

Service Bulletin: TWH-G2-34

Model: 250SX, 250SXO, 635ES, 635ESO, 2400E, 2400EO

CA Error Code Troubleshooting



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Introduction

Follow the procedures below and report results to Bosch Technical Support. This will assist in determining the cause and solution to the problem.

A CA error code indicates the heater is sensing water flow greater than 10 gpm. The heater may continue to run while flashing the CA code or the heater may shut down on a CA code and require the code to be reset.

Water Valve

- The water flow is measured by the flow wheel and the hall sensor located in the water valve.
- Water flow is regulated by the motor located on the back of the water valve.

Troubleshooting

1. Press the reset button on the control panel of the heater to attempt to clear the error code. If the error code does not reset or continues to reoccur, proceed with the following troubleshooting steps.
2. Ensure the heater is being used for domestic hot water only and is not being used for any unusual that uses high water flow or high pressures.
3. Ensure that the water pressure is less than 150 psi and the flow rate is less than 10 gpm.
4. With the power off, check the two wire connections to the water valve, confirming that the connections are clean and tight. (see Figure 1).
5. Check that the two wire connections to the control board are firmly attached to the board. Removal of the lower access cover on the control board is required. Refer to Bulletin TWH-G2-24.

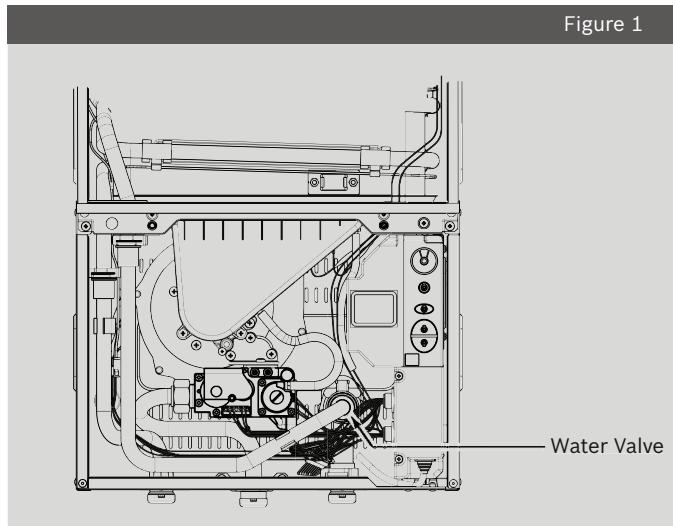


Figure 1



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