



BSH Home Appliances Group

B/S/H/

Laundry FAQ's

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Question	Answer
Can the new Washers and Dryers be matched with the old Washers and Dryers?	Yes, new units can be plugged into the old units and vice versa. Old and new units can also be stacked as long as the right stacking kit is used for the dryer. Refer to the stacking kit noted in the Dryer User Manual for the correct one.
Can the units of different series (300, 500, 800) be matched up?	Technically they will operate together, but they will have a design mismatch.
Are Bosch Washers and Dryers ADA certified?	All Bosch W&Ds meet ADA requirements of height and access (when installed on pedestals) and operable parts for controls, lint filter and detergent dispensers.
Why are there 2 different pedestal sku's?	Each pedestal SKU is unique for the Washer and Dryer. They are developed and optimized for the specific weight and strength requirements of each application.
Can I put these in a closet with a solid door?	Yes, but the closet door needs to have ventilation openings of 2 x 63sq inches at the required locations. Please review the user manual for required detailed instructions.
Does the washer always plug into the dryer? (Can I plug the washer directly into the wall if I do not have a dryer)	The washer does plug into the dryer but you can plug the washer into a 240V 15A outlet if one is available in the customer's wall.
Can the door be reversed on all dryers?	No, only on 500 and 800 series.
Do washers also have reversible doors?	No, none of the washers have reversible doors.



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<p>Do the washers have to be connected to both hot and cold water lines?</p>	<p>Yes, <u>both hot and cold water valves on the washer must have water flowing to them.</u> The solution for a single cold water tap is a “Y” connector on the customer’s tap and both Bosch inlet hoses from the “Y” to the washer’s water valves. Additional time required is difficult to estimated as it depends on the customer’s cold water supply temperature, selected program, temperature options, etc.</p>
<p>What are the differences between AquaShield® and AquaStop Plus®?</p>	<p>AquaShield® in the 500 Series washers comes with the special double-walled hoses with an internal mechanical valve. AquaStop Plus® in the 800 Series washers comes with the AquaShield hoses and a leak-detection switch in the bottom of the machine.</p>
<p>Can I use Chlorine bleach?</p>	<p>No, Chlorine bleach negatively affects some internal rubber and plastic parts in the “wetted” system of the washer. The ecologically friendly process of Pre-Wash has been developed for a thorough washing process (whiter results in programs like Cottons, Sanitary, Towels etc.). Detergents and/or solid bleaching agents based on oxygen (like Sodium Percarbonate) are safe to use.</p>
<p>Where does the water/moisture go if there is no exhaust on the condensate dryers?</p>	<p>The wet moist air is condensed into water by the heat exchanger (in the lower part of the dryer) using the room ambient air. It is important not to restrict the dryer’s access to the room ambient air.</p>
<p>How is this condensed water removed from the dryer?</p>	<p>Your Bosch condensate dryer has an internal pump and external drain hose, like your Bosch washer, to pump this water into the same drain used by the washer.</p>



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<p>Why does the washer program time shown on the display increase sometimes during a cycle?</p>	<p>Several reasons can lead to additional wash time: If the load soaks up a lot of water like towels or heavy items. If there is excess suds and additional rinses are automatically activated. Use of less detergent is recommended. If unbalances are detected the automatic balancing and load distribution feature activates to ensure even distribution. Load the washer with a mix of large and small wash items as these are better distributed during spinning.</p>
<p>Why does the washer repeat spinning.</p>	<p>If unbalances are detected the Automatic balancing and load distribution feature activates and attempts to better balance the load through repeated spins. It is recommended to load the washer with a mix of large and small items as these are easier to distribute in the drum during spinning.</p>
<p>There is detergent residue left on the laundry.</p>	<p>Some phosphate-free detergents contain water-insoluble residues that may appear as light spots on the laundry. Additional rinsing by either selecting the “Extra Rinse” option or running a “Rinse/Spin” program will help remove this residue.</p>
<p>My laundry has excessive creasing.</p>	<p>Several reasons can be a cause: Excessive or too large of a load or Wrinkle reducing programs or options are not used. Recommendations are do not exceed the maximum load for selected program, reduce the spin speed of washer, use extended Wrinkle Block of dryer and remove items immediately after the end of the program and hang them up and/or pull into shape.</p>



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Drying result is not satisfactory (laundry feels too damp).	<p>An important point to keep in mind is Condensate Dryers give you better fabric care performance than vented dryers. <u>Typically vented dryers over dries and severely damages all fabrics.</u> By not over drying, your fabrics maintain a better look and feel and a longer life.</p> <p>To improve drying results of a condensate dryer use the recommended program, the dryness level option or a time program. Keeping the lint filter, heat exchanger, and moisture sensors clean greatly improves the drying results and reduces time.</p>
Drying time too long.	<p>To reduce drying time clean the lint filter at the end of every cycle and ensure that room air can circulate freely around the dryer. Do not obstruct the air inlet on the front of the dryer. If the load is too wet you can spin it at higher speed in the washing machine before drying.</p>
Load is not hot/warm to the touch after leaving the dryer?	<p>Due to the closed loop drying process of a condensate dryer the “feel” of the dry load can give the impression of higher moisture content. Actually it can be as low as 1% moisture content. Also, recent safety requirements have required load temperatures to be reduced before the dryer indicates the end of the drying cycle.</p>
Why do washers/dryers have same DOE capacity (2.2/4.0 cu.ft) but different capabilities (16/18 bath towels) between series (300 vs 500/800)?	<p>Capacity is a volumetric value required by the government to be reported according to a standard test procedure.</p> <p>The capability or relative load is the amount of laundry that can be cleaned and dried by the specific W&D model with it's specific control software optimizing variables such as drum rotation time and speed, temperature, water volume, and other variables.</p>
Does Quick Wash 30 min cycle run 30 minutes regardless of the load and the soil?	<p>No, Quick Wash is a sensor controlled cycle and therefore will be adjusted based on the load size, type, water fill rate and suds detection.</p>



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Can the end of cycle signal volume be changed?	Yes, the signal on both washers and dryers can be adjusted. Refer to the appliance's "User Manual" for directions.
What is Galvalume?	Galvalume is an Aluminum Zinc coated sheet steel product that is ideally suited for most types of noncorrosive applications such as roofing, siding application, and unexposed automotive and appliance parts. The aluminum zinc coating provides superior corrosion resistance and heat reflectivity.
Do the new units have belt drive or direct drive?	Belt drive
What are the best practices to keep washers clean and prevent odors and smells.	<p>One of the best ways to keep your washer clean is to run the "Drum Clean" or "Maintenance" wash cycle as instructed in the User Manual once a month, or more often if needed, and to keep the washer door open between wash loads to allow the inside of the washer to dry.</p> <p>Other helpful practices are to reduce the amount of detergent and softener use and verify the drain hose does not extend into the standpipe more than 6 inches.</p>
How is it best determined when to use sensor dry vs. timed dry, and why using the sensor might be better than the timed dry (how to use both cycles the best).	<p>Sensor drying is always best as it is more energy efficient, gives better fabric care, and is the most time efficient for normal and large loads. Dryness level option setting should be used with sensor drying for customer desired dryness of load.</p> <p>Time drying is used for touch up of drying if needed or for small loads (less than 1/2 of a full drum).</p>