

Technical Service Bulletin:

# A3 / E3 Error Code Troubleshooting

Models: C1210ESC, C1210ES, C1050ES, C950ES, 940ES, 940ESO, 830ES



# BOSCH

## Introduction

The following procedures are for gathering information to assist Bosch Tech Support in determining the cause and solution to the problem. Unplug power cord and remove outer and inner covers from heater (refer to Installation Manual).

**Note: The following bulletin applies only to serial numbers up to FD986**

## Error code explanation:

A3 error code: Open jumper circuit

E3 error code: Incorrect resistance in jumper circuit

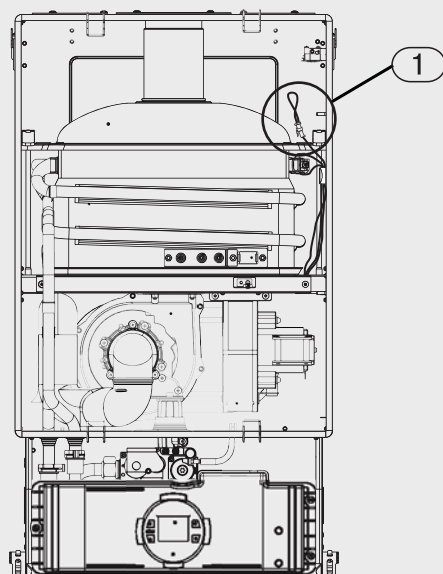
## Tools needed:

- ▶ Phillips head screwdriver
- ▶ Ohmmeter

## Troubleshooting procedure

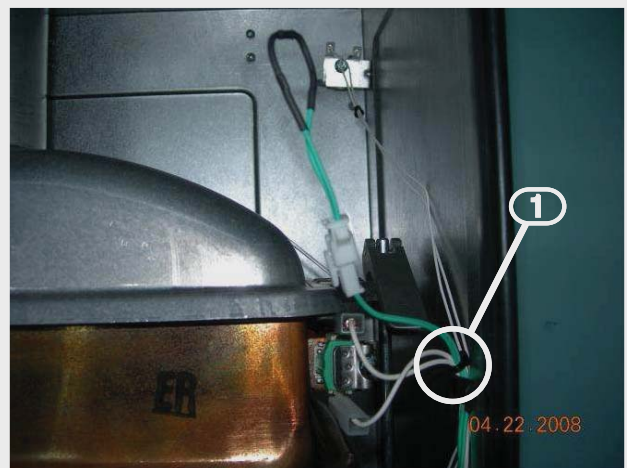
1. Check position of jumper at top right of heat exchanger plugged into connector on green wires (Fig. 1, pos.1).

Figure 1



If jumper is near heat exchanger or flue gas collector, move jumper to the right and tuck wires into clip on right side to prevent jumper from overheating (Fig. 2, pos. 1).

Figure 2



2. Check that jumper is connected tightly to connector. Disconnect and reconnect to improve connection.
3. Check for correct appliance type setting (model 830ES skip this step):
  - a. Plug in heater's power cord and place heater into diagnostic mode (refer to manual section 6.7).
  - b. Push "+" button until "P7" is displayed.
  - c. Push "P" button. Display should read "NO" or "NC".
  - d. If display reads "Cd", push "+" button until "NO" is displayed. Push "P" button for 5 seconds to save correct appliance type.
  - e. Push power button to "off" position and back to "on" position.

**Before proceeding to the next step, plug in power cord and reset the heater to see if error code has cleared. If error code will not clear or occurs again during operation, move to step 4.**

4. Remove control unit from heater and reseal wire connector on circuit board:
  - a. Unplug heater's power cord.
  - b. Remove 3 screws attaching control unit to heater.
  - c. Turn control unit over.
  - d. Remove 6 screws attaching rear cover to control unit.
  - e. Remove rear cover.
  - f. Locate shorter of 2 multiple wire connectors on edge of circuit board (Fig. 3, pos.1).
  - g. Remove and reinstall connector onto edge of board to improve the electrical connection.

**Figure 3**

5. Ensure power cord is still unplugged or push power button to "off" position. Disconnect jumper from connector and measure resistance through jumper.
  - a. If less than 115 or greater than 125 ohms, jumper is faulty.
  - b. If between 115 and 125 ohms, contact Bosch Tech Support for further instructions.

**BOSCH**

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