

# Service bulletin

## Unlocking stuck water valve



**BOSCH**

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### Introduction

- ▶ If there is little or no flow coming out of the heater, the inlet screen is clean and the unit is plumbed correctly, then the water valve may be stuck closed. To cycle the water valve to the open position, follow the steps below.

### Tools needed:

- ▶ Very small flat head screwdriver

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### Unlocking water valve

1. Turn the on/off button on the front of the heater to the off position (to the left).
2. Locate the water valve inside the lower half of the heater where the cold inlet water comes in. Locate the plug connection that comes from the control board and plugs into a connection coming from the water valve. This plug has 8 multi colored wires coming into each connection.
3. Disconnect the multi colored wire connections coming from the water valve.
4. On the connector coming from the control board and starting at one side you will see a black wire, then a red wire, and then a green wire (on older models, this wire was brown). Using a very small screwdriver, push down on the silver tab to release and disconnect the green wire (or brown for older models) from the connector.
5. Leaving the green wire (or brown wire for older models) disconnected, plug the 2 connectors back together.
6. Turn the heater on (to the right). You should hear the water valve opening up. Leave the heater on for 5-10 seconds and then shut the heater off (to the left).
7. Unplug the wire connections and replace the green wire (brown for older models) from where it was pulled out.
8. Plug the 2 connections back together and turn the heater on (to the right) and the heater should be back in operation and the water valve to its full open position.
9. Make sure inlet water is on, gas is on, and power is on and run a hot water tap and the heater should be operating fine now.
10. If the problem persists, please contact Bosch technical support at 800-642-3111 for further assistance.

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