

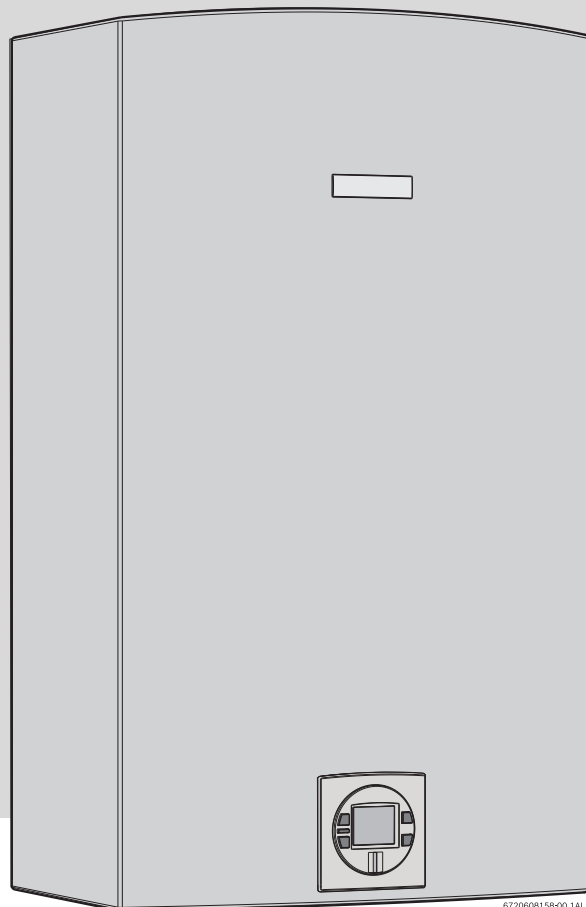
# GWH C 920 ES/ESC



**INDOOR RESIDENTIAL AND COMMERCIAL MODELS**

**Temperature Modulated with Electronic Ignition**

**Suitable for heating potable water - Not approved for space heating purposes  
(Intended for variable flow applications)**



6720608158-00.1AL



**BOSCH**

*ProTankless*<sup>™</sup>



**GWH C 920 ES/ESC - Natural Gas**

**GWH C 920 ES/ESC - Liquefied Petroleum (LP) Gas**

**Warning:** If the information in this manual is not followed exactly, a fire or explosion may result causing property damage, personal injury or death. Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to this manual. For assistance or additional information consult a qualified installer, service agency or the gas supplier.

In the Commonwealth of Massachusetts this product must be installed by a licensed plumber or gas fitter.

Upon completion of the installation, these instructions should be handed to the user of the appliance for future reference.

## **What to do if you smell gas**

- Close gas valve. Open windows.
- Do not try to light any appliance.
- Do not touch any electrical switch; do not use any phone in your building.
- Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.
- Installation and service must be performed by a qualified installer, service agency or the gas supplier.



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# 1 Warning

## For your safety

Do not store or use gasoline or other flammable, combustible or corrosive vapors and liquids in the vicinity of this or any other appliance.



**Warning:** Carefully plan where to install the heater. Correct combustion air supply and flue pipe installation are very important. If a gas appliance is not installed correctly, fatal accidents can result such as carbon monoxide poisoning or fire.



**Warning:** Exhaust gas must be vented to outside using approved vent material. See table 2, page 10 (For Canada use only PVC ULC S636). Vent and combustion air connector piping must be sealed gas-tight to prevent possibility of flue gas spillage, carbon monoxide emissions and risk of fire, resulting in severe personal injury or death. Approved vent terminators must be used when penetrating to the outside.



**Warning:** Field wiring connections and electrical grounding must comply with local codes, or in the absence of local codes, with the latest edition of the National Electric Code, ANSI/NFPA 70, or in Canada, all electrical wiring must comply with the local codes and the Canadian Electrical Code, CSA C22.1 Part 1.



**Warning:** Shock hazard: line voltage is present. Before servicing the water heater, unplug power supply cord from outlet. Failure to do so could result in severe personal injury or death.



**Warning:** The heater must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures equal to or more than 0.5 psig.



**Warning:** The appliance should be located in an area where water leakage of the heat exchanger, piping or connections will not result in damage to the area adjacent to the appliance or to lower floors of the structure. When such locations cannot be avoided, it is recommended that a suitable drain pan, adequately drained, be installed under the appliance. The pan must not restrict combustion air flow.



**Warning:** The maximum inlet gas pressure must not exceed the value specified by the manufacturer and that the minimum value listed is for the purposes of input adjustment.



**Warning:** If a water heater is installed in a closed water supply system, such as one having a backflow preventer in the cold water supply line, means shall be provided to control thermal expansion. Contact the water supplier or local plumbing inspector on how to control this situation.



### Warning:

- ▶ Every time there is a demand for hot water the tankless must recognize the activation flow, activate the burners and raise the temperature to the set temperature.
- ▶ The time to reach set temperature depends upon the inlet temperature, the distance to the tap and the water flow.
- ▶ Use patterns with short on cycles may not give the tankless the time to reach the desired temperature. Examples are commercial kitchen sprayers and some dishwashers with short cycles.
- ▶ In such applications a small buffer tank may be needed to improve performance. Contact Bosch Water Heating for additional information.



**Warning:** Keep the appliance area clear of combustible materials, gasoline and other flammable vapors and liquids.



**Warning:** Do not obstruct the flow of combustion and ventilation air.



**Warning:** When manually operating the relief valve, precautions must be taken prior to operating the relief valve to avoid contact with hot water coming out of the relief valve and to prevent water damage.



**Caution:** Label all wires prior to disconnection when servicing controls. Wiring errors can cause improper and dangerous operation. Verify proper operation after servicing.



**Warning:** If a relief valve discharges periodically, this may be due to thermal expansion in a closed water supply system. Contact the water supplier or local plumbing inspector on how to correct this situation. Do not plug the relief valve.

#### FCC:

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

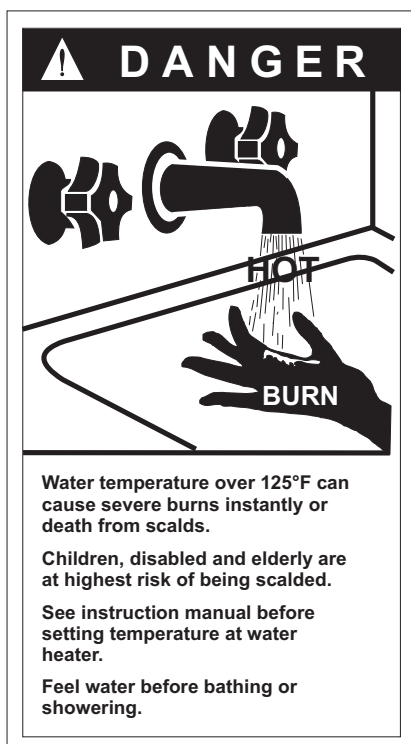


Fig. 1

## 2 Appliance details

### 2.1 Features

#### Residential/commercial models

- GWH C 920 ES residential model
  - maximum temperature 140° F
- GWH C 920 ESC commercial model
  - maximum temperature 180° F

#### Parts

- Key pad interface control
- High power pre-mix compact burner with low NOx emissions
- Modulating gas valve with constant gas:air ratio control
- Modulating water valve for improved comfort and temperature control.

#### High quality materials for long working life

- Copper heat exchanger
- High efficiency Ceramat Burner
- Compact space saver: mounts on a wall with supplied bracket.

#### Features

- Easily removable one-piece cover
- LCD Display with backlight
- On/Off and Temperature control buttons
- Reset button
- Program button (Selectable temperature default)
- Error codes for easy diagnostics and repair
- Real-time diagnostics for troubleshooting/informational purposes.

#### Accessories (Bosch part #)

- Optional wireless remote control to operate with the appliance (TSTAT2)
- Cascading kit (TLINK)
- Outdoor kit (PTOK)
- External water filter (part # 8 703 305 356)
- Concentric termination kit (BWH60L46)
- Freeze prevention kit (7 709 003 665).



BOSCH is constantly improving its products, therefore specifications are subject to change without prior notice.

## 2.2 GWH C 920 ES and GWH C 920 ESC Specifications (Technical data)

Approved in US/Canada

### Capacity

Maximum flow rate: 9.2 GPM (35 l/min) at a 45°F (25°C) rise. (with sufficient water pressure)

### Maximum output

210,000 Btu/h (61.5 kW)

### Maximum input

225,000 Btu/h (65.9 kW)

### Efficiency in %

Thermal efficiency > 94%

### Minimum Input

25,000 Btu/h (7.3 kW)

### Temperature Control

GWH C 920 ES:

- Selection range: 100°F (38°C) - 140°F (60°C).

GWH C 920 ESC:

- Selection range: 100°F (38°C) - 180°F (82°C).

Default temperature: 122°F (50°C)

Stability: +/- 2°F (+/- 1°C)

### Gas Requirement

Gas connection (inches) - 3/4"

Inlet gas pressure under operation (with a high hot water flow rate)\*

- Propane: 8" - 13" water column
- Natural Gas: 3.5" - 10.5" water column.

\* To measure Gas Pressure, see Measuring Gas Pressure, chapter 3.13, page 29.

### Water

- Hot water connection (inches) - 3/4"
- Cold water connection (inches) - 3/4"
- Water valve material: Polymer (PPS) (Polypropylene Sulfid)
- Minimum water flow: 0.65 gallon/minute (2.5 l/m)  
Note: Activation varies with inlet water temperatures from 0.65 - 1.6 gallon/minute (2.5 - 6.1 l/m).
- Minimum recommended water pressure: 30 PSI (2.07 bar)
- Minimum well pressure 40 psi, see page 25.
- Connections:
  - Bottom of heater

### Combustion

- NO<sub>x</sub> ≤ 55 ppm

- CO ≤ 290 ppm (measured)
- CO<sub>2</sub> level set from factory, see chapter 6.5, page 37.

### Dimensions

- Depth (in): 11 1/4" (286 mm)
- Width (in): 17 7/8" (452 mm)
- Height (in): 30 1/2" (775 mm)
- Weight: 88 pounds (40 kg).

### Gas types

Natural Gas.

LP Gas.

### Voltage

120 V AC (60 Hz) nominal

### Amperage

Idle - 40 mA

Operation - ≤ 2.5 A

### Noise

45 - 65 db (A)

### Safety devices

- Flame failure device (ionization flame rod sensor)
- Pressure relief valve (supplied with heater)
- Overheat prevention (temperature limiter/ECO)
- Outlet temperature sensor
- Backflow temperature sensor
- Exhaust gas temperature sensor.

### Water protection

IP X4 (protection against water drops)



If appliance is installed at elevations above 2000ft, refer to table 12, page 18.

## 2.3 Unpacking the tankless water heater

Before installing the unit, be certain you have the correct heater for your type of Gas - Propane or Natural Gas. Identification labels are found on the shipping box, and on the rating plate which is located on the right side panel of the cover.

MODEL # / N° DE MODELE  
ORDER # / N° DE COMMANDE  
FD # / N° DE SERIE

AUTOMATIC INSTANTANEOUS WATER HEATER / CHAUFFE-EAU INSTANTANÉ AUTOMATIQUE  
MAX. OUTLET WATER TEMPERATURE / TEMPÉRATURE MAX. DE L'EAU SORTANTE 140°F (60°C)  
GAS WATER HEATER / CHAUFFE-EAU À GAZ

FOR OPERATION AT OUTLET WATER TEMPERATURE OF 140°F (60°C),  
FOR A PRESSURE OF 150 PSI (10 BAR), PRESSURE RATING OF 150 PSI (10 BAR)

POUR LE FONCTIONNEMENT À UNE TEMPÉRATURE DE 140°F (60°C),  
POUR UNE PRESSION INSTANTANÉE MAX. 150 PSI, PRESSION INSTANTANÉE DE FONCTIONNEMENT 150 PSI

| RATINGS AT ALTITUDE / ÉVALUATION À DIFFÉRENTE ALTITUDE |                                              |
|--------------------------------------------------------|----------------------------------------------|
| MAX. INPUT BTU/H                                       | CONSUMPTION MAX. BTU/H                       |
| MIN. INPUT BTU/H                                       | CONSUMPTION MIN. BTU/H                       |
| REC. RATING, U.S. GAL/MIN.                             | RECOMMANDÉ U.S. GAL/MIN.                     |
| ORIFICE SIZE                                           | TAILLE DES ORIFICES                          |
| INLET PRESS., IN. W.C.                                 | PRESSION D'ENTRÉE EN P <sub>0</sub>          |
| VENT. DIAM., INCHES                                    | DIAMÈTRE DU CONDUIT DE CHEMINÉE              |
| WATER SUPPLY PRESS., IN. W.C.                          | LA PRESSION MINIMUM DU GAZ EN P <sub>0</sub> |
| FOR PURPOSE OF RATE ADJUSTMENT                         | POUR RAISSON D'AJUSTEMENT                    |

SUITABLE FOR WATER (PROVISED)  
ADAPTE À L'EAU (PRÉVU)

TYPE OF GAS  
TYPE DE GAZ

MAX. GAS PRESS. (PSI) 3.7 MPa (1/2 PSI)  
MAX. GAZ PRESS. (PSI) 3.7 MPa (1/2 PSI)

6720608030-15.1AL

Fig. 2 Rating plate

- A** Serial number  
**B** Type of gas

The box includes:

- Tankless water heater
- Pressure relief valve (150 psi / 500,000 Btu rating)
- Bracket for wall hanging the heater
- Exhaust vent adaptor (with 4 screws and gasket provided)
- Combustion air inlet adaptor (with 3 screws and gasket provided)
- Installation manual (manual can be downloaded from [www.boschpro.com](http://www.boschpro.com))
- Product registration card.

Please complete and return the enclosed product registration card.

**The tankless water heater is not approved or designed for:**

- **Manufactured (mobile) homes, boats or any mobile installation. (Modular homes are acceptable for installation).**
- **Use above 8000 ft A.S.L. altitude (see page 18).**
- **Outdoor installation without installation of Outdoor kit (PTOK).**
- **Applications where inlet water temperature is higher than 140°F (60°C). A thermostatic mixing valve must be installed before the appliance.**
- **Space heating purposes.**

### To remove front cover

- ▶ Loosen the two Philips head screws located on bottom rear of cover (see Fig. 3).

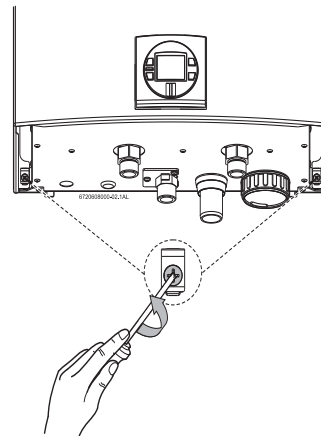


Fig. 3 Loosen the two screws

- ▶ Lift front cover upward and remove.

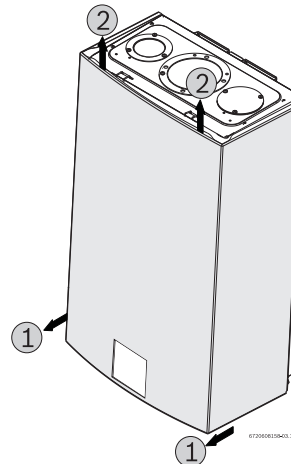


Fig. 4 Remove the front cover

### To remove combustion cover (service only; unplug appliance before removing cover)

- ▶ Open the four clips and remove the combustion cover (see Fig. 5).

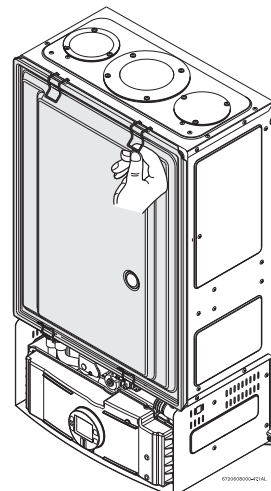


Fig. 5 Remove the combustion cover

## 2.4 General rules to follow for safe operation

- ▶ **1.** You must follow these instructions when you install your heater. In the United States: The installation must conform with local codes or, in the absence of local codes, the National Fuel Gas Code ANSI Z223.1/NFPA 54.  
In Canada: The Installation must conform with CSA B149.(1,2) INSTALLATION CODES and /or local installation codes.
- ▶ **2.** Carefully plan where to install the heater. Correct combustion air supply and vent pipe installation are very important. If not installed correctly, fatal accidents can occur, such as carbon monoxide poisoning or fire.
- ▶ **3.** When the unit is installed indoors and ROOM SEALED (twin pipe) it is permitted to be located in bathrooms, bedrooms and occupied rooms that are normally kept closed. See chapter 3.3 (page 9). If the unit will be installed indoors and use indoor combustion air, the place where you install the heater must have enough ventilation. **The National Fuel Gas Code does not allow UNSEALED gas fired water heater installations in bathrooms, bedrooms or any occupied rooms normally kept closed.** See chapter 3.4 (page 20).
- ▶ **4.** You must correctly vent your heater. See chapter 3.3 (page 9) on VENTING.
- ▶ **5.** The appliance and its gas connection must be leak tested before placing the appliance in operation. The appliance must be isolated from the gas supply piping system by closing its individual manual gas shutoff valve (not supplied with heater) during any pressure testing at pressures in excess of ½ Psig (3.5 kPa).
- ▶ **6.** Keep water heater area clear and free from combustibles and flammable liquids. Do not locate the heater over any material which might burn.
- ▶ **7. Correct gas pressure** is critical for the proper operation of this heater. Gas piping must be sized to provide the required pressure at the maximum output of the heater, while all the other gas appliances are in operation. Check with your local gas supplier, and see the section on connecting the gas supply. See chapter 3.8 (page 22).
- ▶ **8.** Should overheating occur or the gas supply fail to shut off, turn off the gas supply at the manual gas shut off valve, on the gas line. Note: manual gas shutoff valve is not supplied with the heater but must be field installed.
- ▶ **9.** Do not use this appliance if any part has been underwater. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been underwater.
- ▶ **10.** Failure to install heater correctly may lead to unsafe operation and void the warranty.
- ▶ **11.** Water temperatures over 125°F can cause severe burns instantly. If the outlet temperature is set above 125°F, a thermostatically controlled mixing valve or temperature limiting valve should be considered to reduce the risk of scalding. Contact a licensed plumber or the local plumbing authority for further information.

2.5 Dimensions and minimum installation clearances

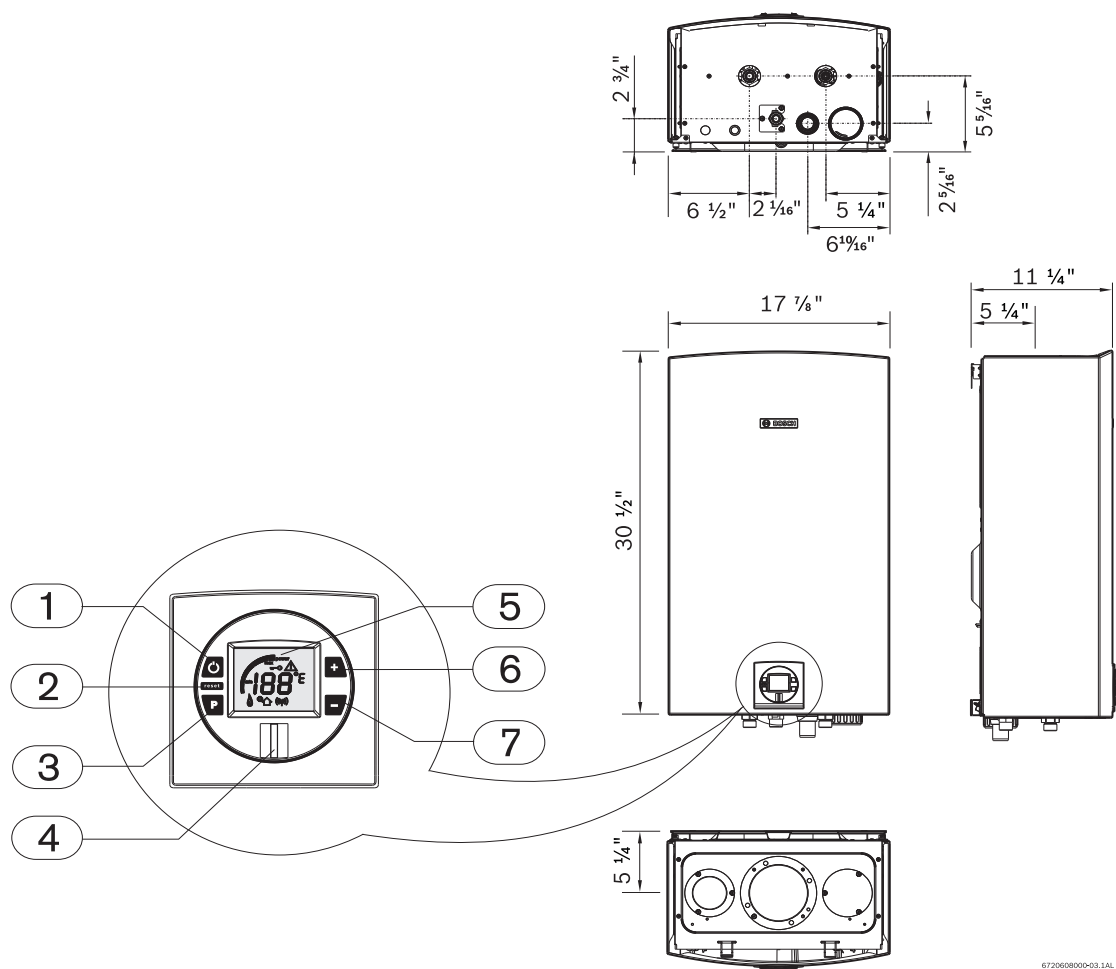


Fig. 6 Dimensions

- 1 On/Off button
- 2 Reset button
- 3 Program button
- 4 Power ON or stand-by LED
- 5 LCD display
- 6 Up button
- 7 Down button

|           | Model GWH C 920 ES |
|-----------|--------------------|
| TOP (A)   | 12"                |
| FRONT (B) | 1"                 |
| BACK      | 0"                 |
| SIDES     | 1"                 |
| FLOOR (C) | 12"                |

Table 1 Minimum clearances

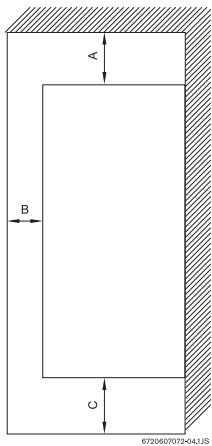


Fig. 7 Minimum clearances

Note: For servicing access, a 2 foot clearance is recommended to the front cover.

## 3 Installation instructions

### 3.1 Specialized tools

The following specialized tools may be required for installation:

- Manometer
- Multi-meter
- Combustion Gas Analyzer.

### 3.2 Introduction

Please follow these instructions. Failure to follow instructions may result in:

- ▶ Damage or injury.
- ▶ Improper operation.
- ▶ Loss of warranty.



**Warning:**

The water heater must be installed by a qualified installer in accordance with these instructions. If improperly installed, a hazardous condition such as explosion or carbon monoxide poisoning could result. Bosch Thermotechnology Corp. is not responsible for improperly installed appliances.



**Common installation practice is to first determine the venting/combustion air point of termination, then design the piping layout back to the heater.**

### 3.3 Venting



**Warning:**

- ▶ Do not reduce the exhaust or combustion air vent pipe sizes.
- ▶ Do not common vent with any other vented appliance or stove.
- ▶ Do not use Type-B vent as the actual exhaust vent system for the appliance.



**Warning:** Failure to vent the exhaust gases to the outside (see Table 2 for proper material) may result in dangerous flue gases filling the structure in which it is installed.



**Warning:** In areas where outside temperatures routinely come close to freezing, sealed combustion operation is required. Concentric termination or separate terminations for combustion and vent, must be installed on the same wall or roof surface; however, never facing the direction of prevailing winds. Failure to do so may result in heat exchanger freezing and bursting. This failure is not covered under the manufacturer's warranty.



**Warning:** Protect the exhaust and inlet from leaves and debris by installing a screen on the end of the terminator. 1/4" mesh minimum opening recommended on screen.

## 3.3.1 Vent material

All combustion air and vent pipe materials and fittings must comply with the following:

| Item                         | Material            | United States   | Canada                               |
|------------------------------|---------------------|-----------------|--------------------------------------|
| Vent or air pipe and fitting | PVC schedule 40     | ANSI/ASTM D1785 | CSA or ULC certified only (ULC-S636) |
|                              | PVC-DWV             | ANSI/ASTM D2665 |                                      |
|                              | CPVC schedule 40    | ANSI/ASTM F441  |                                      |
|                              | ABS-DWV schedule 40 | ANSI/ASTM D2661 |                                      |
| Pipe cement / primer         | PVC                 | ANSI/ASTM D2564 |                                      |
|                              | CPVC                | ANSI/ASTM F493  |                                      |
|                              | ABS                 | ANSI/ASTM D2235 |                                      |

Table 2 Approved vent material

**For specific questions concerning vent material, specifications, usage or installation, please contact the vent manufacturer directly.**



Do not use cellular foam core pipe.

All vent connections must be glued, except for the exhaust accessory (see section 3.3.4) which is screwed into place on the top of the appliance. Slide the vent pipe into the exhaust accessory. The exhaust pipe must be properly supported and must be pitched a minimum of a 1/4 inch per foot back to the appliance. This allows the condensate to drain properly.

An optional concentric vent/air intake termination can be used for the installation of a vertical or horizontal venting system. (see Fig. 8).

The concentric vent/air intake body can be ordered from your local wholesaler. (Part# BWH60L46).

The appliance can also be installed with separate air intake and exhaust piping (see Fig. 11, Fig. 17 and Fig. 18, page 16).

| Description                     | Length          | Kit part no. and quantity<br><b>BWH60L46</b> |
|---------------------------------|-----------------|----------------------------------------------|
| 3- In. Rain Cap                 | N/A             | 1                                            |
| 4- In. Diameter SDR-26 Pipe     | 24 In. long     | 1                                            |
| 3- In. Y Concentric Fitting     | N/A             | 1                                            |
| 2- 1/2 In. Diameter SDR-26 Pipe | 37-1/8 in. long | 1                                            |

Table 3 Concentric vent part breakdown

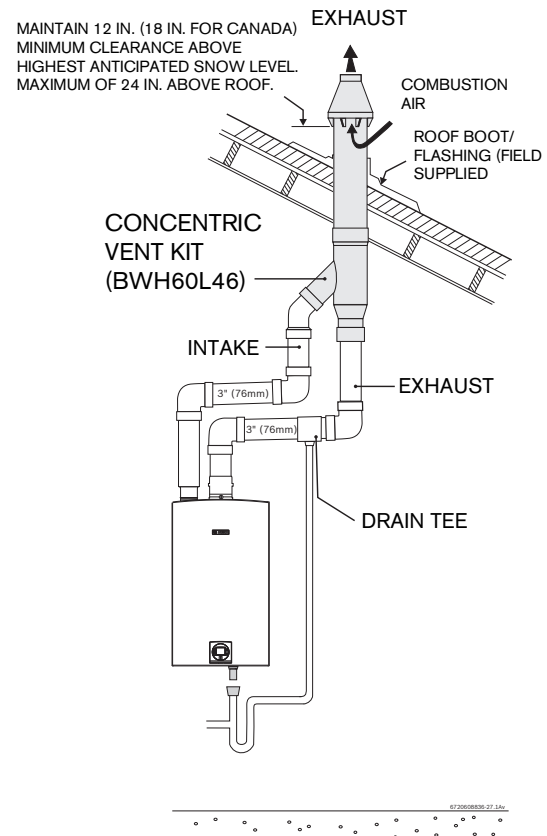


Fig. 8 Concentric vent kit example

### 3.3.2 Vent specifications

Establish vent clearances that comply with the vent manufacturer's specifications and all applicable national/local codes.

#### Venting specifications

|                                 | Diam.         | Aproved terminals        |
|---------------------------------|---------------|--------------------------|
| E<br>x<br>h<br>a<br>u<br>s<br>t | 3 or 4 inches | "T" terminal             |
|                                 |               | 90° elbow                |
|                                 |               | Concentric<br>(BWH60L46) |
| I<br>n<br>t<br>a<br>k<br>e      | 3 or 4 inches | "T" terminal             |
|                                 |               | 90° elbow                |
|                                 |               | Concentric<br>(BWH60L46) |

Table 4 Venting specifications for intake and exhaust

#### Condensate drain requirements

An external condensate drain (not supplied with the heater) must be installed under the following conditions:

- All vertical terminating vent installations.
- Horizontal terminating vent installations where the total linear vent length is greater than 6 feet (1.8 m).
- Vent installations where any section of the exhaust vent pipe passes through an unconditioned space.

#### Minimum combustion air and exhaust pipe length

The minimum exhaust pipe length is 3 feet (1m) of straight vent pipe. The minimum combustion air pipe length is one 90° elbow.

#### Maximum combustion air and exhaust pipe length

The following tables (Tables 5 & 6) display the maximum allowable straight pipe lengths for combustion air and exhaust piping with consideration to the number of elbows used.



**Note:** 90° elbows used for terminations should not be counted in the exhaust and combustion air piping.

Step 1: If using the twin pipe penetration system, refer to table 5. If using the concentric vent kit system, refer to table 6.

Step 2: Total the number of 90° elbows and 45° elbows used on the exhaust piping.

Step 3: Use this value in the appropriate table to determine the maximum straight exhaust pipe length allowed.

Step 4: Total the number of 90° elbows and 45° elbows used on the combustion air piping.

Step 5: Use this value in the appropriate table to determine the maximum straight combustion air pipe length allowed.

| Twin Pipe System                            |   | # of 90° elbows |    |    |       |       |
|---------------------------------------------|---|-----------------|----|----|-------|-------|
|                                             |   | 0               | 1  | 2  | 3     | 4     |
| # of 45° elbows                             | 0 | N/A*            | 26 | 21 | 16    | 11    |
|                                             | 1 | N/A*            | 23 | 18 | 13    | 8     |
|                                             | 2 | 23              | 20 | 15 | 10    | 5     |
|                                             | 3 | 20              | 17 | 12 | 7     | N/A** |
|                                             | 4 | 17              | 14 | 9  | 4     | N/A** |
|                                             | 5 | 14              | 11 | 6  | N/A** | N/A** |
|                                             | 6 | 11              | 8  | 3  | N/A** | N/A** |
| Maximum allowable straight pipe lenght (ft) |   |                 |    |    |       |       |

Table 5 Maximum allowable straight pipe lenght (twin pipe)

\* Not allowed. At least one 90° elbow required.

\*\* Not allowed. Minimum of 3 feet (1 m) of straight pipe required.

| Concentric pipe System                      |   | # of 90° elbows |       |       |       |       |
|---------------------------------------------|---|-----------------|-------|-------|-------|-------|
|                                             |   | 0               | 1     | 2     | 3     | 4     |
| # of 45° elbows                             | 0 | N/A*            | 18    | 13    | 8     | 3     |
|                                             | 1 | N/A*            | 15    | 10    | 5     | N/A** |
|                                             | 2 | 15              | 12    | 7     | N/A** | N/A** |
|                                             | 3 | 12              | 9     | 4     | N/A** | N/A** |
|                                             | 4 | 9               | 6     | N/A** | N/A** | N/A** |
|                                             | 5 | 6               | 3     | N/A** | N/A** | N/A** |
|                                             | 6 | 3               | N/A** | N/A** | N/A** | N/A** |
| Maximum allowable straight pipe lenght (ft) |   |                 |       |       |       |       |

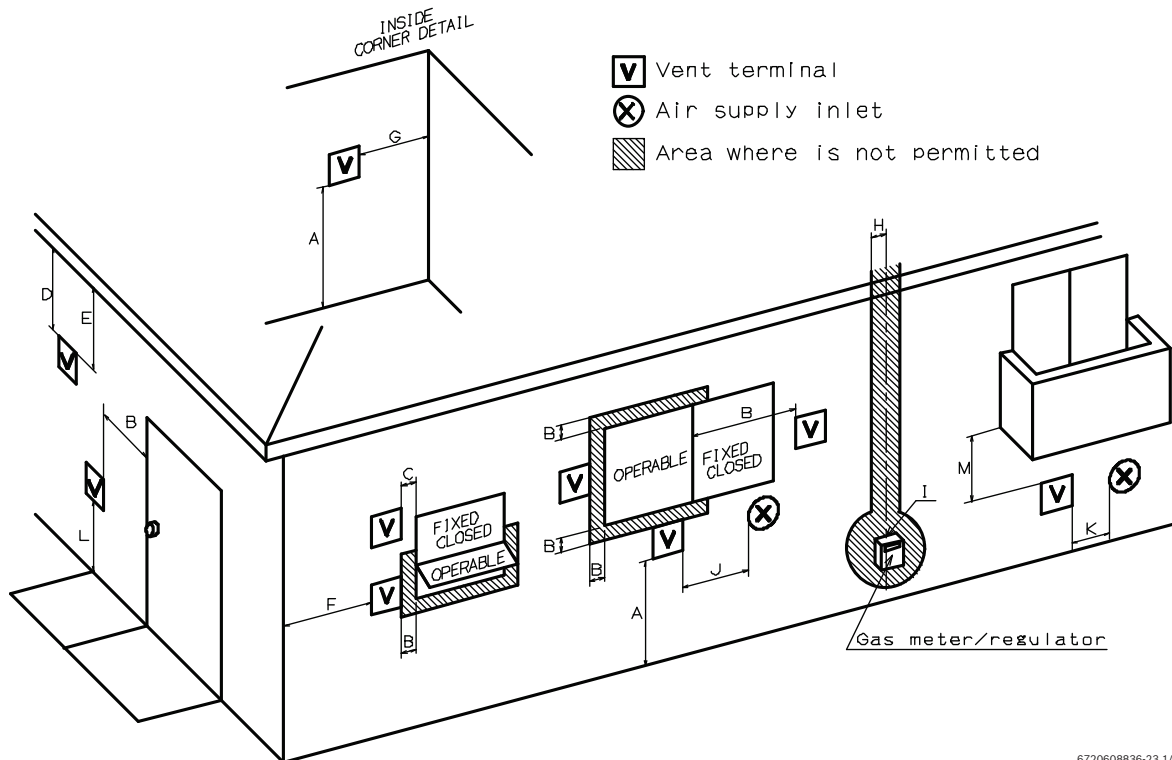
Table 6 Maximum straight pipe lenght (concentric terminal)

\* Not allowed. At least one 90° elbow required.

\*\* Not allowed. Minimum of 3 feet (1 m) of straight pipe required.

**Note:** Include pipe length that is part of the concentric terminal.

**Required direct vent terminal clearances (twin pipe / concentric penetration)**



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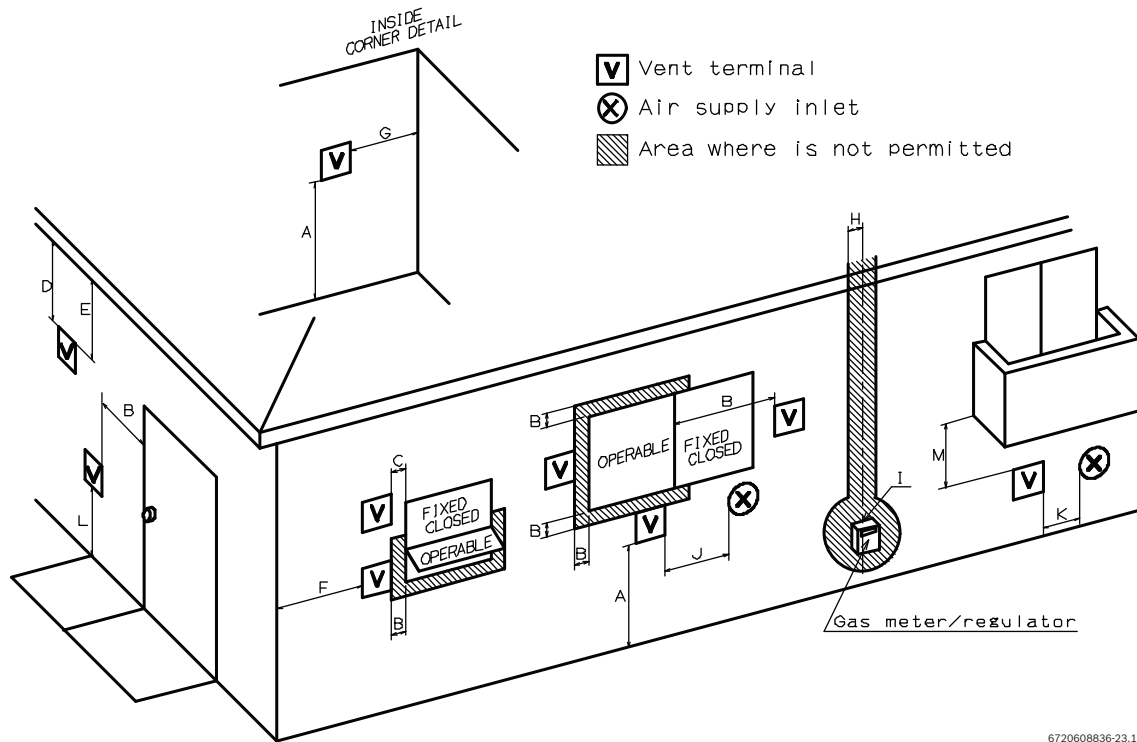
Fig. 9

|          |                                                                                                                                                                 | Canadian installations <sup>1)</sup>                           | U.S. installations <sup>2)</sup>            |
|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|---------------------------------------------|
| <b>A</b> | Clearance above grade, veranda, porch, deck or balcony                                                                                                          | 12 in.                                                         | 12 in.                                      |
| <b>B</b> | Clearance to window or door that may be opened                                                                                                                  | 36 in.                                                         | 12 in.                                      |
| <b>C</b> | Clearance to permanently closed window                                                                                                                          | *                                                              | *                                           |
| <b>D</b> | Vertical clearance to ventilated soffit located above the vent terminator within a horizontal distance of 2 feet (61 cm) from the center line of the terminator | *                                                              | *                                           |
| <b>E</b> | Clearance to unventilated soffit                                                                                                                                | *                                                              | *                                           |
| <b>F</b> | Clearance to outside corner                                                                                                                                     | *                                                              | *                                           |
| <b>G</b> | Clearance to inside corner                                                                                                                                      | *                                                              | *                                           |
| <b>H</b> | Clearance to each side of center line extended above meter/ regulator assembly                                                                                  | 36 in. within a height 15 feet above meter/ regulator assembly | *                                           |
| <b>I</b> | Clearance to service regulator vent outlet                                                                                                                      | 36 in.                                                         | *                                           |
| <b>J</b> | Clearance to non-mechanical air supply inlet to building or the combustion air inlet to any other application                                                   | 36 in.                                                         | 12 in.                                      |
| <b>K</b> | Clearance to mechanical air supply inlet                                                                                                                        | 72 in.                                                         | 36 in. above if within 10 feet horizontally |
| <b>L</b> | Clearance above paved sidewalk or paved driveway located on public property                                                                                     | 84 in. <sup>3)</sup>                                           | *                                           |
| <b>M</b> | Clearance under veranda, porch deck or balcony                                                                                                                  | 12 in. <sup>4)</sup>                                           | *                                           |

Table 7

- 1) In accordance with the current CSA B149.1 Natural Gas and Propane Installation Code
  - 2) In accordance with the current ANSI Z223.1 / NFPA 54 National Fuel Gas Code
  - 3) A vent shall not terminate directly above a sidewalk or paved driveway that is located between two single family dwellings and serves both dwellings.
  - 4) Permitted only if veranda, porch, deck or balcony is fully open on a minimum of two sides beneath the floor.
- \* For clearances not specified in ANSI Z223.1 / NFPA 54 or CSA-B149.1, one of the following shall be indicated:
- a) A minimum clearance value determined by testing in accordance with section 2.20, or;
  - b) A reference to the following footnote:
- "Clearance in accordance with local installation codes and the requirements of the gas supplier."

**Required other than direct vent terminal clearances (single pipe penetration)**



6720608836-23.1Av

Fig. 10

|          |                                                                                                                                                                 | Canadian installations <sup>1)</sup>                          | U.S. installations <sup>2)</sup>                            |
|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|-------------------------------------------------------------|
| <b>A</b> | Clearance above grade, veranda, porch, deck or balcony                                                                                                          | 12 in.                                                        | 12 in.                                                      |
| <b>B</b> | Clearance to window or door that may be opened                                                                                                                  | 36 in.                                                        | 4 feet below or to side of opening;<br>1 foot above opening |
| <b>C</b> | Clearance to permanently closed window                                                                                                                          | *                                                             | *                                                           |
| <b>D</b> | Vertical clearance to ventilated soffit located above the vent terminator within a horizontal distance of 2 feet (61 cm) from the center line of the terminator | *                                                             | *                                                           |
| <b>E</b> | Clearance to unventilated soffit                                                                                                                                | *                                                             | *                                                           |
| <b>F</b> | Clearance to outside corner                                                                                                                                     | *                                                             | *                                                           |
| <b>G</b> | Clearance to inside corner                                                                                                                                      | *                                                             | *                                                           |
| <b>H</b> | Clearance to each side of center line extended above meter/regulator assembly                                                                                   | 36 in. within a height 15 feet above meter/regulator assembly | *                                                           |
| <b>I</b> | Clearance to service regulator vent outlet                                                                                                                      | 36 in.                                                        | *                                                           |
| <b>J</b> | Clearance to non-mechanical air supply inlet to building or the combustion air inlet to any other application                                                   | 36 in.                                                        | 4 feet below or to side of opening;<br>1 foot above opening |
| <b>K</b> | Clearance to mechanical air supply inlet                                                                                                                        | 72 in.                                                        | 36 in. above if within 10 feet horizontally                 |
| <b>L</b> | Clearance above paved sidewalk or paved driveway located on public property                                                                                     | 84 in. <sup>3)</sup>                                          | 84 in.                                                      |
| <b>M</b> | Clearance under veranda, porch deck or balcony                                                                                                                  | 12 in. <sup>4)</sup>                                          | *                                                           |

Table 8

1) In accordance with the current CSA B149.1 Natural Gas and Propane Installation Code

2) In accordance with the current ANSI Z223.1 / NFPA 54 National Fuel Gas Code

3) A vent shall not terminate directly above a sidewalk or paved driveway that is located between two single family dwellings and serves both dwellings.

4) Permitted only if veranda, porch, deck or balcony is fully open on a minimum of two sides beneath the floor.

\* For clearances not specified in ANSI Z223.1 / NFPA 54 or CSA-B149.1, one of the following shall be indicated:

a) A minimum clearance value determined by testing in accordance with section 2.20, or;

b) A reference to the following footnote:

"Clearance in accordance with local installation codes and the requirements of the gas supplier."

## 3.3.3 Vent configuration examples

Below are approved examples of vertical and horizontal venting installations.

MAINTAIN 12 IN. (18 IN. FOR CANADA)  
MINIMUM CLEARANCE ABOVE  
HIGHEST ANTICIPATED SNOW LEVEL.  
MAXIMUM OF 24 IN. ABOVE ROOF.

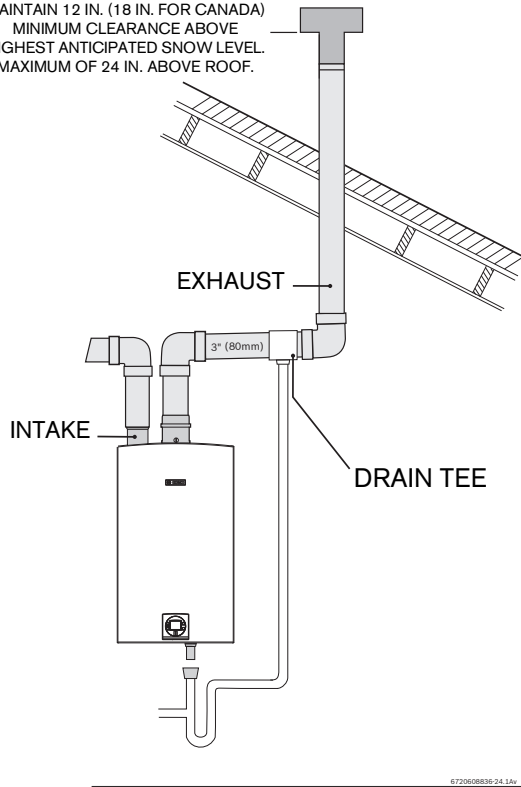


Fig. 11 Vertical venting system (single pipe penetration\*)

**\* Warning: For non-freezing climates only!**

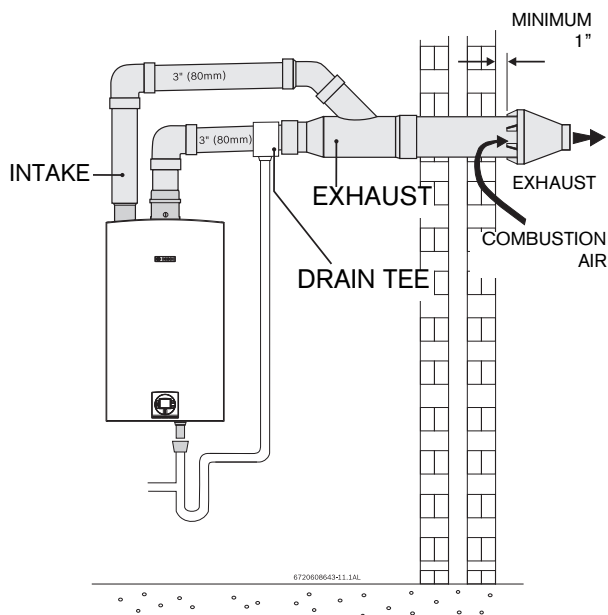


Fig. 12 Horizontal venting system (concentric vent)

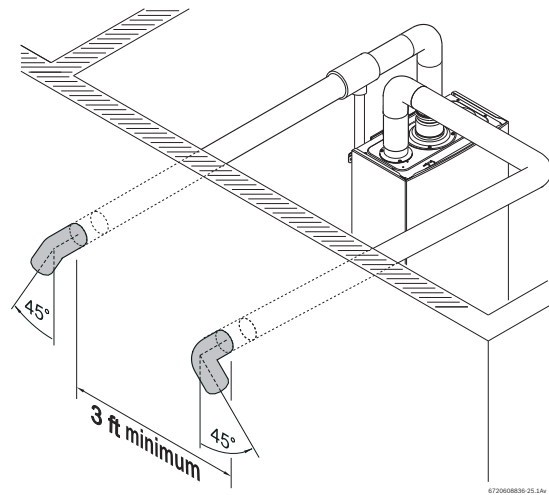


Fig. 13 Horizontal parallel venting system (twin pipe direct vent)

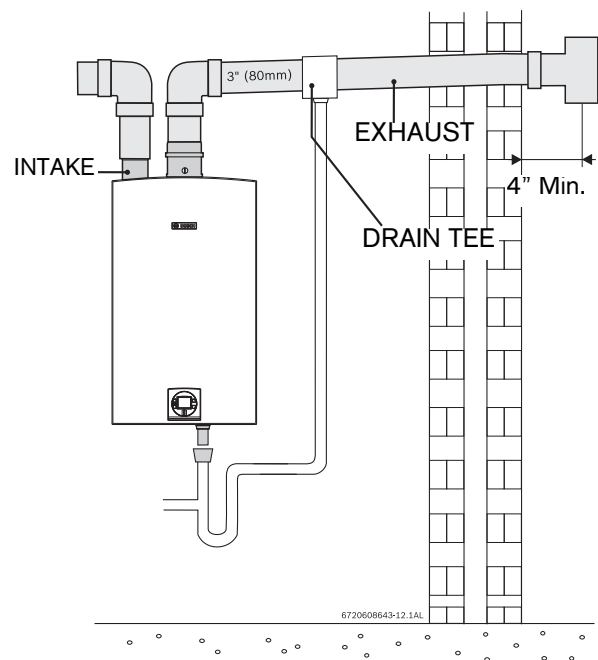


Fig. 14 Horizontal venting system (single pipe penetration\*)

**\*Warning: For non-freezing climates only!**

### 3.3.4 Vent connections

#### Attaching the exhaust and air inlet connection adaptors to the top of the heater

- Attach the flue gas exhaust accessory to the top of the unit Fig. 13 (position 1) using the 4 screws and gasket provided, and fully insert vent pipe into the accessory.

**i** NOTE: Vent pipe must be completely vertical when inserting or blue gasket inside exhaust accessory can become displaced. Exhaust accessory can be removed with vent pipe attached to check gasket position.

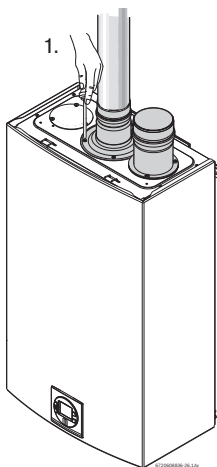


Fig. 15 Exhaust connection

- Attach the combustion air inlet accessory to the top of the unit Fig. 14 (position 2) using the 3 screws and gasket provided, and install 3" air intake pipe over the accessory.

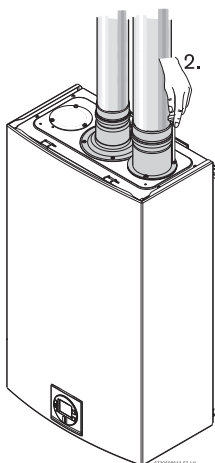


Fig. 16 Inlet connection

**i** NOTE: The combustion air accessory can be installed on the top right or on the top left side of the heater. The combustion air inlet that is not used must be kept sealed.

### 3.3.5 Connecting the condensate water drain



#### Warning:

- Failure to properly install condensate drain can damage the appliance and will void the warranty.



#### Warning:

- Do not install condensate drain tubing in areas where it may freeze.



The condensate must be disposed of in accordance with local codes. See chapter 3.12 "Filling the condensate trap".



Use materials approved by the authority having jurisdiction. In the absence of other authority, PVC, and CPVC pipe must comply with ASTM D1785, F441 or D2665. Cement and primer must comply with ASTM D2564 or F493. For Canada, use CSA or ULC certified PVC or CPVC pipe, fittings and cement, see table 2.

#### Appliance condensate drain installation

The appliance comes equipped with an internal condensate drain and siphon. This drains condensation formed in the secondary heat exchanger. Piping must be installed under the condensate drain outlet on the water heater and piped for disposal in accordance with local codes.

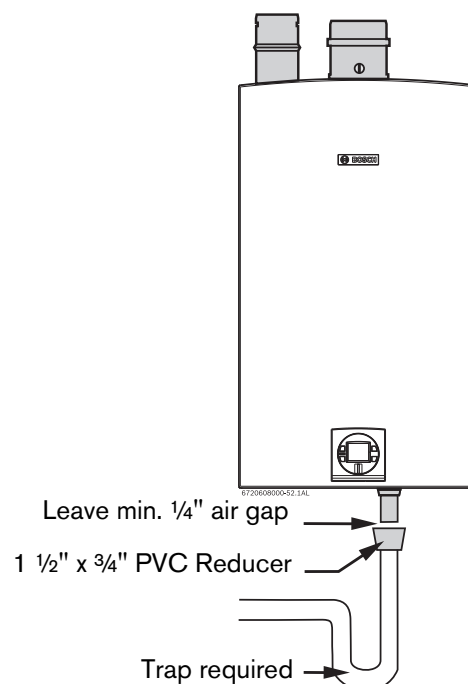


Fig. 17 Appliance drain installation

External condensate drain installation

If an external condensate drain (installer supplied) must be installed (Section 3.3.2), the following is recommended:

- 1. Install condensate drain on a horizontal section of the exhaust pipe as close to the heater as possible.
- 2. The condensate must be disposed of according to local codes.
- 3. To install condensate drain in vent system, use PVC 3" X 3" X 1.5" tee and reduce for drain connection.

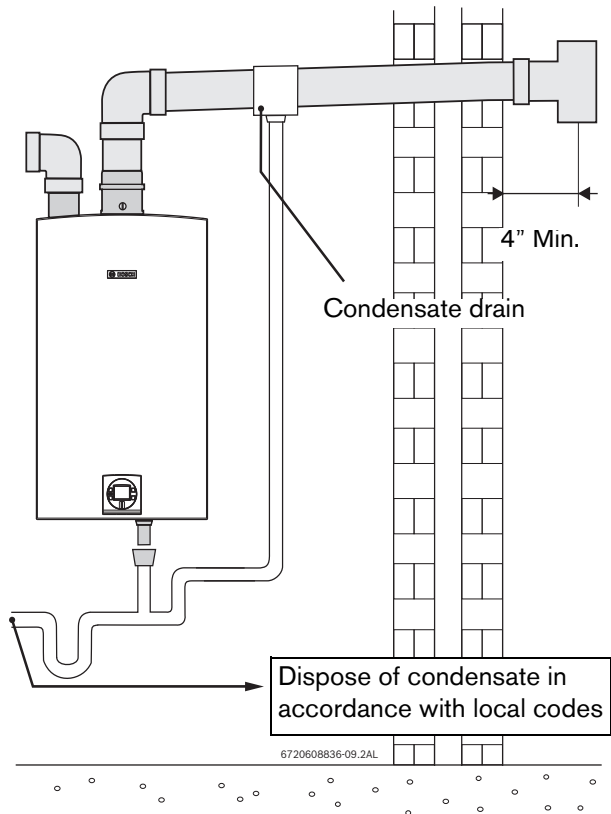


Fig. 18 External condensate drain installation

3.3.6 Fan speed adjustment

! IMPORTANT INFORMATION:

**Natural gas heaters with installation altitudes below 2,000 ft above sea level disregard this section.**

Installation adjustment:

After installing the tankless water heater, the fan speed values for minimum power (P2) and maximum power (P1) may need adjustment due to variations in altitude and vent pipe length. Failure to make necessary adjustments to fan speed values may result in improper operation of the appliance.

First calculate the total equivalent vent length. Use this value to determine the appropriate fan speed values found in table 12 and make any necessary adjustments. After changing fan speed values, proceed to section 6.5 to confirm CO<sub>2</sub> values are within specified ranges.

Total vent length calculation

| Fittings or Piping    | Equivalent |      |
|-----------------------|------------|------|
|                       | feet       | m    |
| 45 degree elbow       | 3          | 0.91 |
| 90 degree elbow       | 5          | 1.52 |
| plastic pipe per foot | 1          | 0.30 |

Table 9 Friction Loss Equivalent in piping and fittings

**Note:** See table 5 for maximum vent lengths.

- ▶ Determine the total length of all straight sections of vent pipe and enter in table 10, line 1.
- ▶ Count the number of 90° elbows used, multiply by 5, and enter that value in line 2. **(Do not count 90° elbows used as terminations on intake and exhaust piping.)**
- ▶ Count the number of 45° elbows used, multiply by 3, and enter that value in line 3.
- ▶ Repeat steps 1 through 3 for air intake pipe and enter those values in the intake section of table 10.
- ▶ Add line 4 from Exhaust to line 4 of Intake and enter result in line 5.  
This is the total equivalent vent length.



Note: If using concentric terminal include pipe length that is part of the concentric terminal.

| Exhaust |                                |          |    |
|---------|--------------------------------|----------|----|
| 1       | Straight section length        | __ =     | __ |
| 2       | 90° elbows (qty)               | __ x 5 = | __ |
| 3       | 45° elbows (qty)               | __ x 3 = | __ |
| 4       | Total:                         |          | __ |
| Intake  |                                |          |    |
| 1       | Straight section length        | __ x 1 = | __ |
| 2       | 90° elbows (qty)               | __ x 5 = | __ |
| 3       | 45° elbows (qty)               | __ x 3 = | __ |
| 4       | Total:                         |          | __ |
| 5       | Total equivalent vent length = |          | __ |

Table 10 Determining vent length combination (see example in Table 11)

### Concentric Pipe Example

#### Exhaust

- 3 - 3' straight sections
  - 1 - 2' straight section
  - 
  - 1 - 90° elbow.
- Total length 11'

#### Intake

- 2 - 3' straight sections
  - 1 - 2' straight sections
  - 
  - 3 - 45° elbow.
- Total length 8'

### Summary

| Exhaust                               |          |    |
|---------------------------------------|----------|----|
| <b>Straight section length (feet)</b> | 11 x 1 = | 11 |
| <b>90° elbows (qty)</b>               | 0 x 5 =  | 0  |
| <b>45° elbows (qty)</b>               | 0 x 3 =  | 0  |
| <b>Total:</b>                         |          | 11 |
| Intake                                |          |    |
| <b>Straight section length (feet)</b> | 8 x 1 =  | 8  |
| <b>90° elbows (qty)</b>               | 0 x 5 =  | 0  |
| <b>45° elbows (qty)</b>               | 1 x 3 =  | 3  |
| <b>Total:</b>                         |          | 11 |
| <b>Total equivalent vent length =</b> |          | 22 |

Table 11 Determining vent length combination example for concentric terminal



Total equivalent length must not exceed 62 ft for separate pipes.  
Total equivalent length must not exceed 46 ft for concentric terminal.

| Altitude<br>(above sea level)     | Vent terminal | Total equivalent vent length <sup>1)</sup> | NG<br>Minimum power fan speed (P2) | LPG<br>Minimum power fan speed (P2) | NG/LPG<br>Maximum power fan speed (P1) |                                                                                                                                                       |
|-----------------------------------|---------------|--------------------------------------------|------------------------------------|-------------------------------------|----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| 0 - 2000 ft<br>(0 - 610 m)        | Concentric    | 8 - 25 ft                                  | 12                                 | 12                                  | No modification                        | For operation at elevations above 2,000 ft (610 m) the equipment ratings shall be reduced at the rate of 4% for each 1,000 ft (305 m) above sea level |
|                                   |               | 26 - 46 ft                                 | 12                                 | 13                                  |                                        |                                                                                                                                                       |
|                                   | Twin system   | 8 - 37 ft                                  | 12                                 | 12                                  |                                        |                                                                                                                                                       |
|                                   |               | 38 - 62 ft                                 | 12                                 | 14                                  |                                        |                                                                                                                                                       |
| 2000 - 4500 ft<br>(610 - 1372 m)  | Concentric    | 8 - 25 ft                                  | 12                                 | 14                                  |                                        |                                                                                                                                                       |
|                                   |               | 26 - 46 ft                                 | 13                                 | 14                                  |                                        |                                                                                                                                                       |
|                                   | Twin system   | 8 - 37 ft                                  | 12                                 | 13                                  |                                        |                                                                                                                                                       |
|                                   |               | 38 - 62 ft                                 | 13                                 | 14                                  |                                        |                                                                                                                                                       |
| 4500 - 8000 ft<br>(1372 - 2439 m) | Concentric    | 8 - 25 ft                                  | 13                                 | 14                                  |                                        |                                                                                                                                                       |
|                                   |               | 26 - 46 ft                                 | 13                                 | 15                                  |                                        |                                                                                                                                                       |
|                                   | Twin system   | 8 - 37 ft                                  | 13                                 | 14                                  |                                        |                                                                                                                                                       |
|                                   |               | 38 - 62 ft                                 | 13                                 | 15                                  |                                        |                                                                                                                                                       |

Table 12 Fan speed adjustment

1) Full equivalent length (inlet + outlet piping + fittings)

### Adjusting minimum power fan speed P2

To select fan speed:

- Press ON/OFF button  into OFF.
- Press and hold "Program"  button and press ON/OFF button  to turn appliance ON.

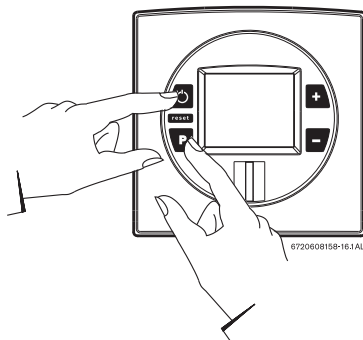


Fig. 19

- As soon as '188' is displayed, release "Program" button , and the display reads P2.
- Press  to enter P2 adjustment. The current setting will appear on the display (factory default: 12).
- Press  or  to choose the fan speed suitable with your installation, see table 12.
- Press and hold (± 5 sec.) "Program" button  until the display flashes, then the selected value is memorized.



Proceed directly to Section 6.5 to confirm CO<sub>2</sub> values are within range.

**Attention residents of the Commonwealth of Massachusetts:**

In the Commonwealth of Massachusetts the following regulation went into effect on 12/30/2005:

(a) For all side wall horizontally vented gas fueled equipment installed in every dwelling, building or structure used in whole or in part for residential purposes, including those owned or operated by the Commonwealth and where the side wall exhaust vent termination is less than seven (7) feet above finished grade in the area of the venting, including but not limited to decks and porches, the following requirements shall be satisfied:

**1. INSTALLATION OF CARBON MONOXIDE DETECTORS.** At the time of installation of the side wall horizontal vented gas fueled equipment, the installing plumber or gasfitter shall observe that a hard wired carbon monoxide detector with an alarm and battery back-up is installed on the floor level where the gas equipment is to be installed. In addition, the installing plumber or gasfitter shall observe that a battery operated or hard wired carbon monoxide detector with an alarm is installed on each additional level of the dwelling, building or structure served by the side wall horizontal vented gas fueled equipment. It shall be the responsibility of the property owner to secure the services of qualified licensed professionals for the installation of hard wired carbon monoxide detectors.

a. In the event that the side wall horizontally vented gas fueled equipment is installed in a crawl space or an attic, the hard wired carbon monoxide detector with alarm and battery back-up may be installed on the next adjacent floor level.

b. In the event that the requirements of this subdivision can not be met at the time of completion of installation, the owner shall have a period of thirty (30) days to comply with the above requirements; provided, however, that during said thirty (30) day period, a battery operated carbon monoxide detector with an alarm shall be installed.

**2. APPROVED CARBON MONOXIDE DETECTORS.** Each carbon monoxide detector as required in accordance with the above provisions shall comply with NFPA 720 and be ANSI/UL 2034 listed and IAS certified.

**3. SIGNAGE.** A metal or plastic identification plate shall be permanently mounted to the exterior of the building at a minimum height of eight (8) feet above grade directly in line with the exhaust vent terminal for the horizontally vented gas fueled heating appliance or equipment. The sign shall read, in print size no less than one half (1/2) inch in size, "GAS VENT DIRECTLY BELOW. KEEP CLEAR OF ALL OBSTRUCTIONS".

**4. INSPECTION.** The state or local gas inspector of the side wall horizontally vented gas fueled equipment shall not approve the installation unless, upon inspection, the inspector observes carbon monoxide detectors and

signage installed in accordance with the provisions of 248 CMR 5.08(2)(a)1 through 4.

(b) **EXEMPTIONS:** The following equipment is exempt from 248 CMR 5.08(2)(a)1 through 4:

1. The equipment listed in Chapter 10 entitled "Equipment Not Required To Be Vented" in the most current edition of NFPA 54 as adopted by the Board; and

2. Product approved side wall horizontally vented gas fueled equipment installed in a room or structure separate from the dwelling, building or structure used in whole or in part for residential purposes.

(c) **MANUFACTURERS REQUIREMENTS - GAS EQUIPMENT VENTING SYSTEM REQUIRED.** When the manufacturer of Product Approved side wall horizontally mounted gas equipment provides a venting system design or venting system components with the equipment, the instructions provided by the manufacturer for the installation of the equipment and the venting shall include:

1. Detailed instructions for the installation of the venting system or the venting system components; and

2. A complete parts list for the venting system design or venting system.

(d) **MANUFACTURER REQUIREMENTS - GAS EQUIPMENT VENTING SYSTEM NOT PROVIDED.** When the manufacturer of a product approved side wall horizontally vented gas fueled equipment does not provide the parts for the venting of flue gases, but identifies "special venting systems," the following requirements shall be satisfied by the manufacturer:

1. The referenced "special venting system" instructions shall be included with the appliance or equipment installation instructions; and

2. The "special venting systems" shall be product approved by the Board, and the instructions for that system shall include a parts list and detailed installation instructions.

(e) A copy of all installation instructions for all products approved side wall horizontally vented gas fueled equipment, all venting instructions, all parts lists for venting instructions, and/or all venting design instructions shall remain with the appliance or equipment at the completion of the installation.

### 3.4 Combustion air requirements



**Warning:** In areas where outside temperatures routinely come close to freezing, sealed combustion operation is required. Use a concentric termination or separate terminations for combustion and vent, which must be installed on the same wall or roof surface, however never facing the direction of prevailing winds. Failure to do so may result in heat exchanger freezing up and bursting. This failure is not covered under the manufacturer's warranty.



**Warning:** When installed in an environment where corrosive chemicals or dirty air are present, the twin pipe or concentric vent system is required.

#### Twin pipe

The tankless water heater is designed as a sealed combustion appliance. It is recommended that the combustion air be provided by a dedicated 3" or 4" pipe from the outside. The combustion air pipe may be PVC or any other rigid sealed 3" or 4" pipe. The combustion air piping must pitch down ¼ inch per foot towards termination to prevent rain water from entering the appliance. The combustion air inlet, whether terminating vertically or horizontally, **must be located in such a manner as to provide a minimum 3 foot clearance from any exhaust vent terminator.**

See table 4 for combustion air piping specifications.



**Warning:** Terminations must prevent rain and debris from entering the combustion air and exhaust vent piping.

#### Single pipe

**Note:** This appliance requires 11,250 cubic feet of available combustion air, or a minimum of 1,406 square feet of space with an 8 foot ceiling to operate. If the large amount of air space, which equates to about half of most average sized homes, is not available, the appliance must pull air from the outside (see twin pipe above).

Although it is permissible to draw combustion air from the inside, it is not the manufacturer's recommended installation method. Always install a 3 inch 90° elbow on the top of the combustion air inlet adaptor to prevent foreign objects from falling into the unit.

If a single pipe installation is utilized, follow guidelines below for providing adequate combustion air for the water heater as well as any other appliances that may consume air in the same space. Always follow local codes if they are more stringent and regulations.

#### • Appliances located in unconfined spaces:

- **a)** An unconfined space is one whose volume is greater than 50 cubic feet (1.42 cubic meter) per 1000 Btu per hour (292.81 Watts) of the combined rating of all appliances installed in the space. That would be 11250 cubic feet (318.6 cubic meters) for the GWH C 920 ES alone.
- **b)** In unconfined spaces in buildings of conventional frame, masonry, or metal construction, infiltration air is normally adequate to provide air for combustion.

#### • Appliances located in confined spaces:

The confined space must be provided with two permanent openings, one commencing within 12 inches (304.8mm) of the top and one commencing within 12 inches (304.8mm) of the bottom of the enclosure. Each opening must have a minimum free area of one square inch per:

- 1000 Btu/hr (292.81 Watts) if all air is taken from inside the building
- 2000 Btu/hr (585.62 Watts) if all air is taken from the outside by horizontal ducts
- 4000 Btu/hr (1171.24 Watts) if all air is taken from the outside by direct openings or vertical ducts

Or the confined space must be provided with one permanent opening or duct that is within 12 inches (304.8mm) of the ceiling of the enclosure. This opening must have a minimum free area of one square inch per:

- 3000 Btu/hr (878.43 Watts) if all air is taken from the outside by a direct opening or vertical duct.

Louvers, grills and screens have a blocking effect, when used, increase the sizes of your openings by 300% for wood louvers (as wood type will reduce the free air by 75%) and 43% for metal louvers (as metal will reduce the free air by 30%). Refer to the National Fuel Gas Code for complete information. In buildings of tight construction all air should be taken from outside.

### 3.5 Proper location for installing your heater

Carefully select the location of the water heater. For safety and for proper heater operation, you must provide combustion air to the heater and a proper exhaust vent system.

Follow the guidelines below:

- ▶ **1.** Locate the heater where venting, gas and plumbing connections are feasible and convenient.
- ▶ **2.** The hot water lines should be kept short and insulated to save energy. Centrally locating the water heater is recommended to keep hot water distribution times even throughout the structure.



**Warning:** The water in this water heater is cold and always remains cold except for the times the burner is on. In the event of power outage in conjunction with freezing temperatures, it is recommended that the heater be drained.

See chapter 6.2, page 35 "Winterizing" for draining instructions.



**Warning:** Flammable materials, gasoline, pressurized containers, or any other items or articles that are potential fire hazards must NOT be placed on or adjacent to the heater. The appliance area must be kept free of all combustible materials, gasoline and other flammable vapors and liquids.

### 3.6 Heater placement and clearances

**The tankless water heater is approved for installation on a combustible wall (see chapter 3.7 Mounting installation) provided the floor covering below the heater is noncombustible.**

For installations in an alcove or closet, maintain the minimum clearances to combustible and non-combustible materials listed below. See also Fig. 7, page 8.

### 3.7 Mounting installation



**Warning: before starting installation:**

- ▶ **Check that there are no loose or damaged parts inside the appliance**
- ▶ **Confirm that the gas type of the heater matches the gas supply you will be connecting to the heater, See Fig. 2, page 6.**



Front cover should be removed (see instructions on page 6) in order to inspect components visually.



**Warning:** Do not install this appliance on a carpeted wall. The heater must be mounted on a wall using appropriate anchoring materials.

If wall is sheathed with plaster or drywall, it is recommended that two support boards, either 1"x4" or 1/2" (minimum) plywood first be attached across a pair of studs, see Fig. 20, page 22.

- ▶ Secure the wall mounting bracket provided with the heater to a wall surface. The heater must be kept level on the wall surface, see Fig. 21, page 22.
- ▶ Hang the appliance on the bracket, see Fig. 22, page 23.

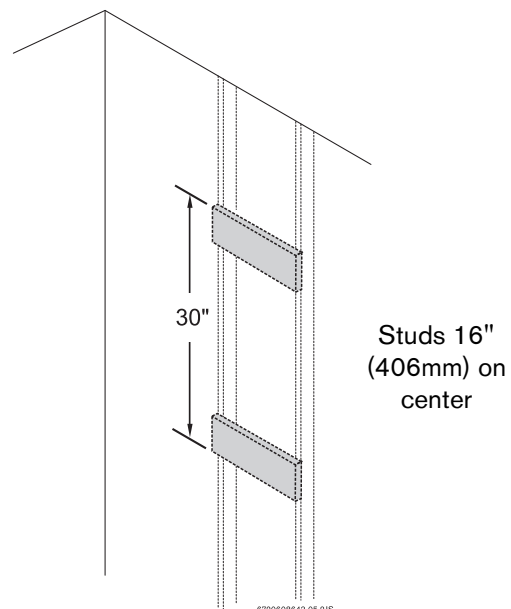


Fig. 20 Distance between support boards

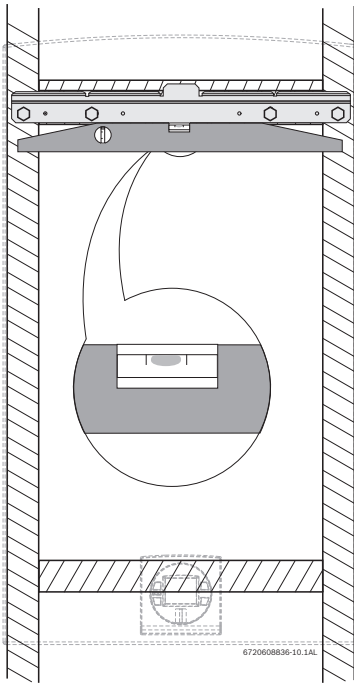


Fig. 21 Leveling wall mounting bracket

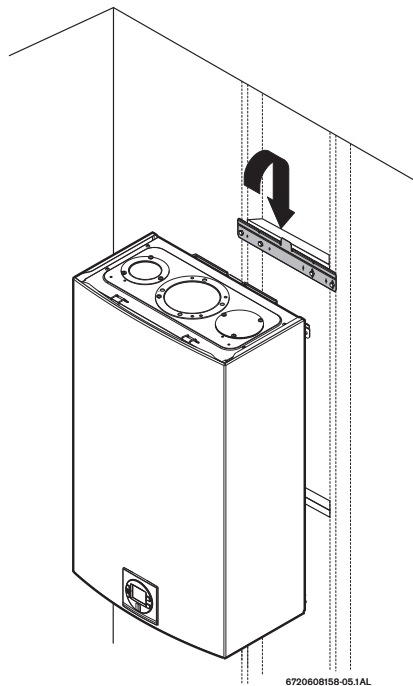


Fig. 22 Mounting the heater



**Warning:** Appliance must be installed vertically.

### 3.8 Gas piping & connections



Before connecting the gas supply, check the rating plate on the right side of the heater to be sure that the heater is rated for the same gas to which it will be connected.

In the United States: The installation must conform with local codes or, in the absence of local codes, the National Fuel Gas Code ANSI Z223.1/NFPA 54.

In Canada: The Installation must conform to CGA B149 INSTALLATION CODES and/or local installation codes.



**Warning:** DO NOT connect directly to an unregulated or high pressure propane line or to a high pressure commercial natural gas line.



**Warning:** The heater must be isolated from the gas supply piping system during any pressure testing of that system at test pressures equal to or more than 0.5 psig. If overpressure has occurred, such as through improper testing of the gas lines or malfunction of the supply system, the gas valve must be checked for safe operation.

#### GAS CONNECTIONS

- ▶ Install a manual gas shut off valve on the gas supply line within easy reach of the appliance.
- ▶ Install a union when connecting gas supply.
- ▶ **The minimum internal diameter required for any appliance connector is 3/4", see Fig. 25 for more details on pipe sizing.**
- ▶ Undersized flexible appliance connectors are not permitted.
- ▶ National Fuel Gas Code requires that a sediment trap (drip leg) be installed on gas appliances not so equipped. The drip leg must be accessible and not subject to freezing conditions. Install in accordance with the recommendations of the serving gas supplier, see Fig. 2.

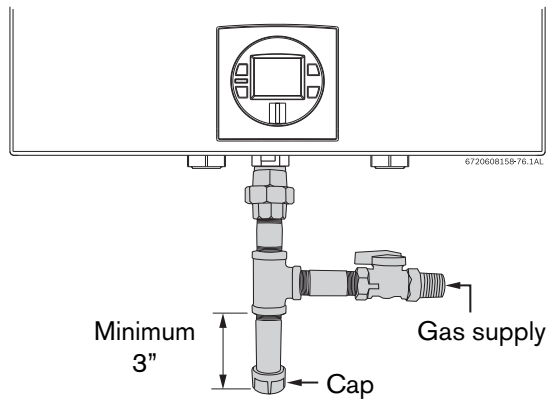


Fig. 23 Gas connection

Once connections are made, check for gas leaks at all joints. Apply some gas leak detection solution to all gas fittings. Bubbles are a sign of a leak. A combustible gas detector may also be used to detect for leaks.



**Danger:** If you have a leak, shut off the gas. Tighten appropriate fittings to stop leak. Turn the gas on and check again with a gas leak detection solution. Never test for gas leaks using a match or flame.

## GAS LINE SIZING

The gas supply piping for a single heater should be sized for a maximum draw of 225,000 BTUH. Measure the length of gas supply line from the building's gas main to the heater and use the tables in Fig. 25, page 24 or the gas line manufacturer's sizing tables to determine the pipe diameter necessary. If there are more gas appliances on the line, size the gas line according to the total maximum amount of BTU input rating of all appliances combined.

**Note:** Undersizing the gas line may result in diminished hot water flow rate and temperature. See chapter 3.13, page 29 for the procedure to measure gas pressure. Proper gas pressure must be confirmed at time of installation.

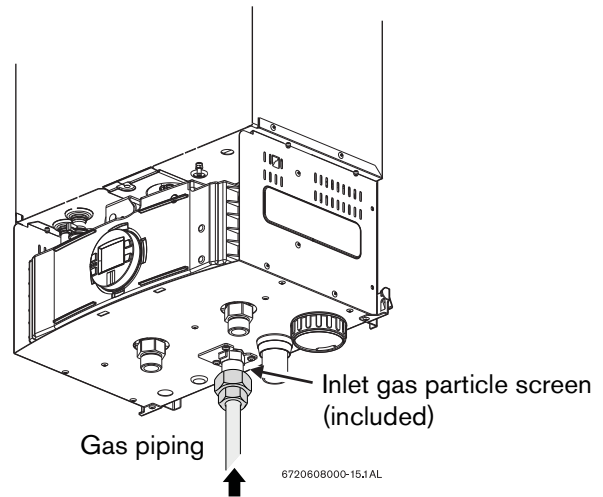


Fig. 24

## FOR NATURAL GAS

Maximum Capacity of pipe in Cubic Feet of Gas per Hour for Gas Pressure of 0.5 Psig or less and a Pressure drop of 0.3" in Water Column (0.75mbar). (Based on a 0.60 Specific Gravity Gas) Btu numbers given in thousands.

Follow boxed numbers for piping just one GWH C 920 ES/ESC (example: 3/4" B.I. Natural Gas pipe for 10 ft (3.0m). will handle 278,000 btu's (81.5 kWh). For multiple appliances combine the total maximum btu input load and then refer to applicable chart below.

| Nominal<br>Iron<br>Pipe<br>Size,<br>inches | Internal<br>Diameter<br>inches | Length of Black iron Pipe , Feet |      |      |      |      |      |      |     |     |     |     |     |     |     |
|--------------------------------------------|--------------------------------|----------------------------------|------|------|------|------|------|------|-----|-----|-----|-----|-----|-----|-----|
|                                            |                                | 10                               | 20   | 30   | 40   | 50   | 60   | 70   | 80  | 90  | 100 | 125 | 150 | 175 | 200 |
| 1/4                                        | 0.364                          | 32                               | 22   | 18   | 15   | 14   | 12   | 11   | 11  | 10  | 9   | 8   | 8   | 7   | 6   |
| 3/8                                        | 0.493                          | 72                               | 49   | 40   | 34   | 30   | 27   | 25   | 23  | 22  | 21  | 18  | 17  | 15  | 14  |
| 1/2                                        | 0.622                          | 132                              | 92   | 73   | 63   | 56   | 50   | 46   | 43  | 40  | 38  | 34  | 31  | 28  | 26  |
| 3/4                                        | 0.824                          | <b>278</b>                       | 190  | 152  | 130  | 115  | 105  | 96   | 90  | 84  | 79  | 72  | 64  | 59  | 55  |
| 1                                          | 1.049                          | 520                              | 350  | 285  | 245  | 215  | 195  | 180  | 170 | 160 | 150 | 130 | 120 | 110 | 100 |
| 1 1/4                                      | 1.380                          | 1050                             | 730  | 590  | 500  | 440  | 400  | 370  | 350 | 320 | 305 | 275 | 250 | 225 | 210 |
| 1 1/2                                      | 1.610                          | 1600                             | 1100 | 890  | 760  | 670  | 610  | 560  | 530 | 490 | 460 | 410 | 380 | 350 | 320 |
| 2                                          | 2.067                          | 3050                             | 2100 | 1650 | 1450 | 1270 | 1150 | 1050 | 990 | 930 | 870 | 780 | 710 | 650 | 610 |

| Tube<br>size,<br>inches | EHD*   | Length of Flexible Corrugated Stainless Steel Tubing (CSST), Feet |            |            |     |     |     |
|-------------------------|--------|-------------------------------------------------------------------|------------|------------|-----|-----|-----|
|                         |        | 10                                                                | 20         | 30         | 40  | 50  | 60  |
| 1/2                     | 18 EHD | 82                                                                | 58         | 47         | 41  | 37  | 34  |
| 3/4                     | 23 EHD | 161                                                               | 116        | 96         | 83  | 75  | 68  |
| 1                       | 30 EHD | <b>330</b>                                                        | <b>231</b> | 188        | 162 | 144 | 131 |
| 1 1/4                   | 37 EHD | 639                                                               | 456        | <b>374</b> | 325 | 292 | 267 |

\* EHD = Equivalent Hydraulic Diameter. The greater the value of EHD, the greater the gas capacity of the tubing.

## FOR LP GAS

Maximum Capacity of Pipe in Thousands of BTU per Hour of Undiluted Petroleum Gases (at 11 inches Water Column Inlet Pressure) (Based on a Pressure Drop of 0.5 Inch Water Column).

\* EHD = Equivalent Hydraulic Diameter. The greater the value of EHD, the greater the gas capacity of the tubing.

| Nominal<br>iron<br>pipe<br>Inches | Black Iron Pipe<br>Length of Pipe, Feet |     |     |     |     |     |     |     |     |     |     |  |  |  |
|-----------------------------------|-----------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--|--|--|
|                                   | 10                                      | 20  | 30  | 40  | 50  | 60  | 80  | 100 | 125 | 150 | 200 |  |  |  |
| 1/2                               | <b>291</b>                              | 200 | 160 | 137 | 122 | 110 | 94  | 84  | 74  | 67  | 58  |  |  |  |
| 3/4                               | 608                                     | 418 | 336 | 287 | 255 | 231 | 197 | 175 | 155 | 140 | 120 |  |  |  |
| 1                                 | 1145                                    | 787 | 632 | 541 | 480 | 434 | 372 | 330 | 292 | 265 | 227 |  |  |  |

| Tube<br>size<br>inches | EHD*   | Length of Flexible Corrugated Stainless Steel Tubing (CSST), Feet |            |     |     |     |     |
|------------------------|--------|-------------------------------------------------------------------|------------|-----|-----|-----|-----|
|                        |        | 10                                                                | 20         | 30  | 40  | 50  | 60  |
| 1/2                    | 18 EHD | 129                                                               | 91         | 74  | 64  | 58  | 53  |
| 3/4                    | 23 EHD | <b>254</b>                                                        | 183        | 151 | 131 | 118 | 107 |
| 1                      | 30 EHD | 521                                                               | <b>365</b> | 297 | 256 | 227 | 207 |
| 1 1/4                  | 37 EHD | 971                                                               | 661        | 528 | 449 | 397 | 359 |

Maximum Capacity of Semi-Rigid (flexible, non corrugated) Tubing in Thousands of BTU per Hour of Undiluted Liquefied Petroleum Gases (at 11 inches Water Column Inlet Pressure).

(Based on a Pressure Drop of 0.5 Inch Water Column)

\* Source National Fuel Gas Code NFPA 54, ANSI Z223.1 - No Additional Allowance is necessary for an ordinary number of fittings

| Outside<br>diameter<br>Inch | Copper<br>Length of Tubing, Feet |            |     |     |     |     |     |     |    |     |
|-----------------------------|----------------------------------|------------|-----|-----|-----|-----|-----|-----|----|-----|
|                             | 10                               | 20         | 30  | 40  | 50  | 60  | 70  | 80  | 90 | 100 |
| 3/8                         | 39                               | 26         | 21  | 19  | -   | -   | -   | -   | -  | -   |
| 1/2                         | 92                               | 62         | 50  | 41  | 37  | 35  | 31  | 29  | 27 | 26  |
| 5/8                         | <b>199</b>                       | 131        | 107 | 90  | 79  | 72  | 67  | 62  | 59 | 55  |
| 3/4                         | 329                              | <b>216</b> | 181 | 145 | 131 | 121 | 112 | 104 | 95 | 90  |

Fig. 25

### 3.9 Water connections



**Warning:** This heater is not approved for preheated water supply exceeding 140°F (60°C).

- ▶ When facing the heater, the ¾" cold connection is on the bottom right and the hot connection is on the bottom left. Centrally locating the water heater is recommended to keep hot water distribution times even throughout the structure.

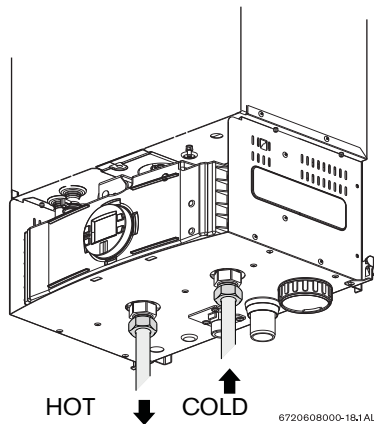


Fig. 26

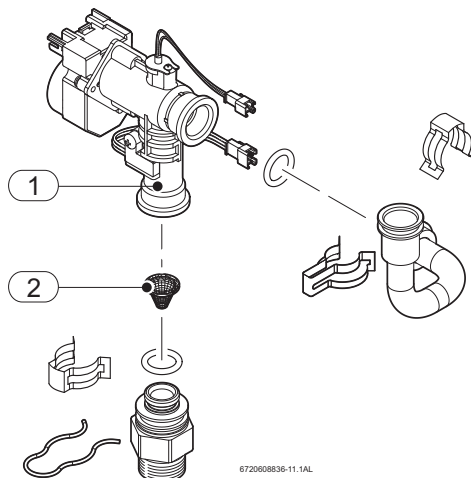


Fig. 27 Water filter

- 1 Water valve with engine
- 2 Water filter

- ▶ **The use of unions when connecting both water pipes to the inlet and outlet connections is required. This will facilitate any necessary servicing.**
- ▶ Plastic or PEX type plumbing line materials are not suitable for connecting directly to the water heater.
- ▶ Although water piping throughout the building may be other than copper, we recommend that copper or suitably rated stainless steel flex line piping be used for the water connections for at least 1.5 feet on either side of the water heater (follow local codes if more stringent).

- ▶ **Never sweat any piping directly to or beneath the water connections, as damage will occur to the internal water valve from heating of the pipe.**
- ▶ **Keep water inlet and outlet pipes to no less than ¾" (19.05mm) diameter to allow the full flow capacity.**
- ▶ If the cold and hot connections to the heater are reversed, the heater will not function. Be certain there are no loose particles or dirt in the piping. Blow out or flush the lines before connecting to the water heater.
- ▶ **Full port shutoff or isolation valves must be installed on both the cold water supply and hot water outlet lines to facilitate servicing the heater (see Fig. 28).**
- ▶ For installation on a private well system with the use of a pressure tank, the lowest pressure range setting recommended is 40-60 psi (2.75 - 4.15bar).

### 3.10 Water quality

Water quality can have an impact on appliance longevity and may void the manufacturer's warranty. For water analysis data call your local water department, or if on a well, have well water analyzed periodically. If water quality exceeds one or more of the values specified below, Bosch recommends installing a water conditioner or softener. If the tankless water heater is operating in applications where the outlet temperature exceeds 140°F, a water softening system is strongly recommended. The higher the set temperature is on the appliance, the greater the risk for scale/mineral deposits. Damage from scale/mineral deposits is not covered under warranty. Refer to manufacturer's limited warranty.

| Description                  | Max. Levels |                   |
|------------------------------|-------------|-------------------|
| pH                           | pH          | 6.5 - 8.5         |
| TDS (total Dissolved Solids) | mg/l or ppm | 500               |
| Total hardness               | mg/l or ppm | 100<br>(6 grains) |
| Aluminum                     | mg/l or ppm | 2.0               |
| Chlorides                    | mg/l or ppm | 250               |
| Copper                       | mg/l or ppm | 1.0               |
| Iron                         | mg/l or ppm | 0.3               |
| Manganese                    | mg/l or ppm | 0.05              |
| Zinc                         | mg/l or ppm | 5.0               |

Table 13

### Connecting the pressure relief valve (PRV)

The listed pressure relief valve supplied with the heater must be installed at the time of installation. **No valve is to be placed between the PRV and the heater.** No reducing coupling or other restriction may be installed in the discharge line. The discharge line must be a minimum of 4" above a drain and installed such that it allows complete drainage of both the PRV and the line. The discharge line must be placed where it will not cause any damage.

The location of the PRV must be readily accessible for servicing or replacement, and be mounted as close to the water heater as possible. See Fig. 28. To install the PRV, a suitable fitting connected to an extension on a "T" fitting can be sweated to the hot water line. Support all piping.

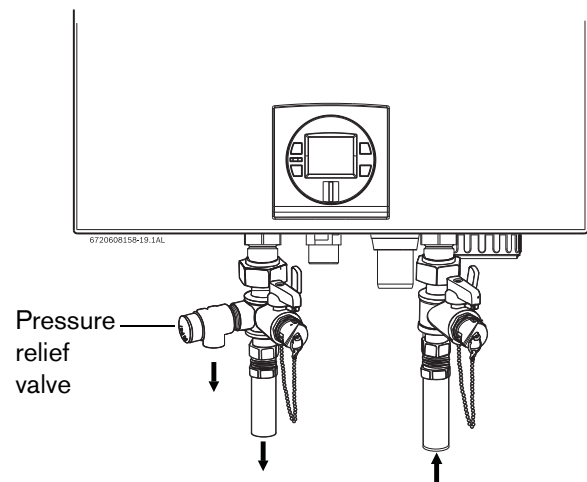


Fig. 28 Plumbing Connections (with isolation valves) and Pressure Relief Valve



#### Warning:

In applications where inlet water temperature can exceed 140°F (60°C), a thermostatic or mixing valve must be installed before the appliance to prevent water exceeding 140°F (60°C) from entering the appliance.

### 3.11 Domestic hot water recirculation

Although recirculation directly through the tankless water heater is allowed, temperature stability is improved by recirculating through a mini-tank as shown in Fig. 30. By using the design in Fig. 30, there is no recirculation of hot water through the tankless water heater and therefore, does not affect the heat exchanger warranty of 15 years. Direct recirculation through the tankless water heater is permissible, however, the heat exchanger warranty is reduced to 3 years; contact Bosch Thermotechnology for further installation requirements. The following drawing is provided to outline one possible recirculation design using the water heater in conjunction with an Ariston mini tank water heater. This schematic is for illustration only and must not be used for actual Installation without appropriate engineering and technical advice from a properly licensed professional in the locality where the installation is made.

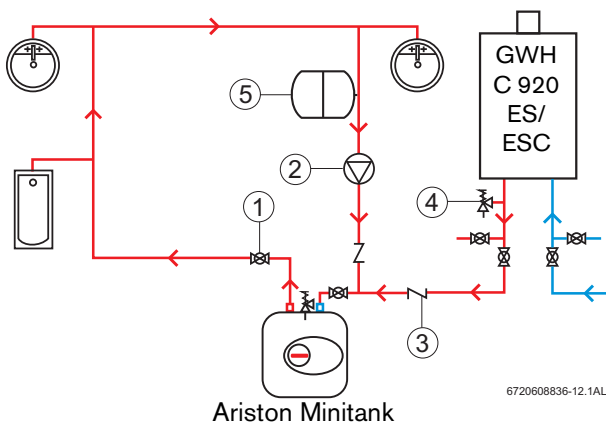


Fig. 29 Recirculation application

- 1 Full port isolation valve
- 2 Circulator on timer or aquastat
- 3 Check valve
- 4 PRV
- 5 Expansion tank

The use of a small electric mini-tank water heater (4-6 gallon size) should be used for this application and designed so the circulator will circulate the water through the mini-tank and the building's hot water return loop only. Timed or thermostatically controlled operation of the pump is commonly done. Contact Bosch Water Heating if further information is needed.

### 3.12 Filling the condensate trap

The condensate trap can be filled before or after connecting the vent pipe.

#### Filling the condensate trap before vent pipe installation



**Danger:** Prior to initial start up, and after appliance has been out of use for a long time or after cleaning the siphon, the condensate trap must be filled with water. This is to prevent dangerous exhaust gases from entering the building.

- Fill the condensate trap by pouring approx. 14 oz. (400ml) of water into the exhaust accessory on the top of the appliance, see Fig. 30.

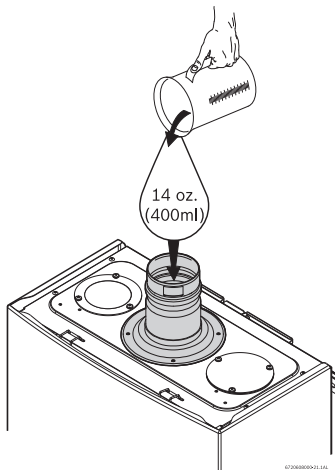


Fig. 30 Filling the condensate trap at start up

#### Filling the condensate trap after vent pipe installation

After appliance has been out of use for a long time or after cleaning siphon, refill the condensate trap with water.

Please proceed as follows:

- Remove front cover, see Fig. 4, page 6.
- Open the four clips and remove the combustion cover, see Fig. 5, page 6.
- Remove the clip and disconnect the drain tube, see Fig. 31.

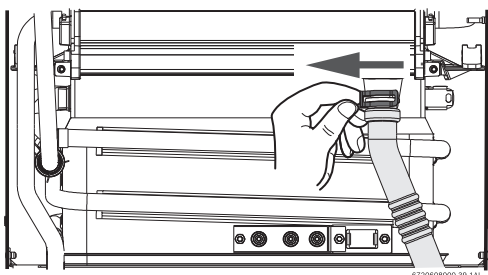


Fig. 31 Disconnect drain tube

- Fill the condensate trap by pouring approximately 14 oz. (400ml) of water into the top of the drain tube. To avoid damage to the appliance use a funnel in this operation, see Fig. 32, page 28.

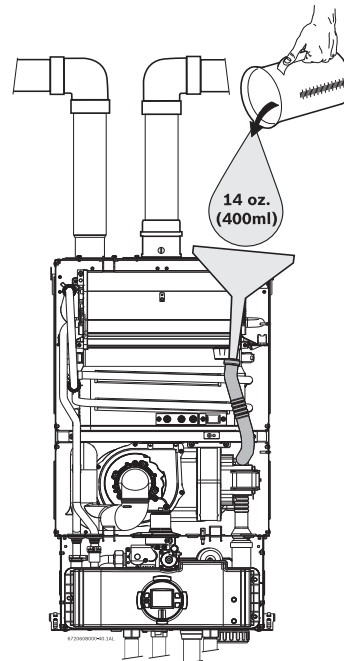


Fig. 32 Filling the condensate trap after installation

- Loosen the three screws of the control unit.

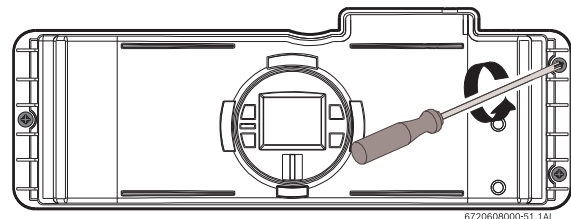


Fig. 33

- Put the control unit in service position by engaging its tabs with the holes in the bottom horizontal sheet metal, see Fig. 34.
- Check water level in the condensate trap.

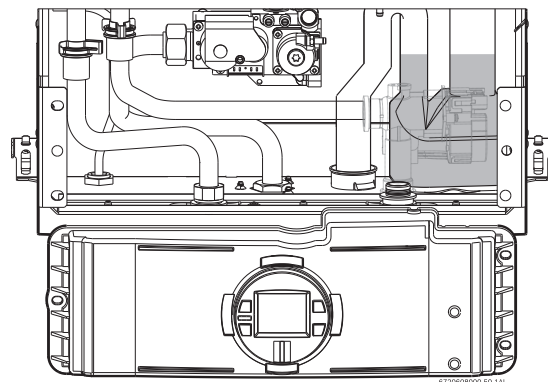


Fig. 34 Water level in condensate trap

- After filling, reassemble all parts in reverse order.

3.13 Measuring gas pressure

Gas pressure must be measured upon installation.

Connecting manometer

- ▶ Shut off gas supply at installer supplied shutoff valve for this water heater.
- ▶ Remove front cover and locate inlet gas pressure test port (see Fig. 36).
- ▶ Loosen screw inside left test point fitting (do not remove) and connect manometer tube to test point.

Static Pressure Test

- ▶ Turn gas supply back on.
- ▶ Record static gas pressure reading in table 15.

Operating Pressure Test

- ▶ Press ON/OFF button  to turn off the appliance.
- ▶ Press and hold "Program"  button and press ON/OFF button  to turn appliance ON.

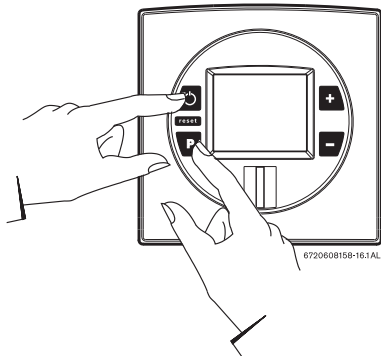


Fig. 35

- ▶ As soon as '188' is displayed, release "Program" button , and the display reads P2.
- ▶ Press  or  until P1 appears.

**Note: While in this mode the appliance will run constantly at maximum power and allow maximum water flow.**

| Gas type         | NG      | LPG   |
|------------------|---------|-------|
| minimum pressure | 3.5" WC | 8" WC |

Table 14Minimum inlet gas pressure under full operation

- ▶ Operate all other gas appliances (except heater) on same gas piping system at maximum output.
- ▶ Turn on high volume of hot water flow (at least 6 gpm) and burner will light. If heater display reverts to P2, open more hot water fixtures to allow sufficient flow. Press  until P1 reappears on the display.
- ▶ Record lowest operating gas pressure reading in table 15.

Gas pressures lower than 3.5" W.C. for Natural Gas or 8" W.C. for LPG will result in insufficient degree rise to the hot water being used, reduced hot water volume,

possible error code faults and must be corrected. See Gas Connections, chapter 3.8, page 22.

P1 fan speed:

Factory default: NG: 52, LP: 53

Lowering P1 fan speed reduces the maximum BTU input.

As a temporary measure if the gas pressure in P1 is below specification, lower P1 fan speed incrementally until minimum inlet gas pressure reaches specified range (table 14). After raising gas pressure, reset appliance to P1 factory default setting (NG: 52, LP: 53).

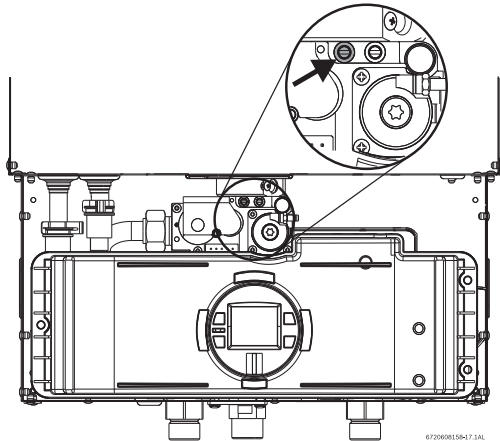


Fig. 36 Gas pressure test port (left tapping)

|                                                          |
|----------------------------------------------------------|
| <b>Static</b> Gas Pressure Reading (see Chapter 3.13)    |
| enter here: _____ Date: _____                            |
| <b>Operating</b> Gas Pressure Reading (see Chapter 3.13) |
| enter here: _____ Date: _____                            |

Table 15

## 4 Electrical connections

### 4.1 Electrical power supply



**Warning:** For safety reasons, disconnect the power supply cord to the heater before any service or testing is performed.



**Warning:** This heater must be electrically grounded in accordance with the most recent edition of the National Electrical Code, NFPA 70. In Canada, all electrical wiring to the heater must be in accordance with local codes and the Canadian Electrical Code, CSA C22.1 Part 1. Do not rely on the gas or water piping to ground the metal parts of the heater.

The tankless water heater requires an electrical power supply from a 120VAC / 60Hz properly rated receptacle and must be properly grounded.

A means for switching off the 120VAC power supply must be provided.

The heater is wired as shown in the wiring diagram (chapter 9, Fig. 64).

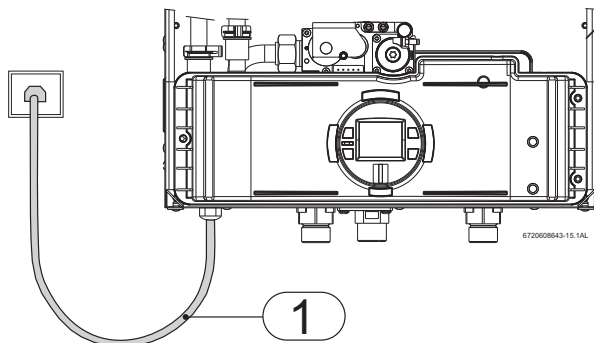


Fig. 37 Connecting power supply cord

1 Power cord length: 3ft.

**Note:** Outlet appliance is plugged in to should be clear from possible water damage.

### 4.2 Position of the fuses in control unit

To check fuses, proceed as follows:

- Unplug the water heater's power cord.
- Remove the front cover, see Fig. 4, page 6.
- Remove the three screws from the control unit.

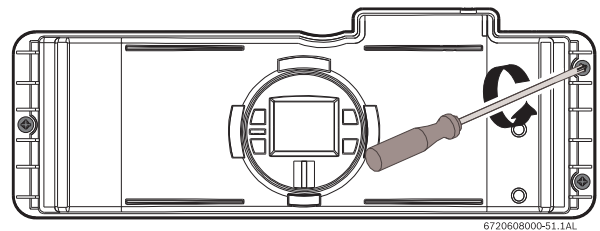


Fig. 38

- Remove the six screws from the back cover of the control unit, see Fig. 39, pos. 2.
- Check the fuses on the printed circuit board, see Fig. 39, pos. 3.

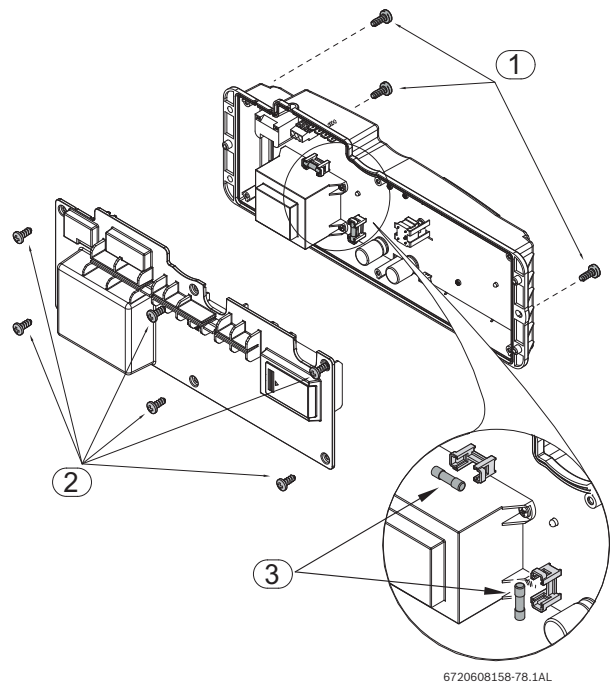


Fig. 39 Fuses position

- After checking the fuses, reinstall all parts in reverse order.

## 5 Operation instructions

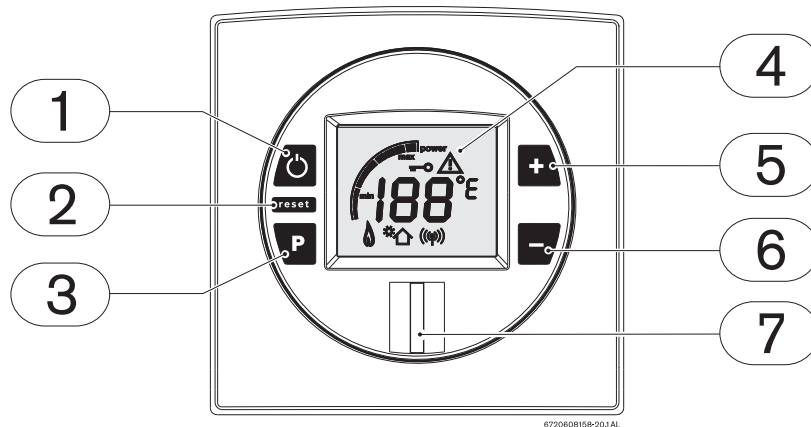


Fig. 40

- 1 On/Off button
- 2 Reset button
- 3 Program button
- 4 LCD display
- 5 Up button
- 6 Down button
- 7 Power On or stand-by LED

### 5.1 Description of LCD Display



**Warning:** Do not use any cleaning aggressive or corrosive agents to clean the window.

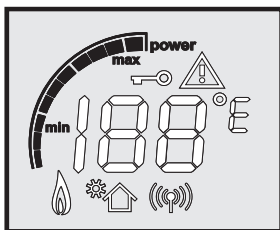


Fig. 41 Power bar indicator (input)

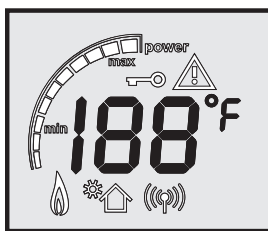


Fig. 42 Temperature indicator

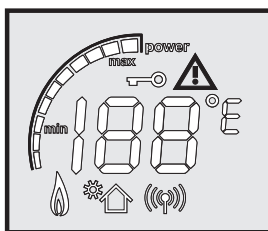


Fig. 43 Error indicator

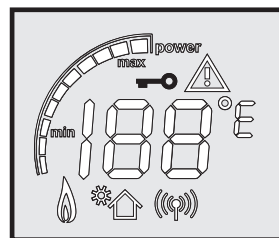


Fig. 44 Locked condition indicator (only with remote control)

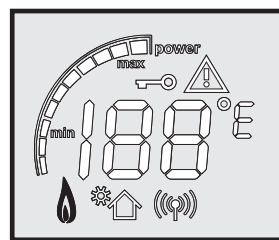


Fig. 45 Flame indicator

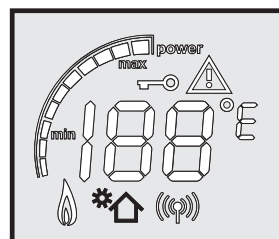


Fig. 46 Solar mode indicator (see chapter 5.4, page 32)

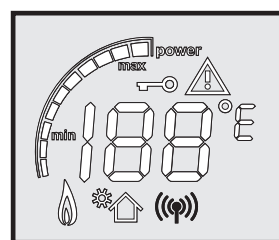


Fig. 47 Remote control indicator

## 5.2 For your safety read before operating your water heater



**Warning:** If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury or loss of life.

**A.** This appliance is equipped with electronic ignition for lighting the main burner. When turning the heater on, follow these instructions exactly.

### WHAT TO DO IF YOU SMELL GAS

- ▶ Do not try to light any appliance.
- ▶ Do not touch any electric switch; do not use any phone in your building.
- ▶ Immediately call your gas supplier from a neighbors phone. Follow the gas supplier's instructions.
- ▶ If you cannot reach your gas supplier, call the fire department.

**B.** Use only your hand to press the on/off control switch. Never use tools. Follow these instructions exactly. If control switch is jammed, close the gas supply and call a qualified service technician. Attempted forceful repair may result in a fire or explosion.

**C.** Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.

## 5.3 Power

### On

- ▶ To start the appliance press the On/Off button.

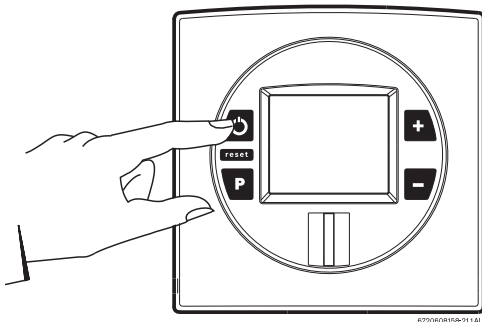


Fig. 48

### Off

- ▶ To shut down the appliance press the On/Off button again.

## 5.4 Temperature selection

To select hot water temperature:

- ▶ Press buttons **+** or **-** in order to reach desired temperature.

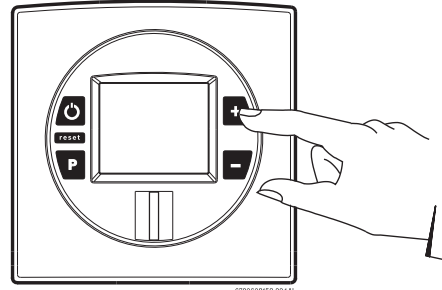


Fig. 49

### Setting the water temperature

The desired temperature of the hot water can be adjusted on the front control panel of the heater.

The tankless water heater has an electronically controlled gas valve that modulates the burner input in response to both varying hot water flow rates and/or changes in any incoming and outgoing water temperatures. Set the temperature on the appliance to the desired outlet temperature. Avoid setting the appliance to a higher temperature and mixing in cold water. This causes unnecessary gas consumption and risks the formation scale/mineral deposits. See Section 3.10 Water Quality.

**Note:** The water heater, running at minimum BTU, may still achieve temperatures above the desired set temperature. Low flow rate fixtures are the leading cause of this type of temperature overshoot. To combat this symptom, clean fixtures or replace with higher flowing ones if necessary.

### Saving water resources:

- ▶ Make sure you close all the taps after any use. Avoid leaving the taps dripping. Repair any leaking tap.
- ▶ Define the temperature you want, in the appliance or with the remote control. This way you have the precise water flow needed (mixing cold water to regulate temperature will increase the water flow with consequent waste of water)

## Solar mode

The water heater will not ignite if inlet water temperature exceeds the set temperature on the appliance. In this condition, the solar mode indicator will show on the LCD display. See Fig. 46, page 31.

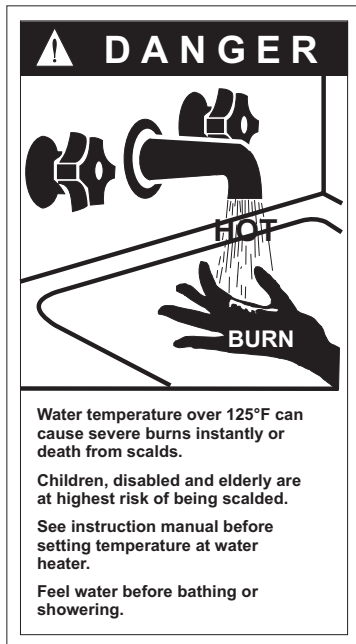


Fig. 50

## 5.5 Use of optional remote control accessory (part no. TSTAT2)

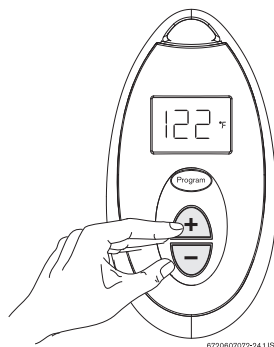


Fig. 51 Remote control

The wireless remote control accessory (Fig. 76, component 13) and the temperature selector buttons on the front of the water heater operate identically. Contact your distributor to order the remote control accessory. Modification of the water heaters interior control unit (Fig. 76, component 16) is required when installing the remote control with this heater.



NOTE: up to 6 remote controls can be programmed for one single water heater, each with a range distance of 98 ft. (30 m).

## 5.6 Operation

- ▶ When a hot water tap is opened, main burner ignites and LCD displays indication .



Fig. 52

- ▶ LCD flashes until selected temperature is reached.
- ▶ Power bar indicates power percentage in use.

## 5.7 Reset button

If the LCD shows the error symbol  do not shut off power or unplug the heater. Follow instructions below to reset error first.

Record the error code on LCD and consult "Problem solving" section 8.1, page 44.

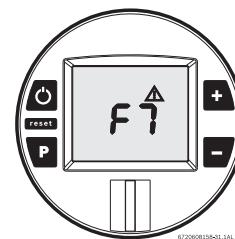


Fig. 53

After following instructions indicated in "Troubleshooting" section,

- ▶ press reset button to return heater to normal operation.

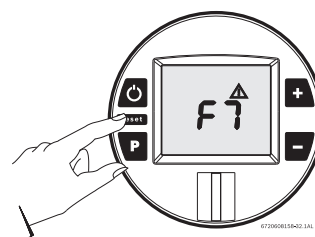


Fig. 54 Reset button

If the problem persists, contact your installer.

## 5.8 Program button

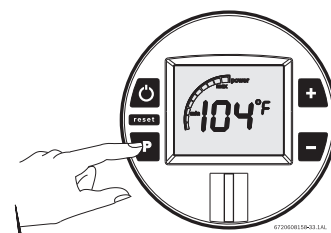


Fig. 55 "Program" key

### 5.8.1 Memorizing selected temperature

- Press buttons **+** or **-** to select desired temperature.
- Hold "Program" button for 3 seconds to save temperature.

When LCD stops blinking, temperature is saved in memory.

#### Using "Program" function

In order to select memorized temperature

- Press "Program" key.

LCD shows pre-memorized temperature, which is now the hot water selected temperature.

### 5.9 Locked condition

This condition is only valid for appliances with one or more remote controls installed.

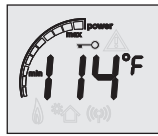


Fig. 56 Locked condition

Whenever LCD shows **key icon** the temperature setting cannot be adjusted because the appliance is in use by another user who has already selected a different temperature. Appliance will be automatically unlock 5 minutes after closing hot water tap.

## 6 Maintenance and service



**Warning:** Always shut off the electrical power supply, shut off the manual gas valve and shut off the water valves when servicing.



#### Caution:

- Check and clean the complete water heating system once a year.
- Carry out maintenance if necessary. Immediately repair defects to avoid damage to the system.

| Annual maintenance table |                         |
|--------------------------|-------------------------|
| 1.                       | Inspect venting system  |
| 2.                       | Inspect heat exchanger  |
| 3.                       | Inspect burner          |
| 4.                       | Inspect condensate trap |
| 5.                       | Inspect water filter    |

Table 16 Annual maintenance

### 6.1 Annual maintenance

(To remove front cover, see page 6.)

#### Venting System

- Venting system - inspect inside of flue pipe for any blockage or restriction. Observe burner flames during heater operation. (front cover must be removed). Inspect the combustion air inlet pipe for blockage or debris. Inspect combustion air and exhaust terminations for blockage or debris.

#### Combustion Chamber

- Inspect burner observation window (Fig. 69, #14) for cracks or spillage of flue gases. Observe burner flames during heater operation. Flames should be steady and blue with no signs of yellowing. Yellow burner flames are an indication of improper combustion. Refer to Section 3.4, page 20 & 3.3, page 9 of this manual to verify exhaust system and combustion air supply meets manufacturer's specifications.

#### Pressure Relief

- Manually open the pressure relief valve to ensure proper operation.

### Inlet Water Filter

- Verify the inlet filter screen is clean and undamaged. The inlet water filter is located between the 3/4" cold water inlet fitting on the right side of the appliance, and the water valve (See Fig. 27, page 25). Close installer supplied water shutoff, carefully lift the water valve, then rotate back. Remove filter, clean and or replace if damaged.

### Descaling

- In areas where the water supply has a high mineral content, the heat exchanger should be flushed with a descaling solution. Scale build up will shorten the life of the water heater and damage resulting from scale is not covered under warranty. Refer to section 6.3 for detailed instructions on descaling the heat exchanger.

### Fin Coils

- Inspect heat exchanger fin coil for soot build-up or blockage. To access fin coil, consult service bulletin at [www.boschpro.com](http://www.boschpro.com). If there is evidence of soot build-up or blockage, the heat exchanger should be removed by a professional and cleaned thoroughly.

### Condensate trap

- Check water level in the condensate trap, see Fig. 30.
- If appliance is out of service for more than 10 days, fill as described on page 28.
- Check for debris and clean if needed.

## 6.2 Winterizing for seasonal use

The water heater must not be installed in a location where it may be exposed to freezing temperatures. If the heater must be left in a space which is likely to experience freezing temperatures, all water must be drained from the heater. Freeze damage is not covered under the warranty. NOTE: Use of agents such as anti-freeze is not permitted and voids the warranty, as they may cause damage to the water heater's internal components.

1. Press ON/OFF switch on the water heater to turn OFF the heater and unplug power supply cord. The display should be blank.
2. Shut off gas supply to heater.
3. Shut off the cold water supply to the water heater using installer supplied shutoff valve.
4. Open hot water taps to drain and relieve pressure from the plumbing system. If water continues to flow after 5 minutes, a crossover of the hot and cold water pipes is present and must be corrected before proceeding.
5. Disconnect inlet and outlet water pipes from the water heater. Place a small bucket underneath the

water heater to catch residual water remaining inside the water heater.

6. Using an air compressor, blow short bursts of air (100psi max) through the outlet water connection until there is no water present coming through the inlet water connection of the heater.
7. Reconnect water fittings and return heater to service when danger of freezing has past.

## 6.3 Mineral scale build-up

Periodic descaling may be necessary in areas with high mineral content in the water or if the heater is operating in applications where the outlet temperature exceeds 140°F. Scale buildup in the heat exchanger may result in lower flow rates, error codes of A7 and E9 and boiling sounds in the heat exchanger.

A water softener is required if the water hardness exceeds 6 grains/gal (103 mg/l) calcium carbonate. Damage to the water heater resulting from hard water or scale deposits will not be covered under warranty. See Section 3.10 Water Quality.

### Descaling using a pump

1. Disconnect electrical supply from the water heater.
2. Shut off the water supply to the water heater using (installer supplied) shutoff valve.
3. Open hot water taps to drain and relieve pressure from the plumbing system.
4. Drain water from the unit's heat exchanger by disconnecting inlet and outlet water connections from the heater.
5. Connect a line (A) from the outlet of the circulating pump (installer supplied) to the inlet water fitting on the water heater (see Fig. 57.)
6. Using another line (B), connect to the water outlet fitting on the water heater. Route the other end of this line into a descaling reservoir.
7. Using a 3rd line (C) from the descaling reservoir, connect to the inlet side of circulating pump. Install a filter on the end of the line in the descaling reservoir.
8. Make sure all connections are "water tight."
9. Fill tank with descaling solution so both lines inside are submersed. We recommend a straight white vinegar solution. If using a commercial descalant, refer to manufacturer's instructions for proper dilution ratio.
10. Operate the circulating pump.
11. Make sure there are no leaks and the solution is flowing from the descaling reservoir through the heater and returning to the reservoir.
12. Run solution through the heater until the solution returning to the descaling reservoir comes out clear. (Changing to a fresh solution may be necessary during this process).

13. Disconnect all lines and drain all solution from heat exchanger. Properly discard of solution.
14. Position a container below the hot water outlet and connect cold water supply. Open cold water supply shutoff valve and flush heat exchanger with clean water.
15. Shut cold water shutoff valve and reconnect hot water supply to the water heater.
16. Reconnect electrical supply to unit, open water shutoff valves, and return the unit to service.

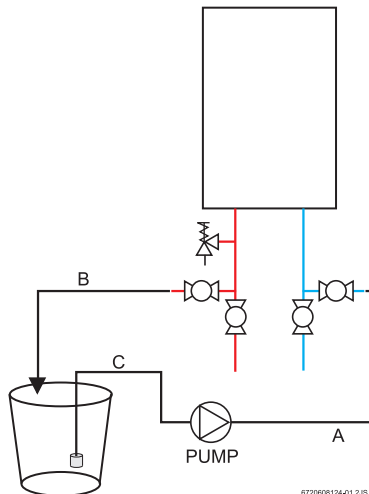


Fig. 57

### 6.4 Condensing heat exchanger unit

The condensing heat exchanger unit must be checked once a year by a qualified and trained technician. If repairs are needed, the repairs should be done by a certified Bosch technician.

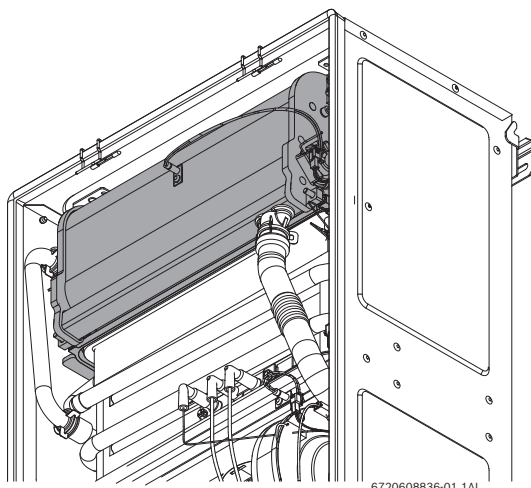


Fig. 58 Condensing heat exchanger unit

#### Condensing heat exchanger unit maintenance:

- ▶ Shut off power. Disconnect power cord.
- ▶ Dismantle all inlet, outlet pipes and the condensate tube from the condensing heat exchanger unit.

- ▶ Remove the condensing heat exchanger unit from the appliance by pulling it towards you.
- ▶ Dismantle all parts for inspection and cleaning.

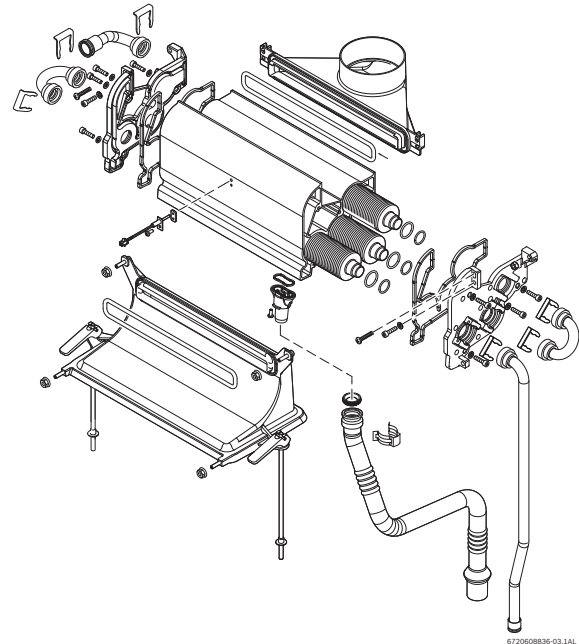


Fig. 59 Condensing heat exchanger

- ▶ Check the condensing heat exchanger for any obstruction.
- ▶ Flush the condensing heat exchanger unit with water.
- ▶ Check all gasket and o-rings for damage and replace if necessary.



It is important to inspect and properly replace the gaskets and o-rings.

- ▶ Assemble the condensate unit and all other parts in reverse order of disassembly.

### 6.5 Adjusting CO<sub>2</sub>

**The CO<sub>2</sub> can only be adjusted by a certified gas technician with a calibrated CO<sub>2</sub> analyzer.**



CO<sub>2</sub> adjustment is required in Natural Gas installations where energy content is less than 900 BTU/cuft, and in installations with repeated unresolved EA and EC errors (ref. to page 44 "Problem solving").



**Caution:** One factor that may affect CO<sub>2</sub> levels is insufficient gas pressure. Please see Chapter 3.13 for the procedure to measure gas pressure and record your findings below:

Static Gas Pressure:  " WC

P1 Operating Pressure:  " WC

The P1 minimum operating gas pressure is 3.5" WC for Natural Gas and 8" WC for Propane. Do not proceed in adjusting CO<sub>2</sub> until pressure is at or above these levels, but not to exceed 10.5" WC for Natural Gas and 13" WC for Propane.

#### A. Once Gas Pressure is adequate

- ▶ Press ON/OFF button to turn OFF the heater.
- ▶ Remove brass flat head screw on the exhaust collar as seen in Fig. 60.
- ▶ Insert CO<sub>2</sub> analyzer probe into the measuring port. The tip of the probe should be in the center of the flue pipe (approx 1.5" inserted). Avoid air gaps between probe and measuring port as they can alter readings.

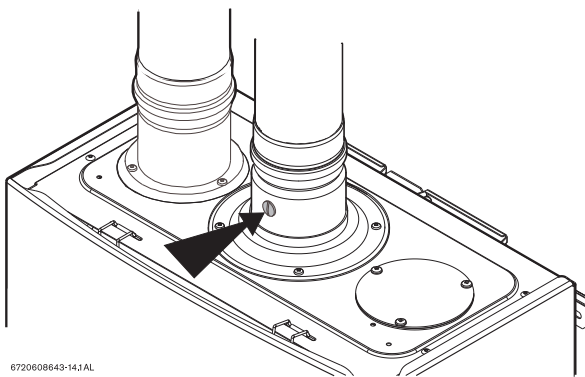


Fig. 60 Measuring port

- ▶ While holding the Program (P) button, press the ON/OFF button to turn ON the heater (see Fig. 61). When '188' flashes on the display, release the Program button. The display should now read P2. Press **-** button until "P1" appears on display.

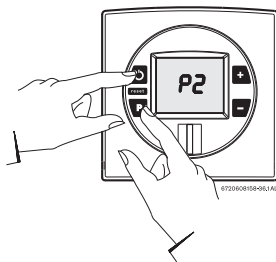


Fig. 61

#### B. Measuring CO<sub>2</sub> (Combustion cover must be installed):

- ▶ Open all hot water taps to achieve a flow rate of at least 6 gallons per minute. (1 tub and 2 sinks should be sufficient). If heater display reverts back to P2, open more hot water fixtures to allow sufficient flow. Press **-** until P1 reappears on the display.
- ▶ Record the CO<sub>2</sub> reading in P1 below. (Analyzer reading may take several minutes to stabilize).
- ▶ Press the **+** button until P2 appears. Unit will ramp down to low fire and the water flow should decrease.

- ▶ Record the CO<sub>2</sub> reading in P2 below.

P1 CO<sub>2</sub> Reading:  % CO<sub>2</sub>

P2 CO<sub>2</sub> Reading:  % CO<sub>2</sub>

Note: When making adjustments, make sure combustion cover is installed.

|                   |    | CO <sub>2</sub> range (%) | Max. CO level (measured) |
|-------------------|----|---------------------------|--------------------------|
|                   |    | <b>Nat. Gas</b>           |                          |
| <b>max. input</b> | P1 | 8.3 % - 8.9%              | < 290 ppm                |
| <b>min. input</b> | P2 | 2.1 % - 2.4 %             | < 60 ppm                 |
|                   |    | <b>LP Gas</b>             |                          |
| <b>max. input</b> | P1 | 9.9 % - 10.5 %            | < 290 ppm                |
| <b>min. input</b> | P2 | 2.5 % - 2.8 %             | < 60 ppm                 |

\* Values above are for climate controlled conditions. Inputs such as gas pressure, heating value of the gas, humidity and temperature of combustion air all impact CO and CO<sub>2</sub> values. Changes in these inputs can result in different CO and CO<sub>2</sub> values on the same appliance.

Table 17 CO<sub>2</sub> & CO target numbers

#### C. Adjusting CO<sub>2</sub>:

**Note: P1 adjustment will change the P2 reading. Confirm the P1 value BEFORE adjusting the P2 level.**

1. If P1 CO<sub>2</sub> level is incorrect:
  - ▶ Loosen yellow painted philips screw (1) and cover should rotate down (2) revealing a recessed brass slotted screw. Fig. 62.
  - ▶ Turning the slotted screw counter clockwise will raise P1 CO<sub>2</sub> levels and clockwise will lower P1 CO<sub>2</sub> levels. Adjustments to the slotted screw will also change P2 CO<sub>2</sub> levels.
  - ▶ After bringing the P1 CO<sub>2</sub> readings into proper range, press the **+** button to enter the P2 mode. Measure CO<sub>2</sub> readings in P2 mode.
2. If P2 CO<sub>2</sub> level is incorrect:
  - ▶ Remove yellow painted #40 Torx cover from the front of the gas valve. (Fig. 63) A plastic #40 Torx screw will be revealed.
  - ▶ Turning the plastic #40 Torx screw counter-clockwise will lower P2 CO<sub>2</sub> levels and clockwise will raise P2 CO<sub>2</sub> levels.

**Note:** This screw adjustment is very sensitive and should be made in small increments. It may take several minutes for readings to stabilize.

3. Verify that both P1 and P2 CO<sub>2</sub> readings are within the ranges specified in table 17. Repeat steps 1 and 2 as necessary until CO<sub>2</sub> values are within the specified ranges.

### Final Readings

P1 CO<sub>2</sub> Reading:  % CO<sub>2</sub>

P2 CO<sub>2</sub> Reading:  % CO<sub>2</sub>

### D. Returning to Service:

1. Return slotted screw cover to original position.
2. Reinstall Torx cover.
3. Remove CO<sub>2</sub> analyzer probe and reinstall flathead screw with gasket in exhaust collar.
4. Press ON/OFF button to turn OFF the heater and then turn ON the heater.
5. Heater is ready for normal operation.

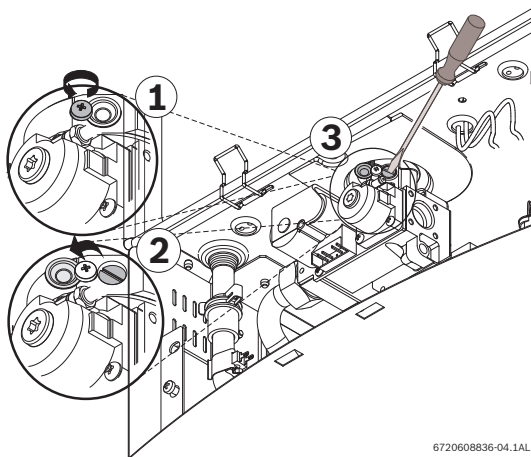


Fig. 62 Adjusting P1 CO<sub>2</sub> level

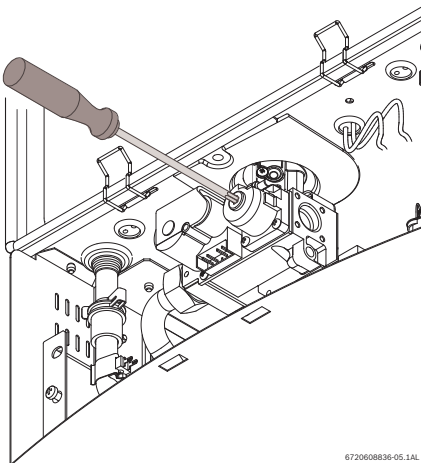


Fig. 63 Adjusting P2 CO<sub>2</sub> level

## 6.6 Program values

This section describes details on programming the appliance. For most applications the factory default values will provide robust and stable operation. Only adjust the factory settings if the installation requires changes as indicated in the appropriate section of this manual.

Refer to chapter 6.7 Control board diagnostics (page 35) regarding how to access these P-modes.



**Caution: Misadjusted program values can lead to appliance malfunction, errors, and service calls.**

| Program | Description                 | Factory Default                     | MIN | MAX          | Comment                                                                                                         |
|---------|-----------------------------|-------------------------------------|-----|--------------|-----------------------------------------------------------------------------------------------------------------|
| P0      | Temperature range settings  | H: GWH C 920 ES<br>C: GWH C 920 ESC | –   | –            | This values are set from factory they cannot be changed.                                                        |
| P1      | Maximum Fan Speed Power     | NG:52, LP:53                        | 21  | NG:52, LP:53 | see chapter 3.13, page 29<br>note: reducing P1 values below maximum will reduce maximum power of the appliance. |
| P2      | Minimum Fan Speed Power     | 12                                  | 12  | 20           | see chapter 3.3.6, page 16                                                                                      |
| P3      | Remote Control Registration | _0                                  | _0  | 6            | see chapter 5.5, page 33                                                                                        |
| P4      | Access to Diagnostic Mode   | E                                   | 0d  | 10F          | see chapter 6.7, page 40                                                                                        |
| P5      | Cascade Mode                | NO                                  | NO  | CC           | contact Bosch Thermotechnology for details                                                                      |
| P6      | Temperature Unit            | °F                                  | °F  | °C           |                                                                                                                 |
| P8      | Back light                  | dE                                  | dE  | ON           | dE turns back light off after 60 seconds from last button pushed, ON turns backlight on permanently             |
| P9      | Fan Purge                   |                                     |     |              | runs primary and secondary fans when P9 is selected by depressing the "P" - button                              |

Table 18 Program values, factory default settings and ranges.

## 6.7 Control unit diagnostics

1. Press ON/OFF button to turn off the appliance.
2. Press and hold "Program" **P** button and press ON/OFF button to turn appliance ON.
3. Release the **P** button when '188' appears on the display. The display should read 'P2' when the program button is released. If not, repeat process.
4. Press and release the **+** button on the control panel until the display reads 'P4'. You are now in the diagnostic mode of the control board.
5. When the display reads 'P4', press and release the **P** button once again and the display should read 'E'.
6. Use the **+** and **-** buttons on the control unit to cycle through different diagnostic modes available.
7. Once in the selected diagnostic mode of your choice, press and release the **P** button to display the diagnostic information.
  - **EXAMPLE:** to read the flow rate in gallons per minute while the unit is flowing water, cycle to the '3d' mode and press the **P** button. A reading of 25 on the display would indicate the heater is reading a flow rate of 2.5 gallons/minute.
  - Once the information is obtained, press the **P** button again to return to the diagnostic mode menu and scroll to additional diagnostic information.
8. Press ON/OFF button to turn OFF the appliance and back ON again to return heater to normal function.

| Diagnostic menu |                               |
|-----------------|-------------------------------|
| <b>E</b>        | Entry/Exit into sub-modes     |
| <b>0d</b>       | Set-point temperature         |
| <b>1d</b>       | Inlet water temperature (°F)  |
| <b>2d</b>       | Outlet water temperature (°F) |
| <b>3d</b>       | Water flow (gallons/min)      |
| <b>4d</b>       | Gas type (LP or NG)           |
| <b>5d</b>       | Fan speed (Hz)                |
| <b>6d</b>       | Burner power (%)              |
| <b>7d</b>       | Maximum power (kW)            |
| <b>8d</b>       | Back flow temperature (°C)    |
| <b>9d</b>       | Exhaust temperature (°C)      |
| <b>1F</b>       | Most recent error/failure     |
| <b>2F</b>       | 2nd most recent error         |
| <b>3F</b>       | 3rd most recent error         |
| <b>4F</b>       | 4th most recent error         |
| <b>5F</b>       | 5th most recent error         |
| <b>6F</b>       | 6th most recent error         |
| <b>7F</b>       | 7th most recent error         |
| <b>8F</b>       | 8th most recent error         |
| <b>9F</b>       | 9th most recent error         |
| <b>10F</b>      | 10th most recent error        |

Table 19

## 7 Troubleshooting



**Warning:** If you are unable to perform the tasks listed below, or need additional assistance please contact your original installer or a licensed gas technician.

### 7.1 Introduction

Many of the questions customers ask regarding operation of this unit can be answered by following the troubleshooting steps as outlined below. Visit our web site at [www.boschpro.com](http://www.boschpro.com) for more detailed troubleshooting. For best results, perform each step before proceeding to the next. The suggested solutions may require that the cover be taken off. (See Page 6, Fig. 3).

### 7.2 Burner does not ignite when hot water is turned on

It is recommended to use "Control board diagnostics" page 40, chapter 6.7 as a tool for problem solving.

1. If the display is blank, verify power to outlet. (120VAC/60Hz properly grounded circuit required). Verify that the heater power button is pressed ON.
2. Verify the fuses in the control board are good. To access fuses, the control board must be removed. See chapter 4.2, page 30.
3. Make sure cold water inlet connection is plumbed to the right side of heater when facing unit. See Fig. 26, page 25.
4. A minimum of 0.65 gallons per minute (GPM) (2,5 l/m) is required to activate the heater. A quart container should fill in 23 seconds or less, from hot water tap only, to activate heater. Refer to 3d in diagnostics (Table 19).
5. Clean inlet filter screen, see chapter 3.9, page 25.
6. Inspect the water path for obstructions. Make sure all showerheads, faucet aerators and whole house filters are clear of debris.
7. The heater activates when the water flow through the unit is at or above the required minimum of 0.65 GPM (2,5 l/m). A crossover in the hot and cold plumbing pipes creates back pressure on the water flowing through the heater. Therefore, a higher flow rate than normal is needed to force the heater to activate. To check for a plumbing crossover, shut off the cold water supply to the water heater. Then open all of the hot water taps served by the heater. Wait 10 minutes and check for water flow at each tap. There should be no water flowing. Any continuous flow of water, small or large, indicates a crossover is present and must be corrected. Consult a professional plumber for help in correcting a crossover. Failing

single lever faucet mixing valves are common causes of plumbing crossovers.

8. With the power button pressed to OFF and the power supply cord unplugged, remove the unit's front cover (See Page 6, Fig. 3). Check wire connections between the water valve, control unit and electrode set. See chapter 12.2, page 54 for location of these parts.
9. Water heater in solar mode. If inlet water temperatures exceed the water heater's set temperature, the burners will not ignite and the solar mode indicator will show on the display. See Fig. 46, page 31.

### 7.3 Water is too hot

1. Selected temperature on the unit is too high. To lower output temperature, see chapter 5.4, page 32.
2. Clean inlet filter screen, see chapter 6.1, page 34 to increase flow through the heater.
3. Inspect the water path for obstructions. Make sure all showerheads, faucet aerators and whole house filters are clear of debris.
4. Confirm that the heater's gas type coincides with the type of gas being supplied. See Fig. 2, page 6 for location of rating plate.
5. Avoid restrictive outlets. Clean all showerheads and faucet aerators. It may be necessary to upgrade to higher flow rate shower heads if allowable by local code.
6. In areas where the water has a high mineral content, periodic descaling may necessary. See chapter 6.3, page 35 for directions.
7. Ensure the outlet temperature sensor is making contact and firmly mounted on the hot water pipe.

### 7.4 Water is not hot enough

1. Selected temperature on the unit is too low. To raise output temperature, see chapter 5.4, page 32.
2. Clean inlet filter screen. See chapter 6.1, page 34 to increase flow through the heater.
3. Inspect the water path for obstructions. Make sure all showerheads, faucet aerators and whole house filters are clear of debris.
4. Confirm the heater's gas type coincides with the type of gas being supplied. See Fig. 2, page 6 for location of rating plate.
5. Check inlet gas particle screen for blockage at gas inlet connection on bottom of unit.
6. Verify gas pressure is in accordance with specifications in chapter 3.13, page 29. A gas pressure reading is needed to proceed further.

Contact your original installer or a local certified gas technician to obtain this reading.

7. Cold water is mixing into the hot water lines (plumbing crossover). A plumbing crossover can unintentionally mix cold water with the hot water leaving the heater. The end result is a cooler water temperature than desired. To check for a plumbing crossover, shut off the cold water supply to the water heater. Then open all of the hot water taps served by the heater. Wait 10 minutes and check all taps for water flow. There should be no water flowing. Any continuous flow of water, small or large, indicates a crossover and must be corrected. Consult a professional plumber for help in correcting a crossover. Failing single lever faucet mixing valves are common causes of plumbing crossovers.
8. Ensure the temperature sensor is making contact and firmly mounted on the hot water pipe.

### 7.5 Low water flow/pressure

1. Too many hot water applications are being used simultaneously or too much flow is demanded. The water heater will effectively support two 2.0-2.5 GPM shower heads simultaneously or multiple sink applications. Greater draws will result in a water pressure drop and reduced flow at taps.
2. Ensure that gas pressure is in accordance with specifications in chapter 3.13, page 29. A gas pressure reading is needed to proceed further. Contact your original installer or a local certified gas technician to obtain this reading. If gas pressure is inadequate, the water heater will close its motorized water valve, reducing the hot water flow rate in an attempt to reach the selected output temperature.
3. If selected temperature on the unit is set too high for the demanded flow rate, the water heater will close its motorized water valve, reducing the hot water flow rate in an attempt to reach the selected output temperature. Lowering the selected temperature will allow the motorized water valve to open up for increased water flow rate.
4. Clean inlet filter screen per chapter 6.1, page 34.
5. Inspect the water path for obstructions. Make sure all showerheads, faucet aerators and whole house filters are clear of debris.

### 7.6 Hot water temperature fluctuates at tap

1. Hot water is very hot out of the water heater, requiring mixing in cold water in order to attain a useable hot water temperature. The addition of too much cold will overpower hot water flow from the tankless water heater.  
If this slows the flow through the tankless water heater below its activation point, it will shut off the burners. The end result is nothing but cold water

coming out of the outlet. Consult [www.boschpro.com](http://www.boschpro.com) for a detailed service bulletin on overcoming temperature fluctuations.

2. Unbalanced pressure in water lines. Any restriction in the water heater, such as a clogged inlet filter screen, can result in unequal pressures between the cold and hot water lines. In such cases, when mixing in the higher pressure cold water at the tap, the lower pressure hot water can be overpowered. This will shut down the burners because the hot water flow rate fell below the minimum flow rate required for activation. Verify inlet filter screen is clean and clear of debris. See chapter 6.1, page 34 for inlet filter cleaning instructions.
3. Heater deactivated by temperature balancing valves. If the outlet water temperature is set too high, the heater can produce temperatures that are too hot. A temperature balance shower valve will automatically mix in cold water to reduce the hot water temperature. In the event of any temperature instability at a fixture using a temperature balancing valve, refer to the valve manufacturer for instructions on internal adjustment setting. An adjustment should be made to minimize the amount of cold water the valve is adding. Additionally, the temperature setting on the heater can be lowered to prevent the temperature balance valve from mixing in too much cold.
4. Inlet water pressure is erratic due to fluctuating supply water pressure. For installation on a private well system with the use of a pressure tank, the lowest pressure range setting recommended is 40 - 60 psi (2.75 - 4.15 bar). Consult your installer or local plumber for effective ways to maintain constant water pressure to the appliance when on a well system.

### 7.7 Noisy burner/heater during operation

1. Sealed combustion leak. Make sure combustion cover is securely fastened. Ensure the exhaust vent adaptor is properly sealed with supplied gasket. Leaky seals create improper combustion resulting in noise.
2. Improper venting. Venting that is unsealed, the wrong material, too big in diameter or too long in run will result in unstable burner flames and noise. Ensure venting is in accordance with specifications in chapter 3.3, page 9.
3. Lack of adequate combustion air. Drawing combustion air from a room area of inadequate size will result in unstable burner flames and noise. Improper piping of combustion air to the outside or insufficient space will result in unstable burner flames and noise. Ensure adequate combustion air is provided from the unit in accordance with

specifications in Section 3.4, page 20 Combustion Air Requirements.

4. Cross contamination. Ensure that intake and exhaust terminations maintain required clearances as stated in chapter 3.3, page 9. Cross contamination between intake and exhaust may cause unstable burner flames and noise.
5. Lack of gas pressure. Inadequate gas pressure will cause the fuel-to-air mixture ( $\text{CO}_2$ ) to be out of adjustment. This will result in unstable burner flames and noise. Ensure gas pressure is in accordance with specifications in Section 3.13, page 29 Measuring Gas Pressure. A gas pressure reading is needed to proceed further. Contact your original installer or a local certified gas technician to obtain this reading.
6. Verify proper  $\text{CO}_2$  readings per chapter 6.5, page 36.  $\text{CO}_2$  adjustments must be done by a certified gas technician with a calibrated combustion gas analyzer.

## 8 Error codes

### 8.1 Error code diagnostics



To remove error code from the display, press the reset button.

| Display          | Cause                                                                                                 | Solution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------|-------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A2               | Fault in the flue gas limiter.<br>Temperature above 230°F<br>(110°C) inside the cabinet.              | <ol style="list-style-type: none"> <li>1. Check continuity of the flue gas limiter (see Fig. 69, page 52). Go to steps two and three to determine flue gas limiter fault and repair it.</li> <li>2. Check for flue gas leakage around the top and bottom seals of heat exchanger, use mirror to check around the rear as well as around the viewing window.</li> <li>3. Check that flue gas limiter connections are secure.</li> <li>4. Unplug heater and check the wiring harness connections on the control board.</li> </ol>                                                                                |
| A3               | Exhaust temperature sensor is disconnected.                                                           | <ol style="list-style-type: none"> <li>1. Check exhaust temperature sensor connection. See Fig. 69, #1, page 52.</li> <li>2. Check sensor (ref. page 49, chapter 10).</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                               |
| A4               | Backflow temperature sensor is disconnected or short circuit.                                         | <ol style="list-style-type: none"> <li>1. Check backflow temperature sensor connection. See Fig. 69, #1, page 52.</li> <li>2. Replace backflow temperature sensor.</li> <li>3. Check sensor (ref. page 49, chapter 10).</li> </ol>                                                                                                                                                                                                                                                                                                                                                                             |
| A7               | Outlet temperature sensor fault<br>(Temperature below 36°F or above 210°F).                           | <ol style="list-style-type: none"> <li>1. Check red wire connections at hot water temperature sensor. Clean terminals with an eraser. If badly corroded, replace sensor and wire harness. See Fig. 64, page 48.</li> <li>2. Sensor may trip if water temperature drops below 36°F to protect heater from freezing conditions. Any damage due to freezing conditions is not covered under warranty.</li> <li>3. In areas where water has a high mineral content, periodic descaling may necessary.</li> <li>4. Measure sensor resistance (ref. page 49, chapter 10).</li> </ol>                                 |
| (Flashing)<br>A9 | Outlet temperature sensor not sensing expected output temperature.<br>(Status message, not an error). | <ol style="list-style-type: none"> <li>1. Check that the outlet temperature sensor is firmly attached to the vertical section of the hot water pipe, see Fig. 75, page 59.</li> <li>2. Ensure that outlet temperature sensor is not placed on any bends in the hot water pipe or misreading may occur.</li> <li>3. Check gas pressure. Low gas pressure may prevent the heater from reaching desired output temperature.</li> <li>4. Check supply voltage. It must be 120VAC and properly grounded.</li> <li>5. Possible defective control unit, call Bosch Water Heating for further instructions.</li> </ol> |

Table 20

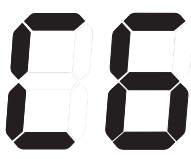
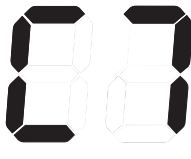
| Display                                                                                          | Cause                                                                                               | Solution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                 | Primary fan rotation too low in operation.                                                          | <ol style="list-style-type: none"> <li>1. Reset errors, disconnect power supply cord and check wire connection on back side of fan and the connectors on the control board, see Fig. 76, page 60.</li> <li>2. Check supply voltage. It must be 120VAC and properly grounded.</li> <li>3. Check that venting meets installation specifications. Long vent lengths, venting with more than three elbows, blocked vent or combination venting may cause this failure.</li> <li>4. Ensure intake and exhaust terminations maintain the required minimum clearances. Cross contamination between intake and exhaust may cause the fan to alter its rotational speed.</li> <li>5. Check gas pressure. Low gas pressure may cause the fan to change its speed to meet desired temperature.</li> <li>6. Possible defective control unit call Bosch Water Heating for further instructions.</li> </ol> |
|                 | No rotational speed sensor signal from primary fan.                                                 | <ol style="list-style-type: none"> <li>1. Reset errors, disconnect power supply cord and check wire connections on back side of primary fan and the two connectors on the control board, see Fig. 76, page 60.</li> <li>2. Check supply voltage. The heater must be connected to 120VAC on a properly grounded dedicated outlet.</li> <li>3. Possible defective component in fan or defective control unit call Bosch Water Heating for further instructions.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                      |
| (Flashing)<br> | Water flow signal over specified maximum value.<br>Water flow > 10 gallon/min.<br>(Status message). | <ol style="list-style-type: none"> <li>1. Disconnect power supply cord and check wire connections on water valve and the two connectors on the control board, see Fig. 76, page 60.</li> <li>2. Excessive water pressure and flow. Ensure water pressure is less than 150psi and flow rate is below 10 gallons per minute.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|               | Over-temperature detected by outlet temperature sensor.<br>Temperature > 203°F                      | <ol style="list-style-type: none"> <li>1. Check that the outlet sensor is firmly attached to the vertical section of the hot water pipe, see Fig. 75, page 59.</li> <li>2. Check red wire connections at hot water temperature sensor. Clean terminals with an eraser. If badly corroded, replace sensor and wire harness.</li> <li>3. In areas where water has a high mineral content, periodic descaling may be necessary. See chapter 6.3, page 35 for directions.</li> <li>4. Check sensor (ref. page 48, chapter 9).</li> </ol>                                                                                                                                                                                                                                                                                                                                                          |
|               | Cold water temperature sensor fault.                                                                | <ol style="list-style-type: none"> <li>1. Check connector on wires coming from top of watervalue for a secure connection. See Fig. 69, page 52.</li> <li>2. Sensor may trip if water temperature drops below 36°F (2°C). Protect heater from freezing conditions as any damage due to freezing conditions is not covered under warranty.</li> <li>3. Measure sensor resistance (ref. page 49, chapter 10).</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

Table 20

| Display                                                                             | Cause                                                                                                                                | Solution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | Exhaust temperature sensor - the appliance will close the burner and lock if it gets over 194°F; (only applied for condensing unit). | <ol style="list-style-type: none"> <li>1. Clean and check heat exchanger.</li> <li>2. Clean and check condensing heat exchanger.</li> <li>3. Reduce maximum power (chapter 3.13, page 29).</li> <li>4. Reduce water temperature setting.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|    | Backflow temperature sensor over 309°F.<br>The appliance will close the burner and lock (non-volatile).                              | <ol style="list-style-type: none"> <li>1. Check inlet/outlet vent pipes.</li> <li>2. Check if secondary fan connections are disconnected.</li> <li>3. Check if venting specifications are met. Long vent lengths, venting with more than three elbows, blocked vent or combination venting may cause this failure. See chapter 3.3, page 9.</li> <li>4. Call Bosch Water Heating for further instructions.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|    | Overheat sensor (ECO) open circuit (resets when cooler temperatures are detected 220°F/ 104°C).                                      | <ol style="list-style-type: none"> <li>1. Disconnect power supply cord and check wire connections on the overheat sensor (Fig. 69, page 52) and the two connectors on the control board.</li> <li>2. Check white wire connections at the overheat sensor. Clean terminals with an eraser. If badly corroded, replace sensor and wire harness.</li> <li>3. Check that venting specifications are met. Long vent lengths, venting with more than three elbows, blocked vent or combination venting may cause this failure.</li> <li>4. In areas where water has a high mineral content, periodic descaling may necessary, see chapter 6.3, page 35.</li> <li>5. Unplug power supply cord to the water heater. Open a hot water tap for several minutes to allow cold water to pass through heat exchanger. Close hot water tap and disconnect lead wires to overheat sensor. Using a multimeter, check continuity through overheat sensor contacts. Replace sensor if open.</li> </ol>                                                                                                                                                                     |
|  | No flame ionization detected with water flow.                                                                                        | <ol style="list-style-type: none"> <li>1. Verify that all manual gas shut off valves are open.</li> <li>2. Check gas type. See Fig. 2, page 6.</li> <li>3. Reset error code and open a water tap to cycle the heater in an effort to purge air. Cycling hot water tap on and off multiple times may be necessary. If heater still faults with EA error code, have a licensed gas technician properly purge air out of the gas line leading to the water heater.</li> <li>4. Check three wire connections on the lower front of the heat exchanger are secure.</li> <li>5. Check gas pressure. See chapter 3.13, page 29.</li> <li>6. Check venting specifications are met. Improper venting may cause premature failure of the flame sensor rod. See chapter 3.3, page 9.</li> <li>7. Check that the minimum power fan speed has been adjusted to the proper value. See page 18.</li> <li>8. Observe inside the viewing window of the heat exchanger when a hot water tap is opened. Sparking should be followed by a steady blue flame. If flame is unstable/yellow with proper gas pressure, confirm CO2 readings per chapter 6.5, page 36.</li> </ol> |

*Table 20*

| Display                                                                             | Cause                                                      | Solution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-------------------------------------------------------------------------------------|------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | Ionization failure during operation.                       | <ol style="list-style-type: none"> <li>1. Check gas type, Fig. 2, page 6.</li> <li>2. Check three wire connections to ignition group on the lower front of the heat exchanger are secure.</li> <li>3. Verify that venting specifications are met. Improper venting may cause premature failure of the flame sensor rod. See chapter 3.3, page 9.</li> <li>4. Check gas pressure. See chapter 3.13, page 29.</li> <li>5. Check and adjust CO<sub>2</sub> readings. See chapter 6.5, page 36.</li> <li>6. Check that the minimum power fan speed has been adjusted to the proper value. See page 18.</li> </ol>                                                                                                                      |
|    | Internal hardware/software failure.                        | <ol style="list-style-type: none"> <li>1. Disconnect power supply cord and check the two wire and ground connections on control board as well as ground connection on heater chassis.</li> <li>2. Pressing the wrong combination of buttons on the control unit can create confusion among the microprocessors inside. In this case, the error code should not happen more than once or twice. Turn off the water heater. Turn water heater back on and try resetting error code. Use the reset button (  ) to reset any error codes.</li> <li>3. Possible defective control unit call Bosch Water Heating for further instructions.</li> </ol> |
|   | Ionization error at standby.                               | <ol style="list-style-type: none"> <li>1. Loose connection to the flame ionization rod. Verify that the thinner wire leading from the control unit is securely connected to the set of electrodes located on the lower front of the heat exchanger.</li> <li>2. Flame ionization rod or control unit may be damaged. Contact Bosch Water Heating for further instruction.</li> </ol>                                                                                                                                                                                                                                                                                                                                               |
|  | Gas leakage error, gas valve circuit not closing properly. | <ol style="list-style-type: none"> <li>1. Disconnect power supply cord and check wire connections on gas valve and the two connectors on the control board.</li> <li>2. Loose connection to the flame ionization rod. Verify that the thinner wire leading from the control unit is securely connected to the set of electrodes located on the lower front of the heat exchanger.</li> <li>3. Gas valve may be defective, contact Bosch Water Heating for further instruction.</li> </ol>                                                                                                                                                                                                                                          |

Table 20

## 9 Electrical diagram

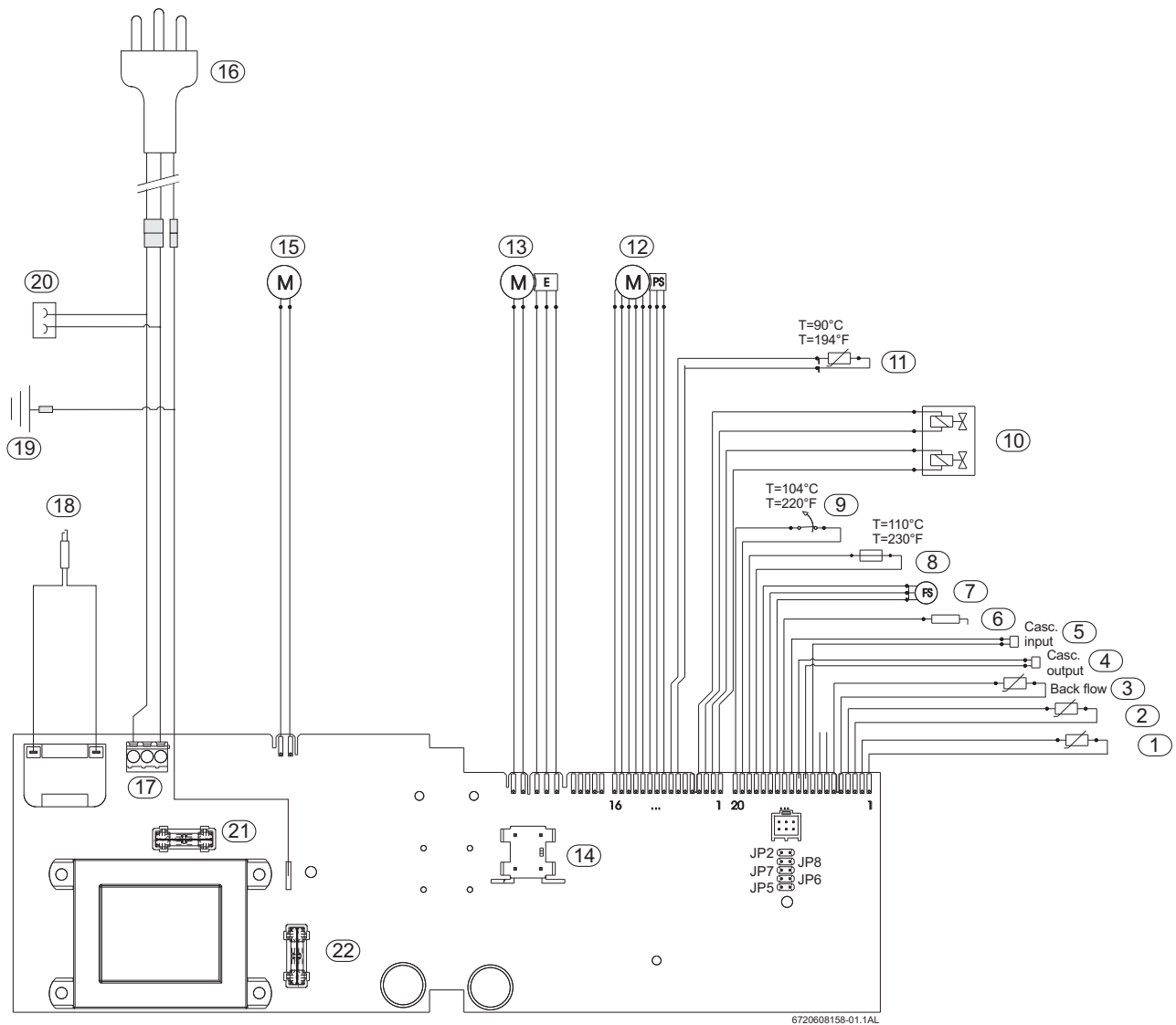


Fig. 64 Electrical scheme

- 1 Inlet water temperature sensor
- 2 Outlet water temperature sensor
- 3 Backflow temperature sensor
- 4 Cascading output connection
- 5 Cascading input connection
- 6 Ionization sensor
- 7 Water flow sensor
- 8 Flue gas limiter
- 9 Heat exchanger overheat sensor (ECO)
- 10 Gas valve
- 11 Exhaust temperature sensor
- 12 Water valve
- 13 Primary fan
- 14 ON/OFF switch
- 15 Secondary fan
- 16 Power supply cord
- 17 Power connection
- 18 Ignition electrodes
- 19 Ground post
- 20 Antifreeze kit connection
- 21 Fuse
- 22 Fuse

10    **Sensor resistance charts**

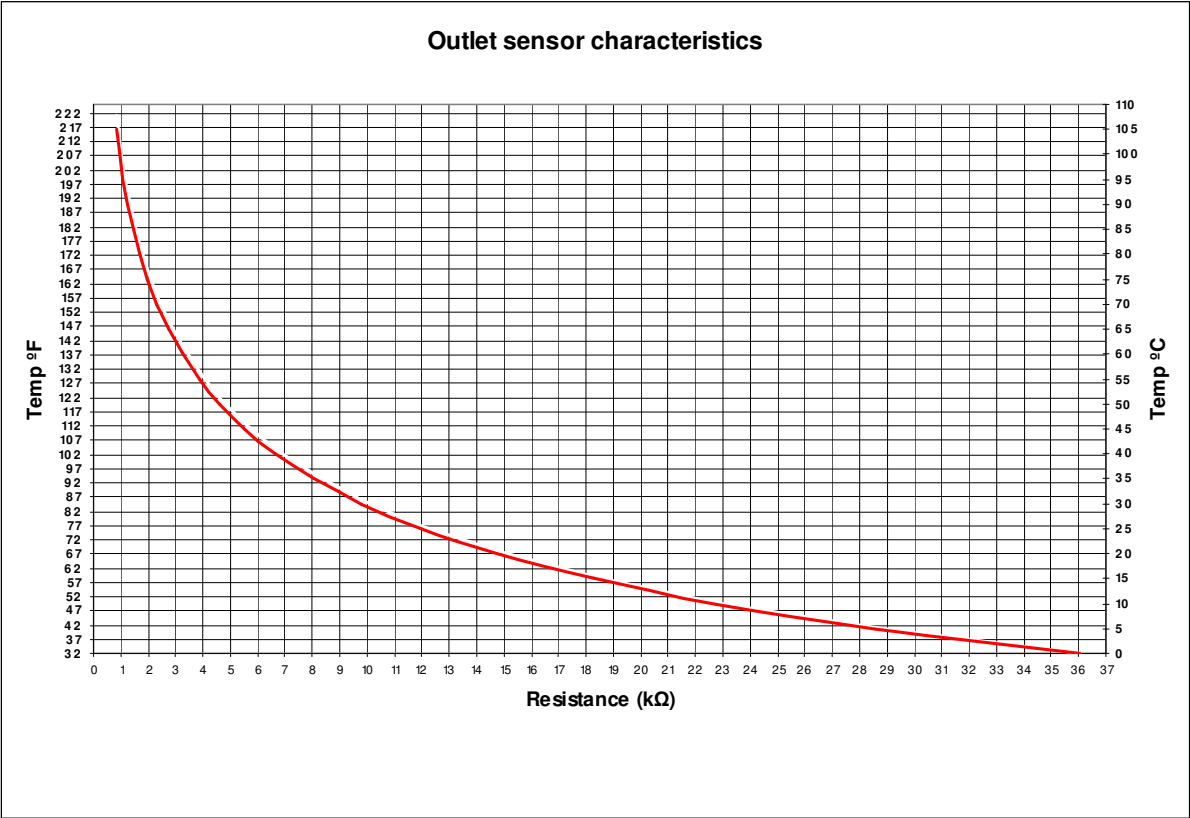


Fig. 65

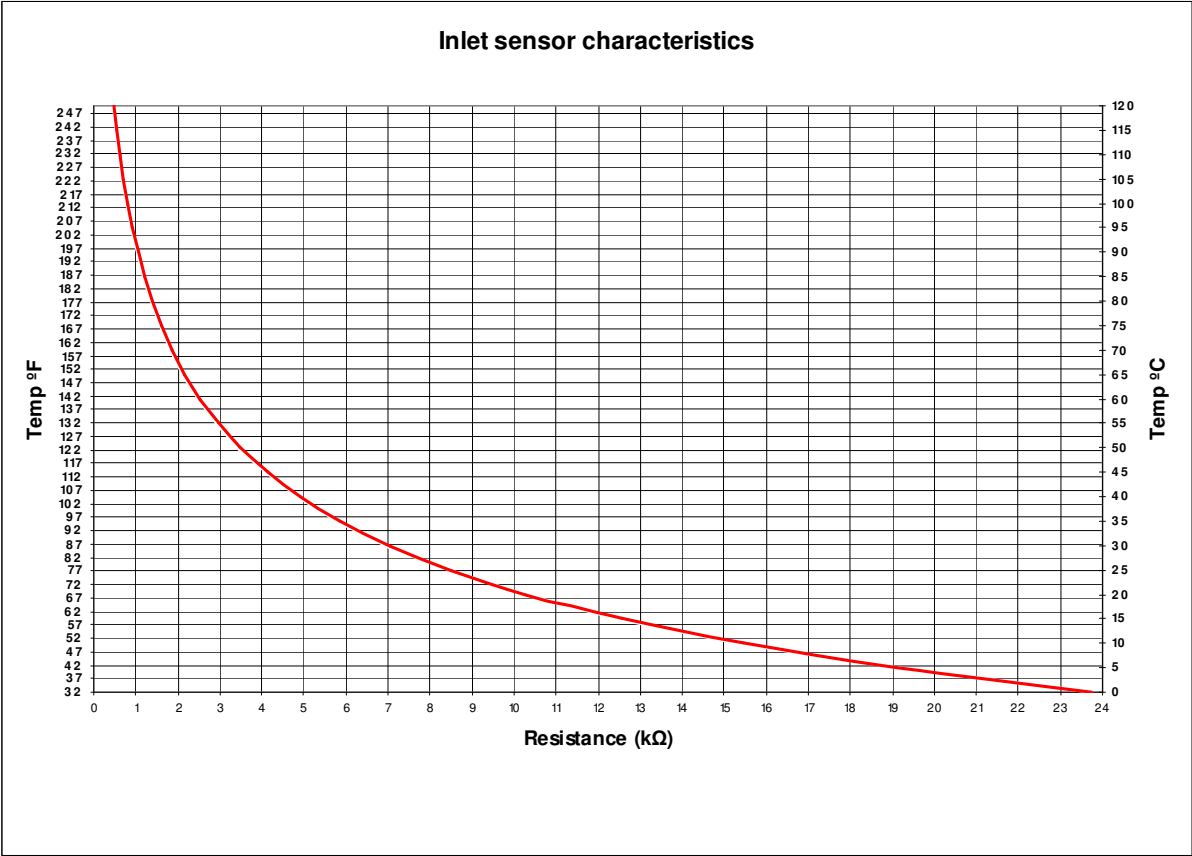


Fig. 66

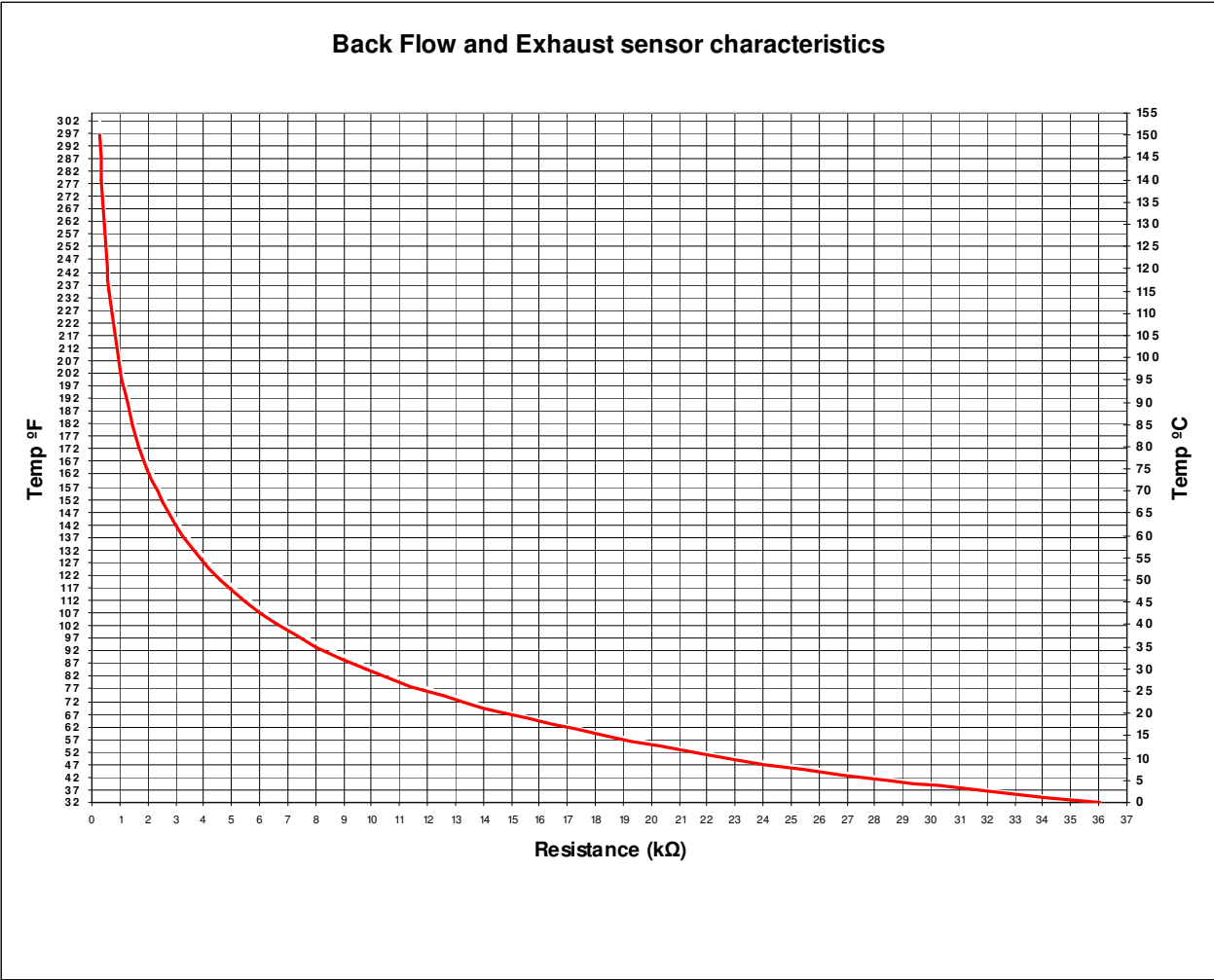


Fig. 67

# 11 Functional scheme

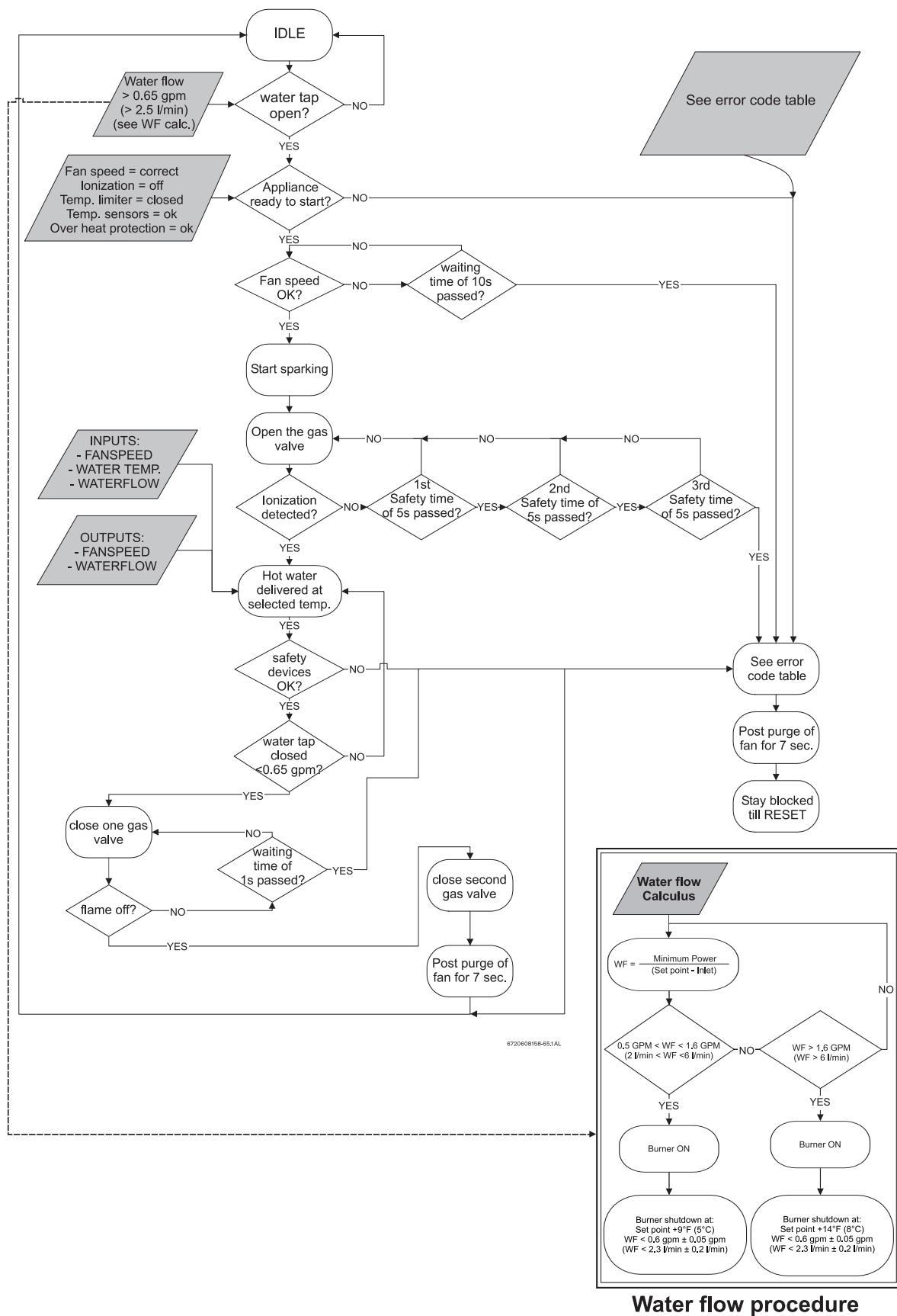


Fig. 68 Functional scheme

## 12 Interior components diagram and parts list

### 12.1 Interior components

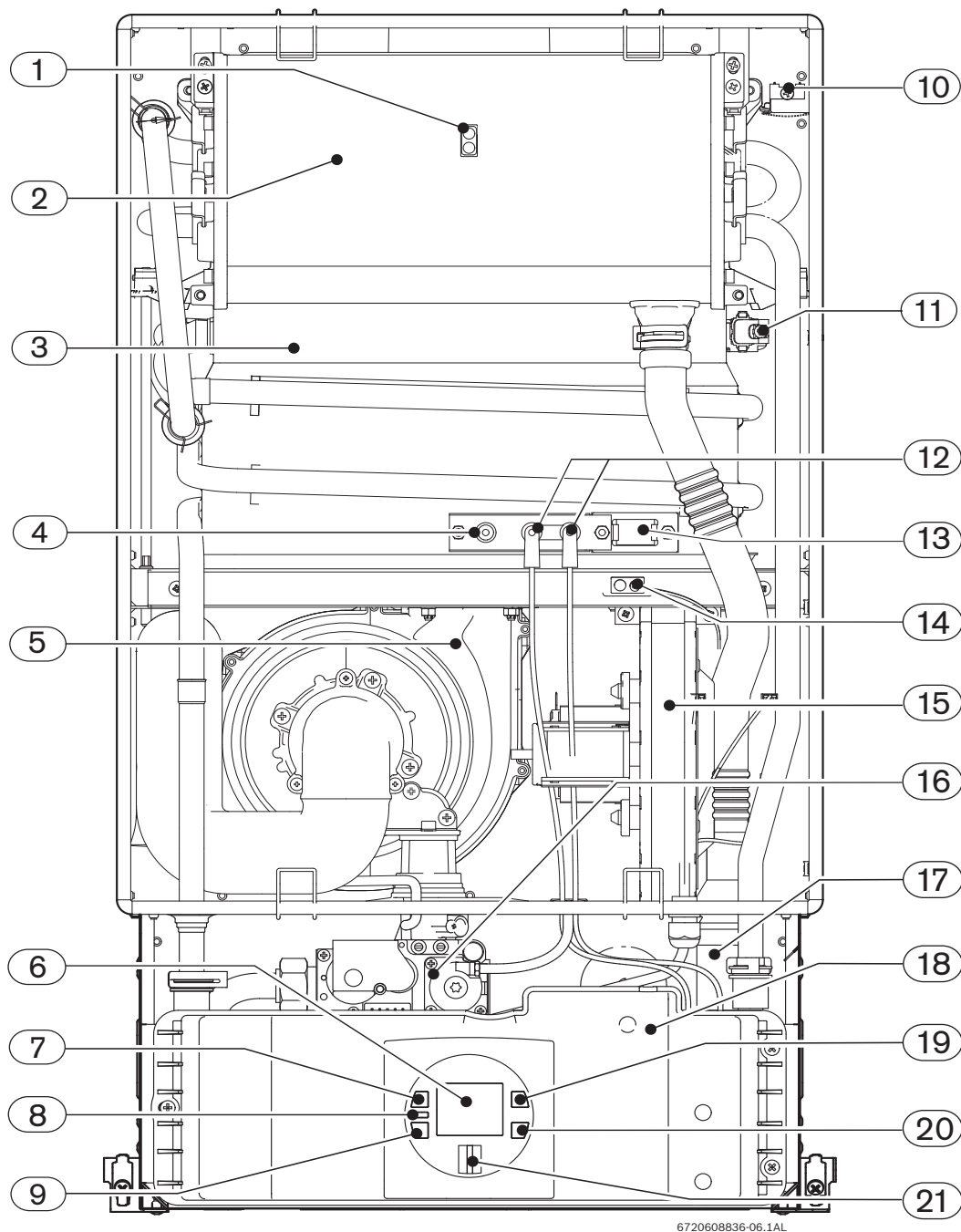
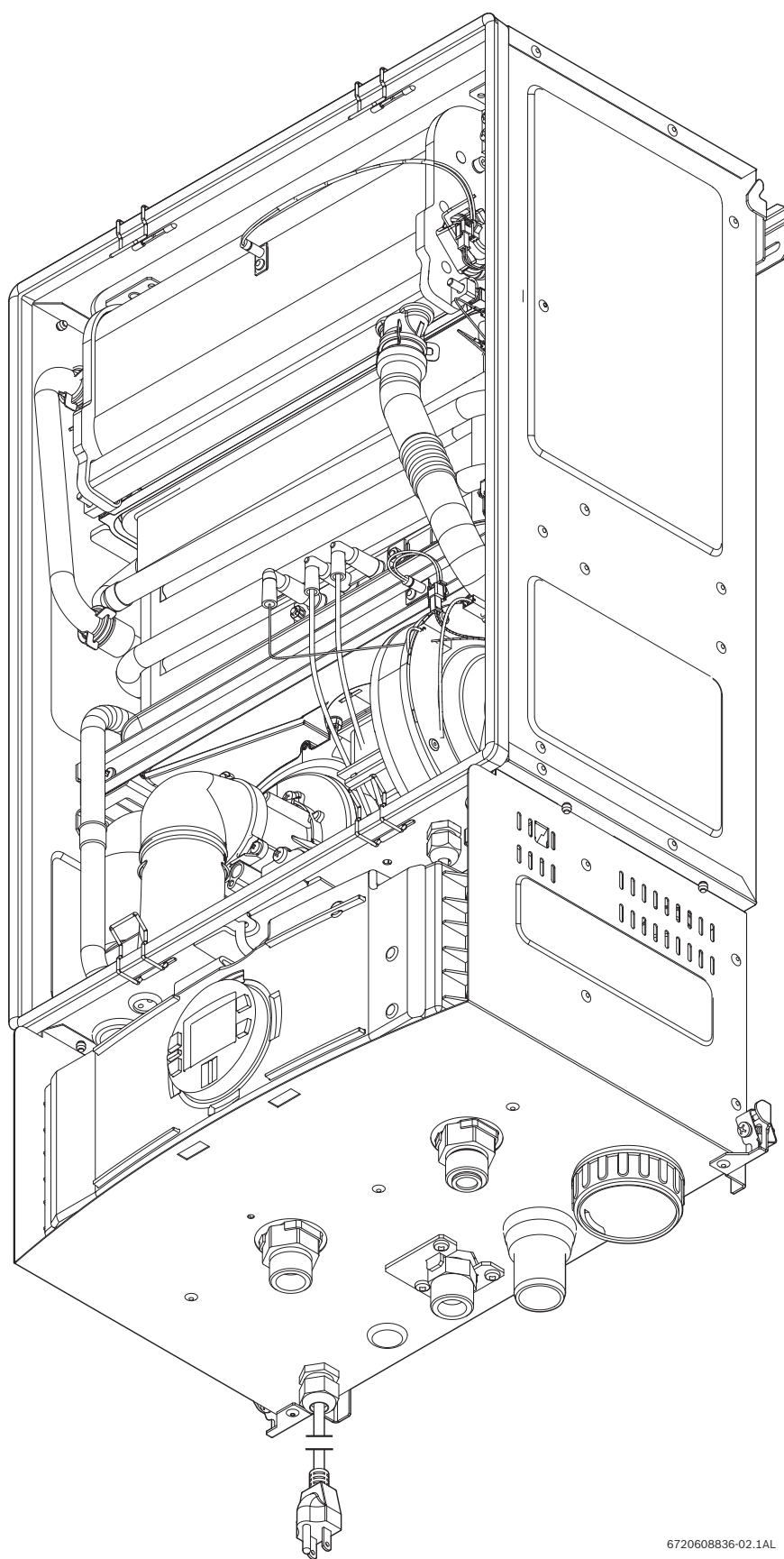


Fig. 69 Components

- |    |                                      |    |                             |
|----|--------------------------------------|----|-----------------------------|
| 1  | Exhaust temperature sensor           | 13 | Observation window          |
| 2  | Condensing heat exchanger            | 14 | Backflow temperature sensor |
| 3  | Heat exchanger                       | 15 | Secondary air fan           |
| 4  | Ionization sensor                    | 16 | Gas valve                   |
| 5  | Primary fan (Mixer)                  | 17 | Condensate trap             |
| 6  | LCD display                          | 18 | Control unit                |
| 7  | On/Off button                        | 19 | Up button                   |
| 8  | Reset button                         | 20 | Down button                 |
| 9  | Program button                       | 21 | LED                         |
| 10 | Flue gas limiter                     |    |                             |
| 11 | Heat exchanger overheat sensor (ECO) |    |                             |
| 12 | Ignition electrodes                  |    |                             |

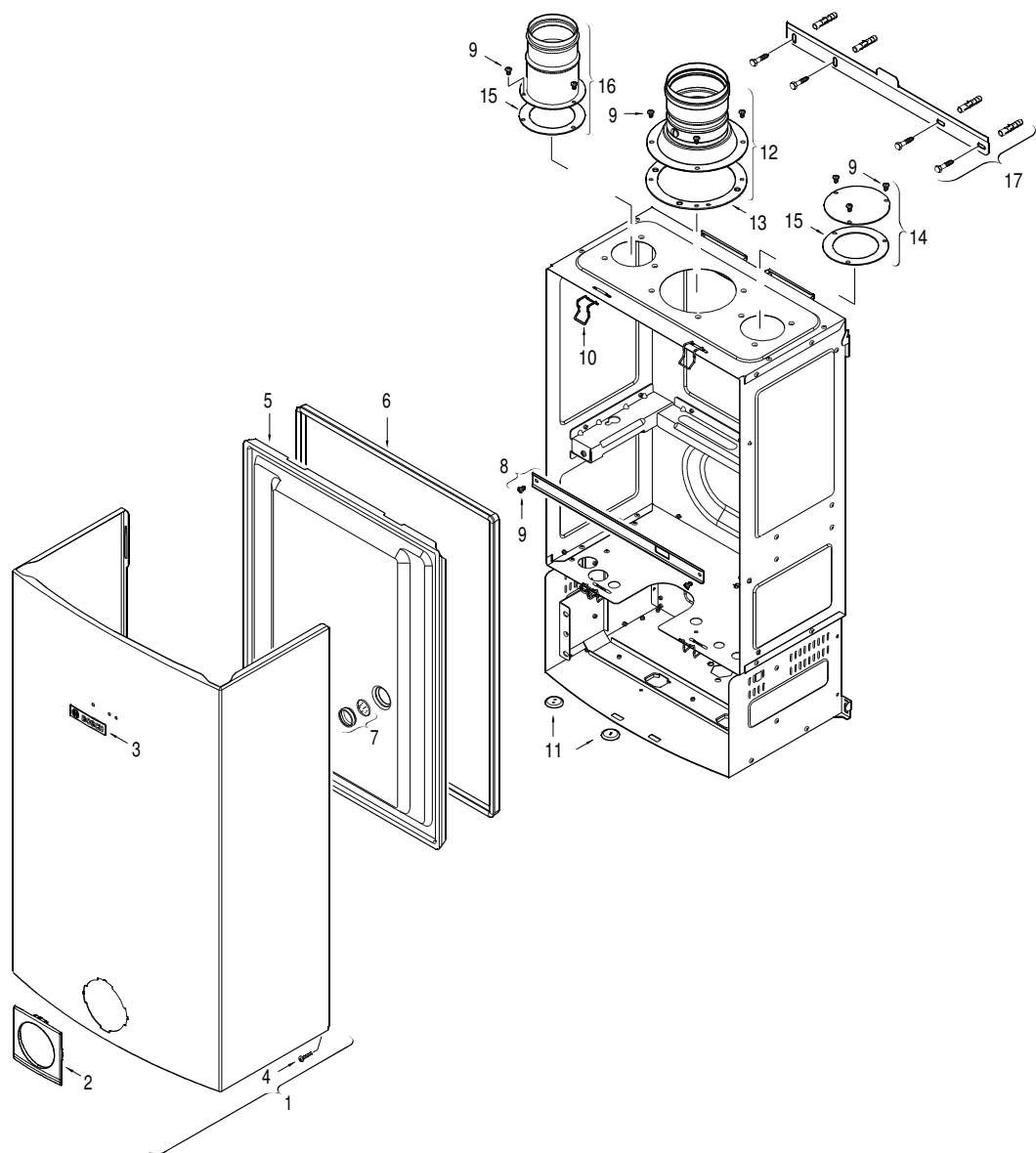


6720608836-02.1AL

Fig. 70 Appliance overview

12.2 Components diagram

12.2.1 Group 1



6720902973.AB JF

Fig. 71 Components Diagram

| Item | Description             | Reference     |
|------|-------------------------|---------------|
| 1    | Front cover             | 8 705 431 264 |
| 2    | Cover shield            | 8 705 506 857 |
| 3    | Trade mark badge        | 8 701 103 140 |
| 4    | Cover screw             | 8 703 401 170 |
| 5    | Combustion cover        | 8 700 506 300 |
| 6    | Combustion cover gasket | 8 704 701 084 |
| 7    | Observation window      | 8 705 600 003 |
| 8    | Holding bracket         | 8 708 104 103 |
| 9    | Screw                   | 8 703 403 012 |

Table 21

| Item | Description           | Reference     |
|------|-----------------------|---------------|
| 10   | Combustion cover clip | 8 701 201 032 |
| 11   | Grommet set           | 8 710 203 039 |
| 12   | Exhaust accessory     | 8 705 504 152 |
| 13   | Gasket exhaust        | 8 700 103 710 |
| 14   | Inlet air cover       | 8 708 006 022 |
| 15   | Inlet air gasket      | 8 700 103 166 |
| 16   | Inlet air accessory   | 8 705 504 154 |
| 17   | Mounting bracket      | 8 701 309 164 |

Table 21

## 12.2.2 Group 2

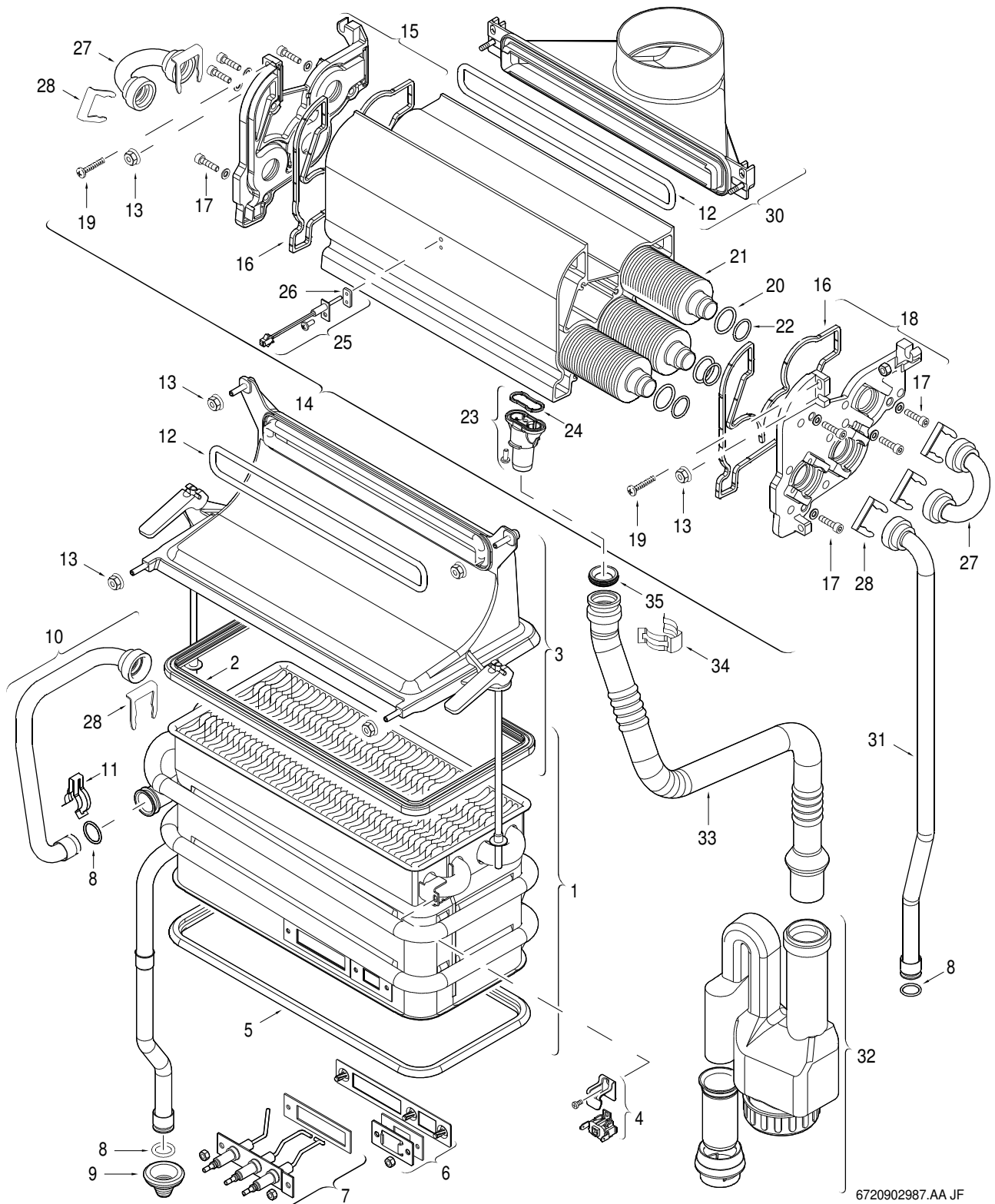
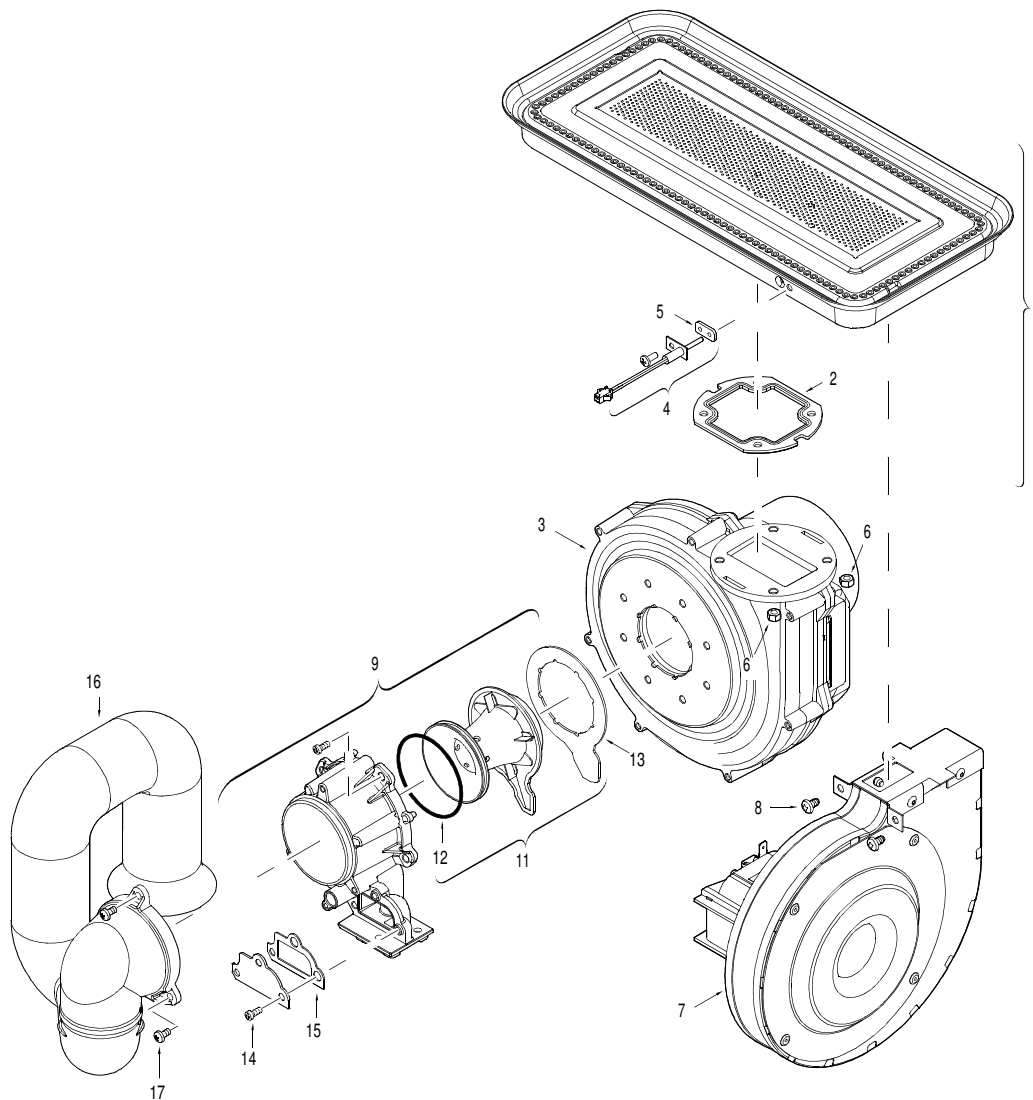


Fig. 72 Components Diagram

| Item | Description                       | Reference     |
|------|-----------------------------------|---------------|
| 1    | Heat exchanger                    | 8 705 406 419 |
| 2    | Heat exchanger top gasket         | 8 704 701 052 |
| 3    | Condensing exchanger inlet        | 8 705 700 159 |
| 4    | Overheat sensor (ECO)             | 8 707 206 204 |
| 5    | Heat exchanger bottom gasket      | 8 704 701 054 |
| 6    | Site window                       | 8 701 000 401 |
| 7    | Ignition group                    | 8 701 302 249 |
| 8    | Heat exchanger O-ring             | 8 700 205 147 |
| 9    | Rubber grommet                    | 8 710 303 027 |
| 10   | Connecting pipe                   | 8 700 715 497 |
| 11   | Pipe connection clip              | 8 701 201 028 |
| 12   | Condensing exchanger gasket       | 8 704 701 090 |
| 13   | Condensing exchanger nut          | 8 703 301 157 |
| 14   | Condensing heat exchanger         | 8 705 700 188 |
| 15   | Condensing exchanger left side    | 8 705 700 186 |
| 16   | Condensing exchanger side gasket  | 8 704 701 091 |
| 17   | Allen screw                       | 2 918 060 162 |
| 18   | Condensing exchanger right side   | 8 705 700 187 |
| 19   | Screw                             | 2 910 611 496 |
| 20   | Fincoil O-ring                    | 8 700 205 226 |
| 21   | Condensing fincoil                | 8 700 715 402 |
| 22   | O-ring                            | 8 700 205 228 |
| 23   | Condensate drain connector        | 8 705 506 838 |
| 24   | Condensate drain connector gasket | 8 704 701 092 |
| 25   | Exhaust temperature sensor        | 8 707 206 459 |
| 26   | Washer                            | 8 704 701 097 |
| 27   | U-bend pipe                       | 8 703 305 352 |
| 28   | Condensing exchanger clip         | 8 701 300 023 |
| 30   | Flue gas collector                | 8 705 506 841 |
| 31   | Cold water pipe upper             | 8 700 715 436 |
| 32   | Siphon                            | 8 705 202 141 |
| 33   | Condensate drain pipe             | 8 700 703 177 |
| 34   | Condensate drain pipe clip        | 8 716 102 607 |
| 35   | Condensate drain pipe O-ring      | 8 704 701 094 |

Table 22

### 12.2.3 Group 3



6720902988.AA.JF

Fig. 73 Components Diagram

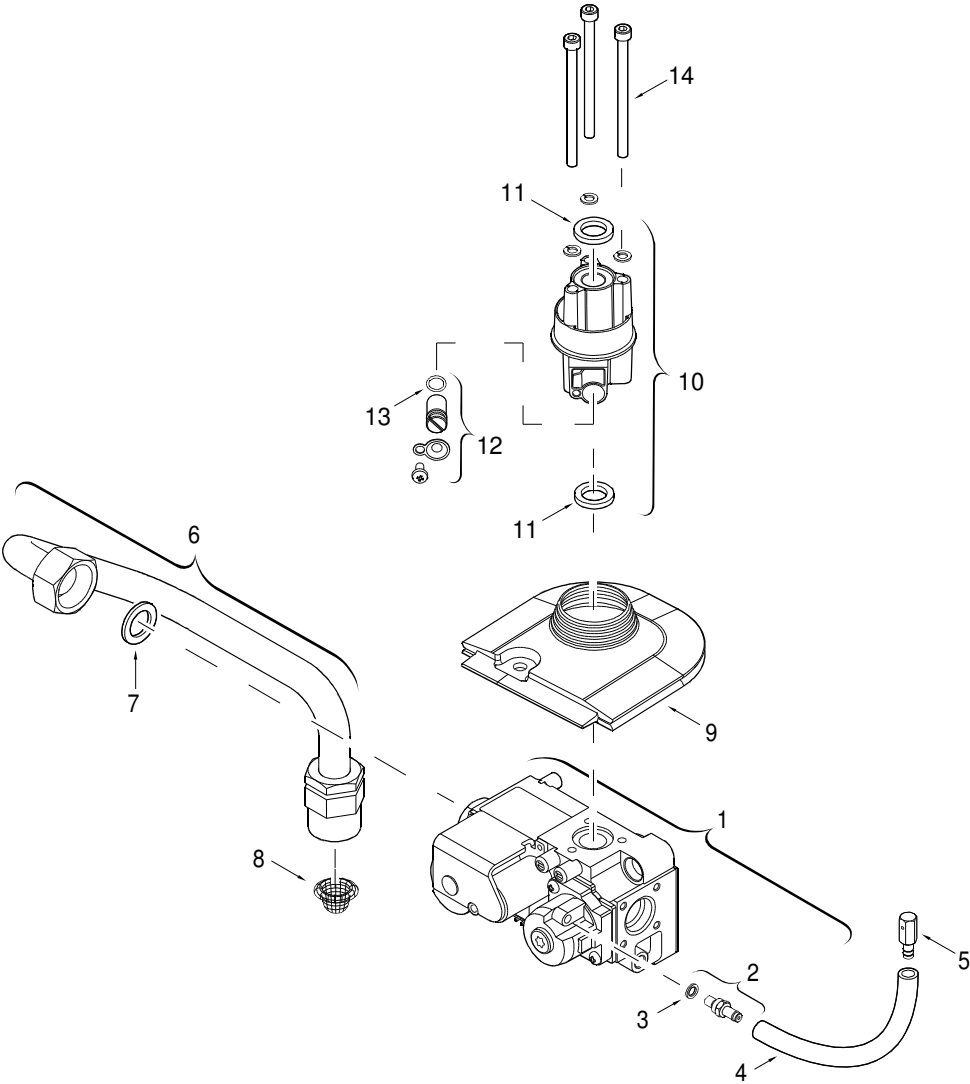
| Item | Description                 | Reference     |
|------|-----------------------------|---------------|
| 1    | Main burner - NG            | 8 708 120 650 |
| 1    | Main burner - LPG           | 8 708 120 673 |
| 2    | Burner gasket               | 8 704 701 087 |
| 3    | Primary fan                 | 8 707 204 081 |
| 4    | Backflow temperature sensor | 8 707 206 459 |
| 5    | Washer                      | 8 704 701 097 |
| 6    | Fan mount nut               | 2 915 011 006 |
| 7    | Secondary fan               | 8 707 204 082 |
| 8    | Screw                       | 8 703 403 012 |

Table 23

| Item | Description        | Reference     |
|------|--------------------|---------------|
| 9    | Gas / Air Mixer    | 8 705 700 170 |
| 11   | Venturi            | 8 700 306 226 |
| 12   | O-ring             | 8 700 205 224 |
| 13   | Mixer / Fan gasket | 8 704 701 059 |
| 14   | Screw              | 2 910 642 150 |
| 15   | Plate gasket       | 8 701 004 049 |
| 16   | Air supply duct    | 8 705 700 155 |
| 17   | Screw              | 2 910 952 122 |

Table 23

12.2.4 Group 4



6720902990.AA JF

Fig. 74 Components Diagram

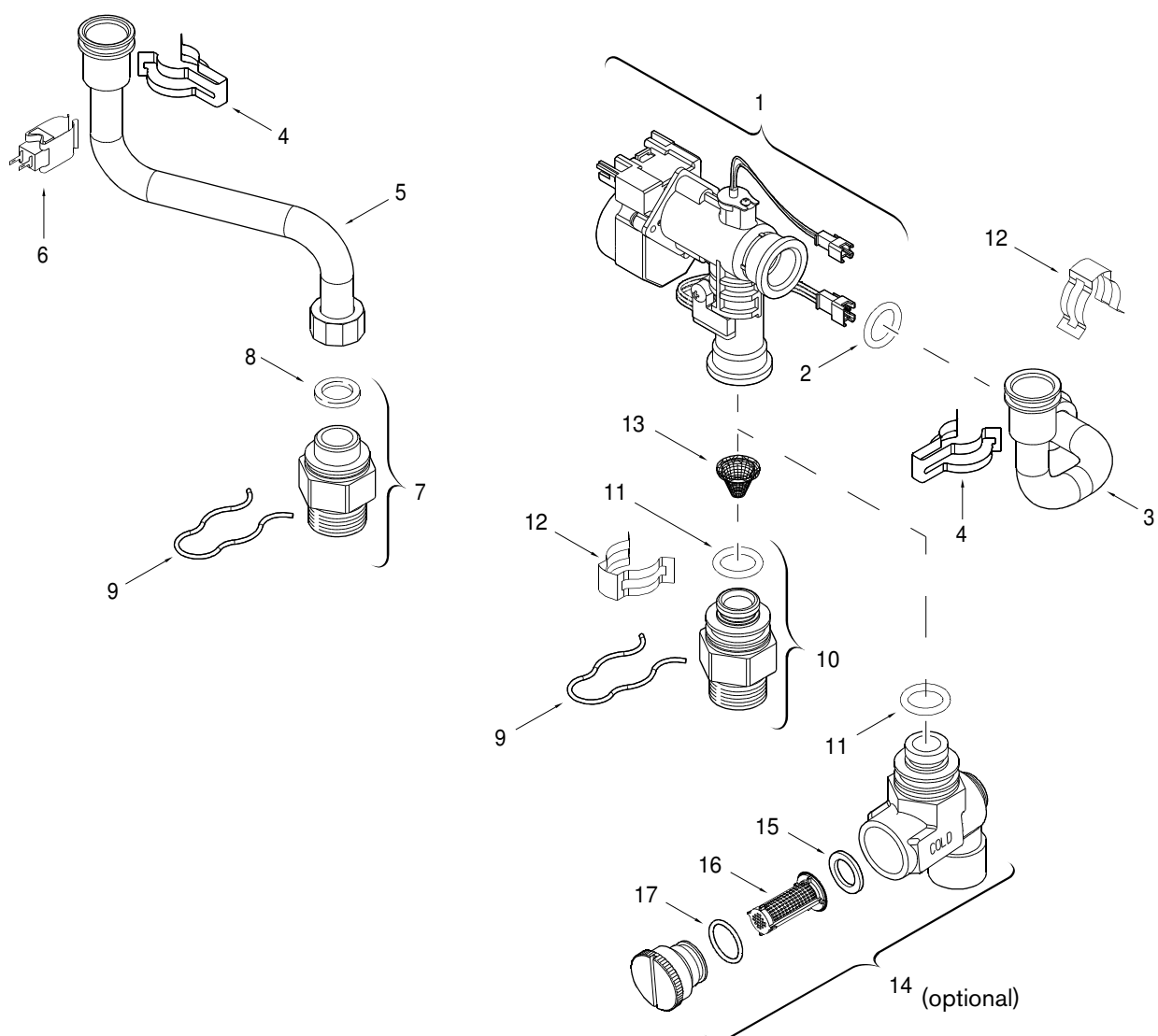
| Item | Description           | Reference     |
|------|-----------------------|---------------|
| 1    | Gas valve             | 8 707 021 019 |
| 2    | Pressure tapping      | 8 703 404 219 |
| 3    | Washer                | 8 700 203 041 |
| 4    | Pressure balance tube | 8 700 703 136 |
| 5    | Pressure balance nut  | 8 703 300 041 |
| 6    | Gas supply pipe       | 8 700 715 442 |
| 7    | Gas valve washer      | 8 700 103 014 |

Table 24

| Item | Description         | Reference     |
|------|---------------------|---------------|
| 8    | Gas filter          | 8 700 507 002 |
| 9    | Gasket              | 8 704 701 107 |
| 10   | Gas / Fan connector | 8 705 202 140 |
| 11   | Washer              | 8 704 701 062 |
| 12   | Regulation screw    | 8 703 404 220 |
| 13   | O-ring              | 8 700 205 009 |
| 14   | Screw               | 2 910 149 181 |

Table 24

## 12.2.5 Group 5



6720902989.AA JF

Fig. 75 Components Diagram

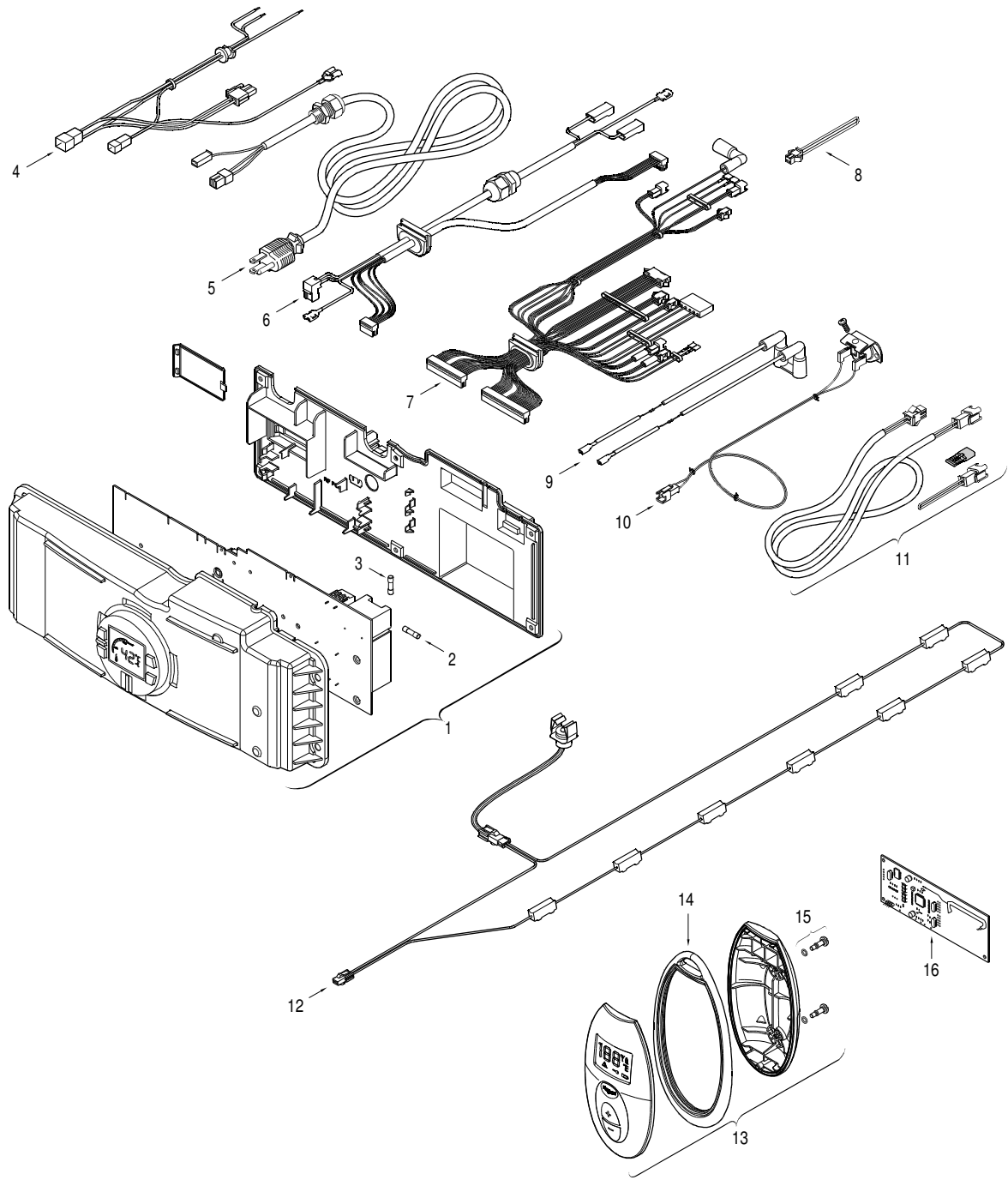
| Item | Description                                    | Reference     |
|------|------------------------------------------------|---------------|
| 1    | Water valve with engine and temperature sensor | 8 708 505 024 |
| 2    | O-ring                                         | 8 700 205 147 |
| 3    | Cold water pipe                                | 8 700 715 443 |
| 4    | Pipe connection clip                           | 8 701 201 028 |
| 5    | Hot water pipe                                 | 8 700 715 392 |
| 6    | Temperature sensor                             | 8 700 400 015 |
| 7    | Outlet fitting                                 | 8 703 305 349 |
| 8    | Inlet / Outlet washer                          | 8 710 103 045 |
| 9    | Wireform spring                                | 8 701 300 025 |

Table 25

| Item | Description                          | Reference     |
|------|--------------------------------------|---------------|
| 10   | Inlet fitting                        | 8 703 305 348 |
| 11   | O-ring                               | 8 700 205 157 |
| 12   | Watervalue clip                      | 8 716 102 607 |
| 13   | Water filter                         | 8 700 507 001 |
| 14   | Inlet fitting with filter (optional) | 8 703 305 356 |
| 15   | Washer (optional)                    | 8 700 103 764 |
| 16   | Water filter (optional)              | 8 700 507 059 |
| 17   | O-ring (optional)                    | 8 700 205 231 |

Table 25

12.2.6 Group 6



6720902978.AA JF

Fig. 76 Components Diagram

| Item | Description                  | Reference     |
|------|------------------------------|---------------|
| 1    | Control unit - GWH C 920 ES  | 8 707 207 305 |
| 1    | Control unit - GWH C 920 ESC | 8 707 207 348 |
| 2    | Fuse T2.5A                   | 1 904 521 342 |
| 3    | Fuse T1.6A                   | 8 700 609 008 |
| 4    | Power supply cables          | 8 704 401 371 |
| 5    | Power supply cord            | 8 704 401 378 |
| 6    | Fan cables                   | 8 704 401 347 |
| 7    | Wire harness                 | 8 704 401 348 |

Table 26

| Item | Description                            | Reference     |
|------|----------------------------------------|---------------|
| 8    | Jumper                                 | 8 704 401 376 |
| 9    | Electrode cables                       | 8 704 401 346 |
| 10   | Flue gas limiter                       | 8 700 400 032 |
| 11   | Cascading kit (optional)               | 7 709 003 617 |
| 12   | Anti freeze kit (optional)             | 7 709 003 665 |
| 13   | Remote control (optional)              | TSTAT2        |
| 14   | Shaped seal (optional)                 | 8 700 201 012 |
| 15   | Screw (optional)                       | 8 703 401 109 |
| 16   | Printed circuit transciever (optional) | 8 708 300 123 |

Table 26

## 13 Protecting the environment

### Packing

The packing box may be fully recycled as confirmed by the recycling symbol .

### Components

Many parts in the heater can be fully recycled in the end of the product life. Contact your city authorities for information about the disposal of recyclable products.

### Saving water resources:

- ▶ Make sure you close all the taps after any use. Avoid leaving the taps dripping. Repair any leaking tap.
- ▶ Define the temperature you want, in the appliance or with the remote control. This way you have the precise water flow needed (mixing cold water to regulate temperature will increase the water flow with consequent waste of water).

## 14 Limited Warranty

### 14.1 Limited warranty for GWH C 920 ES residential model

#### General

BOSCH tankless water heaters are warranted by the Manufacturer (BOSCH) through *Bosch Thermotechnology Corp.* will furnish a replacement heat exchanger and will furnish a replacement of any other part which fails in normal use and service within the applicable periods specified below, in accordance with the terms of this warranty. The *Bosch Thermotechnology Corp.* replacement will be warranted for the unexpired portion of the original warranty. This warranty will be valid only for water heaters in possession of the original purchaser as recorded on the warranty card.

#### The Heat Exchanger

If the heat exchanger fails within Fifteen (15) years after the original installation and operation, *Bosch Thermotechnology Corp.* will furnish a replacement heat exchanger. However, if the water heater is used within an approved hot water recirculation and supplied with circulated water, this heat exchanger warranty is limited to three (3) years from date of original installation and operation. If the water heater is installed in other than a single family dwelling, this heat exchanger warranty is limited to two (2) years from date of original installation and operation.

#### Exceptions

This warranty will not apply:

- 1. to defects or malfunctions resulting from failure to properly install, operate or maintain the unit in accordance with the printed instructions provided;
- 2. to damage or abuse, accident, neglect or freezing and other acts of nature;
- 3. to damage resulting from operation with either the flame sensor rod or overheat sensor removed;
- 4. to failure of the heat exchanger resulting from the operation of the water heater in a corrosive atmosphere or at water temperatures exceeding the maximum rating, or if the water heater is not supplied with potable water;
- 5. to defects or damage cause by any attachment or modification, including any energy-saving device;
- 6. to damage resulting from scale deposits and/or highly mineralized / unsoftened water supply.

#### All Other Parts

If any other part fails within two (2) years after original installation and operation, *Bosch Thermotechnology Corp.* will furnish a replacement part free of charge.

#### Service Labor Costs

This warranty does not cover any labor costs associated with service, removal or re-installation of part(s). All such costs must be borne by the Purchaser. Additionally, this warranty does not cover any labor costs associated with service, removal, installation or re-installation of the original water heater or a replaced water heater.



NOTE: the water heater must be free of damaging scale deposits and not subject to gas pressures greater than those shown on the rating plate, which must not be altered, defaced or removed.

#### How to Make a Claim

Any claim for warranty parts should be made to your local dealer or distributor:

#### BOSCH THERMOTECHNOLOGY CORP.

50 Wentworth Avenue

Londonderry, NH 03053

Tel. 866-330-2730

[www.boschpro.com](http://www.boschpro.com)

In most cases, the dealer or distributor will be able to promptly honor your claim and subsequently notify *Bosch Thermotechnology Corp.* However, all replacements are made subject to validation by *Bosch Thermotechnology Corp.* of in-warranty coverage. The damaged or defective item must be made available in exchange for the replacement.

#### Miscellaneous

No one is authorized to make any other warranties on behalf of *Bosch Thermotechnology Corp.* It is expressly understood that the replacement warranty of *Bosch Thermotechnology Corp.* shall be in lieu of any and all other warranties, express or implied, including warranties of merchantability or fitness for a particular use or purpose, and further that *Bosch Thermotechnology Corp.* shall not be liable for any loss or damage directly or indirectly arising from the use of the hot water heater, or for any consequential damages arising from such use (including damages from water leakage). *Bosch Thermotechnology Corp.* sole liability with respect to any defect shall be for the replacement of the defective part(s). Some states do not allow such limitations and exclusions, so the above may not apply to you.

This warranty gives specific legal rights. You may also have other rights which vary from state to state.

## 14.2 Limited warranty for GWH C 920 ESC commercial model

### General

BOSCH tankless water heaters are warranted by the Manufacturer (BOSCH) through *Bosch Thermotechnology Corp.* will furnish a replacement heat exchanger and will furnish a replacement of any other part which fails in normal use and service within the applicable periods specified below, in accordance with the terms of this warranty. The *Bosch Thermotechnology Corp.* replacement will be warranted for the unexpired portion of the original warranty. This warranty will be valid only for water heaters in possession of the original purchaser as recorded on the warranty card.

### The Heat Exchanger

If the heat exchanger fails within two (2) years after the original installation and operation, *Bosch Thermotechnology Corp.* will furnish a replacement heat exchanger.

### Exceptions

This warranty will not apply:

- **1.** to defects or malfunctions resulting from failure to properly install, operate or maintain the unit in accordance with the printed instructions provided;
- **2.** to damage or abuse, accident, neglect or freezing and other acts of nature;
- **3.** to damage resulting from operation with either the flame sensor rod or overheat sensor removed;
- **4.** to failure of the heat exchanger resulting from the operation of the water heater in a corrosive atmosphere or at water temperatures exceeding the maximum rating, or if the water heater is not supplied with potable water;
- **5.** to defects or damage cause by any attachment or modification, including any energy-saving device;
- **6.** to damage resulting from scale deposits and/or highly mineralized / unsoftened water supply.

### All Other Parts

If any other part fails within two (2) years after original installation and operation, *Bosch Thermotechnology Corp.* will furnish a replacement part free of charge.

### Service Labor Costs

This warranty does not cover any labor costs associated with service, removal or re-installation of part(s). All such costs must be borne by the Purchaser. Additionally, this warranty does not cover any labor costs associated with service, removal, installation or re-installation of the original water heater or a replaced water heater.



NOTE: the water heater must be free of damaging scale deposits and not subject to gas pressures greater than those shown on the rating plate, which must not be altered, defaced or removed.

### How to Make a Claim

Any claim for warranty parts should be made to your local dealer or distributor:

### BOSCH THERMOTECHNOLOGY CORP.

50 Wentworth Avenue

Londonderry, NH 03053

Tel. 866-330-2730

[www.boschpro.com](http://www.boschpro.com)

In most cases, the dealer or distributor will be able to promptly honor your claim and subsequently notify *Bosch Thermotechnology Corp.* However, all replacements are made subject to validation by *Bosch Thermotechnology Corp.* of in-warranty coverage. The damaged or defective item must be made available in exchange for the replacement.

### Miscellaneous

No one is authorized to make any other warranties on behalf of *Bosch Thermotechnology Corp.* It is expressly understood that the replacement warranty of *Bosch Thermotechnology Corp.* shall be in lieu of any and all other warranties, express or implied, including warranties of merchantability or fitness for a particular use or purpose, and further that *Bosch Thermotechnology Corp.* shall not be liable for any loss or damage directly or indirectly arising from the use of the hot water heater, or for any consequential damages arising from such use (including damages from water leakage). *Bosch Thermotechnology Corp.* sole liability with respect to any defect shall be for the replacement of the defective part(s). Some states do not allow such limitations and exclusions, so the above may not apply to you.

This warranty gives specific legal rights. You may also have other rights which vary from state to state.



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## Installer Checklist to be completed by installer upon installation

Serial Number

\_\_\_\_\_

(8 digit serial number is located on rating plate on right side panel)

Gas Pressure Reading\*

Static \_\_\_\_\_ Operating \_\_\_\_\_

Building Water Pressure

\_\_\_\_\_

Range if on Well system \_\_\_\_\_

Installing Company

\_\_\_\_\_

Installer name

\_\_\_\_\_

Address

\_\_\_\_\_

Phone

\_\_\_\_\_

\* See Chapter 3.13, page 29 and gas pressure table (to be filled out by installer)

Installation manual should be left with the owner after the installation is tested and completed

### **BOSCH THERMOTECHNOLOGY CORP.**

50 Wentworth Avenue  
Londonderry, NH 03053  
Tel. 866-330-2730  
[www.boschpro.com](http://www.boschpro.com)

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