one side on the right, the left side of the hose can remain connected into pressure switch. The water should fall into base of the Bosch dishwasher and not on floor.

There should be two wires connected to drain pump or a plastic molex disconnect and move out of way.

## B. Water Valve Replacement



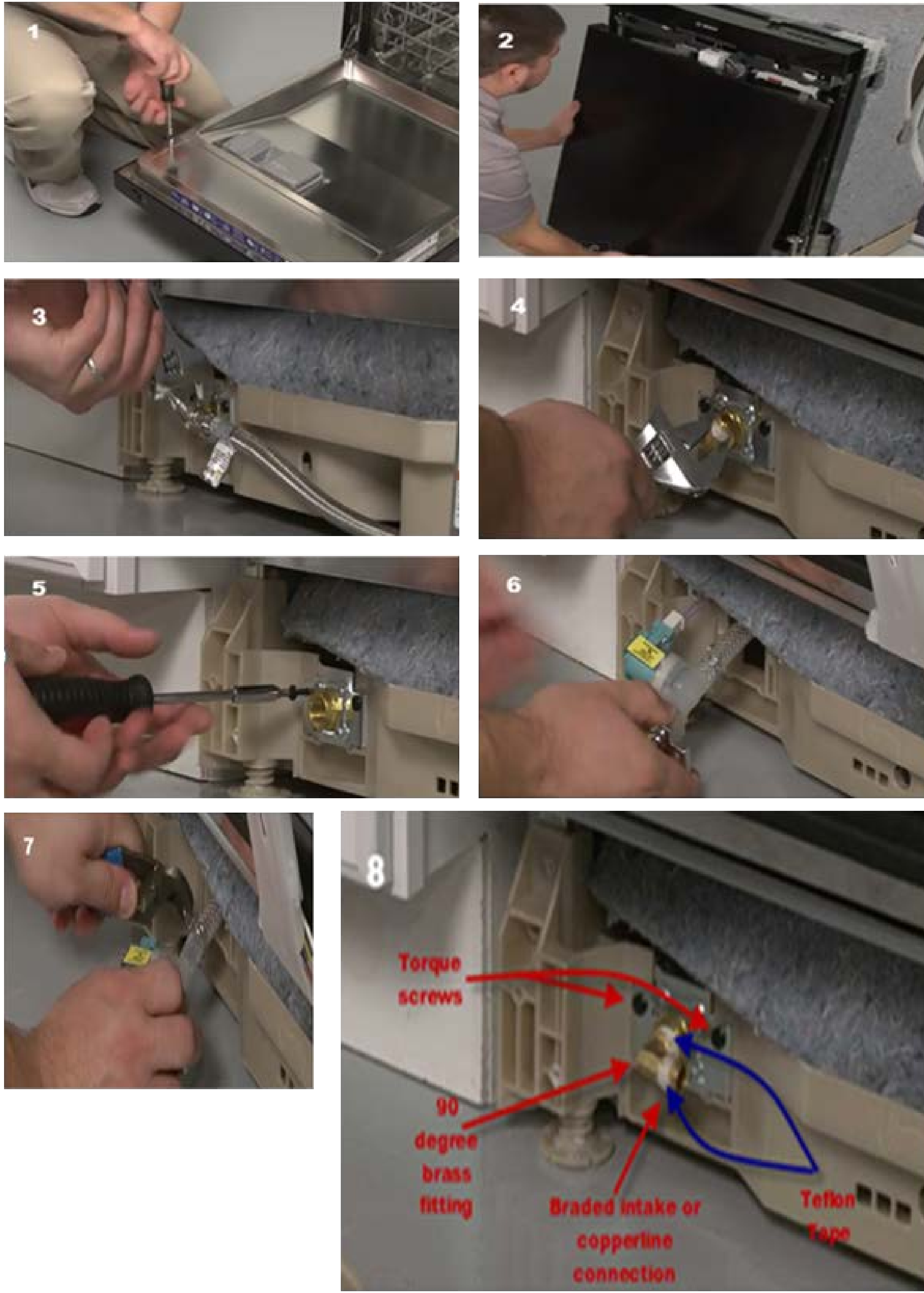
It is easier to remove the door panel but not necessary. This would be the 6 torque screws 3 on each side of the inner door starting from the bottom up (image 1,2). Most control panels on top can stay in place.

This will provide you a lot more room to work rather than keeping the door in the open position and working in a restricted environment. Start by removing the two fillips screws on the kick panel below the door.

You will then see the valve visible on the left side (image 3). Disconnect the braded or copper line from the valve (image 3).



# B. Water Valve Replacement (cont.)



There is a 90 degree brass fitting that doesn't come with new valve. This will need to be removed from old valve and replaced or moved to new valve (image 4).

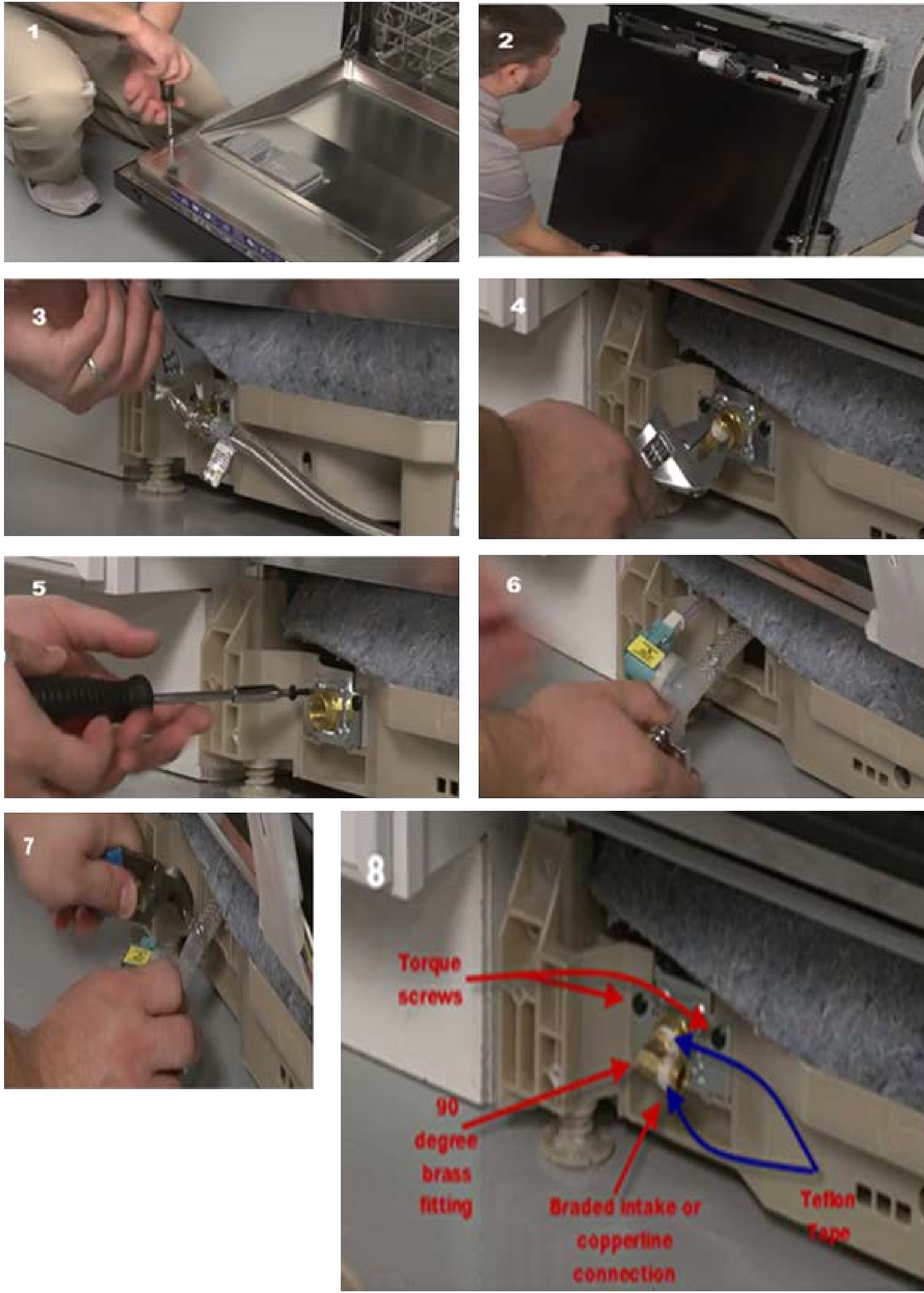
Remove the 2 torque screws securing the valve (image 5). Valve then should pick up and come forward a few inches, this as there is still a rubber hose attached to the back end and two, three or molex connection attached (image 6).

With pliers disconnect wire connections, and with pliers depress clamp and slide off valve nipple and then remove faulty valve from unit discard (image 7).

Then in reverse order install new valve, replace hose connection on back side of valve on nipple. With pliers, depress clamp and put over nipple to secure hose to valve. Reconnect two, three or molex connection to valve.



## B. Water Valve Replacement (cont.)



Place water valve back in position and lock in place with torque screws that were removed.

Use Teflon Tape on both sides to secure and prevent leaks. (image 9)

Reconnect **Braded Line (recommended)** or copper line. Then replace door panel (if taken off).

Turn power back on and run with kick (toe) panel off and check for leaks.

Then reconnect toe panel and job is complete.

# C. Door Latch Replacement



You will need to remove the door panel. This would be the 10 torque screws all around the inner door assembly (image 1,2).

Then the control panel will need to come down as well. There are 2 side torque screws on the inner door that will need to be removed as well (image 3).

Control panel should fold down (image 4). Take wire connection off latch and use a flat head screw driver to pry metal tabs down to release latch (image 5).

Replace with new latch by sliding down into place (image 6). Bend the locking tabs up to secure latch in place (image 5).

Secure control panel back in place and replace the screws on the inner door. Reinstall the door panel by sliding it up into place and secure with the screws.

1



2



3



4



5



6





# REPAIR OR REPLACE

.....  
The important factors that guide you in making this  
decision

Photo credit: Hanson Fine Building / Houzz



# Repair or Replace



**Age:** What's the age of your dishwasher? 10 years old? Be very cautious on how much you are going to invest in servicing a unit that may only have a couple years left until the next repair or replacement.

**Dishwasher Cost:** Bosch dishwashers have actually decreased in recent years with the most popular pieces priced \$599-\$799.

**Repair Cost:** Get good clear estimates regarding trip, labor and part cost when repairing. If you are heading towards 40% of the units cost in total repairs over the years you may just want to consider replacement.





# HOW TO BUY

How to shop for dishwashers

Photo credit: Tracey Stephens Interior Design Inc. / Houzz

# How to Buy



Typically, people buy dishwashers based on sound (even more than washability).

Look for a dishwasher around 48 dBA or less. Then choose the cycles you will use.

Style, like integrated (controls hidden on top) or paneled are nice options.

After price, buy an appliance from a store with service.

The failure rate on an appliance is now approaching 25% within the first year, so it's a legitimate concern.

Buying Strategies

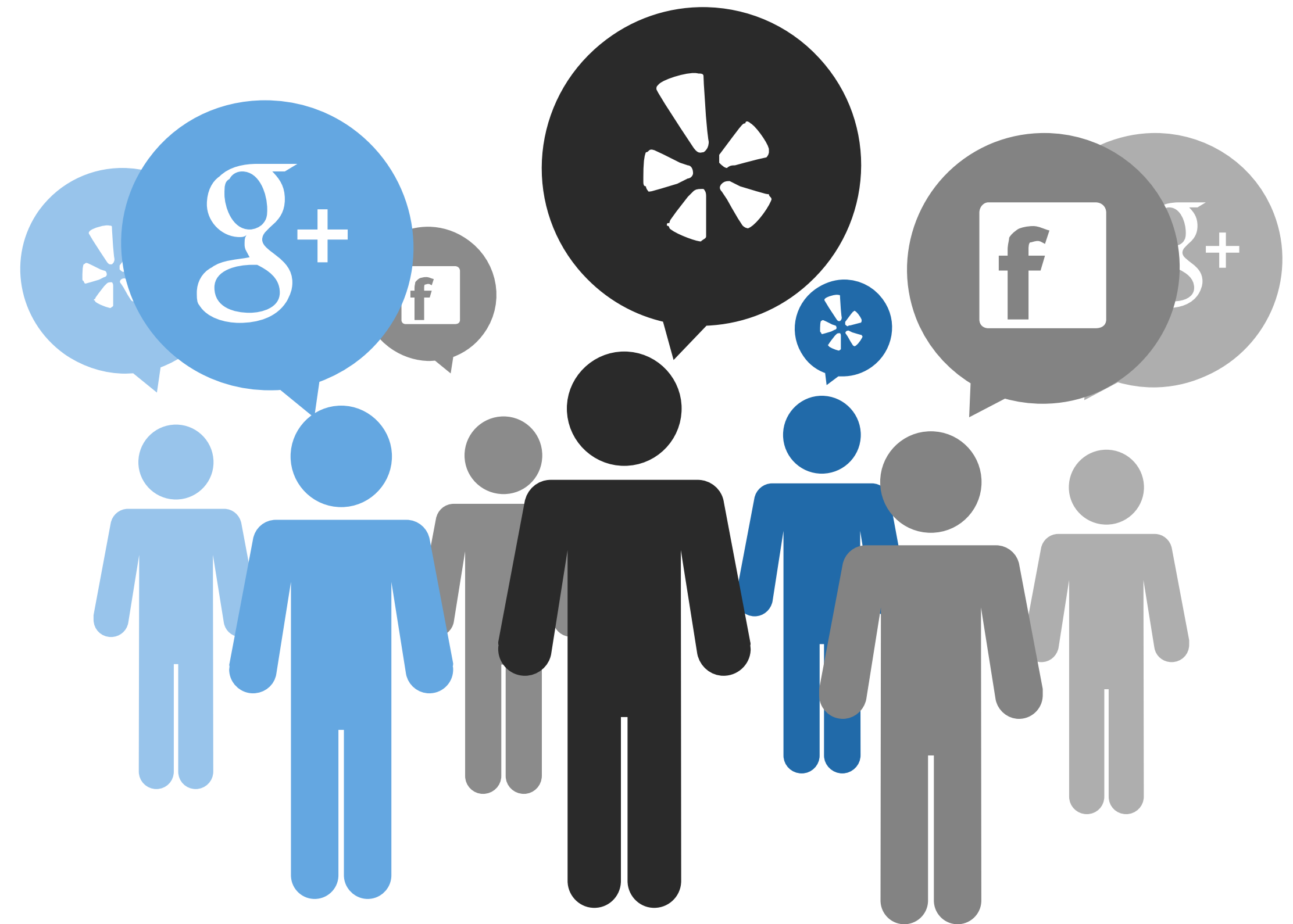
# Wisdom of Crowds

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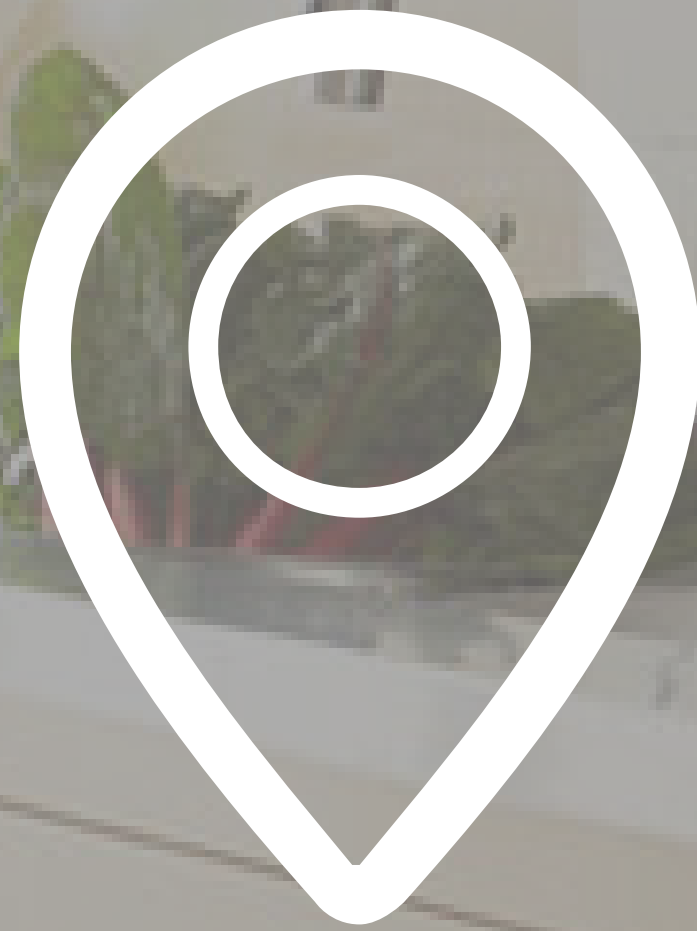
## Buy where you're comfortable

There are tons of stores and products, but a limited number of consumers. Check review sites like Yelp, CitySearch, Google and the Better Business Bureau before you purchase.

Remember, any store can sell an appliance; the biggest issues are shipping and service.







# ABOUT US

Proud to be family owned and operated since 1923.

Photo credit: Tinsley Hutson-Wiley Interior Design Inc. /  
Houzz

# About Us



**Since 1923**

Family owned and operated since 1923. Now with two locations.



Yale has been based in Boston for over 90 years and operates two showrooms; in Boston and Framingham. We operate the largest independent service and repair department in New England with 50 people and 21 service technicians. Our sales staff has an average of 7 years experience, and our staff chef can help you learn to use your new appliances.



Schedule a Free Consultation with our Lighting Experts

About Us

# The Yale Difference



## Sales

Browse our two  
15,000 sq. ft.  
showrooms guided  
by our sales staff  
with 269 years of  
combined  
experience



## Delivery

We bring the  
products right into  
your home, not just  
to the curb. Every  
delivery includes  
removal of the old  
appliance



## Install

Our professional  
install team can hook  
up your new  
dishwasher or re-  
configure your  
cabinets to accept a  
new wall oven

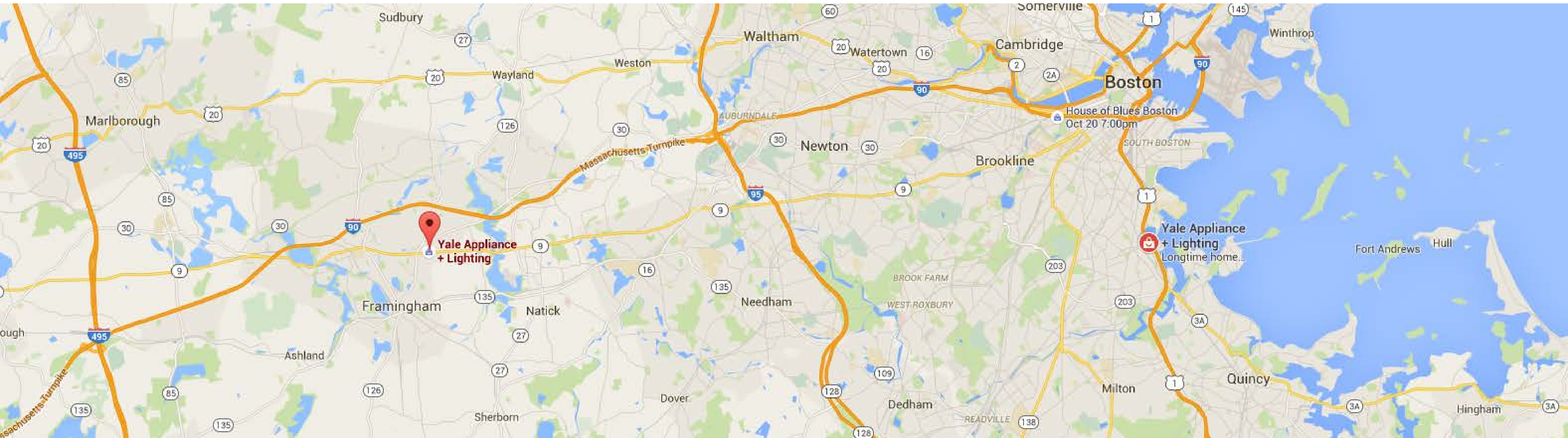


## Repair

20 service techs on  
the road every day  
backed by our Yale  
Warranty. Service is  
the largest  
department at Yale



# Contact Us



## Showrooms



Boston  
296 Freeport St



Framingham  
215 Worcester Rd

## Contact Us

617-825-9253

[help@yaleappliance.com](mailto:help@yaleappliance.com)

[yaleappliance.com](http://yaleappliance.com)

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