

Product Information Notice

Models: Bosch IDS BOVA15 Split System Heat Pumps

Subject: E6 Error Code



Background

Since launch of the IDS Light products, Bosch has received a higher than anticipated number of reports of newly installed 2-ton and 3-ton condensers experiencing an E6 error code.

An investigation revealed a design in the control board that occasionally allows for interference signals to trigger an E6 lockout.

The PCB layout design has since been modified and all production and spare parts after January 2023 (FD 337) will not inadvertently trigger an E6 error.

The highest concentration of failures is within the units produced with date code **240** (April 2022). The failure mode manifests itself at start up or shortly thereafter.

How To Find The Date Code:

The production date code is represented by 3 digits and is located within the serial number in the position shown in the following example:

399A 240 XXXXXXXXXXXXXXXX



Figure 1 Correct (horizontal) orientation

Affected Models

Part Number	Bosch Model
8733956368	BOVA-24HDN1-M15G
8733955693	BOVA-36HDN1-M15G

Table 1

If you have any questions regarding the information provided in this document, please contact the Bosch Technical Support Team by phone at 1-800-283-3787, or by email at ac.techsupport@us.bosch.com.

Field Action

For Installed Units:

If a unit is operating properly, no action is necessary. The field action is to FIX ON FAILURE by replacing the control board (8733956891). Before ordering a new control board, please ensure that the fan motor has a resistance of less than 35ohms (refer to the product manual for test details).

The Bosch 90-day labor policy will be extended to 1 year for the control board replacement.

For Uninstalled Units:

For units produced after **240** (April 2022) Bosch recommends continuing selling and installing the units.

For units produced with date code **240** wholesalers have the option:

- ▶ Continue to sell and fix on failure
- ▶ Return the units for rework

To request an RMA to return the units please send a list of the serial numbers to return to: warranty_returns@us.bosch.com with subject line: "IDS Light Return".