



**BOSCH**

Invented for life

***Congratulations and thank you from Bosch!***

Thank you for selecting a Bosch dishwasher. You have joined the many consumers who demand quiet and superior performance from their dishwashers.

This manual was written with your safety and convenience in mind, and the information contained herein is very important. We highly recommend that you read this manual before you use your dishwasher for the first time.

To learn more about your dishwasher and available accessories, as well as many other top quality Bosch appliances, visit our website at:

***[www.boschappliances.com](http://www.boschappliances.com) (U.S.A)***

OR

***[www.bosch-appliances.ca](http://www.bosch-appliances.ca) (Canada)***

If you have any questions or comments, please contact us at: 1-800-944-2904 or write to us at:

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# Table of Contents

<b>1. Important Safety Instructions .....</b>	<b>4-5</b>
<b>2. Dishwasher Components .....</b>	<b>6</b>
<b>3. Dishwasher Features.....</b>	<b>7</b>
<b>4. Loading the Dishware .....</b>	<b>8</b>
<b>5. Rack Accessories .....</b>	<b>9-10</b>
<b>6. Loading the Silverware Basket .....</b>	<b>11-13</b>
<b>7. Adding Detergent &amp; Rinse Agent .....</b>	<b>14-15</b>
<b>8. Dishwasher Features &amp; Options .....</b>	<b>16</b>
<b>9. Wash Cycle Information .....</b>	<b>17</b>
<b>10. Operating the Dishwasher .....</b>	<b>18-20</b>
<b>11. Care &amp; Maintenance .....</b>	<b>21-22</b>
<b>12. Self Help .....</b>	<b>23-25</b>
<b>13. Customer Service Information .....</b>	<b>26</b>
<b>14. Warranty Information .....</b>	<b>27</b>

# 1

## Important Safety Instructions Please **Read & Save** this Information



### WARNING

Misuse of the dishwasher can result in serious injury or death. Do not use the dishwasher in any way not covered in this manual or for any purpose other than those explained in the following pages.



Severe product damage and/or injury could result from the use of unqualified service technicians or non-original replacement parts. All repairs must be performed by a qualified service technician using only original equipment factory replacement parts.



Electrical shock or fire could result if the electrical supply for the dishwasher covered in this manual is incorrectly installed or if the dishwasher has been improperly grounded. Do not use the dishwasher covered in this manual unless you are certain the electrical supply has been correctly installed or the dishwasher has been properly grounded.

### NOTICE

Never use steam cleaning products to clean your dishwasher. The manufacturer will not be liable for the possible damages or consequences.



Never use harsh chemicals to clean your dishwasher. Some chloride-containing products can damage your dishwasher and may present health hazards!



It is highly recommended for the end user to become familiar with the procedure to shut off the incoming water supply and the procedure to shut off the incoming power supply. See the installation Instructions or contact your installer for more information.

## **WARNING: To reduce the risk of fire, electrical shock, or serious injury, observe the following:**

1. This dishwasher is provided with Installation Instructions and this Use and Care Manual. Read and understand all instructions before using the dishwasher.
2. This appliance must be grounded to a metal, permanent wiring system, or an equipment grounding conductor must be run with the circuit conductors and connected to the equipment grounding terminal or lead on the dishwasher. See the Installation Instructions included with this dishwasher for more information on electrical requirements.
3. Use this dishwasher only for its intended function, which is the washing of household dishware and kitchenware.
4. Use only detergents or rinsing agents recommended for use in a dishwasher, and keep them out of the reach of children.
5. When loading items to be washed:
  - a. Locate sharp items so that they are not likely to damage the door seal.
  - b. Load knives and other sharp utensils with their HANDLES UP to reduce the risk of cut-type injuries.
  - c. Do not wash plastic items unless they are marked "dishwasher safe" or the equivalent. For plastic items not so marked, check the manufacturer's recommendations.
  - d. Do not operate your dishwasher unless all enclosure panels are in place.
  - e. Do not tamper with or override controls and interlocks
6. Do not abuse, sit on, or stand on the door or dish racks of the dishwasher.
7. To reduce the risk of injury, do not allow children to play in or on the dishwasher.
8. When children become old enough to operate the appliance, it is the legal responsibility of the parents or legal guardians to ensure that they are instructed in safe practices by qualified persons.
9. Under certain conditions, hydrogen gas may be produced in a hot water system that has not been used for two weeks or more. Hydrogen gas is explosive. Before using a dishwasher that is connected to a hot water system that has been unused for two weeks or longer, turn on all hot water faucets and let the water flow from each for several minutes. This will release any accumulated hydrogen gas. As the gas is explosive, do not smoke or use an open flame during this time.
10. Remove the dishwasher door to the washing compartment when removing an old dishwasher for service or discarding.
11. To avoid floor damage and possible mold growth, do not allow wet areas to remain around or under the dishwasher.
12. Protect your dishwasher from the elements. Protect against freezing to avoid possible damage to the fill valve. Damage caused by freezing is not covered by the warranty.

# 2

## Dishwasher Components

\* Features vary by model

Door Gasket

Top Rack

Top Rack Spray Arm

Bottom Rack

Detergent Dispenser

Vent

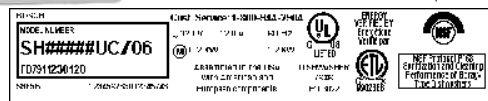
Silverware Basket

Filter System

Bottom Rack Spray Arm

Rinse Agent Dispenser

Serial Number Label



**FILTER SYSTEM**

# 3 Dishwasher Features

**Noise Reduction System:** A two-pump motor system, the Suspension Motor™, and insulation make this dishwasher one of the quietest in North America.

**Nylon Coated Racks:** Eliminate cuts and nicks, and have a five year warranty.

**Flow-Through Heater™:** Heats water up to a sanitizing temperature.

**SaniDry™:** A high temperature final rinse, a low temperature stainless steel tub, and the sheeting action of a rinse agent result in drying that is hygienic, energy efficient, and economical.

**EcoSense™ Wash Management System:** Checks water condition and decides whether a second fresh water fill is necessary.

**Triple Filtration System:** Multiple filters ensure distribution of clean water and protect the main pump and the drain pump from foreign material.

\* **Delay Start:** This option allows you to delay the start time of your dishwasher.

\* **Upper Rack & Lower Rack Flip Tines:** Increase the rack flexibility to accommodate larger/taller items.

\* **Half Load:** Reduces the energy and water consumption when washing small, lightly soiled loads.

\* **Extra Dry Heat:** Raises the temperature of the rinse water and increases the drying time which will result in improved drying.

\* **OptiDry™:** This feature senses when the unit is low on rinse agent and automatically increases the drying time.

\* **Manual Adjustable Rack:** The top rack can be raised or lowered manually to accommodate tall items in the top and bottom racks.

\* **model dependant**

---

## Dishware Materials

*NOTE: Before using your dishwasher for the first time, check the information in this section. Some items are not dishwasher safe and should be handwashed; others require special loading.*

### Recommended

**Aluminum:** Colored anodized aluminum may fade over time. Minerals in your water may cause the aluminum to darken or spot. This can usually be removed with a soap-filled steel wool pad.

**China, Crystal, Stoneware:** Some hand-painted utensils may discolor, fade, or spot. Hand-wash these utensils. Position fragile glassware so that it will not topple over or come in contact with other utensils during the wash cycle.

**Glass:** Milk glass may discolor or become yellow.

**Non-stick Coatings:** Apply a light coating of vegetable oil to non-stick surfaces after drying.

**Plastics:** Make sure the plasticware is dishwasher safe.

**Stainless Steel, Sterling Silver, and Silver Plates:** Load these utensils in a way that they do not come in contact with other metals.

### Not Recommended

**Acrylic:** Crazing (small cracks throughout the acrylic) may occur.

**Adhesive-Joined Pieces:** Adhesives that join materials such as plastic, wood, bone, steel copper, tin, etc. may loosen.

**Bone-Handled Utensils:** Handles may separate.

**Iron:** Iron will rust. Hand-wash and dry immediately.

**Non-Dishware Items:** Your dishwasher is intended for use in cleaning ONLY standard household dishware and kitchenware.

**Pewter, Brass, Bronze:** Pewter will tarnish. Hand-wash and dry immediately.

**Tin:** Tin will stain. Hand-wash and dry immediately.

**Wood:** Wooden bowls, wooden utensils, and utensils with wooden handles can crack, warp, and lose their finish.



# 4

## Loading the Dishware

Do not pre-wash items that have loosely attached soiling. Remove large food particles, bones, seeds, toothpicks, and excessive grease. Items having burned-on, baked-on or starchy soils may require pre-treatment.

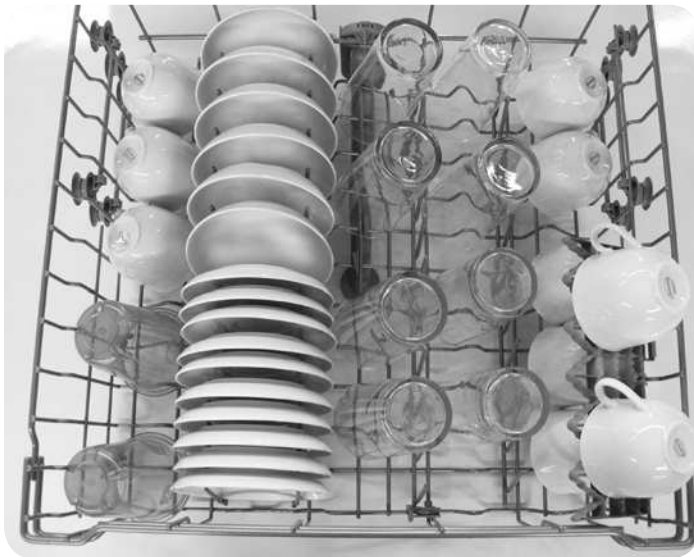
Refer to the *Dishware Materials* section for more information about dishware suitability.

Load only dishwasher-safe items into the dishwasher. Load dishes in the dishwasher racks so that the insides of bowls, pots and pans are facing the spray arms. Avoid nesting and contact points between dishes. Separate items of dissimilar metals.

### Loading the Top Rack

NOTE: Ensure items do not protrude through the bottom of the racks and block the spray arms.

**TOP RACK - 10 PLACE SETTING**



**TOP RACK - 12 PLACE SETTING**



NOTE: When pushing the top rack into the dishwasher, push it until it stops against the back of the tub so the top rack spray arm will connect to the water supply at the back of the tub. Do not push the top rack with the door.

### Loading the Bottom Rack

Place large items in the bottom rack. Load pots, pans and bowls upside down.

**BOTTOM RACK - 10 PLACE SETTING**



**BOTTOM RACK - 12 PLACE SETTING**





## NOTICE

To avoid dishwasher damage, do not load the dishwasher with paper products, plastic bags, packing materials, or anything other than normal, dishwasher-safe dishware and kitchenware.

### Unloading the Dishwasher

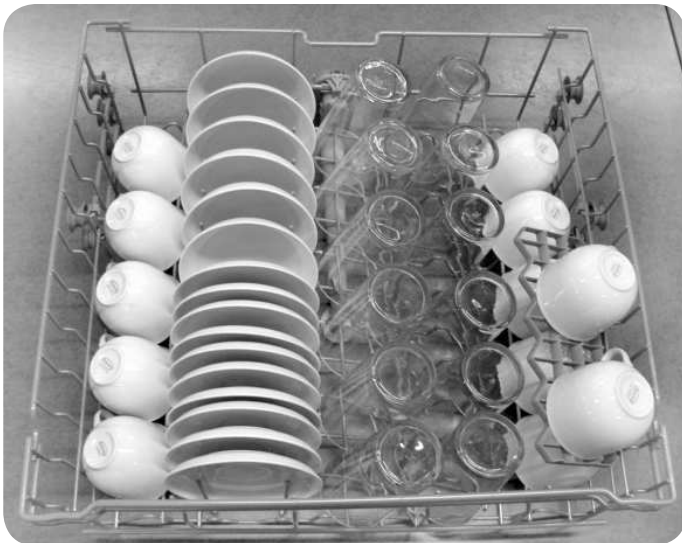
- Unload the bottom rack first.
- Unload the silverware basket.
- Unload the top rack.

### BOTTOM RACK - 12 PLACE SETTING

w/Standard Silverware Basket



### TOP RACK - 12 PLACE SETTING



# 5

## Rack Accessories

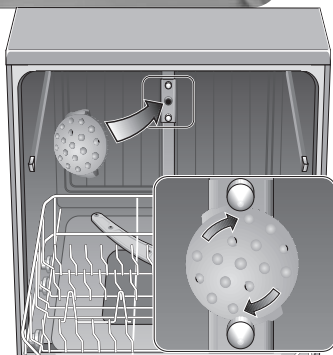
### Extra Tall Item Sprinkler

If an item is too tall to be placed into the bottom rack even with the top rack in the raised position, remove the empty top rack by pulling it out of the dishwasher until it stops. Pull the front of the rack upward and outward until the rollers are completely free of the roller guides.

Set the top rack aside. Push the roller guides back into the dishwasher. Insert the Extra Tall Item Sprinkler into the top rack spray outlet and turn the sprinkler clockwise to lock it into position. Load the dishwasher lower rack as shown below. It can accommodate items up to 22" tall.



Do not block vent



### NOTICE

To avoid dishwasher damage, do not reinstall the top rack without removing the extra tall item sprinkler.

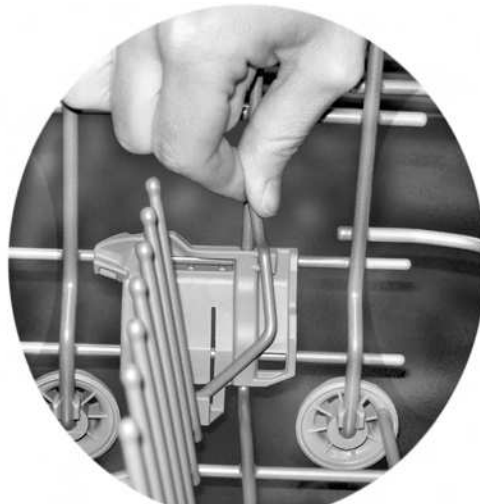
**NOTE:** Keep the vent on the tub's right side clear by placing tall items such as plastic cutting boards and tall baking sheets on the bottom rack's left side, or center.

To remove the sprinkler and return the dishwasher to its normal condition:

- Turn the sprinkler counterclockwise and remove it.

- Retrieve the top rack
- Tilt the rack upwards and position the top rack rollers onto the roller guides.
- Continue pushing the top rack until the rollers are on the guide.
- Push the rack into the dishwasher all the way.

### Flip Tines



The racks on select models consist of tines that you can fold down or raise depending on what you have to load in the rack.

To fold down:

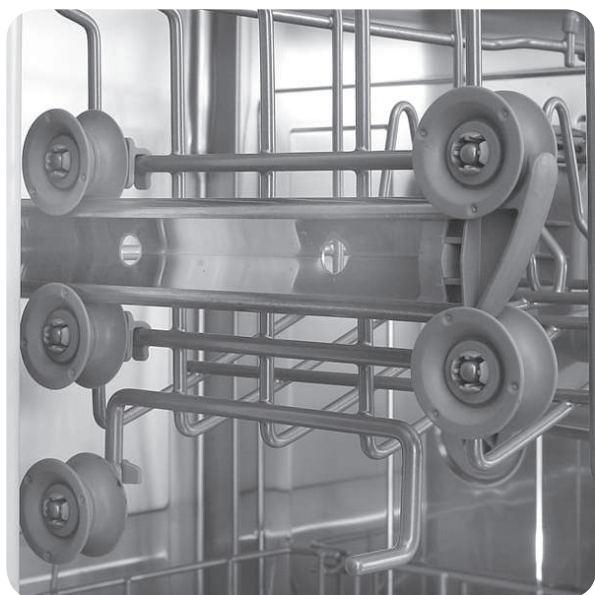
- Grasp the tine.
- Release from notch.
- Push downwards.

### Manual Rack Height Adjustment



Remove the empty rack by pulling it out of the dishwasher to the point that it can be lifted upward, as shown above. Pull the rack outward and up until the rollers are completely free of the roller guides.

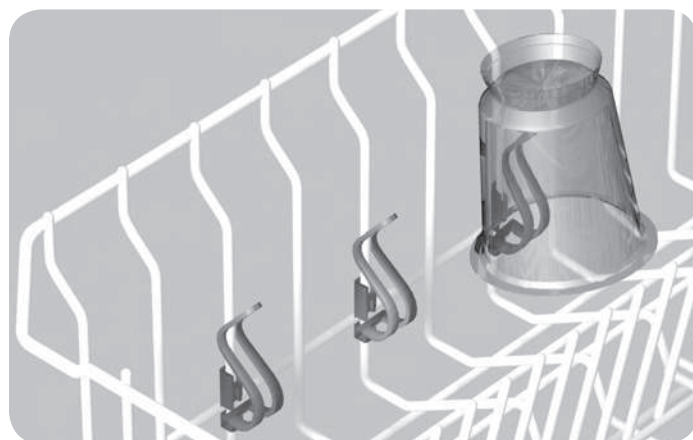
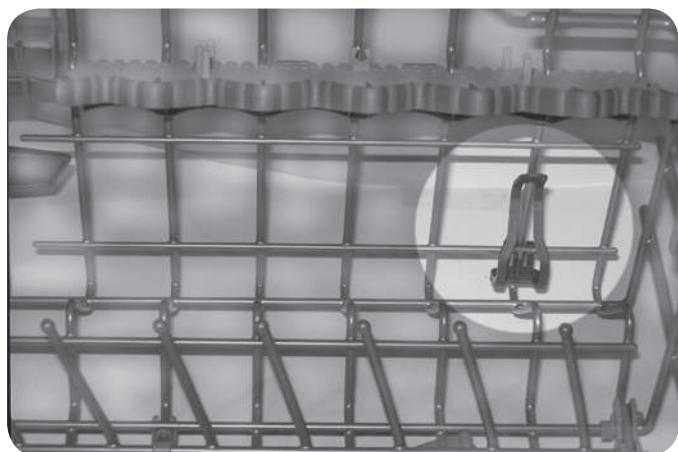
Re-insert the rack with the other set of rollers on the roller guides, as shown below.



### Small Item Clips

The small item clips keep lightweight items and plastic containers from tipping over and filling up with water during the wash cycle. To attach the small item clip:

- Position it on the bottom wire and attach as shown below.
- Push the clip towards the wire until it fastens securely.



## 6 Loading the Silverware Basket

*NOTE: The silverware basket tops can be folded up to accommodate large or oddly-shaped items.*

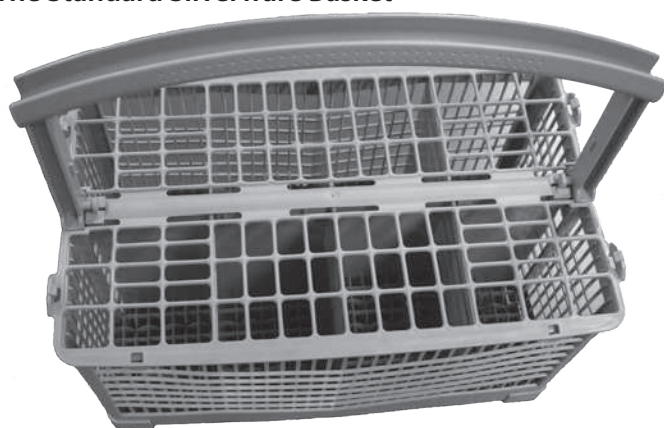
With the silverware basket tops down, load the silverware basket following the patterns suggested below.

Place knives and sharp utensils with their handles up, and forks and spoons with their handles down. If large or oddly-shaped items are to be loaded into the silverware basket with the tops up, load the items so that they do not nest together.

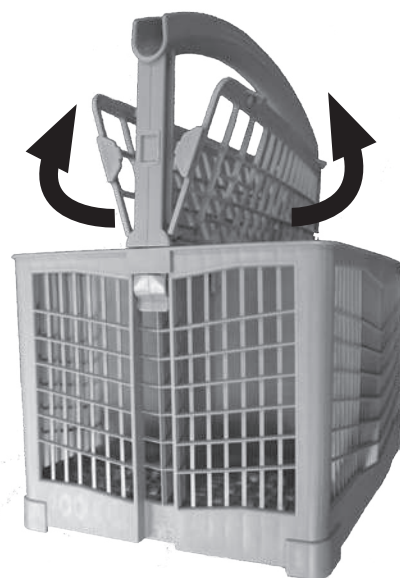
### CAUTION

The sharp points and edges of knives and other sharp utensils can cause serious injuries. Load knives and other sharp utensils with edges down. Do not allow children to handle or play near knives and sharp utensils.

### The Standard Silverware Basket

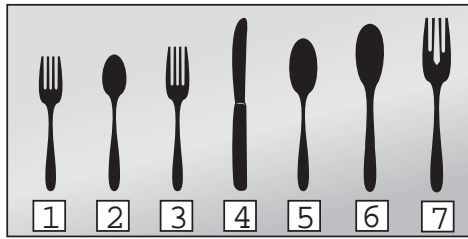


The standard silverware basket (select models) fits in the back of the lower rack. The basket lid can be snapped to the handle to leave the basket open.





## Loading the Standard Silverware Basket



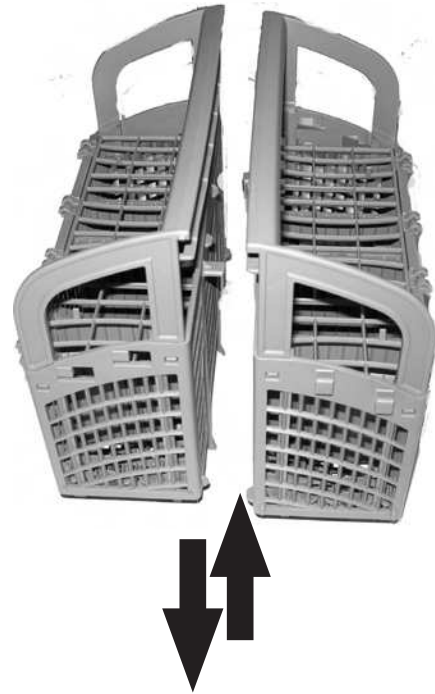
- 1 - Salad Fork
- 2 - Tea Spoon
- 3 - Dinner Fork
- 4 - Knife
- 5 - Table Spoon
- 6 - Serving Spoon
- 7 - Serving Fork

4	4	4
5		7
5	3	3
5	1	1
5	1	1
5		1
5		1
2		
2		
2		
2		
2		
2	6	3
2	3	3
4	4	4

4	4	4
	3	3
3	6	2
		2
		2
		2
		2
1	1	5
1	1	5
1		5
1		5
	3	5
	3	5
4	4	4

## The Flexible Silverware Basket

This basket splits along its length, resulting in two halves that may be placed in a variety of positions in the lower rack, greatly increasing the lower rack's loading versatility. The basket snaps together back to back as shown below.



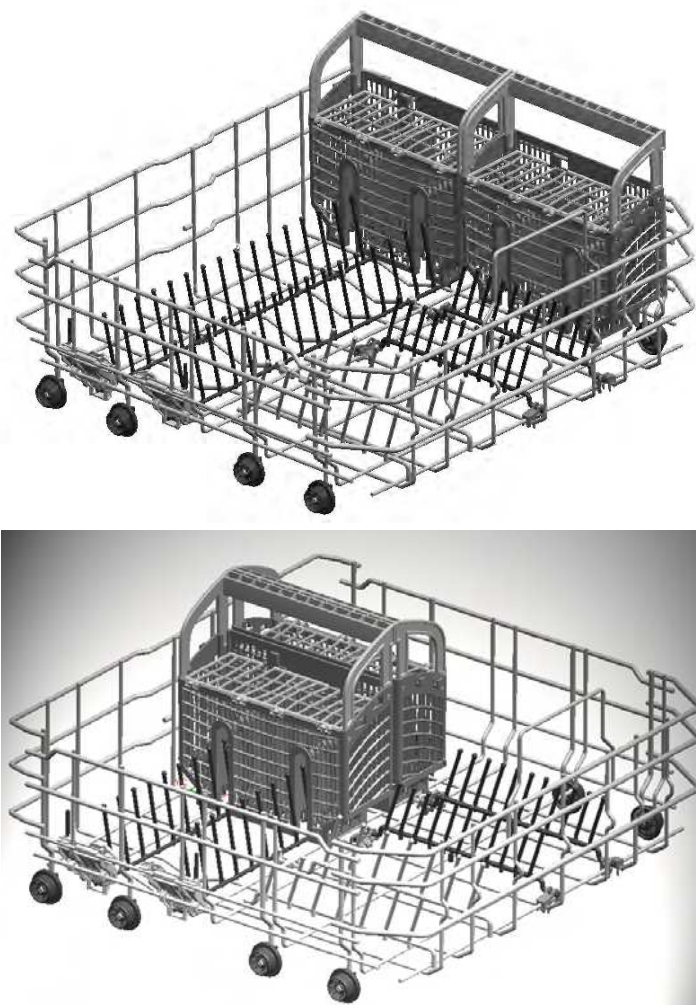
The basket also snaps together sideways as shown below.



### To split the Flexible Silverware Basket:

- Grasp the basket and slide the two halves in opposite directions, as shown.
- Pull the two halves apart.

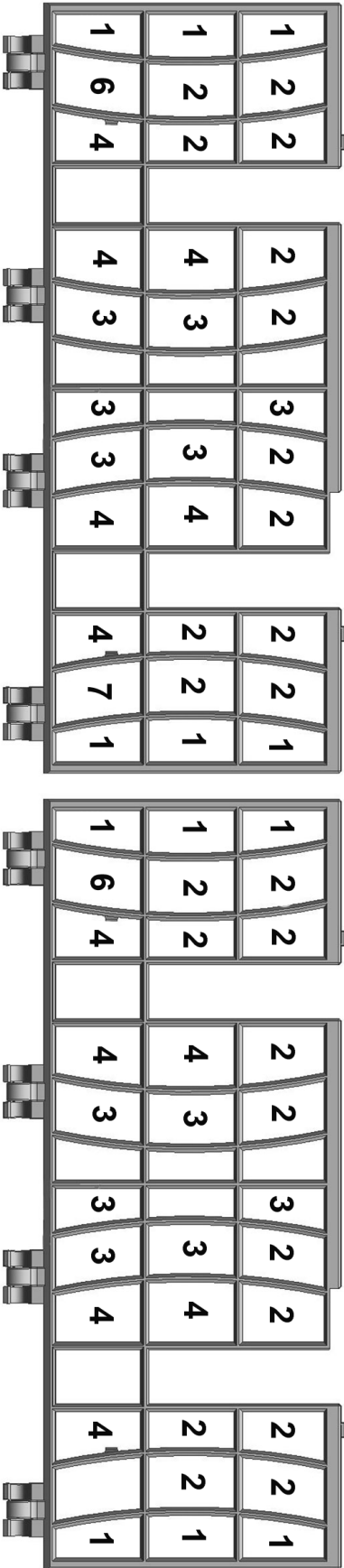
# Some Basket Placement Options



# Loading the Flexible Silverware Basket

- 1 - Salad Fork  
2 - Tea Spoon  
3 - Dinner Fork  
4 - Knife

5 - Table Spoon  
6 - Serving Spoon  
7 - Serving Fork



# 7

## Adding Detergent & Rinse Agent

### Detergent

Use only detergent specifically designed for dishwashers. For best results, use fresh powdered dishwashing detergent.

#### ATTENTION

To avoid dishwasher damage, do not use hand dishwashing products in your dishwasher.



To avoid dishwasher damage, do not use too much detergent if your water is soft. Using too much detergent in soft water may cause etching in glassware.

The dishwasher uses less water so you need to use less detergent. With soft water, 1 tbsp. (15ml) of detergent will clean most loads. The detergent dispenser cup has lines that measure detergent to:

- 1 tablespoon (15ml) AND
- 1.75 tablespoons (25ml)

3 tablespoons (45ml) of detergent will completely fill the detergent dispenser cup.

**NOTE:** If you do not know the hardness of your water supply, use 15ml of detergent. Increase the amount, if necessary, to the least amount required to get your kitchenware clean.

Use the measuring lines in the detergent dispenser cup as a guide to measure the amount of detergent recommended in the Tables below.

Recommended Detergent Amount				
		Water Type		
Wash Cycle	Unit	Hard	Medium	Soft
Power Scrub	ml	45	45	25-45
	Tbsp	3	3	1.75 - 3
Auto Wash	ml	25-45	25	15-25
	Tbsp	1.75 - 3	1.75	1 - 1.75
Regular Wash	ml	25-45	25	15-25
	Tbsp	1.75 - 3	1.75	1 - 1.75
Quick Wash	ml	25	15-25	15
	Tbsp	1.75	1 - 1.75	1
Delicate Wash	ml	25	15-25	15
	Tbsp	1.75	1 - 1.75	1
Rinse & Hold		None	None	None

## Rinse Agent

To achieve proper drying, always use a liquid rinse agent, even if your detergent contains a rinse agent or drying additive.

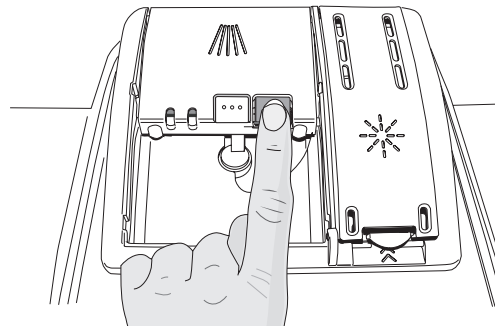
**NOTE:** The dishwasher indicates low rinse agent by the Rinse Agent Indicator Light.

Add liquid rinse agent to the dispenser until the rinse agent reservoir is full. Wipe up any excess rinse agent that puddles when the dispenser reservoir is full.

After filling the rinse agent dispenser, the indicator light will go out in a few minutes after the dishwasher door is shut.

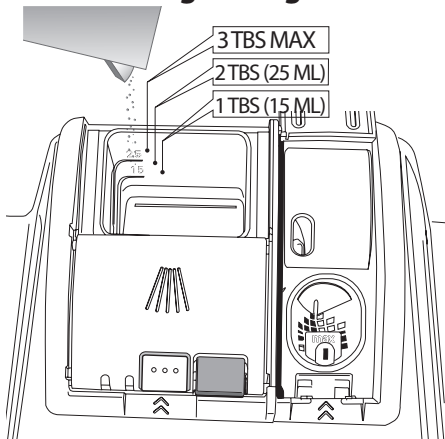
Refer to the following page for more information on adding detergent and rinse agent to the dishwasher.

### TO OPEN



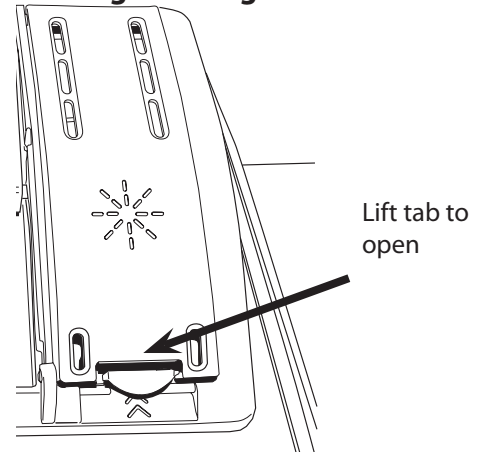
- To open the cover, push the button as shown above.

### Adding Detergent



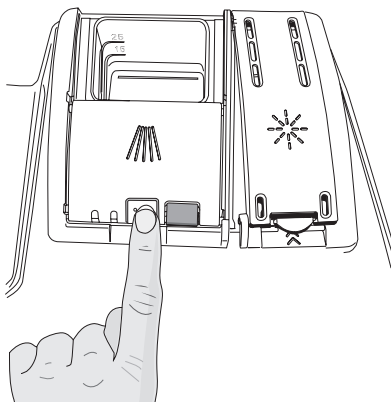
- Use fresh powdered detergent for best results.
- 1 tablespoon will clean most loads.
- Do not use more than 3 tablespoons. Do not overfill.
- When using detergent tabs, lay them flat to avoid contact with the cover.

### Adding Rinse Agent

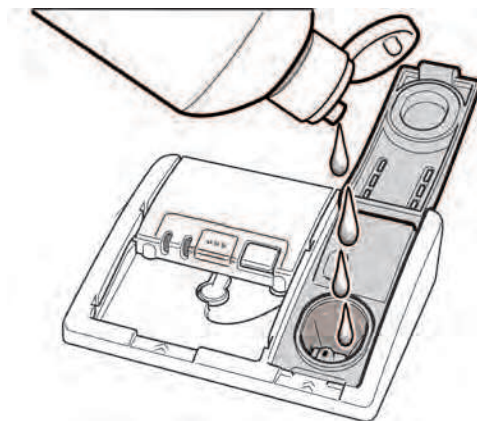


- Always use Rinse Agent even if your detergent contains rinse agent.
- Add rinse agent when the Rinse Agent Indicator Light on the control panel illuminates.

### TO CLOSE



- 1 - Place finger as shown above
- 2- Slide door forward and press down firmly until you hear a click.



- To add rinse agent, pour in the oval.





# Dishwasher Features & Options

## Wash Cycles \*

\* The cycles listed below vary by models.

### Power Scrub

Cleans items having baked-on or hard dried food soils. These items may require soaking or hand scouring.

### Auto Wash

The sensors in the dishwasher automatically adjust the cycle length, temperature and water changes based on the soil load. This cycle contains additional sensor decisions when compared to other cycles.

### Regular Wash

Thoroughly cleans large loads having loosely attached normal soiling.

### Delicate

For delicate or heirloom dishware and silverware or other special items. Always make sure that the items are dishwasher safe. Refer to the Dishware Materials section of this manual for further information. Hand washing may be the best treatment for such items.

### Quick Wash

Cleans lightly soiled dishes and reduces overall wash time. Use this cycle to clean glasses and dessert dishes that may need to be re-used at the same event.

### Rinse & Hold

Allows you to rinse the food soil off of a partial load and hold them in the dishwasher until there is a full load.

## Wash Cycle Options

### Extra Dry Heat

With this option you can raise the temperature of the rinse water and increase the drying time for improved drying.

### Delay Start

This option allows you to delay the start time of your dishwasher.

### Half Load

In the Power Scrub Plus, Regular, and Auto Wash cycles you can reduce the energy and water consumption when washing small, lightly soiled loads that fill approximately half the dishwasher's capacity.

*For more information on how to active these options, see "Operating the Dishwasher" section.*

---

### Sanitized Indicator

When the "Sanitized" light appears on the control panel, it means that the dishware and kitchenware that were just washed have been sanitized according to the requirements of the National Sanitation Foundation (NSF). For more information on NSF certification, go to the Wash Cycle Information section of this manual.

### Refill Rinse Agent Indicator

An indicator light will illuminate to alert you when more rinse agent is required.

# 9 Wash Cycle Information

*NOTE: To save energy, this dishwasher has a "Smart Control" that automatically adjusts the cycle based on soil loads and incoming water temperature. The "Smart Control" makes decisions that can cause the cycle time and water usage to adjust intermittently. The cycle times listed in the Use and Care manual are based on normal soil loads and 120°F incoming water and will vary based on your actual conditions.*

See the Cycles and Options Charts to determine the cycles available for your specific model.

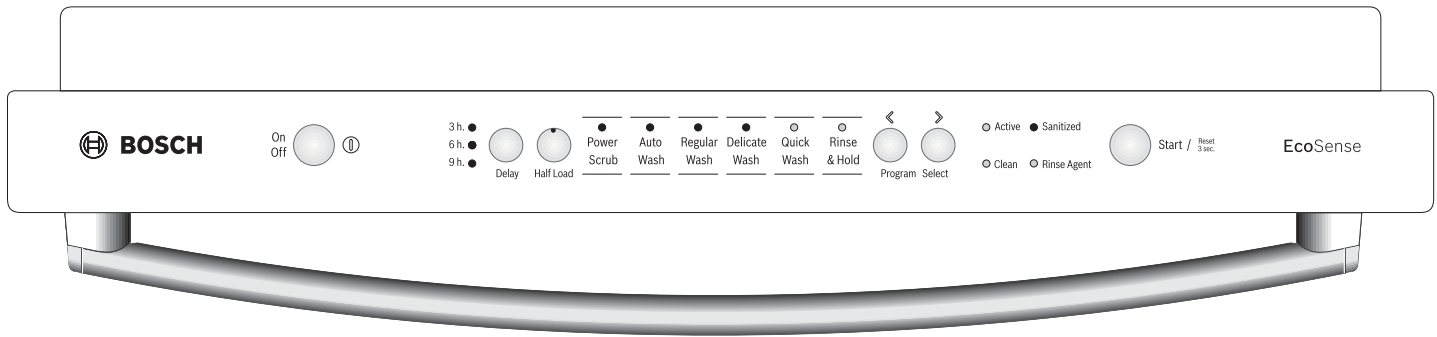
*NOTE: On select models, the Half Load feature will reduce the water consumption by approximately 30 percent in the Power Scrub Plus, Regular, and Auto Wash cycles.*

		Power Scrub	Auto Wash	Regular Wash	Delicate	Quick Wash	Rinse & Hold
	Cycle Time (minutes)	130	105-119	95-115	80	30	9
Water consumption (gallons)	Minimum	6.8	3.6	2.3	3.0	3.0	1.0
	Maximum	6.8	6.0	5.2	3.0	3.0	1.0
Water consumption (liters)	Minimum	25.6	13.6	8.7	11.3	11.3	4.0
	Maximum	25.6	22.6	19.5	11.3	11.3	4.0
Wash Temp °F		160	130-150	122-131	122	113	Incoming
Rinse Temp °F		156	156	149-156	156	122	Incoming

With Half Load option	Power Scrub	Auto Wash	Regular Wash	Delicate
Cycle Time (minutes)	110	99-110	95-105	75
Water consumption (gallons)	17.9	10.5-15.9	8.7-14.9	10.9
Water consumption (liters)	4.7	2.8-4.2	2.3-3.9	2.9

# 10

## Operating the Dishwasher SHX4AP, SHX5AL, SHX6AP



Depending on your model you will either have 4, 5 or 6 wash cycles.

### To start the dishwasher:

- Open the Door. Press the "ON/OFF" button.
- One of the Wash Cycle LEDs will be flashing. You can now select a wash cycle.
- Press the "<" or ">" button to select the desired wash cycle.
- Press the "START" button (LED stops flashing)
- Close the door to begin the cycle

### NOTE

1. Rinse Agent Indicator Light will be illuminated if the unit needs Rinse Agent.
2. If you close the door without pressing the start button the unit will beep.

### To cancel a cycle:

- Open the dishwasher door just far enough to expose the control panel. Be careful of hot water splash out!

## WARNING

You could be seriously scalded if you allow hot water to splash out of the dishwasher. OPEN THE DOOR CAREFULLY during any wash or rinse cycle. Do not fully open the door until water noises have stopped.

- Press and hold the "START/RESET" button until the "Active" indicator light goes out.
- Close the door and wait for about 1 minute for the dishwasher to drain.
- Open the door and press the "ON/OFF" button.
- You are now ready to start a new cycle.

### To enter the options mode(rinse agent setting, extra dry heat, cycle completion signal):

- Door must be open. Press the "ON/OFF" button to turn the unit on.
- One of the Wash Cycle LEDs will be flashing.
- Press and hold down the ">" button, then press and release the "START/RESET" button. Now release the ">" button.

- The "Clean" and one other LED will be flashing. You are now in the options setup mode.
- Press ">" to select the option you would like to adjust. If the "Clean" and "Rinse Agent" LED are flashing you can adjust the Rinse Agent settings. If the "Clean" and "Sanitized" LED are flashing you can set the Extra Dry Heat.

### To set the amount of Rinse Agent:

NOTE: If your glasses have spots on them, you need more rinse agent. If your glasses have streaks, you need less Rinse Agent.

Follow the prior instructions to enter "options" mode. With the "Clean" and "Rinse Agent" LEDs flashing:

- Press the "<" button to change the amount of rinse agent dispensed.  
*0 LEDs flashing --> Rinse Agent dispenser is OFF*  
*1 LED flashing --> Lowest amount of rinse agent*  
*2 LEDs flashing --> Medium amount dispensed*  
*3 LEDs flashing --> Highest amount of rinse agent*
- Press "START" to save your settings.

### To turn Extra Dry Heat on or off:

With the "Clean" and "Sanitized" LEDs flashing:

- Press the "<" button to turn Extra Dry Heat on or off. The wash cycle LEDs will illuminate when you press "<".  
*0 LEDs flashing --> Extra Dry Heat is OFF*  
*1 LED flashing --> Extra Dry Heat is ON*

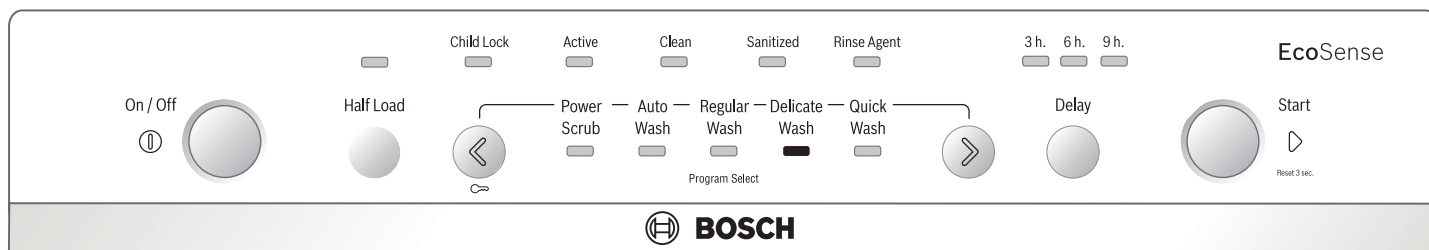
### To set the Cycle Completion Signal:

With the "Clean", "Sanitized", and "Rinse Agent" LEDs flashing:

- Press the "<" button to change the cycle completion tone level. The wash cycle LEDs will illuminate when you press "<".  
*0 LEDs flashing --> Cycle Completion Signal is OFF*  
*1 LED flashing --> Low tone level*  
*2 LEDs flashing --> Medium tone level*  
*3 LEDs flashing --> Highest tone level*
- Press START to save your settings.

# Operating the Dishwasher

## SHE5AL



### To start the dishwasher:

- Door must be closed. Press the "ON/OFF" button.
- One of the Wash Cycle LEDs will be flashing. You can now select a wash cycle.
- Press the "<" or ">" button to select the desired wash cycle.
- Select the "Half Load" or "Delay Start" features if desired at this point.

In addition to your Wash Cycle selection, for small loads of lightly soiled dishes press the "Half Load" button. This will save energy and water.

If you would like to delay the start time of the dishwasher press the "DELAY" button until the desired delay time (3,6,9 hrs.) is displayed by the corresponding LED.

- Press the "START" button to begin the cycle (Wash Cycle Indicator Light will stop flashing)
- Press the "START" button (LED stops flashing)

NOTE: Rinse Agent Indicator Light will be illuminated if the unit needs Rinse Agent.

### Child Lock

- After pressing the "START" button you can activate the Child Lock feature.
- Press and hold down the "<" button until Child Lock LED illuminates (Light goes out when button is released).
- Now any button you press (except ON/OFF) will not function and the Child Lock LED illuminates when you press any button.
- To deactivate, press and hold the "<" button until the Child Lock LED goes out.

### To cancel a cycle:

- Press and hold the "START/RESET" button until the "Active" LED goes out.
- Wait for about 1 minute until the dishwasher drains.
- Press the "ON/OFF" button.
- The "Clean" indicator light will illuminate.
- You are now ready to start a new cycle.
- 

### To enter the options mode(rinse agent setting, extra dry heat, cycle completion signal):

- Door must be closed. Press the "ON/OFF" button to turn the unit on.
- One of the Wash Cycle LEDs will be flashing.
- Press and hold down the ">" button, then press and release the "START/RESET" button. Now release the ">" button.
- The "Clean" and one other LED will be flashing. You are now in the options setup mode.
- Press ">" to select the option you would like to adjust.

If the "Clean" and "Rinse Agent" LED are flashing you can adjust the Rinse Agent settings.

If the "Clean" and "Sanitized" LED are flashing you can set the Extra Dry Heat.

### To set the amount of Rinse Agent:

NOTE: If your glasses have spots on them, you need more rinse agent. If your glasses have streaks, you need less Rinse Agent.

Follow the prior instructions to enter "options" mode. With the "Clean" and "Rinse Agent" LED flashing:

- Press the "<" button to change the amount of rinse agent dispensed.  
*0 LEDs flashing --> Rinse Agent dispenser is OFF*  
*1 LED flashing --> Lowest amount of rinse agent*  
*2 LEDs flashing --> Medium amount dispensed*  
*3 LEDs flashing --> Highest amount of rinse agent*
- Press START to save your settings.

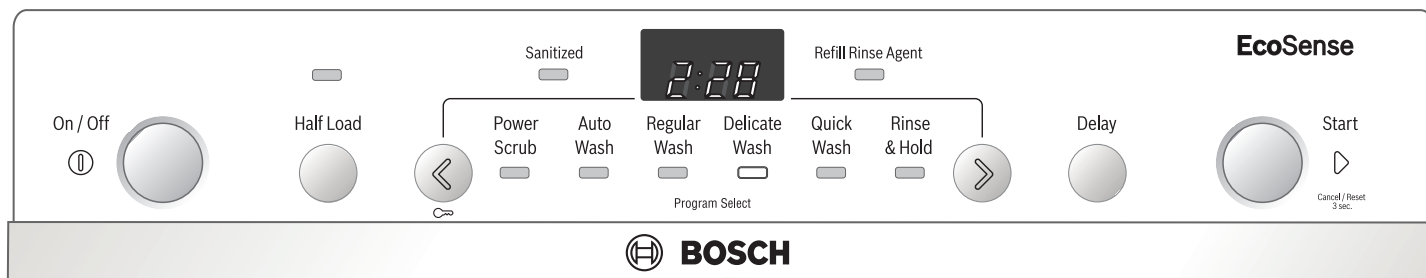
### To turn Extra Dry Heat on or off:

With the "Clean" and "Sanitized" LED flashing:

- Press the "<" button to turn Extra Dry Heat on or off. *0 LEDs flashing --> Extra Dry Heat is OFF*  
*1 LED flashing --> Extra Dry Heat is ON*
- Press START to save your settings.

# Operating the Dishwasher

## SHE6AP



### To start the dishwasher:

- Door must be closed. Press the "ON/OFF" button.
- The Countdown Display and one of the Wash Cycle LEDs will be flashing. You can now select a wash cycle.
- Press the "<" or ">" button to select the desired wash cycle.
- Select the "Half Load" or "Delay Start" features if desired at this point.

In addition to your Wash Cycle selection, for small loads of lightly soiled dishes press the "Half Load" button. This will save energy and water.

If you would like to delay the start time of the dishwasher press the "DELAY" button until the desired delay time (1-24 hrs.) shows in the Countdown Display window.

- Press the "START" button to begin the cycle (Wash Cycle Indicator Light will stop flashing)
- Close the door to begin the cycle

NOTE: Rinse Agent Indicator Light will be illuminated if the unit needs Rinse Agent.

### To cancel a cycle:

- Press and hold the "START/RESET" button until the countdown display reads "0:01".
- Wait until the display reads "0:00" and turn the unit OFF.
- Open the door and press the "ON/OFF" button.
- You are now ready to start a new cycle.

### To enter the options mode(rinse agent setting, extra dry heat, cycle completion signal):

- Door must be closed. Press the "ON/OFF" button to turn the unit on.

- The countdown display and one of the Wash Cycle LEDs will be flashing.
- Press and hold down the ">" button, then press and release the "START/RESET" button. Now release the ">" button.
- The "Sanitized" LED will be flashing. You are now in the options setup mode.
- Press ">" to select the option you would like to adjust.

If the display shows "d:00" or "d:01" you can turn the Extra Dry Heat ON or OFF.

If the display shows between "r:00" to "r:06" you can adjust the amount of rinse agent dispensed.

### To set the amount of Rinse Agent:

NOTE: If your glasses have spots on them, you need more rinse agent. If your glasses have streaks, you need less Rinse Agent.

Follow the prior instructions to enter "options" mode. With the display window showing "r:00" - "r:06":

- Press the "<" button to change the amount of rinse agent dispensed.  
r:00 --> Rinse Agent OFF  
r:03 --> Medium amount of rinse agent dispensed  
r:06 --> Highest amount of rinse agent dispensed
- Press START to save your settings.

### To turn Extra Dry Heat on or off:

With the countdown display showing "d:00" or "d:01":

- Press the "<" button to turn Extra Dry Heat on or off. 0  
d:00 --> Extra Dry Heat is OFF  
d:01 --> Extra Dry Heat is ON
- Press START to save your settings.



# 11

## Care and Maintenance

### Maintenance Tasks

Certain areas of your dishwasher require occasional maintenance. The maintenance tasks are easy to do and will ensure continued superior performance from your dishwasher:

- **Wiping up Spills and Splash-outs**

Water may occasionally splash out of your dishwasher, especially if you interrupt a cycle or open the dishwasher door during a cycle. To avoid floor damage and possible mold growth, do not allow wet areas to remain around or under the dishwasher.

- **Clean the Stainless Steel Inner Door and Tub**

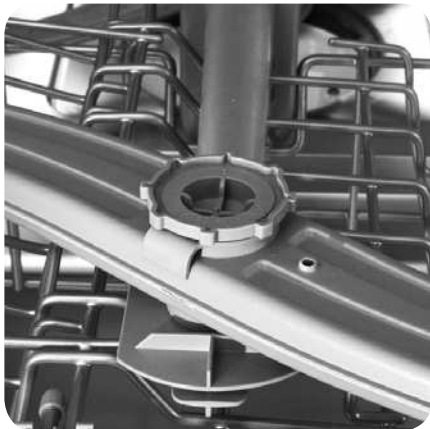
Clean the outer edges of the inside door panel regularly to remove debris that might collect from normal loading. If spots begin to appear on the stainless steel tub or inner door, make sure the rinse agent reservoir is full.

- **Check and clean the Spray arm nozzles**

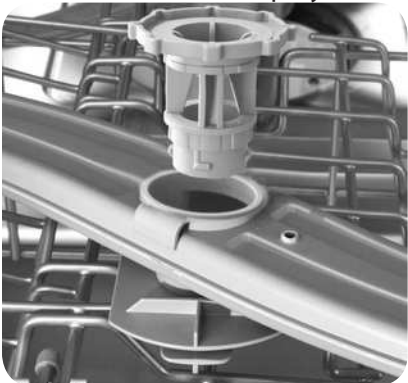
Occasionally check the spray arms to ensure that the spray arm nozzles (holes) are unobstructed. You must remove the spray arms to check them for obstruction.

*To remove the top spray arm:*

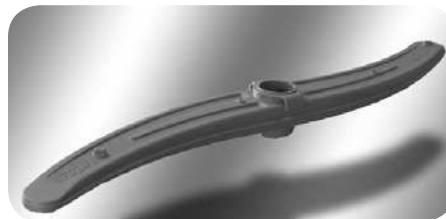
1. Remove the empty top rack from the dishwasher.



2. Turn the rack upside down. The top spray arm is held in position by a locking nut as shown below. Turn the locking nut counter-clockwise and remove it as shown below to release the spray arm.



3. Remove the spray arm as shown below.



4. Look for obstruction in the spray nozzles.
5. If the spray nozzles need cleaning, flush them under running water.

*To reinstall the top spray arm:*

1. Return the top spray arm to its installed position.
2. Return the locking nut to its installed position and turn it 1/8 turn clockwise.
3. Return the top rack to the top rack roller guides.

*To remove the bottom spray arm:*

1. Remove the empty bottom rack from the dishwasher tub.
2. Grasp and lift the bottom spray arm as shown below.



3. Look for obstruction in the spray nozzles.
4. If the spray nozzles need cleaning, flush them under running water.

*To reinstall the bottom spray arm:*

1. Return the bottom spray arm to its installed position and press it so that it snaps into place.
2. Return the bottom rack to its installed position.

- **Check and clean the filter system**

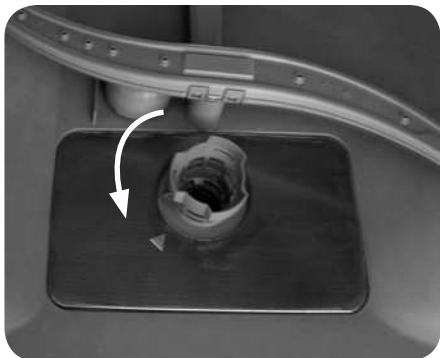
This dishwasher has a filter system that consists of a Large Object Trap/Cylinder Filter assembly and a Fine Filter. Select models have an additional Micro Filter. The filter system is located on the inside of your dishwasher under the lower rack and is easily accessible. During normal use, the filter system is self-cleaning. You should occasionally inspect it for foreign objects and clean it when necessary.

## CAUTION

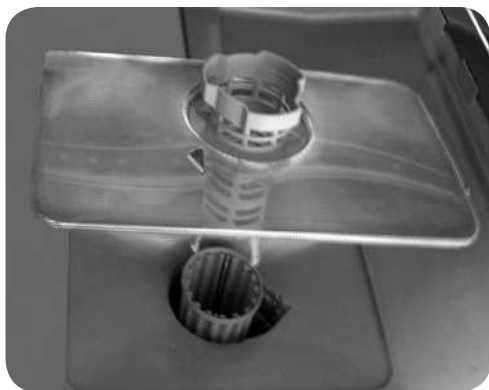
To avoid injury, do not reach into the large object trap with your fingers. The large object trap could contain sharp objects.

*To remove the Large Object Trap/ Cylinder Filter Assembly:*

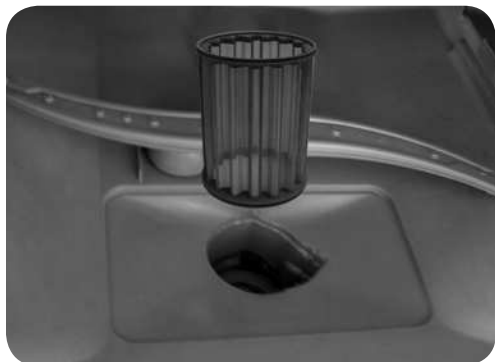
1. Remove the bottom rack.
2. Grasp the assembly and turn it counterclockwise -  $\frac{1}{4}$  turn as shown below.



3. Lift out the assembly as shown below.



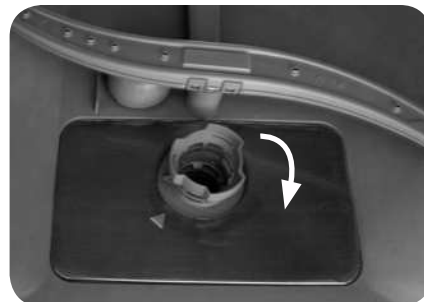
4. Carefully examine the assembly. If you find debris in the Large Object Trap, turn it upside-down and gently tap it on a surface such as a countertop to dislodge and remove the debris.
5. Flush the Cylinder Filter clean by holding it under



running water.

*To reinstall the filter system:*

1. Return the fine filter to its originally installed



position.

2. Turn the locking nut clockwise  $\frac{1}{4}$  turn until it is locked. The arrow on the ring handle and the arrow on the Fine Filter should point to each other.

### • Clean the Exterior Door Panel

*Colored Doors*

Use only a soft cloth that is lightly dampened with soapy water.

*Stainless Steel Doors*

Use a soft cloth with a non-abrasive cleaner (preferably a liquid spray) made for cleaning stainless steel. For the best results, apply the stainless steel cleaner to the cloth, then wipe the surface.

### • Clean the Door Gasket

Regularly clean the door gasket with a damp cloth to remove food particles and other debris. Also clean the door seal, located inside the dishwasher at the bottom of the door.

### • Winterizing Your Dishwasher

If your dishwasher will be unused for an extended period of time in a location that experiences freezing temperatures (e.g., in a holiday home or through a vacation period), have your dishwasher winterized by an authorized service center.



# Self Help

Dishwashers may occasionally exhibit problems that are unrelated to a malfunction of the dishwasher itself. The following information may help you with a dishwasher problem without involving a repair professional.

Problem	Cause	Action
Dishwasher does not start	<ol style="list-style-type: none"> <li>1. Door may not be properly latched.</li> <li>2. Unit may not be turned on.</li> <li>3. Unit not reset or previous cycle not completed.</li> <li>4. Delay start engaged.</li> <li>5. Interruption of electrical power supply to dishwasher or blown fuse.</li> <li>6. Child lock activated (select models).</li> <li>7. The door may have been closed without first selecting a cycle.</li> <li>8. Water supply may not be turned on.</li> </ol>	<ol style="list-style-type: none"> <li>1. Shut the door completely.</li> <li>2. Press the main power switch to turn unit on.</li> <li>3. To reset, refer to "Canceling or changing the cycle" section in this manual.</li> <li>4. To reset, refer to "Delay Start" section in this manual.</li> <li>5. Check circuit breaker.</li> <li>6. Deactivate the child lock. Refer to "Child Lock" section in this manual if applicable.</li> <li>7. Select a cycle, press the START button and close the door. (For SHX models)</li> <li>8. Check and turn on water supply.</li> </ol>
Dishwasher beeping (end of cycle signal)	Default factory settings alert the customer that the cycle has completed by beeping. This feature can be deactivated if so desired.	To adjust the volume or deactivate, refer to "Cycle Completion Signal" section in this manual.
Display does not illuminate or console lights are not on	<ol style="list-style-type: none"> <li>1. A fuse may have been blown or circuit breaker tripped.</li> <li>2. Door not closed or latched.</li> </ol> <p><i>Note: For models with controls on the top portion of the door, the display only illuminates when the door is opened and controls are visible.</i></p>	<ol style="list-style-type: none"> <li>1. Check the fuse or circuit breaker box and replace the fuse or reset the breaker if necessary.</li> <li>2. Ensure that door is properly latched and completely closed.</li> </ol>
Dishwasher seems to run a long time	<ol style="list-style-type: none"> <li>1. Incoming water is not warm enough.</li> <li>2. Cycle time can vary due to soil and water conditions.</li> <li>3. Rinse agent dispenser is empty.</li> <li>4. Dishwasher connected to cold water supply.</li> </ol> <p><i>Note: Refer to "Cycle Chart Data" section in this manual for typical cycle length.</i></p>	<ol style="list-style-type: none"> <li>1. Before starting a cycle, run hot water faucet at the sink nearest to the dishwasher.</li> <li>2. Sensors in the dishwasher automatically increase the cycle time to ensure a good wash when heavy soil is detected.</li> <li>3. Add rinse agent.</li> <li>4. Verify dishwasher is connected to hot water supply plumbing.</li> </ol>
Dishes aren't getting clean enough	<ol style="list-style-type: none"> <li>1. Spray arm movement is obstructed.</li> <li>2. Spray arm nozzles clogged.</li> <li>3. Improper use of detergents.</li> <li>4. Filters could be clogged.</li> <li>5. Dishes are nested or loaded too close together.</li> <li>6. Selected wash cycle is not suitable for food soil conditions.</li> </ol>	<ol style="list-style-type: none"> <li>1. Ensure that spray arm movement is not blocked by hand rotating spray arms.</li> <li>2. Remove the spray arms and clean according to "Check/Clean the Spray Arm Nozzles" in Care and Maintenance section of this manual.</li> <li>3. Increase or decrease detergent depending on the water hardness. Refer to Table under "Adding Detergent and Rinse Agent".</li> <li>4. Clean the filter. Refer to "Check/Clean the Filter System" under Care and Maintenance section of this manual.</li> <li>5. Rearrange load such that water spray can reach all items in the dishwasher. See also "Preparing and Loading" section of this manual.</li> <li>6. Refer to "Wash Cycle" section in Operating the Dishwasher section of this manual.</li> </ol>

Problem	Cause	Action
Dishes are not getting dry enough	<ol style="list-style-type: none"> <li>1. Rinse agent dispenser is empty. (Rinse agent indicator is activated).</li> <li>2. Improper loading of dishes.</li> <li>3. Selected cycle does not include drying.</li> </ol> <p><i>Note: Plastic or Teflon do not typically dry as completely as other items due to their inherent properties.</i></p>	<ol style="list-style-type: none"> <li>1. Add rinse agent. The use of rinse agent improves drying.</li> <li>2. Rearrange load to ensure items are not nested. Refer also to the "Preparing and Loading" section of this manual.</li> <li>3. Rinse and Hold setting does not include drying cycle.</li> </ol> <p><i>Note: Select models offer an extra heating options to improve drying performance. Refer to "Wash Cycle options" under the Operating the Dishwasher section of this manual.</i></p>
Odor	<ol style="list-style-type: none"> <li>1. Food debris is present at the bottom of the dishwasher.</li> <li>2. Food particles are present near the door seal.</li> <li>3. Dishes left too long in unit before running a cycle.</li> <li>4. Residual water is present at the bottom of the dishwasher.</li> <li>5. Drain hose is obstructed.</li> </ol>	<ol style="list-style-type: none"> <li>1. Remove the filters and clean according to the "Check/Clean the Filter System" section of this manual.</li> <li>2. Refer to "Clean the Door Gasket and Door Seal" in the Care and Maintenance section of this manual.</li> <li>3. Run a Rinse/Hold cycle if you do not intend to immediately wash the dishes.</li> <li>4. Ensure the unit has completely drained from the last cycle. Refer to the "Canceling or changing the cycle" section of this manual.</li> <li>5. Remove any obstructions from the drain hose by calling qualified personnel.</li> </ol> <p><i>Note: If odor still persists, run the Normal/Regular cycle until it flushes and interrupt the cycle and place an 8 oz. cup of distilled white vinegar solution on the top rack and then finish the cycle.</i></p>
Dishwasher not filling with water	<ol style="list-style-type: none"> <li>1. Restriction in the water supply system.</li> <li>2. Previous wash cycle was not completed.</li> <li>3. Delay-start is active.</li> </ol>	<ol style="list-style-type: none"> <li>1. Ensure that the water supply valve (typically located under kitchen sink) is open and check that the water supply line has no kinks and clogs.</li> <li>2. Refer to the "Canceling or changing the cycle" section of this manual.</li> <li>3. Cancel the delay-start or wait until delay-start time completes (times out). Refer to the "Delay Start" section of this manual.</li> </ol>
Water Leaks	<ol style="list-style-type: none"> <li>1. Suds</li> <li>2. Door seal could be pulled away from track.</li> <li>3. Condensation vent is blocked.</li> <li>4. Improper installation.</li> </ol>	<ol style="list-style-type: none"> <li>1. Wrong type of detergent results in suds and leaks. Use only dishwasher detergents. If suds still persist, then add one tablespoon of vegetable oil at the bottom of the dishwasher and run the desired cycle.</li> <li>2. Ensure that door seal is in the track.</li> <li>3. Ensure that condensation vent is not blocked. Refer to "Loading Extra Tall Items" in the Preparing and Loading the Dishwasher section of this manual.</li> <li>4. Have proper installation verified by qualified personnel (water supply, drain system, leveling, plumbing).</li> </ol>
Tub stains	<ol style="list-style-type: none"> <li>1. Stains on the dishwasher interior are due to hardness of water.</li> <li>2. Silverware in contact with tub.</li> </ol>	<ol style="list-style-type: none"> <li>1. Concentrated Lemon juice can reduce the build up of hard water stains. Run a normal cycle until it flushes and interrupt the cycle and then place an 8 oz. cup of the concentrated lemon solution on the top rack and finish the cycle. This can be done periodically to avoid build up.</li> <li>2. Ensure that the silverware does not make contact with the tub while running a cycle.</li> </ol>

Problem	Cause	Action
Streaks on glassware or residue on the dishes	Incorrect rinse agent setting.	Depending on the hardness of water, adjust the rinse agent dispenser. Refer to "Adding Detergent and Rinse Agent" section in this manual for adjustment.
Fascia panel discolored or marked	Abrasive cleaner used.	Use mild detergents with soft damp cloth.
Noise during wash cycle	The dishes may not be arranged properly.	Water circulation sound is normal, but if you suspect items are banging into each other or into the spray arms, refer to the "Preparing and Loading" section of this manual for optimal arrangement.
Detergent dispenser cover will not shut	<ol style="list-style-type: none"> <li>1. Improper operation of detergent cover.</li> <li>2. Previous cycle has not been finished, reset, or cycle was interrupted.</li> </ol>	<ol style="list-style-type: none"> <li>1. Refer to "Adding Detergent and Rinse Aid" section of this manual for instructions on opening and closing the dispenser.</li> <li>2. Refer to the "Canceling or changing the cycle" section of this manual.</li> </ol>
Unable to select desired cycle	Previous cycle has not finished.	Refer to the "Canceling or changing the cycle" section of this manual.

## Customer Service

Your Bosch dishwasher requires no special care other than that described in the Care and Maintenance section. If you are having a problem with your dishwasher, before calling for service please refer to the Self Help section. If service is necessary, contact your dealer or installer or an authorized service center. Do not attempt to repair the appliance yourself. Any work performed by unauthorized personnel may void the warranty.

If you are having a problem with your Bosch dishwasher and are not pleased with the service you have received, please take the following steps until the problem is corrected to your satisfaction:

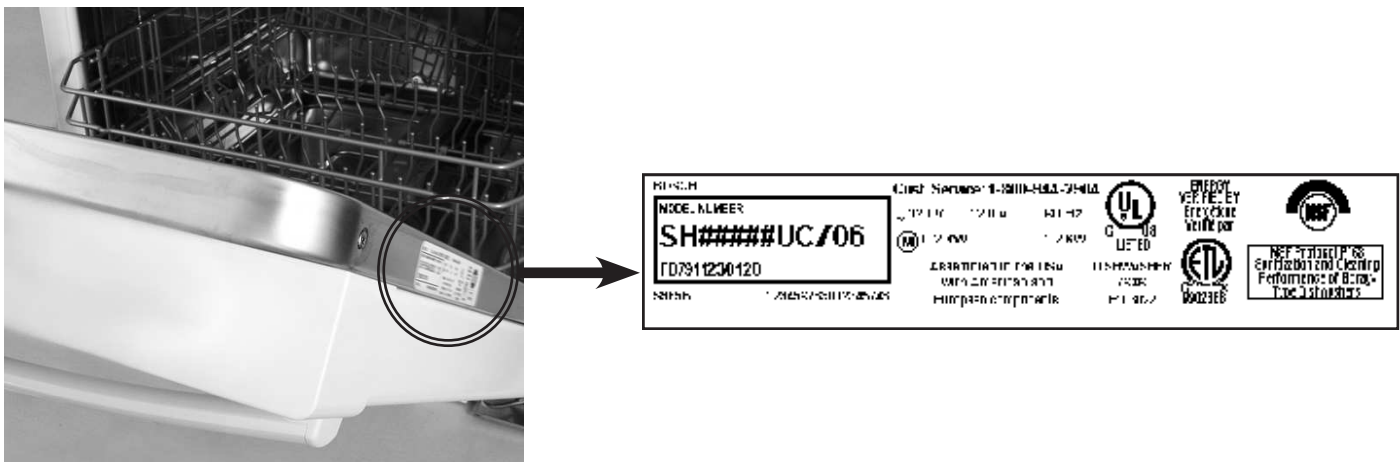
1. Contact your installer or the Bosch Authorized Service Contractor in your area.
2. Contact Customer Service from our website, [www.boschappliances.com](http://www.boschappliances.com).
3. Write us at the address below:

BSH Home Appliances, Corporation  
5551 McFadden Avenue  
Huntington Beach, CA 92649

4. Call us at 1-800-944-2904.

Please be sure to include your model information listed below as well as an explanation of the problem and the date it originated.

You will find the model and serial number information on the label located on the right edge of the dishwasher door as shown above.



Also, if you are writing, please include a daytime phone number where you can be reached.

Please make a copy of your invoice and keep it with this manual. The customer must show proof of purchase to obtain warranty service.

Your Model Information: \_\_\_\_\_

- Model Number \_\_\_\_\_
- Serial Number \_\_\_\_\_
- Date Purchased \_\_\_\_\_
- Date Installed \_\_\_\_\_

# Statement of Limited Product Warranty

## Bosch Dishwashers

**What this Warranty Covers & Who it Applies to:** The limited warranty provided by BSH Home Appliances ("Bosch") in this Statement of Limited Product Warranty applies only to Bosch dishwashers ("Product") sold to you, the first using purchaser, provided that the Product was purchased: (1) for your normal, household (non-commercial) use, and has in fact at all times only been used for normal household purposes; (2) new at retail (not a display, "as is", or previously returned model), and not for resale, or commercial use; and (3) within the United States or Canada, and has at all times remained within the country of original purchase. The warranties stated herein apply only to the first purchaser of the Product and are not transferable.

- Please make sure to return your registration card; while not necessary to effectuate warranty coverage, it is the best way for Bosch to notify you in the unlikely event of a safety notice or product recall.

**How Long the Warranty Lasts:** Bosch warrants that the Product is free from defects in materials and workmanship for a period of three hundred sixty five (365) days from the date of purchase. The foregoing timeline begins to run upon the date of purchase, and shall not be stalled, tolled, extended, or suspended, for any reason whatsoever. Labor and shipping costs are included in this basic coverage.

**Extended Limited Warranty:** Bosch also provides these additional limited warranties:

- **2 Year Limited Warranty:** Bosch will repair or replace any component that proves to be defective in materials or workmanship (excludes labor charges).
- **5 Year Limited Warranty on Electronics:** Bosch will repair or replace any Bosch microprocessor or printed circuit board if it proves to be defective in materials or workmanship (excludes labor charges).
- **5 Year Limited Warranty on Dish Racks:** Bosch will replace the upper or lower dish rack (excluding rack components), if the rack proves defective in materials or workmanship (excludes labor charges).
- **Lifetime Warranty against Stainless Steel Rust Through:** Bosch will replace your dishwasher with the same model or a current model that is substantially equivalent or better in functionality, if the inner liner should rust through (excludes labor charges). Bosch will replace the stainless steel door if the door should rust through (excludes labor charges).

The foregoing timeline begins to run upon the date of purchase, and shall not be stalled, tolled, extended, or suspended, for any reason whatsoever.

**Repair/Replace as Your Exclusive Remedy:** During this warranty period, Bosch or one of its authorized service providers will repair your Product without charge to you (subject to certain limitations stated herein) if your Product proves to have been manufactured with a defect in materials or workmanship. If reasonable attempts to repair the Product have been made without success, then Bosch will replace your Product (upgraded models may be available to you, in Bosch's sole discretion, for an additional charge). All removed parts and components shall become the property of Bosch at its sole option. All replaced and/or repaired parts shall assume the identity of the original part for purposes of this warranty and this warranty shall not be extended with respect to such parts. Bosch's sole liability and responsibility hereunder is to repair manufacturer-defective Product only, using a Bosch-authorized service provider during normal business hours. For safety and property damage concerns, Bosch highly recommends that you do not attempt to repair the Product yourself, or use an un-authorized servicer; Bosch will have no responsibility or liability for repairs or work performed by a non-authorized servicer. If you choose to have someone other than an authorized service provider work on your Product, THIS WARRANTY WILL AUTOMATICALLY BECOME NULL AND VOID. Authorized service providers are those persons or companies that have been specially trained on Bosch products, and who possess, in Bosch's opinion, a superior reputation for customer service and technical ability (note that they are independent entities and are *not* agents, partners, affiliates or representatives of Bosch). Notwithstanding the foregoing, Bosch will not incur any liability, or have responsibility, for the Product if it is located in a remote area (more than 100 miles from an authorized service

provider) or is reasonably inaccessible, hazardous, threatening, or treacherous locale, surroundings, or environment; in any such event, if you request, Bosch would still pay for labor and parts and ship the parts to the nearest authorized service provider, but you would still be fully liable and responsible for any travel time or other special charges by the service company, assuming they agree to make the service call.

**Out of Warranty Product:** Bosch is under no obligation, at law or otherwise, to provide you with any concessions, including repairs, pro-rates, or Product replacement, once this warranty has expired.

**Warranty Exclusions:** The warranty coverage described herein excludes all defects or damage that are not the direct fault of Bosch, including without limitation, one or more of the following: (1) use of the Product in anything other than its normal, customary and intended manner (including without limitation, any form of commercial use, use or storage of an indoor product outdoors, use of the Product in conjunction with air or water-going vessels); (2) any party's willful misconduct, negligence, misuse, abuse, accidents, neglect, improper operation, failure to maintain, improper or negligent installation, tampering, failure to follow operating instructions, mishandling, unauthorized service (including self-performed "fixing" or exploration of the appliance's internal workings); (3) adjustment, alteration or modification of any kind; (4) a failure to comply with any applicable state, local, city, or county electrical, plumbing and/or building codes, regulations, or laws, including failure to install the product in strict conformity with local fire and building codes and regulations; (5) ordinary wear and tear, spills of food, liquid, grease accumulations, or other substances that accumulate on, in, or around the Product; and (6) any external, elemental and/or environmental forces and factors, including without limitation, rain, wind, sand, floods, fires, mud slides, freezing temperatures, excessive moisture or extended exposure to humidity, lightning, power surges, structural failures surrounding the appliance, and acts of God. In no event shall Bosch have any liability or responsibility whatsoever for damage to surrounding property, including cabinetry, floors, ceilings, and other structures or objects around the Product. Also excluded from this warranty are scratches, nicks, minor dents, and cosmetic damages on external surfaces and exposed parts; Products on which the serial numbers have been altered, defaced, or removed; service visits to teach you how to use the Product, or visits where there is nothing wrong with the Product; correction of installation problems (you are solely responsible for any structure and setting for the Product, including all electrical, plumbing or other connecting facilities, for proper foundation/flooring, and for any alterations including without limitation cabinetry, walls, floors, shelving, etc.); and resetting of breakers or fuses.

**TO THE EXTENT ALLOWED BY LAW, THIS WARRANTY SETS OUT YOUR EXCLUSIVE REMEDIES WITH RESPECT TO PRODUCT, WHETHER THE CLAIM ARISES IN CONTRACT OR TORT (INCLUDING STRICT LIABILITY, OR NEGLIGENCE) OR OTHERWISE. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED. ANY WARRANTY IMPLIED BY LAW, WHETHER FOR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OR OTHERWISE, SHALL BE EFFECTIVE ONLY FOR THE PERIOD THAT THIS EXPRESS LIMITED WARRANTY IS EFFECTIVE. IN NO EVENT WILL THE MANUFACTURER BE LIABLE FOR CONSEQUENTIAL, SPECIAL, INCIDENTAL, INDIRECT, "BUSINESS LOSS", AND/OR PUNITIVE DAMAGES, LOSSES, OR EXPENSES, INCLUDING WITHOUT LIMITATION TIME AWAY FROM WORK, HOTELS AND/OR RESTAURANT MEALS, REMODELLING EXPENSES IN EXCESS OF DIRECT DAMAGES WHICH ARE DEFINITELY CAUSED EXCLUSIVELY BY BOSCH, OR OTHERWISE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, AND SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. No attempt to alter, modify or amend this warranty shall be effective unless authorized in writing by an officer of BSH.**

**How to Obtain Warranty Service:** TO OBTAIN WARRANTY SERVICE FOR YOUR PRODUCT, YOU SHOULD CONTACT THE NEAREST BOSCH AUTHORIZED SERVICE CENTER, OR CALL 800-944-2904, or write Bosch at: BSH Home Appliances - 5551 McFadden Avenue, Huntington Beach,