

# Service Bulletin EP-02

Models: AE115, AE125, RP17PT, RP27PT

## Neon Light On - Water Not Hot



# BOSCH

### PowerStar AE115 & AE125 Powerstream Pro RP17PT & RP27PT



#### WARNING

ELECTRICITY IS EXTREMELY DANGEROUS. TAKE EXTRA PRECAUTIONS AND ENSURE ALL CIRCUIT BREAKERS ARE OFF BEFORE PERFORMING ANY WORK ON THE HEATER.

#### Neon Light On - Water Not Hot

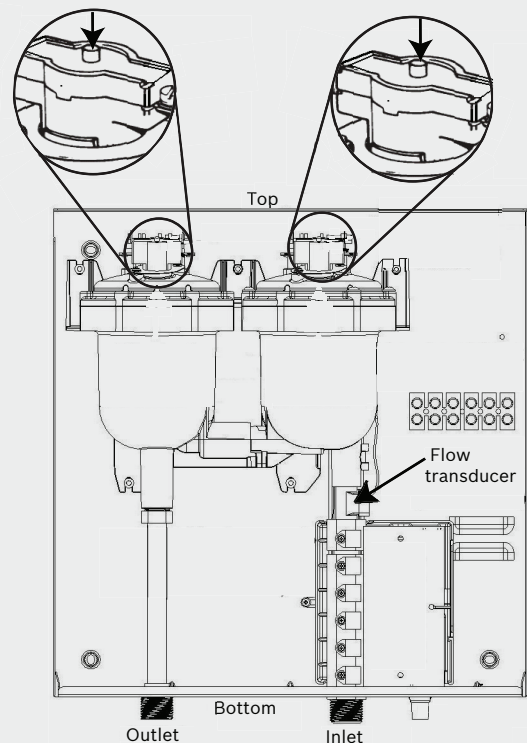
1. Temperature control dial is set too low. Turn temperature control dial clockwise for hotter water.
2. Verify plumbing connections are correct. Inlet water supply must be connected to the inlet side of the heater (marked blue, on right side)
3. Water flow is too high or inlet water temperature is too cold. Reduce water flow, see installation manual Graph 1, page 8.
4. One of the power supplies is not on. Check the supply voltages to the heater and rectify if necessary.
5. The incoming voltage has dropped. This is likely an issue with power supplied to the building. Measure voltage with heater running at maximum flow and maximum temperature setting.

**Note:** Units rated for 240VAC can operate at 220VAC or 208VAC with reduced output. The output will vary in accordance with the following ratios in Table 1 below.

Table 1			
Volts	208	220	240
Output ratio	.75	.84	1.0

6. One or more of the heater module thermal cutouts has tripped. Turn off power supply to heater, remove cover and reset by pushing button on top of thermal cutout. See Fig. 1. If button clicks when pushed in, thermal cutout has tripped.

Figure 1

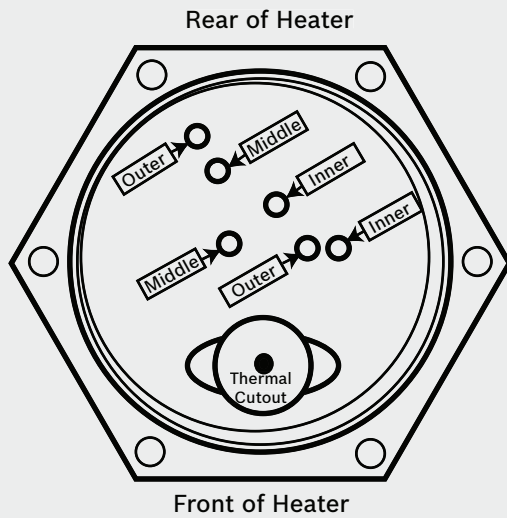


7. If thermal cutouts did not reset, check resistance of cutouts on each heating module. Take readings across the upper wire connections or the lower wire connections. Models AE115 and RP17PT only have lower wire connections. Resistance should be less than 0.5 ohms ( $\Omega$ ). If "open" or more than 0.5 ohms ( $\Omega$ ), thermal cutout may need to be replaced.

8. Element failure. Turn power supply to heater off, remove front cover and verify correct resistance of each element. See Figures 2 and 3 for proper test points and resistance values. Models AE115 and RP17PT do not have middle elements. If values are different, call Bosch Technical Support.

Figure 2

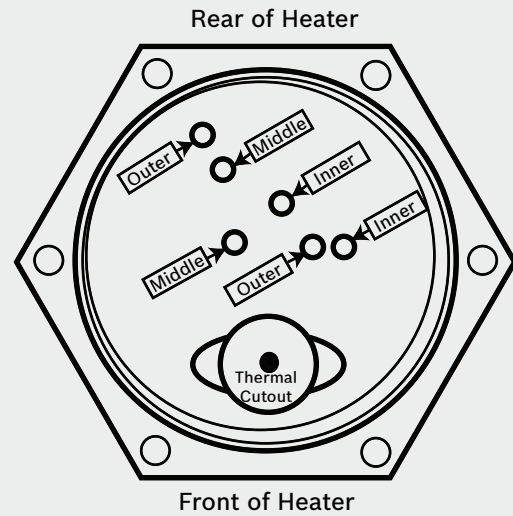
**LEFT MODULE Top View**



Meter probes	Ohm reading ( $\Omega$ )
Outer to Outer	$10.5 \pm 0.5$ Ohms
Middle to Middle	$11.5 \pm 0.5$ Ohms
Inner to Inner	$15.0 \pm 1.0$ Ohms

Figure 3

**RIGHT MODULE Top View**



Meter probes	Ohm reading ( $\Omega$ )
Outer to Outer	$10.5 \pm 0.5$ Ohms
Middle to Middle	$11.5 \pm 0.5$ Ohms
Inner to Inner	$21.0 \pm 1.0$ Ohms



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