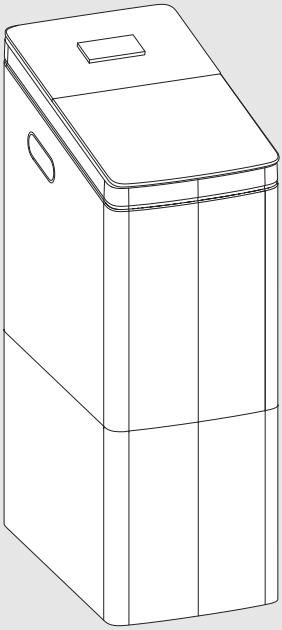
BOSCH

Installation and operating instructions

Water softener
Aqua 4000, 5000, 8000i S

AQ 4000 S 9, 14, 22, 26L | AQ 5000 S 9, 14, 18L | AQ 8000i S 9, 14, 18, 22, 26L



6721851988 (2025/02) BD-en

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1 Explanation of symbols and safety instructions

1.1 Explanation of symbols

Warnings

In warnings, signal words at the beginning of a warning are used to indicate the type and seriousness of the ensuing risk if measures for minimizing danger are not taken.

The following signal words are defined and can be used in this document:

DANGER

DANGER indicates that severe to life-threatening personal injury will occur.

WARNING

WARNING indicates a hazardous situation which, if not avoided, could result in serious personal injury or danger to life.

CAUTION

CAUTION indicates a hazardous situation which, if not avoided, could result in minor to moderate personal injury.

NOTICE

ATTENTION indicates that material damage may occur.

Important information

The info symbol indicates important information where there is no risk to people or property.

Additional symbols

Symbol	Meaning
▶	a step in an action sequence
→	a reference to a related part in the document
•	a list entry
–	a list entry (second level)

Table 1

1.2 General safety instructions

⚠ General description

These installation instructions are directed to the user of the device, approved gas, water and heating engineers and electricians.

- ▶ Read and keep the operating instructions (device, heating controller, etc.) before operation.
- ▶ Read the installation instructions (device, etc.) before installation.
- ▶ Observe the safety and warning instructions.
- ▶ Follow applicable national and regional regulations, technical regulations and guidelines.
- ▶ Document all work performed.
- ▶ For all sweat-solder connections use only lead-free solders and flux, as required by national and regional regulations.
- ▶ Handle Water Softener with care. Do not turn it upside down, drop, or set on sharp protrusions.
- ▶ Avoid installing the device in direct sunlight. Excessive sun heat may cause distortion or other damage to non-metallic parts.
- ▶ The Water Softener requires a minimum water flow of 11 L per minute at the inlet. Maximum allowable inlet water pressure is 5 bar. If daytime pressure is over 3 bar, nighttime pressure may exceed the maximum. If necessary, use a pressure reducing valve (adding a pressure reducing valve may reduce the flow). If your home is equipped with a back flow preventer, an expansion tank must be installed in accordance with local codes and laws.
- ▶ The Water Softener works on 12V DC electrical power, supplied by a direct plug-in power supply (included). Be sure to use the included power supply and plug it into a nominal 220 - 240V, 50 Hz household outlet that is properly protected by an over-current device such as a circuit breaker or fuse.
- ▶ Do not use this system to treat water that is micro-biologically unsafe or of unknown quality without adequate disinfection before or after the treatment.

⚠ Important information for the user

If you are uncertain about how to run the unit, please contact the installation personnel.

⚠ WARNING

To prevent electric shock or fire:

- ▶ Do not wash the electric box of the unit.
- ▶ Do not operate the unit with wet hands.
- ▶ Do not place any items that contain water on the unit.
- ▶ Do not connect the power plug with step-up transformer.

NOTICE

- ▶ Do not place any object or equipment on top of the unit.
- ▶ Do not sit, climb, or stand on the unit.
- ▶ Do not trample on the unit.

⚠ Intended use

The Water Softener is exclusively intended to be used in households and in similar applications such as:

- Staff kitchen areas in shops, offices and other working environments.
- Farmhouses and by clients in hotels, motels and other residential environments.
- Catering and similar non-retail applications.

The Water Softener:

- Must not be immersed.
- Must not be cleaned with a jet wash.
- Must not be used in places where potentially explosive or flammable substances (e.g., gases, liquids, or dusts) are stored or present.

Using the Water Softener for any other purpose is considered incorrect usage. Bosch accepts no liability for any damage resulting from such use.

⚠ Inspection, cleaning and maintenance

For safe and environmentally compatible operation, maintenance and cleaning must be carried out at least once every 12 months in accordance with chapter 8.1.

The user is responsible for ensuring the heating system is safe and environmentally compatible.

Missing or inadequate inspection, cleaning and maintenance can lead to bodily injury and up to the danger of death and property damage.

We recommend the signing of a contract for the annual inspection and responsive maintenance with a specialized and authorized contractor.

The work can only be carried out by a specialized and authorized contractor that has to carry out all the work and immediately eliminate the detected faults.

Function check

- ▶ Check all safety, regulating and control elements.

⚠ Conversion and repairs

Unprofessional modifications to the device or other parts of the system can result in personal injury and/or material damage.

- Have work carried out only by an approved contractor.
- Never remove the casing of the device.
- Never carry out any modifications to the device or to other parts of the system.

⚠ Safety of electrical devices for domestic use and similar purposes

The following requirements apply in accordance with EN 60335-1 in order to prevent hazards from occurring when using electrical appliances:

"This appliance can be used by children of 8 years and older, as well as by people with reduced physical, sensory or mental capabilities or lacking in experience and knowledge, if they are supervised and have been given instruction in the safe use of the appliance and understand the resulting dangers. Children shall not play with the appliance. Cleaning and user maintenance must not be performed by children without supervision."

"The power cable cannot be replaced. If the cable is damaged the appliance should be scrapped."

Use only the power supply unit provided with the appliance.

⚠ Danger of injury through explosion of batteries

Usage of incorrect types of batteries may cause them to explode.

- Use only 6LR61 9V batteries for this device.
- Replace used batteries only with new batteries of same type.
- Do not recharge non-rechargeable batteries.
- Dispose of used batteries in according to environmental instructions.
- Replace the batteries if the device is stored and unused for 5 or more years.
- Check if the supply terminals are not short-circuited.

2 Regulations

In order to ensure installation and operation of the product in accordance with the regulations, please observe all the applicable national and regional regulations as well as all technical rules and guidelines.

- The total dissolved iron and manganese may not exceed 0.1 mg/L. The inflow water must always be free of air bubbles. Install a bleed device if necessary.
- The inflow water must always meet the specifications of the Trinkwasserverordnung (German Drinking Water Ordinance, only applicable for Germany) or EU directive 98/83/EC.
- DIN EN 806 (technical regulations for drinking water installations) must be observed when installing and commissioning the unit.
- If the water pressure in the inlet pipe is more than 5 bar a pressure regulator must be placed in accordance with DIN 1988 and DIN EN 806 before installing the unit.
- According to DIN EN 806 and DIN 1988 water softeners must be inspected and maintained regularly.
- Commissioning and work on the unit may only be carried out by installation companies that are registered in an installation directory of a water supply company in accordance with §12 (2) ABVWasserV (only applicable for Germany).
- The operator or owner of the system must observe the notification and information obligations resulting from §13, §16 and §21 TrinkwV:2001 (only applicable for Germany).
- The drain and overflow pipes to be drained must be connected with a free outlet according to DIN EN 1717.

3 Product Information

Device types may vary according to your country/region.

3.1 Declaration of conformity

The design and operating characteristics of this product comply with the European and national requirements.

CE The CE marking declares that the product complies with all the applicable EU legislation, which is stipulated by attaching this marking.

The complete text of the Declaration of Conformity is available on the Internet: worcester-bosch.co.uk.

3.2 Product Information

3.2.1 Scope of delivery (series 4000; 8000 22 L, 26 L)

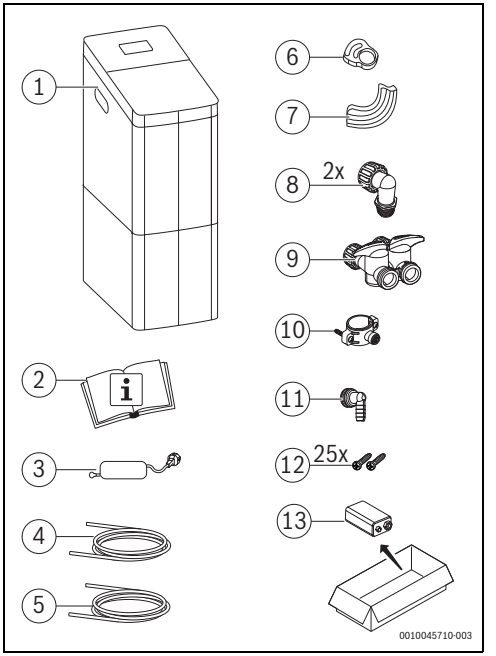


Fig. 1 Scope of delivery

[1] Water Softener
[2] User manual
[3] Power adapter
[4] Hose 3.5 m
[5] PE pipe 3.5 m
[6] Hose pipe clamp
[7] PE pipe elbow clip
[8] Water elbow fittings
[9] Bypass valve assembly
[10] Waste water pipe clamp
[11] Overflow elbow
[12] ST3.9*25 screws
[13] Battery

3.2.2 Scope of delivery (series 5000; 8000 9 L, 14 L, 18L)

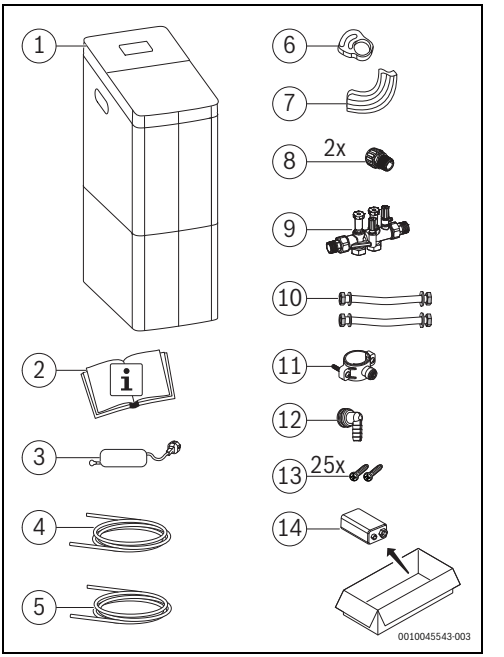


Fig. 2 Scope of delivery

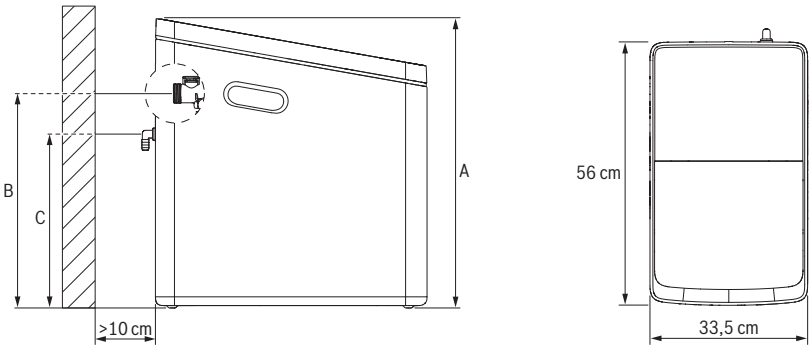
[1] Water Softener
[2] User manual
[3] Power adapter
[4] Hose 3.5 m
[5] PE pipe 3.5 m
[6] Hose pipe clamp
[7] PE pipe elbow clip
[8] Water fittings
[9] Metal bypass valve
[10] Metal hose
[11] Waste water pipe clamp
[12] Overflow elbow
[13] ST3.9*25 screws
[14] Battery

3.3 Data plate

The data plate of the Water Softener is located at the rear of the product under the bypass valve assembly.

You can find the appliances specifications and serial number in the data plate. In models that include connectivity, you'll also find the QR-code for internet commissioning.

3.4 Dimensions



(cm)	9 L	14 L	18 L	22 L	26 L
A	59,3	84,5	84,5	112,8	112,8
B	44 (+/- 0,5)	66,5 (+/- 0,5)	66,5 (+/- 0,5)	95 (+/- 0,5)	95 (+/- 0,5)
C	36	61,2	61,2	89,5	89,5

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Fig. 3 Water Softener top, side and front view (cm)

3.5 Product overview

3.5.1 Product overview (series 4000; 8000 22 L, 26 L)

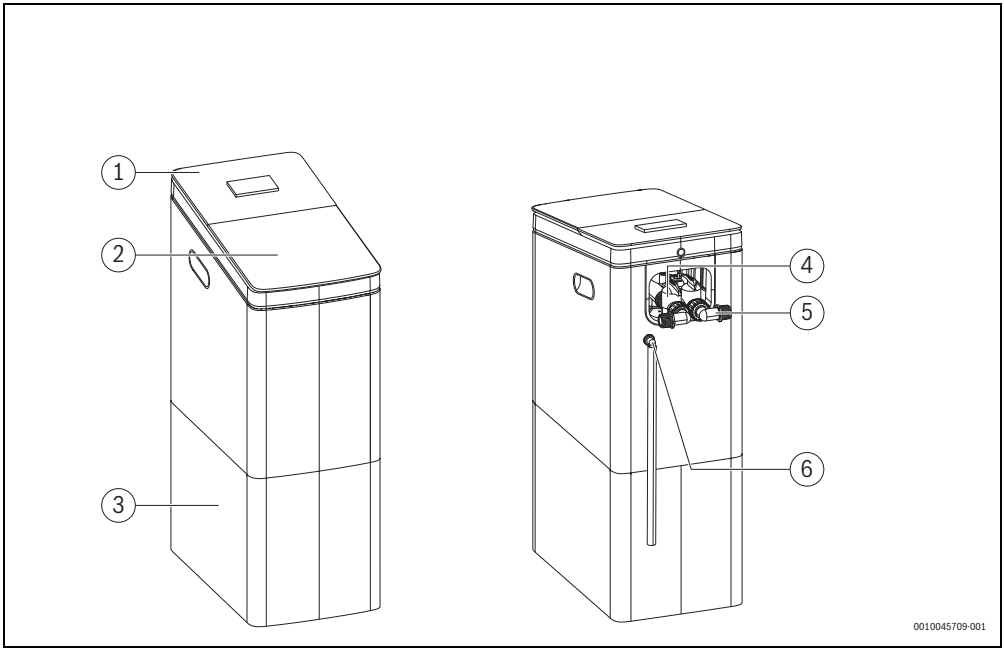

Fig. 4 Product overview

[1] Top cover
[2] Brine tank lid
[3] Brine tank
[4] Water inlet
[5] Water outlet
[6] Water overflow

3.5.2 Product overview (series 5000; 8000 9 L, 14 L, 18 L)

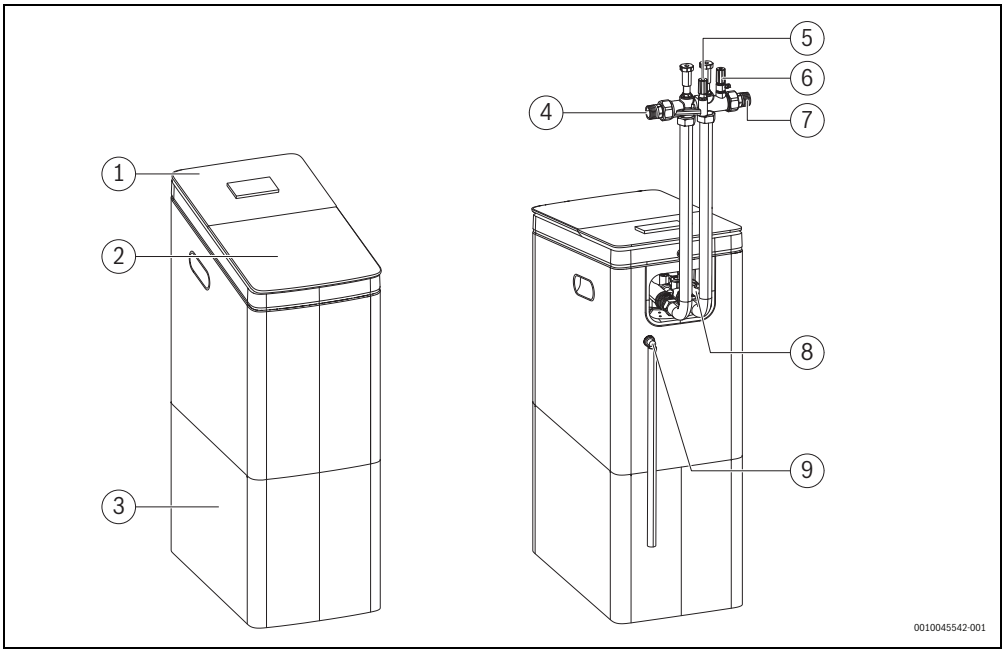

Fig. 5 Product overview

[1] Top cover
[2] Brine tank lid
[3] Brine tank
[4] Water inlet
[5] Blend adjusting knob
[6] Sampling knob
[7] Water outlet
[8] Outfall
[9] Overflow elbow

Devices intended for water softening through ion exchange technology.

4 Pre-installation

Tools and parts needed

Assemble the required tools before starting installation. Read and follow instructions provided with any tools listed here.

- Spanner
- Pipe wrench
- Tape measure
- Cutter
- Tubing cutter
- Multimeter
- Percussion drill
- Claw hammer

If using other

- Select other pipes and components suitable for the potable water supply in accordance with the applicable standards and guidelines.

4.1 Location

Location requirements

Consider the following when selecting an installation location for the Water Softener:

- This appliance is intended for indoor installation. Make sure to install it in a place that has the necessary environmental and safety conditions.
- This product must be installed at a minimum distance of 10 cm from the wall. There must be a minimum distance of 1m between the top of the product and any barriers.
- Avoid using and storing the Water Softener in the following places:
  - Places exposed to strong sunlight.
  - Places with temperature below 5 ℃ or above 40℃.
  - Places with high temperature or strong magnetic equipment nearby.
  - Damp or dusty environments.

WARNING

Damage to the product!

The non-compliance with the instructions mentioned above can cause:

- Product damage.
- Aging of the appliance's components.
- Damage to the filter material.
- Fire.
- Circuit failure.

- To condition all the water supplied to the household, install the appliance close to the water supply inlet, and upstream from all other plumbing connections (except outside water pipes).
- Outdoor faucets should remain on hard water to avoid wasting conditioned water and salt.
- Install the Water Softener close to a floor drain to carry away regeneration discharge (drain) water. Use a floor drain, laundry tub, sump, standpipe, or other options that comply with local codes.
- The length of the adapter cord of the Water Softener is 1.5 m. Install the appliance 1.5 m away, at maximum, from a 220V power socket.
- Make sure that the power socket and the adapter are placed indoors to protect the Water Softener from damp weather.

5 Installation (only for specialised and qualified technicians)

5.1 Installation notices

The appliance must be installed by a professional technician of local distribution.

The installation of a particle filter on the Water Softener is recommended. Please install it 1 m before the appliance.

NOTICE

- Please remove all plastic containers and packaging from the inside of the appliance before installation.

Do not use treated or desalinated water to fill in heating systems with aluminium heat exchangers.

5.2 Turn off water supply

1. Close the main water supply valve, located near the water meter.
2. Shut off the electric or fuel supply to the water heater.
3. Open all faucets to drain all water from house pipes.

NOTICE

- Be sure not to drain water from the water heater, as damage to the water heater elements could result.

5.3 Bypass valve installation

NOTICE

Possible damage to the appliance!

To prevent any damage to the appliance:

- When opening the top cover lid, make sure that the brine tank lid is closed. Opening both lids at the same time, may result in damage and scratching.

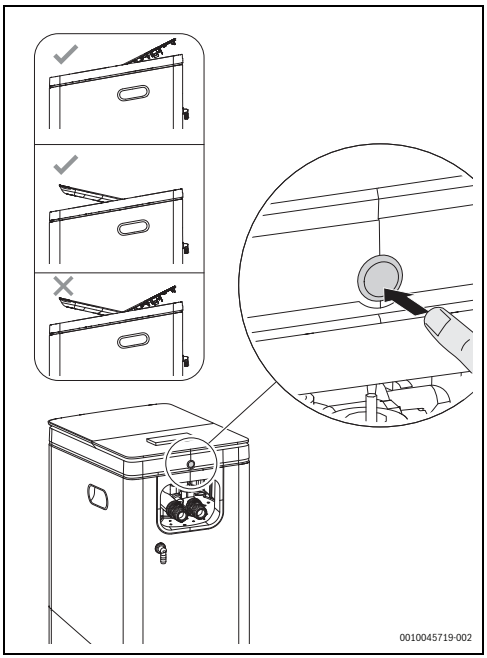

Fig. 6 Opening the lids

5.3.1 Bypass valve installation for series 4000 and series 8000 22 L, 26 L

Please proceed with the following steps to install the bypass valve in the 4000 and 8000 22 L and 26 L series:

1. Press the button located in the middle of the rear side of the Water Softener. The top cover automatically opens.
2. Carefully, open the top cover control panel and turn it over 180 degrees. Then, put it on the flip cover. The lid does not have soft closing.
3. Insert the bypass valve into the inlet and outlet pipes of the control valve of the Water Softener

The arrows on the bypass valve and on the control valve that represent the water flow should be pointing in the same direction.

4. Tighten the nuts of the bypass valve to secure this valve into place.
5. Insert the elbow connectors into the bypass valve.
6. Tighten the nuts of the elbow connectors to secure the connectors into place.
7. Then, connect the inlet and outlet water pipes to the elbow connectors.

5.3.2 Bypass valve and hose installation for series 5000 and series 8000 9 L, 14 L, 18 L

To install the metal bypass valve and the metal hose, please proceed with the following steps:

1. Press the button located in the middle of the rear side of the Water Softener. The top cover automatically opens.
2. Carefully, open the top cover control panel and turn it over 180 degrees. Then, put it on the flip cover. The lid does not have soft closing.
3. Insert the rubber gaskets into the nuts of the metal valve and tighten them to secure into place.

Make sure you have installed the waterproof rubber gaskets into the bypass valve, before proceeding.

4. Insert the bypass valve into the water pipes and tighten to secure.

Use a wrench to tighten and ensure that the bypass valve is secured to the water pipes.

5. Connect the metal hoses to the bypass valve and tighten them to secure into place.
6. Then, connect the metal hoses to the water fittings and tighten them to secure.
7. Connect the water fittings to the water inlet and outlet of the control valve and tighten to secure into place.

5.4 Power adapter and battery

NOTICE

Make sure all the lead wire connectors are secured to the back of the electronic board. All wiring must be separated from the valve gear and motor area, which rotates during regenerations.

It's necessary to debug the Water Softener before installing the power adapter and the battery.

To install the power adapter and battery, please proceed with the following steps:

1. Connect the terminal of the power adapter to the power connector of the control valve. Insert it into the limit slot in the middle frame and then close the top cover (→Fig. 7).

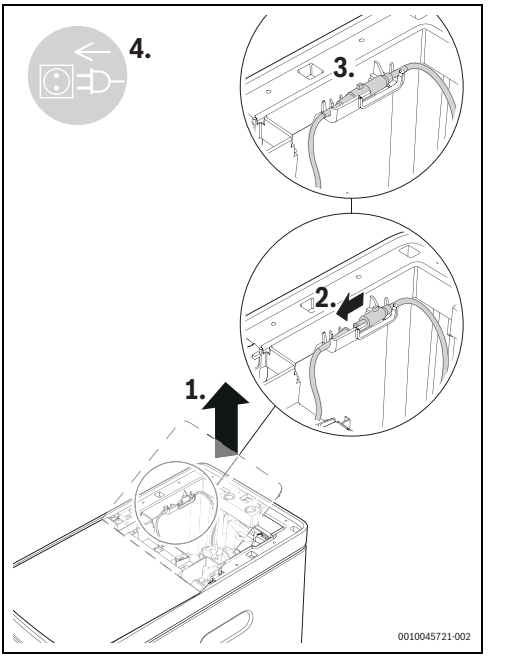

Fig. 7 Connecting the terminal of the power adapter

2. Open the top cover and connect the 6LR61 9V battery to the valve (→Fig. 8).

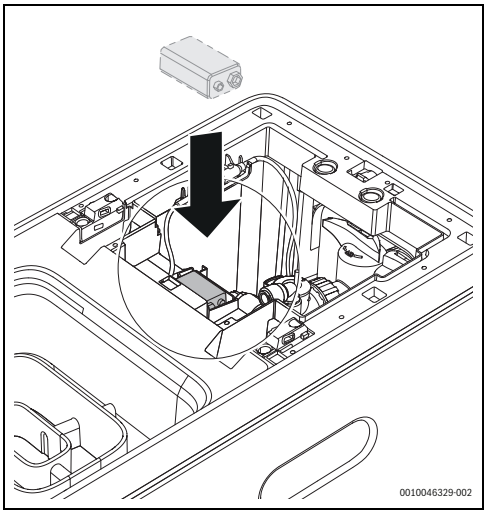

Fig. 8 Connecting the battery

NOTICE

The power adapter can only be used with the GM39-120200-2DE provided with the Water Softener.

Please read and save the following recommendations:

- Use a 9V battery that conforms with battery standards.
- Please install and use the battery, correctly.
- Make sure that the battery is inserted with the correct polarity.
- Make sure polarity is maintained while replacing batteries.
- Non-rechargeable batteries cannot be recharged.
- Rechargeable batteries need to be removed from the Water Softener before being charged.
- Depleted batteries need to be removed from the Water Softener, and safely disposed of.
- If the appliance is not used or is stored for a long period of time, the batteries should be removed.
- Do not use modified or damaged batteries.
- Do not mix used or different types of batteries with new batteries.
- Do not short-circuit the supply terminals.
- The battery must be removed from the appliance before the appliance is disposed of.
- The battery needs to be disposed of safely.

It's necessary to attach the power adapter to a wall with screws. The screws are included in the scope of delivery.

To attach the power adapter to a wall, please follow the next steps (→Fig. 9):

1. Drill the wall.
2. Insert the screws into the designated holes of the power adapter.
3. Tighten the screws to the adapter and make sure that the adapter is secured to the wall.

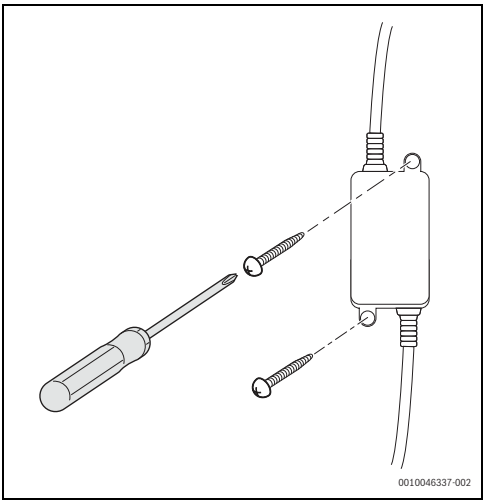

Fig. 9 Tightening the screws

5.5 Drainpipe installation

To install the drainpipe proceed with the following steps:

1. Remove the clamp on the drain plug, located in the bypass valve of the Water Softener.
2. Insert the PE pipe, at least 15 mm in to avoid leakage, and fix it with the clamp.
3. Adjust the direction of PE pipe with a 90°PE pipe clamp.

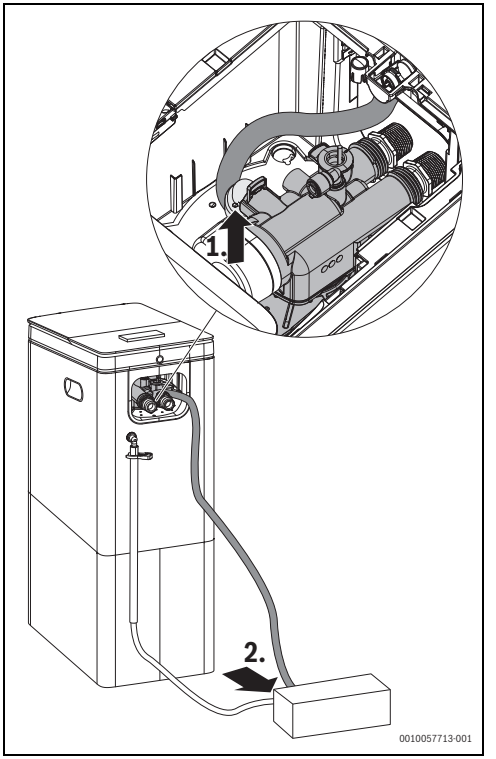

Fig. 10 Installing the drainpipe

5.6 Overflow elbow pipe

To install the overflow elbow pipe, please proceed with the following steps:

1. Insert the elbow into the appliance.
2. Insert the clamp into the hose.
3. Insert the hose into the overflow elbow.

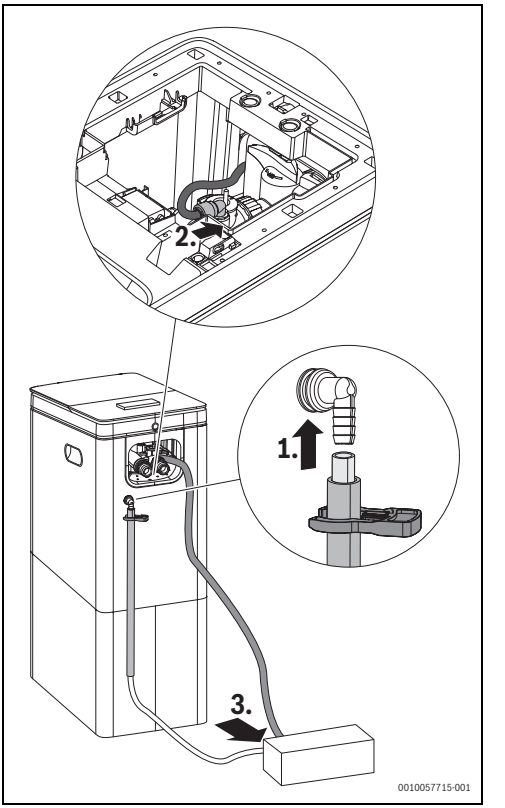

Fig. 11 Inserting the hose on the overflow elbow

4. Lock the clamp to secure the hose in place and then insert the overflow elbow into the overflow hole of the Water Softener.

5. Install the drainpipe and the overflow pipe at the same time. Make sure to secure them after inserting them into the drain hole, for example a floor drain.

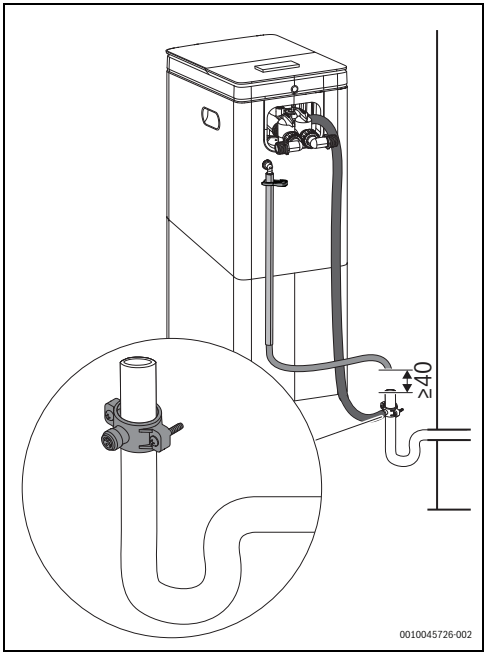

Fig. 12 Installing the overflow pipe and drainpipe at the same time

NOTICE

Siphoning!

To prevent siphoning:

- Make sure that there is, at least, a 40 mm gap between the end of the hose and the drain hole.

The drain and overflow pipes to be drained must be connected with a free outlet according to DIN EN 1717. It is recommended to use a siphon to install the drainage system. The siphon is not included in the scope of delivery.

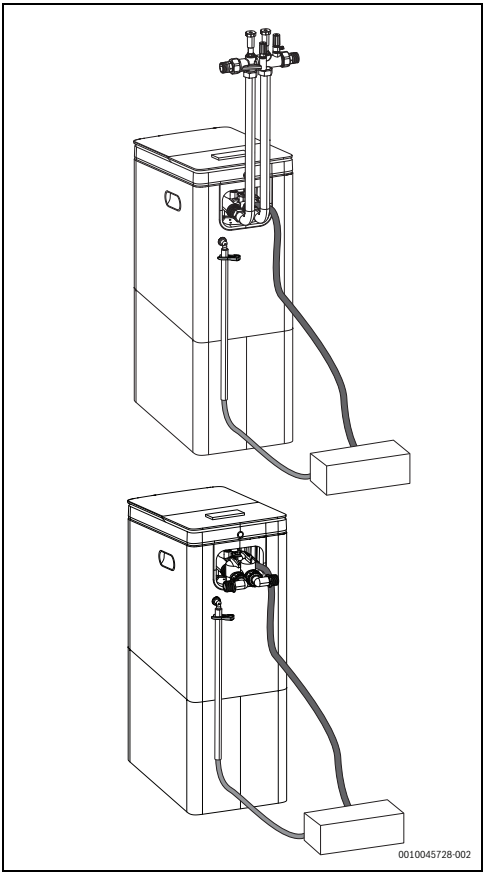

Fig. 13 Overview of the overflow elbow pipe and waste pipe after installation

For smooth drainage, avoid pressing the pipes.

5.7 Waste pipe clamp

To install the waste pipe clamp, follow the next steps:

1. Pass the square gasket through the PE pipe and place it on the inner wall of the waste pipe clamp.
2. Insert the wastewater PE pipe into the quick connector on the waste water pipe clamp and secure it with the clip pin.

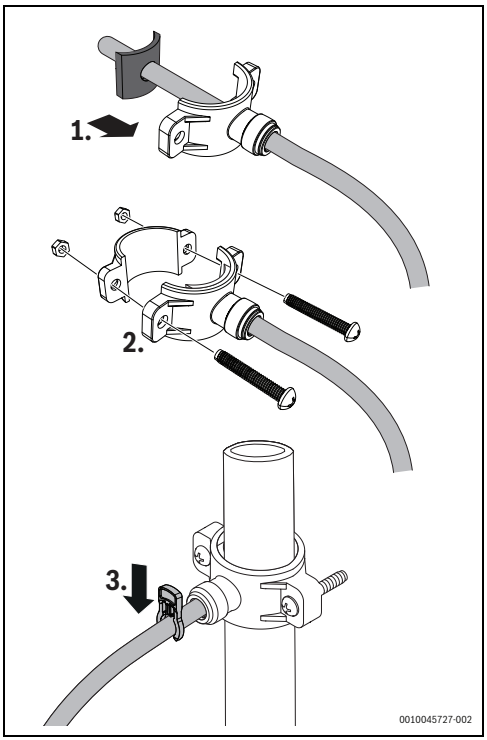

Fig. 14 Installing the waste pipe clamp

Make sure the PE pipe is inserted at least 15 mm into the clamp to avoid leakage.

3. Turn the hole at the corresponding position of the sewer pipe with a drill to ensure that the PE pipe can be inserted.
4. Connect the two halves of the waste pipe clamp with nuts and screws.
5. Fasten the nuts to make sure its fully secured.

5.8 Water inlet and outlet pipes

In order to install the water inlet and outlet pipes, you will need pipes and joints. These accessories are not included in the scope of deliver.

To install the water inlet and outlet pipes, please proceed with the following steps:

1. Turn off the valve of the indoor main water pipe and turn on the faucet to relieve pressure in the pipes.

If welding is used to install the inlet and outlet pipes, the welding needs to be completed before the pipes are connected to the Water Softener. The heat generated by welding will damage the plastic parts.

2. Connect the inlet and outlet pipes to the respective water inlet and outlet of the bypass valve.

Make sure not to install them in reverse and use the bypass valve.

3. Use the removable hose assembly to connect the product to a water source.

When using the removable hose assembly make sure to use a new hose assembly. Do not use the old hose assembly.

4. Wrap the PTFE tape around the threaded connection between the inlet and outlet pipes.
5. After connecting the inlet and outlet pipes to the machine, they must be secured so that the bypass valve does not bear the weight.

Be sure to fit in, align and support all plumbing to prevent putting stress on the water softener valve inlet and outlet. Undue stress from misaligned or unsupported plumbing may cause damage to the valve.

NOTICE

- The inlet and the outlet are marked on the water softener valve. Trace the water flow direction to ensure that hard water is flowing through the inlet.

6 Commissioning

NOTICE

Appliance malfunction!

The incorrect performance of this operation can lead to equipment failures that are not covered by the manufacturer's warranty.

- A specialized and qualified person must do commissioning.

6.1 Commissioning of the Water Softener

To commission the Water Softener, please proceed with the following steps:

1. Test the water hardness level.
2. Install the battery.
3. Turn on the appliance.
4. Configure the language, time and water hardness.
5. Turn the bypass valve of the machine into “bypass” position. Then, open the water supply (water inlet) and the faucet located near the water outlet.
6. Flush out any impurities in the pipeline and then, turn off the faucet.
7. Turn the bypass valve into the “working” position and turn on the water inlet valve by 1/4. Open the faucet near the water outlet again and wash for 8-10 minutes.
8. If the water flow is stable and there are no bubbles, turn off the faucet and fully open the water supply (water inlet).
9. If there is no leakage, add the salt into the salt tank.
10. Then, perform the flushing.
11. Adjust the blend knob and test the water hardness according to the instructions until the desired hardness level is reached.

The flushing can be performed automatically or manually.

It’s recommended to perform the flushing automatically (→ Chapter 7.2.5, page 28). To perform a manual flushing, please see (→Chapter 6.2.1, page 19).

12. After flushing, the appliance is ready to be used.

6.1.1 Handle position

The position of the handle when the bypass valve is in the working or bypass position is the following:

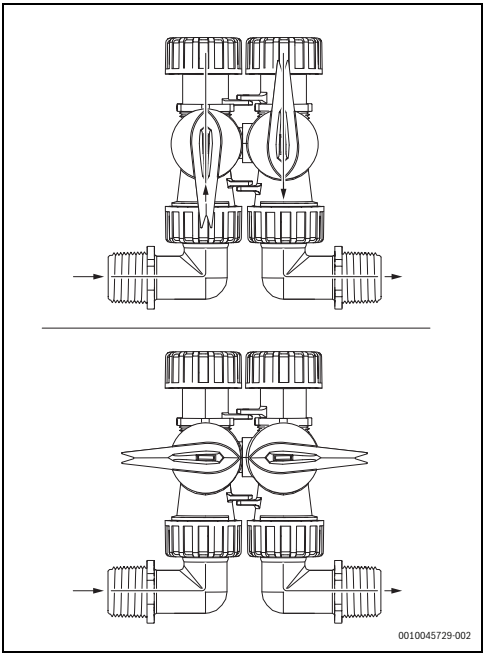

Fig. 15 Handle position for series 4000; 8000 22 L, 26 L

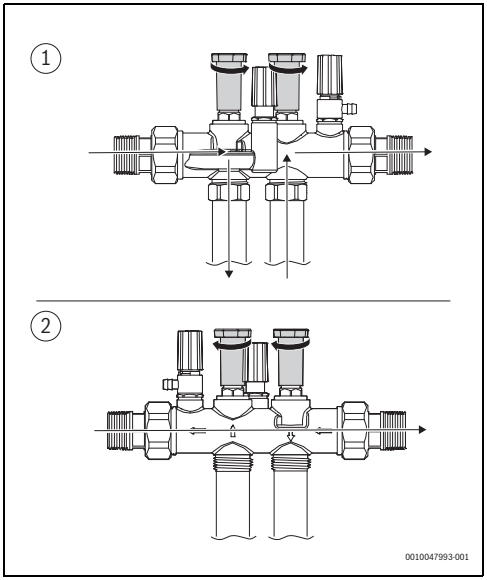

Fig. 16 Handle position for series 5000; 8000 9 L, 14 L, 18 L

[1] Bypass valve in “working” position (water is flowing through the appliance).
[2] Bypass valve in “bypass” position (water is not flowing through the appliance).

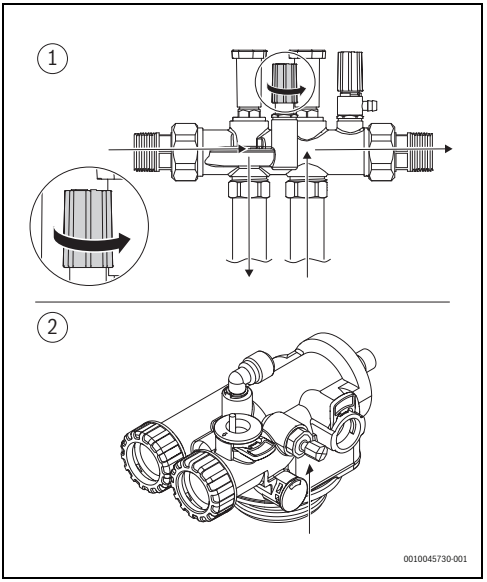

Fig. 17 Blend adjusting knob

[1] Blend adjusting knob (→ Chapter 6.1.2 Outlet water hardness adjustment).
[2] Blend adjusting knob of the appliance’s control valve (→ Chapter 6.1.2 Outlet water hardness adjustment).

6.1.2 Outlet water hardness adjustment

It is recommended to test the water hardness level before using the appliance. Several tests and adjustments might be needed before reaching the recommended hardness levels. For more information on water hardness levels see (→Chapter 7.1.4 ""Hardness setting"", page 22).

The hardness of the outlet water (treated water) can be adjusted with the bypass valve (for series 5000 and 8000 9 L, 14 L, 18 L) or with the control valve of the Water Softener. The bypass valve can mix hard water before it enters the Water Softener and blend it with the existing softened water.

For series 5000 and 8000 9 L, 14L, 18 L

It is recommended to use the bypass valve to adjust the water hardness for series 5000 and 8000 9 L, 14 L, 18 L.

To get harder water than what is normally output by the appliance, please turn the blend adjusting knob of the bypass valve (for series 5000 and series 8000i 9 L, 14 L, 18 L) to control the amount of water that is mixed (→ Fig. 17 "Blend adjusting knob", [1]).

For series 4000 and 8000 22 L, 26 L

For series 4000 and 8000 22 L and 26 L, you can adjust the water hardness with the blend adjusting knob of the control valve of the Water Softener (→ Fig. 17 "Blend adjusting knob", [2]).

6.2 Flushing

Before proceeding with the flushing, make sure you have performed the commissioning steps 1 to 9 (→ Chapter 6.1, page 17).

NOTICE

Perform a Flushing

When using the Water Softener for the first time, restarted after a long time, or after a power failure, the internal pipeline, resin tank, valve and other water-related parts need to be washed.

- ▶ Make sure there is salt in the tank before Flushing.
- ▶ Proceed with the Flushing in the HMI, please see (→ Chapter 7.2.5, page 28)

The 9V battery can only be installed after the flushing. Then, the appliance can be used normally.

6.2.1 Manual Flushing

To perform the Flushing manually, please proceed with the following steps:

1. Perform an immediate regeneration. Follow the instructions available on the “Recharge now” (→ Chapter 7.2.3, page 26).
2. Press the “Skip this step” button to switch the valve into “backwash” position.
3. After discharging the drainpipe (the discharge process can take 8 minutes to be completed), disconnect the 9V battery and turn off the appliance. Continue the backwash for 30 minutes.
4. After backwashing for 30 minutes, reconnect the battery and turn on the appliance.
5. Perform an immediate regeneration again. Follow the instructions available on the “Recharge now” (→ Chapter 7.2.3, page 26).
6. Press the “Skip this step” button to switch the valve into “rinse” position.
7. After discharging the drainpipe (the discharge process can take 8 minutes to be completed), disconnect the battery and turn off the appliance. Continue to rinse for 30 minutes.
8. After rinsing for 30 minutes, reconnect the battery and turn on the appliance.
9. Open the water outlet. The appliance should produce water for 10 minutes.
10. Repeat the previous steps 5 times.
11. After this, connect the 9V battery and the appliance is ready to be used.

7 Operations

7.1 User instructions

Product display

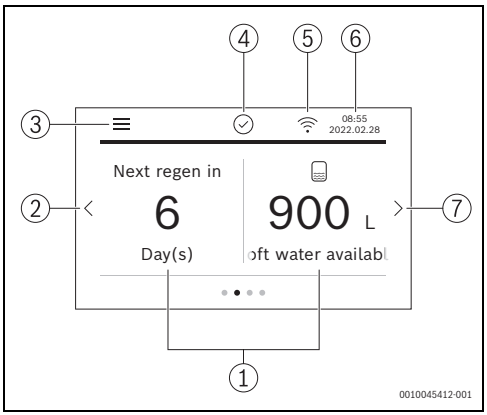

Fig. 18 Water Softener display

[1] Home screen
[2] Left arrow
[3] Menu
[4] Status identification
[5] Wi-Fi status (only available in some models)
[6] Time and date
[7] Right arrow

7.1.1 “Quick start”

When the Water Softener is powered on for the first time or after a factory reset, it should automatically launch the “Quick start” guide. The “Quick start” helps the user set up the most important parameters.

There are 3 steps in the “Quick start” guide (→Fig. 19):

“Step 1”

▶ Press “Languages” and choose the appropriate language.

“Step 2”

▶ Press “Date and time” to configure the date and time of the Water Softener.

“Step 3”

▶ Press “Hardness unit” to define the appropriate water hardness. For more information about water hardness, see (→ Chapter 7.1.4 "“Hardness setting”", page 22).

“Please follow the steps for a quick start setting process of the appliance”.

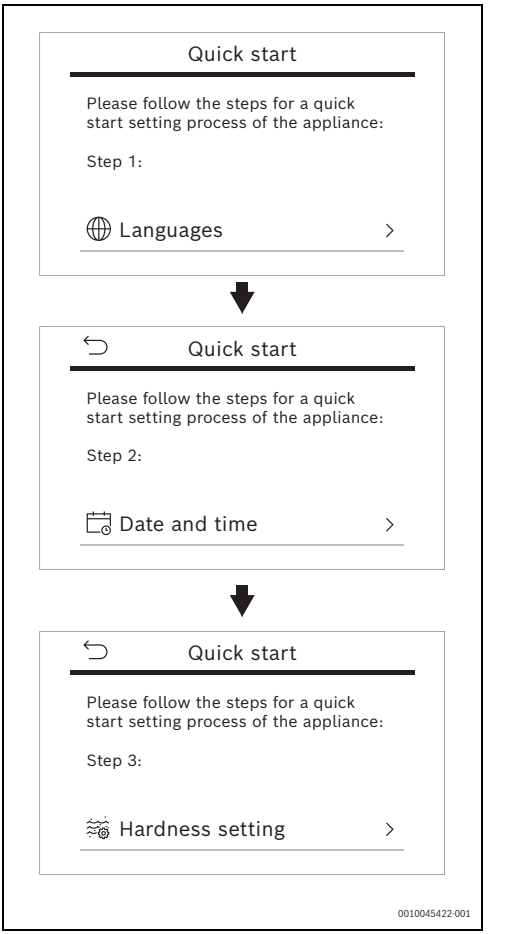

Fig. 19 Quick start

7.1.2 Start-up

To start-up the Water Softener, please proceed with the following steps (→Fig. 20):

1. Turn on the power supply.

The display screen lights up, and the Bosch logo will appear for 3 seconds. After this, a 99-second countdown will start and lead to the main data page (→Fig. 20).

1. Click the [>] icon to switch pages to the right, and click the [<] icon to switch pages to the left. Single-click on the page to enter the corresponding details page.

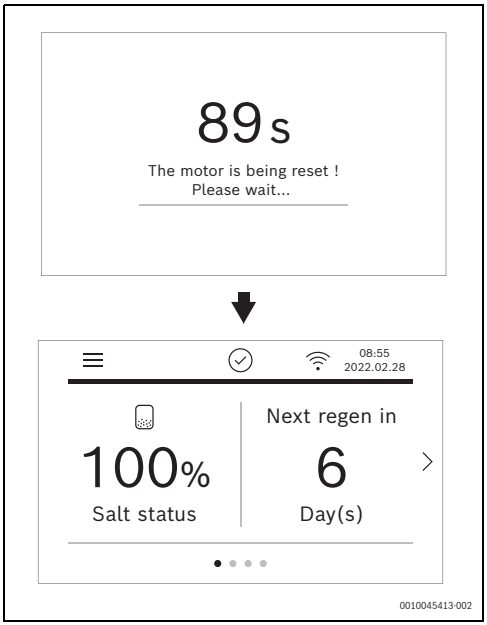

Fig. 20 Starting-up the appliance

There are five different home screens.

7.1.3 "Date and time" settings

To set the date and time, please proceed with the following steps (→Fig. 21):

1. In the home screen, press the "Menu" icon to enter the first-level menu page. Then, click "Settings"to enter the settings page.
2. Select "Date and time" in the main settings menu.

To set date:

1. Select "Set date":
2. Press
   - "Year"
   - "Month"
   - "Day"
3. When the date is set, press the "Apply" key to save and press to return to the parent page.

To set time:

1. Select "Set time":
2. Press
   - "Hour"
   - "Minute"
3. When the date is set, press the "Apply" key to save and press to return to the parent page.

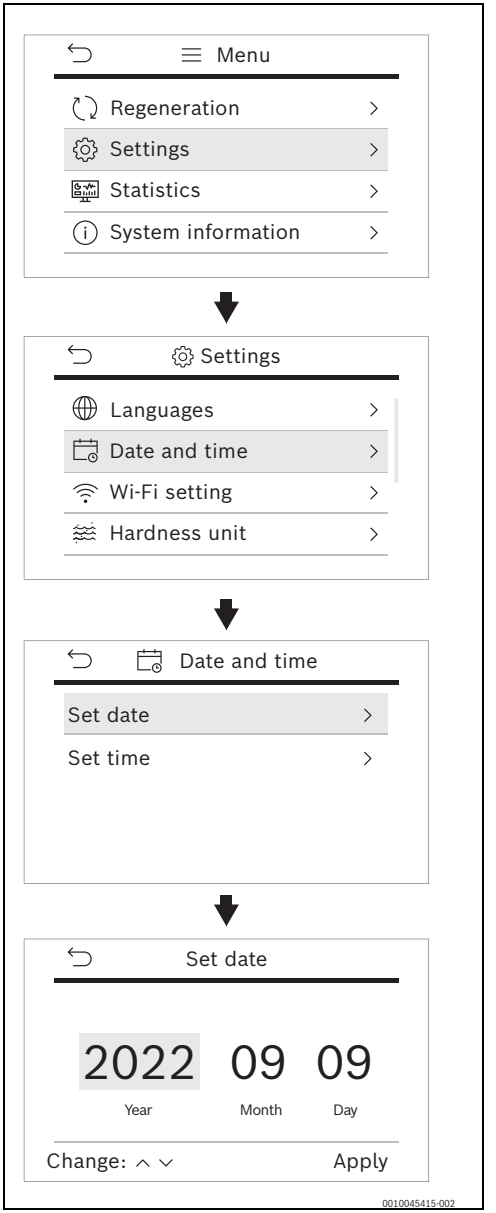

Fig. 21 "Set date"

7.1.4 "Hardness setting"

The level of water hardness should be measured, before the installation and commissioning of the appliance. The "Hardness setting" of the appliance should be adjusted, according to the level of water hardness detected.

NOTICE

Water heating appliances

Water heating appliances usually recommend a minimum of water hardness.

- ▶ Take that recommendation into consideration when adjusting the desired water hardness in the Water Softener. The user can follow the steps in (→ Chapter 6.1.2, Page 18) to adjust the hardness of the outlet water.

To define water hardness, please proceed with the following steps (→Fig. 22):

1. In the home screen display status, press "Menu" the icon to enter the first-level menu page. Then, click "Settings" to enter the settings page.
2. Select "Hardness setting" in the main settings menu.
3. Press the ▲ UP or ▼ DOWN buttons to set the parameters of inlet water hardness. Press the "Apply" key to save and press to return the parent page.

The default unit of water hardness is ppm (parts per million). If your location uses a different unit (dH° or H°), please change the water hardness unit in the settings menu. Please see (→Table 2).

Hardness unit	Conversions
German degrees (°dH)	°dH = °f x 1.78
	°dH = ppm x 17.8
French degrees (°f)	°f = °dH x 0.562
	°f = ppm x 10.0
Parts per million (ppm)	ppm = °dH x 0.0562
	ppm = °f x 0.1

Table 2

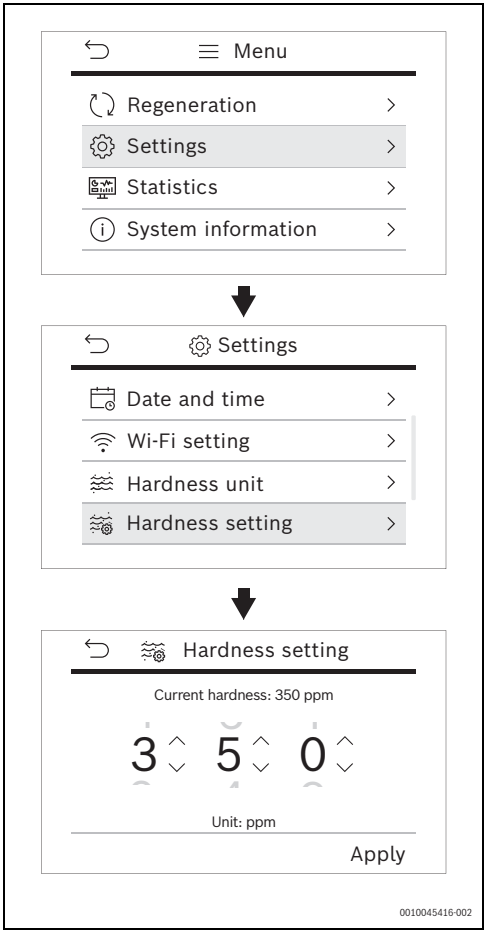

Fig. 22 "Hardness setting"

7.1.5 "Water leakage monitor"

The "Water leakage monitor" alerts the user about possible leaks in the appliance. This functionality compares an average of the water consumption of the previous 7 days with the threshold configured by the user (in example, 200L).

If the sum of the threshold and the weekly average consumption is reached, the appliance will notify the user. This alarm can be turned off in the settings, in case the user knows that, exceptionally, this limit of used water will be reached (in example, if the user fills up a pool with soft water).

To configure the "Water leakage monitor", please proceed with the following steps:

1. In the home screen, press the "Menu" icon to enter the first-level menu page. Then, click "Settings"to enter the settings page.
2. Select "Water leakage monitor" to activate this functionality and set the desired threshold.
3. Click on the "Apply" key to save. Press to return to the parent page.

7.1.6 "Water used" record query

To access the water used query, please proceed with the following steps (→Fig. 23):

1. In the home screen, press the "Menu" icon to enter the first-level menu page. Then, click "Statistics" to enter the statistics page.
2. Select "Water used" to see the records.
3. In the "Water used" interface display you can have access to:
   - Historical consumption in the past ten days and 12 months.
4. Press to return the parent page.

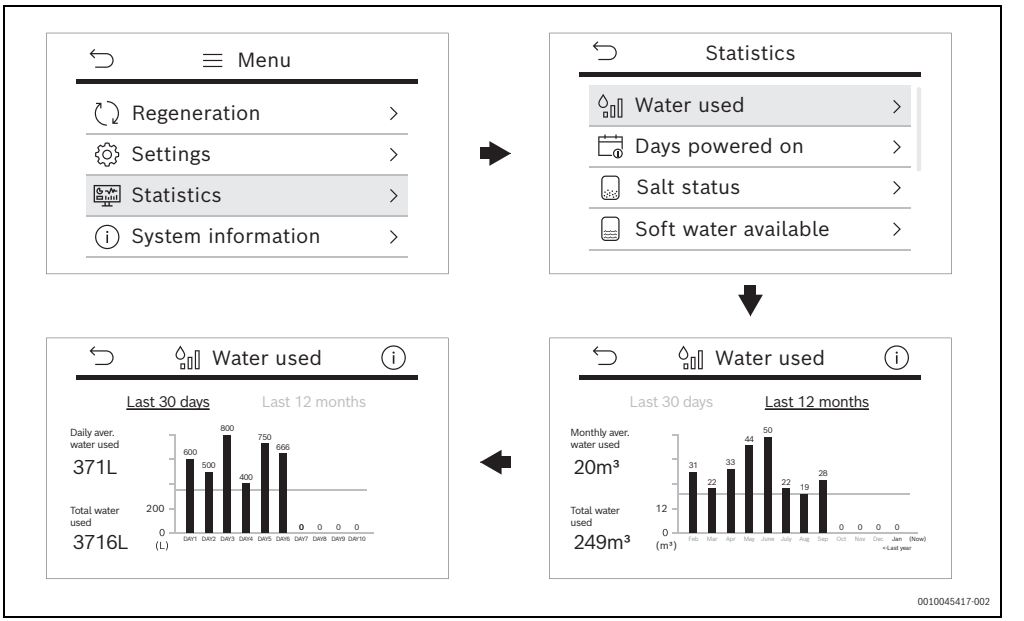

Fig. 23 "Water used" record

7.1.7 "Model information" query

To access "Model information" query, please proceed with the following steps (→Fig. 24):

1. In the home screen, press the "Menu" icon to enter the first-level menu page. Then, click "System information" to enter the system information page.
2. Select "Model information" to enter the menu.
3. In the "Model information" interface display you have access to basic information about the product, such as:
   - "Part number"
   - "Software version"
   - "Model number"
4. Press to return the parent page.

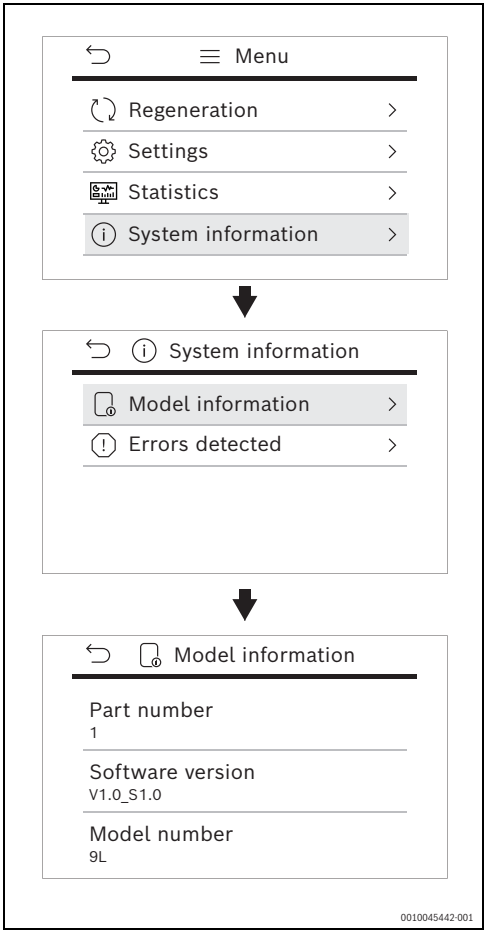

Fig. 24 "Model information" query

7.2 Regeneration

7.2.1 Regeneration process

NOTICE

Appliance malfunctioning

To avoid malfunctions:

- "Do not change any settings during the regeneration to avoid any malfunctions".

Regeneration is a 5-step process that cleans the appliance. The Water Softener will run automatic regenerations, when needed. This process is essential for its good performance.

During regeneration the Water Softener will:

1. Refill the tank.
2. Prepare the brine.
3. Draw the brine.
4. Backwash.
5. Rinse the tank.

Do not use the "skip this step" button (→Fig. 26), during a regeneration. This button should only be used during exceptional operations, for example when performing a Flushing operation (→ Chapter 7.2.5, page 7.2.5).

The regeneration process takes around 2.5 hours (if no regeneration settings were changed in the appliance). The recommended time to perform regenerations is during periods of time when the user will not be consuming the soft water available (for example, during the night, when the user is sleeping.

The 5000 and 8000 series are equipped with a residual chlorine generator. This device applies low voltage discharges into the brine solution (electrolysis), which generates sodium hypochlorite. Therefore, during the backwashing step, this byproduct is introduced in the process, disinfecting the system. After this, the regeneration process finishes with a rinse to ensure that any excess of sodium hypochlorite is discharged.

7.2.2 Regeneration modes

To set a regeneration mode, please proceed with the following steps (→Fig. 25):

1. In the home page display status, press the "Menu" icon to enter the first-level menu page. Then, click "Regeneration" to enter the regeneration menu.
2. Select "Regeneration mode" to enter the menu.
3. In the regeneration mode interface, the display shows three different regeneration modes:
   - Automatic
   - Recharge now
   - Schedule
4. Press the to return to the parent page.

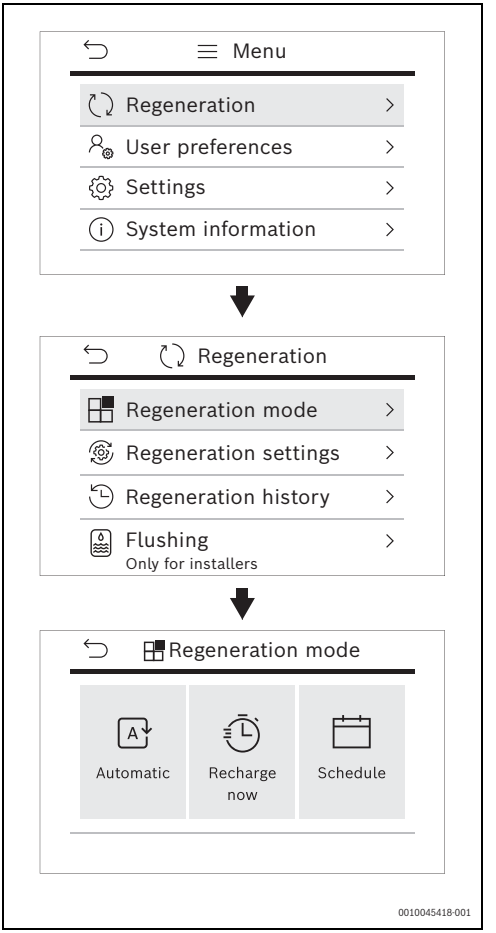

Fig. 25 Regeneration modes

During the regeneration process, you'll have access to the regeneration screen. The text representing the current regeneration step will turn blue (→Fig. 26).

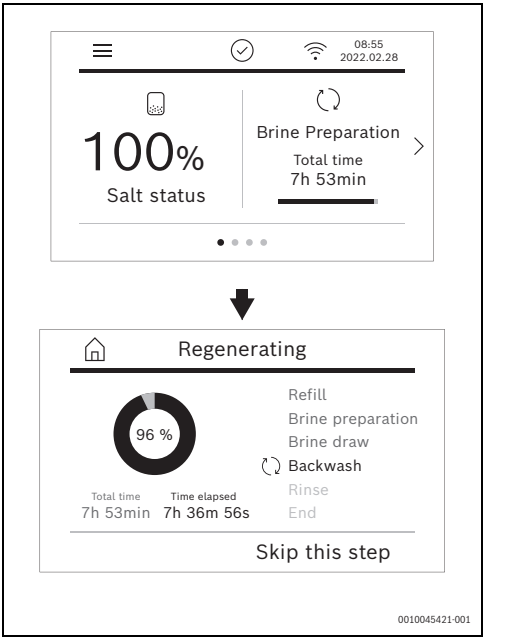

Fig. 26 Regeneration screen

7.2.3 Automatic and recharge now modes

Automatic regeneration

To set up an automatic regeneration, please proceed with the following steps (→Fig. 27):

1. In the "Regeneration" menu, select "Regeneration mode" to enter the menu.
2. Select "Automatic" to set the Water Softener to automatic regeneration mode.

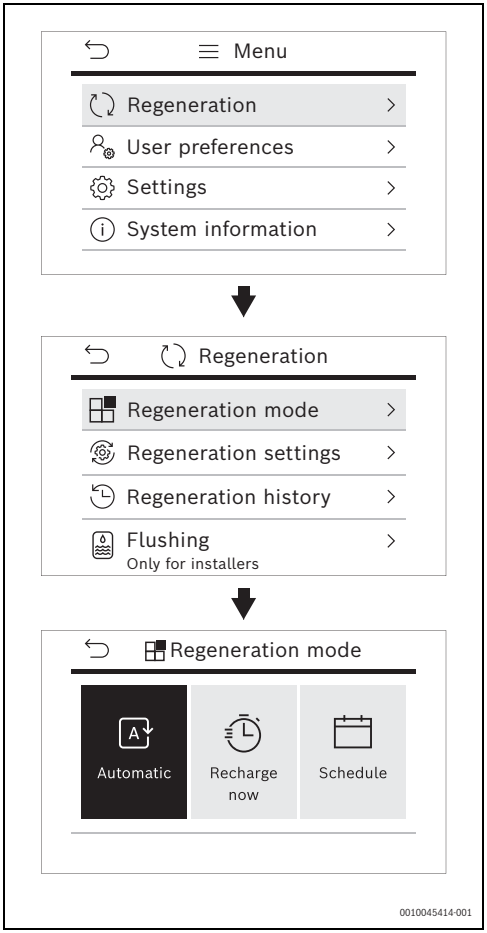

Fig. 27 Automatic regeneration

Recharge now mode

To set the “Recharge now” mode, please proceed with the following steps (→Fig. 28):

1. In the regeneration mode menu, click the “Recharge now” option. A 10-second countdown will start.

After the countdown starts you have 10 seconds to cancel the regeneration. After 10 seconds, the regeneration cannot be cancelled.

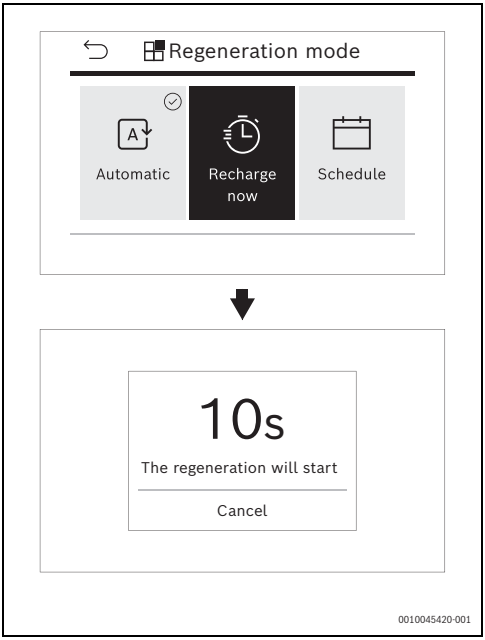

Fig. 28 Recharge now

2. The home page will change to the regeneration status display mode
   - Double click to enter the details page
   - Font will turn blue to indicate the current step of the regeneration
3. Press to return to the home page interface and click [Skip this step] to enter the confirmation page of skipping the current step.

7.2.4 Schedule a regeneration

To schedule a regeneration, please proceed with the following steps (→Fig. 29):

1. Inside the “Regeneration” menu, select “Regeneration settings” to enter the regeneration settings page.
2. In the “Regeneration settings” page, you can set the regeneration starting time by:
   - Clicking on “Preferred time” to set the regeneration to the time of the day preferred by the user.
   - Clicking on “Schedule for next” to schedule a single regeneration
   - Clicking “Schedule the interval” to set an interval between regenerations.

To cancel a scheduled regeneration in the “Schedule for next” menu the user must reset the value to “0”.

If the “Automatic” mode (→ Chapter 7.2.3 "Automatic and recharge now modes", page 26) of the appliance is turned on, the appliance will perform a regeneration either, when the maximum number of days between regenerations is reached or when the appliance does not have soft water available for consumption. If the value of the “Schedule the interval” menu is set to “0”, the appliance will perform a regeneration automatically, when there isn’t soft water available.

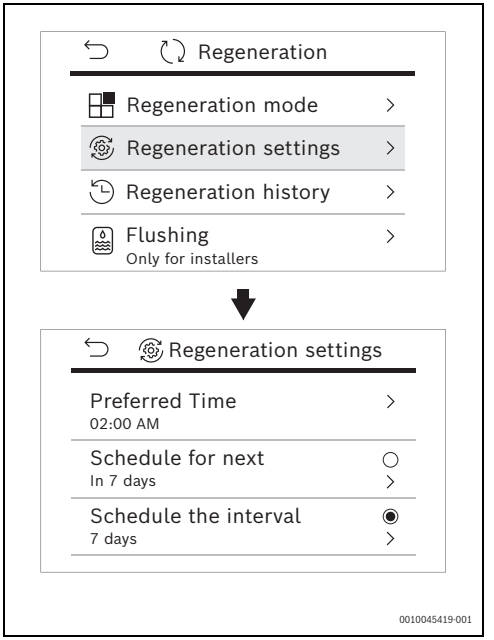

Fig. 29 Schedule a regeneration

7.2.5 “Flushing”

To start the “Flushing”, please proceed with the following steps:

1. In the home screen, press the “Menu” icon to enter the first-level menu page.
2. Then, click on “Regeneration” to enter the regeneration page.
3. Select “Flushing” to enter the Flushing menu.

The “Flushing” menu will require a password for access. Please insert password: “6666”.

4. Insert the password.
5. Select “Flushing”.

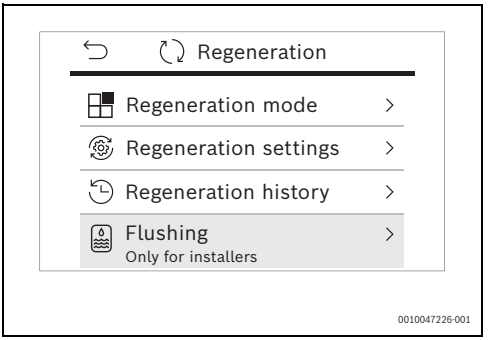

Fig. 30 “Flushing”

7.3 Connectivity (for series 8000 only)

Connectivity is available for series 8000, with the integrated Wi-Fi module accessory. For series 4000 and 5000, the Wi-Fi module accessory can be purchased, separately.
Transmit frequency: 2400-2483.5MHz,
Transmit power: ≤20dBm.

The appliance is equipped with a factory-installed Wi-Fi module (series 8000 only), enabling the establishment of the communication between the appliance and the mobile phone. This communication is made through the application HomeCom Easy, available on *Google play* or *App Store*. After pairing the device with the mobile phone, it is possible to control and monitor some features of the appliance.

7.3.1 Technical requirements

Operating system	• Android • IOS
Router	Standard router with 2.4 gHz signal
WLAN standard	IEEE 802.11b/g/n

Table 3 Technical requirements

7.3.2 HomeCom Easy Application

▶ Download the application HomeCom Easyto the mobile phone.

Download the app

The app can be downloaded from Apple App Store for iOS and also from Google Play Store for Android. To benefit from the latest functions and security updates, make sure you always have the latest version installed on your mobile device.

▶ Set up your account.
▶ Make sure to accept the Terms of use.
▶ Install the application and follow all the steps described.

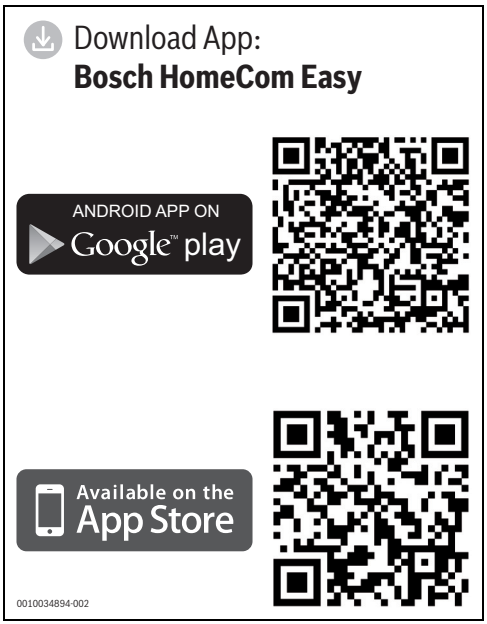

Fig. 31 HomeCom Easy App

6. In the homepage of the Water Softener, click “Menu”. Then, select “Settings”.
7. In the “Settings” page, select “Wi-Fi setting”.
8. Turn on “Wi-Fi connection” to connect the appliance.
9. Then, start the pairing process with the app.

7.3.3 Pairing

To access the label with the appliance's identification credentials:

1. On the HomeCom Easy, scan the QR-code that you can find on the product, as described in (→Fig. 32).

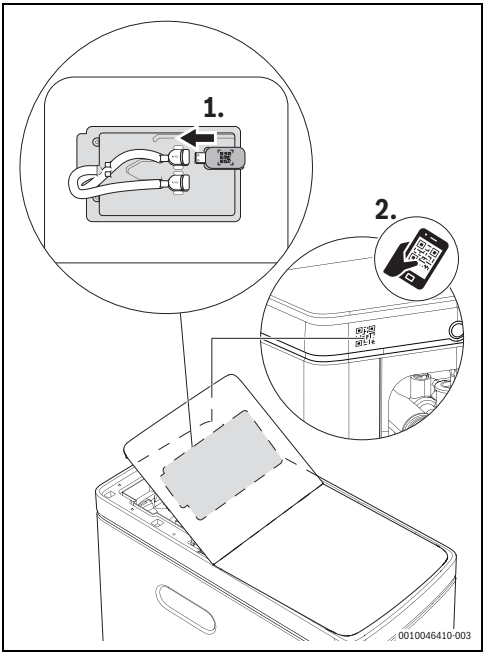

Fig. 32 QR code location

2. Read the QR code with the camera of the mobile phone.
3. After reading the QR code, close the top lid with care.

To configure the internet connection, just follow the steps in the HomeCom Easy application.

The WLAN signal strength needs to be sufficient to establish a connection with the Internet. If the signal is too weak:

▶ Use a WLAN repeater.

7.3.4 Wireless factory reset

All user data of the Water Softener will be lost in the reset.

To reset the Wi-Fi connection, please proceed with the following steps:

1. In the home page display status, click on “Menu”. Then, select “Settings”.
2. Inside the settings menu, select “Wi-Fi setting”.
3. Select “Wi-Fi factory reset” to reset the Wi-Fi settings.

After the reset is completed, a message will appear informing that the reset was successfully done.

7.3.5 LED status (only for series 8000)

If the LED lights are on, it means that the appliance requires an immediate action from the user. If the LED lights are flashing, the user should check on the appliance, as soon as possible.

After 2 years, the display of the appliance will show an error that warns the user to contact a professional technician to perform maintenance work on the appliance. Once the technician has completed the maintenance work, they can reset the maintenance alarm using the code “4321”.

8 Inspection and maintenance

8.1 Maintenance

NOTICE

Possible damage to the appliance!

To prevent any damage to the appliance:

- ▶ Make sure that the cord is replaced by the manufacturer, or a professional technician, if damaged, to avoid hazards. The cord is provided by the manufacturer or by maintenance.
- ▶ Make sure to have a professional technician to perform the necessary maintenance works, to ensure the quality of the output water.
- ▶ Make sure to inspect and timely maintain the components and replace them if necessary.

8.1.1 Components maintenance

In order to keep the Water Softener under good working state, and to prevent ageing and property loss of its components, it is necessary to follow some procedures, listed on the table below.

S/N	1	2	3	4	5	6	7
Variety	Electric control	Electric control	Electric control	Consumables	Valve	Water storage container	Pressure bearing vessel
Name	Control valve	Display panel	Power adapter	Resin	Salt valve	Salt tank	FRP tank
Reason of failure	Jamming	Fatigue, ageing	Fatigue, ageing	Jamming, poisoning	Jamming	Fatigue, ageing	Fatigue, ageing
Maintenance cycle	36 months	36 months	30 months	36 months	36 months	60 months	60 months

Table 4

8.2 Cleaning the Water Softener

NOTICE

Possible damage to the appliance!

To prevent any damage to the appliance:

- ▶ Make sure not to use aggressive cleaning agents (in example, petroleum ether, acetone, ethanol or methylated spirit-based glass cleaner) when cleaning the Water Softener.
- ▶ Make sure to use mild detergent solutions (in example, washing-up liquid, neutral cleaner) and a soft, dampened cloth for cleaning.
- ▶ Do not spray water directly.

8.3 Salt refilling

NOTICE

Possible damage to the appliance!

To prevent any damage to the appliance:

- ▶ Make sure that when you are opening the brine tank lid that the other lid is closed, to prevent them from touching each other and scratching.

The user can define the minimum salt level for the “Low salt alarm” of the appliance, in the “Settings” menu. Once the minimum salt level limit is reached, the appliance will notify the user of the low salt levels. The minimum salt level limit for detection cannot be inferior to 30%, as detection is not precise below this level.

To refill the product with salt, please proceed the following instruction:

- ▶ Lift the brine tank lid and refill it with salt until it reaches 5 cm below the salt grille.

Model	Salt quantity (kg)
9 L	40
14, 18, 22 L	80
26 L	120

Table 5 Salt refilling

Only series 5000 and 8000 are equipped with a salt level sensor. For series 4000, the user can insert the value of salt refilled in the HMI, so he can access this information.

NOTICE

Recommended salt:

- ▶ Make sure to use a type of salt that complies with the EN 973 Type A standard.

8.4 Breaking a salt bridge

In humid areas, the salt should be regularly inspected for salt bridges. When the salt bridges, an empty space forms between the water and the salt.

The following procedure is the best way to check and break a salt bridge, if needed:

- Check if the salt is loose all the way to the bottom of the tank using a suitable tool.

The tool must be disinfected before being used.

- Make a pencil mark on the handle 3 to 5 cm below the top of the rim.
- Carefully push it straight down into the salt.
- If there is a salt bridge, carefully push into the bridge in several places to break it.

WARNING

Damage to the tank!

- Do not try to break the salt bridge by pounding on the outside of the salt tank. You may damage the tank.

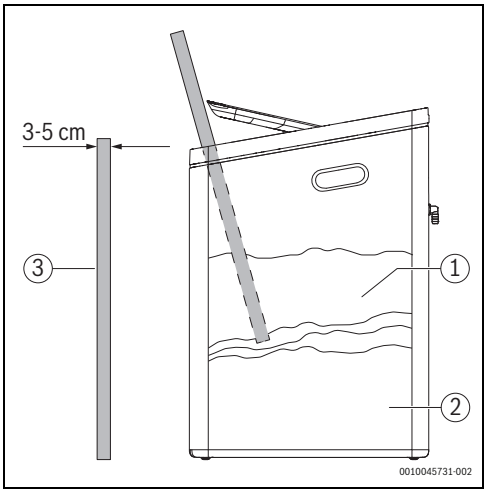

Fig. 33

[1] Salt
[2] Salt bridge
[3] Suitable tool

9 Troubleshooting

9.1 Troubleshooting - Initial checks

1. Check the power source if the display is blank.
2. Check if an error code is displayed (See chapter 9.2).
3. Check if the correct time is displayed. If not, recharges may occur at the wrong time. To set present time go to chapter 7.1.3.
4. Check if there is salt in the brine tank.
5. Check if the salt is bridged (See chapter 8.4).
6. Check if the plumbing bypass valves are in service position.
7. Check if the inlet and outlet pipes are connected to the water softener inlet and outlet, respectively.
8. Check if the valve drain hose is free of kinks and sharp bends, and not elevated over 2.5 meters above the floor.
9. Check if the brine tube is connected.
10. Check the hardness setting (See chapter 7.1.4). Be sure it is correct for the household's water supply.

If no problem is found after making the initial checks, proceed to 9.2 chapter.

9.2 Troubleshooting guide

The following are the identification and check of common abnormalities. If the error persists, please contact an approved contractor.

NOTICE

Do not dismantle or repair Water Softener by yourself, to avoid damaging the device and its components.

Problem	Cause	Correction
No soft water	No salt in the storage tank.	▶ Add salt and then initiate a recharge.
	Salt is "bridged" (a layer of salt in the salt storage tank has hardened).	▶ Break salt bridge and then initiate a recharge.
	Manual bypass valve(s) in bypass position.	▶ Place bypass valve(s) in working position.
	Drainpipe is entangled	▶ The drainpipe must not be entangled sharply bent, or raised beyond the position of the AQ 4000 S 9, 14, 22, 26L | AQ 5000 S 9, 14, 18L | AQ 8000i S 9, 14, 18, 22, 26L.
Water is hard sometimes	Water inlet flow rate is too high	▶ Reduce water inlet flow rate or selects the AQ 4000 S 9, 14, 22, 26L | AQ 5000 S 9, 14, 18L | AQ 8000i S 9, 14, 18, 22, 26L appropriate rated flow rate.
	Hardness number setting is too low.	▶ Reset the water hardness to match the actual hardness.
	Increase in actual hardness of water supply.	▶ Set a new hardness value.
Error code (E0) displayed	Communication failure: No motherboard signal can be detected after 60 consecutive tests.	▶ Power on again after power off 5 sec., if the problem continues, please contact and approved contractor.
Error code (E1) displayed	Motor failure, no light signal during motor working. Motor rotating continuously, cannot find the correct position.	▶ Power on again after power off 5 sec., if the problem continues, please contact an approved contractor. ▶ Check the motor cap is assembled correctly. If not, assemble it by pressing the cap into the main valve.
Error code (E2) displayed	Power supply adapter low voltage alarm (10V).	▶ Check whether the power supply socket is firmly plugged in. ▶ Check if the power supply has electricity.
Error code (E3) displayed	Salt sensor failure. No light signal.	▶ Repair the salt level sensor, if the problem continues please contact and approved contractor.
Error code (E4) displayed	Water leakage notice.	▶ Check if there are any water leaks.
Error code (E5) displayed	Salt-free reminder.	▶ Please add salt.
Error code (E6) displayed	Maintenance date expiration reminder.	▶ Please contact the manufacturer.

Problem	Cause	Correction
Error code (E7) displayed	Low salt reminder.	▶ Lack of salt, please add salt.
Error code (E8) displayed	Maintenance date is about to expire.	▶ The maintenance date is approaching, please contact the manufacturer.
Error code (E9) displayed	The battery power is too low! Please replace the battery in time.	▶ Replace battery.
(Battery low)	Battery low: if the battery is voltage is less than 7V or the motor moves 5 times during a power failure, a yellow E9 window will be displayed.	▶ Replace battery.
(Battery low)	Battery low: if the battery voltage is less than 6.7V or the motor moves for more than 6 times during a power failure, the red low battery interception window will pop up.	▶ Replace battery.
E10	Disinfection error. Residual chlorine. Disinfection function abnormal.	▶ Please contact after-sales services.

Table 6 Water Softener troubleshooting guide

9.3 To remove an error code

1. Unplug the power supply.
2. Correct the problem.
3. Plug the power supply back in.Wait for at least 8 minutes while the electronic controller operates the valve through an entire cycle. The error code will return if the problem was not corrected.

10 Overview of the service menu

≡ **“Menu”**

“Menu”

- **“Regeneration”**
  - “Regeneration mode”
  - “Regeneration settings”
  - “Regeneration history”
  - “Flushing”
- **“Settings”**
  - “Languages”
  - “Date and time”
  - “Wi-Fi setting”
  - “Hardness unit”
  - “Hardness setting”
  - “Display settings”
  - “Display on time”
  - “LED setting”
  - “Service settings”
  - “Low salt alarm”
  - “Salt status reset”
  - “Factory reset”
  - “Sound notification”
  - “Holiday mode”
  - “Residual chlorine generator”
  - “Water leakage monitor”
- **“Statistics”**
  - “Water used”
  - “Days powered on”
  - “Salt status”
  - “Soft water available”
  - “Current water flow”
- **“System information”**
  - “Model information”
  - “Errors detected”
  - “Water used”
  - “Days powered on”

11 Environmental protection and disposal

Environmental protection is a fundamental corporate strategy of the Bosch Group.
The quality of our products, their economy and environmental safety are all of equal importance to us and all environmental protection legislation and regulations are strictly observed.
We use the best possible technology and materials for protecting the environment taking account of economic considerations.

Packaging

Where packaging is concerned, we participate in country-specific recycling processes that ensure optimum recycling. All of our packaging materials are environmentally compatible and can be recycled.

Used appliances

Used appliances contain valuable materials that can be recycled.
The various assemblies can be easily dismantled. Synthetic materials are marked accordingly. Assemblies can therefore be sorted by composition and passed on for recycling or disposal.

Old electrical and electronic appliances

This symbol means that the product must not be disposed of with other waste, and instead must be taken to the waste collection points for treatment, collection, recycling and disposal.

The symbol is valid in countries where waste electrical and electronic equipment regulations apply, e.g. "(UK) Waste Electrical and Electronic Equipment Regulations 2013 (as amended)". These regulations define the framework for the return and recycling of old electronic appliances that apply in each country.

As electronic devices may contain hazardous substances, it needs to be recycled responsibly in order to minimize any potential harm to the environment and human health. Furthermore, recycling of electronic scrap helps preserve natural resources.

For additional information on the environmentally compatible disposal of old electrical and electronic appliances, please contact the relevant local authorities, your household waste disposal service or the retailer where you purchased the product.

You can find more information here:
www.bosch-homecomfortgroup.com/en/company/legal-topics/weee/

Batteries

Batteries must not be disposed together with your household waste. Used batteries must be disposed of in local collection systems.

12 Data Protection Notice

We, **Bosch Thermotechnology Ltd., Cotswold Way, Warndon, Worcester WR4 9SW, United Kingdom** process product and installation information, technical and connection data, communication data, product registration and client history data to provide product functionality (art. 6 (1) sentence 1 (b) GDPR / UK GDPR), to fulfil our duty of product surveillance and for product safety and security reasons (art. 6 (1) sentence 1 (f) GDPR / UK GDPR), to safeguard our rights in connection with warranty and product registration questions (art. 6 (1) sentence 1 (f) GDPR / UK GDPR) and to analyze the distribution of our products and to provide individualized information and offers related to the product (art. 6 (1) sentence 1 (f) GDPR / UK GDPR). To provide services such as sales and marketing services, contract management, payment handling, programming, data hosting and hotline services we can commission and transfer data to external service providers and/or Bosch affiliated enterprises. In some cases, but only if appropriate data protection is ensured, personal data might be transferred to recipients located outside of the European Economic Area and the United Kingdom. Further information are provided on request. You can contact our Data Protection Officer under: Data Protection Officer, Information Security and Privacy (C/ISP), Robert Bosch GmbH, Postfach 30 02 20, 70442 Stuttgart, GERMANY.

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13 Technical information

13.1 Technical Data

	Unit	9 L model	14 L model	18 L model	22 L model	26 L model
Resin volume (VR)	L	9	14	18	21	26
Nominal flow rate	m^3/h	0,9	1,4	1.6	1,8	2,0
System capacity	°f.m^3	32	54	67	102	112
	m^3 × °dH	17	30	37	57	63
Salt consumption per regeneration	kg	0,765	1,19	1,73	2,2	2,21
Supply of regenerative, max.	kg	40	80	80	120	120
Water usage per regeneration	L	56	61	77	104	134
Rated power	W	15				
Rated voltage	V	12				
Pressure drop	[KPa]	29	67	80	94	100
Operating pressure	bar	2 - 6				
Ambient operating temperature	℃	5 -40				
Water operating temperature (TW)	℃	5 - 30				
Ambient temperature (drinking water)[1)]	℃	5-25				
Nominal pressure	–	PN 10				
Applicable water quality	–	Tap water				
Water inlet and outlet interface specification	–	1” external thread				
Width	cm	56,0				
Depth	cm	33,5				
Height	cm	59,3	84,5			112,8

1) The ambient operating temperature of the Water Softener should not exceed 25℃ to ensure that the treated water is proper for human consumption, as defined by the Trinkwasservordnung (German Drinking Water Ordinance, only applicable for Germany).

Table 7 Technical data

13.2 Wiring diagram

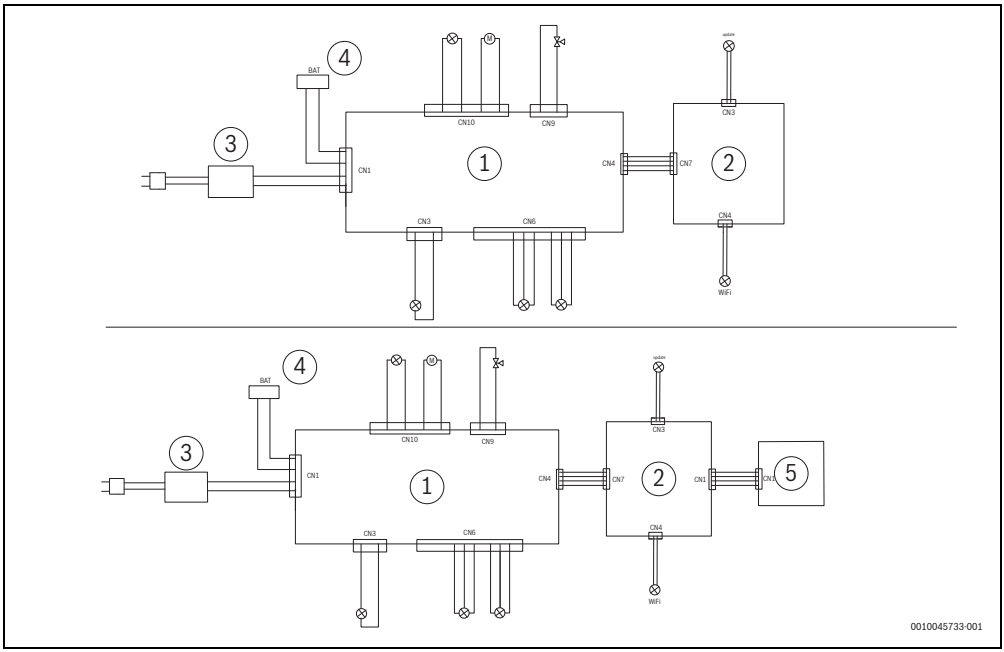

Fig. 34 Wiring diagram

[1] Electronic controller (PCB)
[2] HMI display
[3] Power adapter
[4] Battery socket
[5] Button panel

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