

FREQUENTLY ASKED QUESTIONS – FAQ**Why is Bosch repairing dishwashers?**

We believe that some affected model dishwashers may potentially develop cracks in the printed circuit board within the control module. Depending upon individual operating circumstances, these cracks could potentially lead to melting of soldering material or, in an unlikely event, ignition of a fire in the dishwasher.

Which models are affected and when were they manufactured?

The affected dishwashers were manufactured between 2000 and early 2006 with the following model numbers: (a) SGI4335AU; (b) SGI4345AU; (c) SGI4347AU; (d) SGI43A25AU; (e) SGI43A45AU; (f) SGI43A55AU; (g) SGI4705AU; (h) SGI4715AU; (i) SGI53A55AU; (j) SGS4332AU; (k) SGS4352AU; (l) SGS43A92AU; (m) SGS43B22AU; (n) SGS43B42AU; (o) SGS4702AU; (p) SGS4712AU; (q) SGS5332AU; (r) SGS53A52AU, (s) SRI43A05AU; and (t) SRS5302AU.

Dishwashers outside the above model number range are not affected.

When does the problem occur?

We believe that the product issue only occurs while the dishwasher is in use and only during the relatively short phase of the dishwasher's cycle when water is being heated to the required temperature. The product issue cannot occur when the dishwasher is not in use.

Why does this fault occur?

We believe the product issue (namely, cracks in the printed circuit board within the dishwasher's control module) may arise when an inadequate soldering point on the dishwasher's control module is subjected to thermal stress (or overheats).

The amount of thermal stress generated in the relevant soldering point depends on a number of factors, including the level of electric current/voltage that passes through that point.

How can I find out if my dishwasher is affected?

By matching the model identification number on your dishwasher with the model numbers listed on the website safety notice. The model number is etched into the metal on the upper centre inside edge of the dishwasher's door panel.

What should I do if my dishwasher is an affected model?

Please call Bosch Customer Service on 0800 886 553, or email repairaction.nz@bshg.com to organise an appropriate resolution.

How long do I have to wait for a repair agent to come out?

We are process incoming repair requests as swiftly as possible. Repairs or replacements will usually be carried out by an authorised and trained repair agent within 10 business days of booking and will be scheduled at your convenience.

How long will the repair visit take?

The repair or replacement should be completed in approximately 45 minutes with minimal disruption.

How long is the repair action valid?

The voluntary safety campaign on affected dishwashers will remain open indefinitely.

Can I continue to operate the dishwasher?

No. We highly recommend that you cease using your dishwasher immediately and switch it off at the socket outlet. If you have one of the affected models, please call Bosch Customer Service on 0800 886 553, or email repairaction.nz@bshg.com to organise an appropriate resolution.

My appliance is not among those affected, but it is still faulty. Can I use the repair service?

This voluntary safety campaign applies only to affected appliances and is a precautionary measure. If your appliance is faulty, but not among the appliances affected, please contact Bosch Customer Services via the normal channels, 0800 245 700 or aftersales.nz@bshg.com, to arrange a normal service booking.