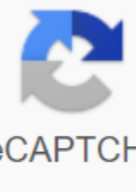


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How can I trust these reviews about Bosch Appliances? How can I trust these reviews about Bosch Appliances? Verified 2,459,326 reviews on ConsumerAffairs. We need contact information to make sure our reviewers are real. We use intelligent software that helps us maintain the integrity of feedback. Our moderators read all the reviews to check the quality and helpfulness. For more information on reviews on ConsumerAffairs.com please visit our frequently asked questions. Leanne of Caniaba, Other Verified Reviewer Original Review: May 14, 2020Does great work. Very pleased with the towels to the grease farm clothes and the dirt machine cleans well. We live on a farm and using water was a big selling point for me. It was great not having constant worries through the drought. The shorter the cycles on the machine that I use the most, the more dirt the more time to wash. I had a big top loader machine all together when our 4 kids were growing up, but now mostly 2 to 4 adults and sometimes grandbabies is fine. A friend recommended the brand, I had people say they weren't happy with the front loaders. I decided to pay for an expensive car, but the parts are expensive. We broke the latch on the door and the new one was \$400.00. That was a shock. My son made a high frame to it for easy access. No bending for me, which is great and mandatory. Read the full review by Daniel Leander, TX Verified Reviewer Original Review: May 11, 2020Insane Huge Dishwasher! It's so quiet, they had to put a red light shining on the floor, so you know it works! It has 3 racks one for silver and two for large pots. I bought one with a crystal wash that has lava rock pellets in it so you don't use thermal coils to dry the dishes. They go out to place for free with trim dishwasher pods and finish liquids (recommended by the manufacturer). I love it???? It's energy efficient more than any dishwasher on the market, I think. It costs more, but saves you in water and electricity. I recommend it! Linda Jacksonville, FL Verified Reviewer Original Review: May 11, 2020 I have been the longtime owner of Bosch appliances in every home we have had without problems for the past 20 years. I'm down the size and moved into a new home. I decided to change the fridge first. I love the new fridge with French doors and one big drawer below. After delivery my device was DOA. He tripped over a dedicated switch in the garage. We hooked it up to other outlets in the kitchen to check if it was an outlet. They picked it up, the rep was very arrogant, saying it was a problem with our electric in our new home. The distributor asked if we could ask the electrician to check. The electrician said we need something he can't and won't do for us. We had to put the old non-ARC switch for this dedicated outlet. The retailer brought it back on Tuesday next week after my husband installed non-ARC required a coder. It works. Sooo Sooo you need to break the electrical code to save this device. The electrician said their fridge and DW have this problem. In the country they are made, they do not repeat electrical deliveries with switches like we are in the U.S. for testing, and this problem is known to repeat reps, distributors and companies. I would love to see them do something about it. We have an electric code for a reason. ARCs have been needed since about 2013 or so. You'd think they'd fixed it by now. All my other houses weren't new-last three, so it wasn't a problem with the switches. You choose. Read the full review of Joseph from Thiels, NY Verified Reviewer Original Review: March 6, 2020 We have had the Bosch brand for over 10 years when the exterior frame fell apart. We have not lost the efficiency, but decided not to fix, but update the note of one of the interior of stainless steel and handle across the front. This model is even quieter than our previous model and just even more efficient in its washing cycle. Plus many more types of washing cycles than we had before. So my money is for Bosch for work, efficiency and quiet work. If I didn't look at the red light shining on the floor, I wouldn't have known it worked. Proud owner. Sharon Pomona, CA Verified Reviewer Original Review: March 5, 2020BEST Dishwasher Ever Owned. It's under the DW counter. Noise level - you don't hear it at all! The stainless steel inside 2 shelving is adjustable all for all dishes, pans and pans, cookie sheets, everything. 2 compartments (can be removed) for silver. 1 rack above for long processed and wooden utensils etc. The best part of cleaning. Pull out the bottom rack, rolls out easily. Remove the filter easily, wash it in the sink and put it back in about every 3-6 mo. A stainless steel filter. Several cleaning modes from pots and pans, to crystal glasses. The air is dry or steamy. Each time everything is cleaned 100%. The cost of running next to nothing. Peter Farmington, MI Verified Reviewer Original Review: September 22, 2020Y recently bought all new Bosch appliances. Double Over, two dishwashers and a cooktop. Cooktop was a disaster, told the service company it was not installed properly, if it had checked the installer, everything is done correctly, still not flammable, called the authorized servicer, said that they were not allowed to do repairs, did not go forward from Bosch, called Bosch on the phone for an hour on hold, and then spoke to the operator, gave me a run does not approve. ... Worst service ever... Deepika Bettendorf, IA Verified Reviewer Original review: August 28, 2020 My experience was so baddd with Bosch customer service. So we are building our house and a friend of mine recommends I get Bosch appliances, so I did. I order my kitchen appliance with Bosch back in May. I didn't get my technique in July, so I couldn't do timely due to not having my equipment and getting the inspection done before I moved into my new home. That I was as good because of Covid I I I That's the worst part. So the day I closed on my house and start using my appliance. Happened to find out that my microwave and my dishwasher didn't work. Completely new out of the box. So I called Bosch Customer Service in July the day after I closed up on my new home and explained to them how the appliances don't work. I was given a room to call for a service overhaul which I did and they told me 3 weeks to wait for them to get out because of COVID which again I was ok without problems. It's COVID. Got it. They came to my house after 3 weeks and told me that they should order a piece for the microwave and suggested I call a Bosch customer to replace it because it would make more sense since he visited the cost of \$1246 this time and next time would be about the same and told me that if he didn't hear back from Bosch he would come back in 3 weeks again. So I'm going to call Bosch and explain it all. I was told they had made a ticket (the wrong ticket where they combined the microwave and dishwasher) and a representative told me that they were sending a ticket to management to review and send a replacement. I called after 2 weeks AGAIN and a representative told me that they are not the proper format from the service company, so I make a three way call and explain to them that Bosch needs a special format to exchange. The service provider to send it to Bosch and Bosch representative was like, Yup got it. Since Bosch didn't contact me or the company service guy came in and said he should order another part and will come back 2 weeks again. This visit was again \$1246. So I called Bosch again and find out what was going on and went through the same reporting format is not acceptable to the management company. At this point, we paid \$2,800 for the service and I bought this microwave for about \$1800.00. Don't understand why Bosch didn't see that because it would come back again and would cost another \$1200.00 so at this point we paid twice as much as the microwave cost. So I called again a week later the same story. They do not have the proper format from the service provider. So here I am stuck with the microwave because I can return it more since my purchase month was in May, and here I am still waiting for Bosch management to consider at the end of August. Worst customer service ever. I called them more than 10 times from July to August and stayed by phone for more than 2 hours walking in and around. Every time I called my phone time was over 2 hours. Read the full review of Jodie Plano, TX Verified Reviewer Verified Buyer Original Review: August 27, 2020After spending \$1,700 on the original unit, extended warranty, multiple repairmen visits and two magnetrons, our 14-month-old Bosch microwave caught fire and is now considered irreparable. Extended warranty people say, we have to take away from Bosch. Bosch says we have to recover with an extended warranty. Getting to run away from both of them. We had this microwave oven installed for just over one year when we remodeled our kitchen, including creating a custom built-in space for this microwave oven. Now we have hole in our island kitchen and have struggled with Bosch and warranty people for months. Fortunately, this diabolical car didn't catch fire on our entire house. But, nevertheless, this product is a huge security threat and it needs to be taken down from the market (and poor suckers like those of us who bought this machine should be compensated). We filed a complaint with the Texas Attorney General and asked to be included in a class action lawsuit that was recently filed. Protect your home and family - don't buy a microwave box from Bosch!! Read the full review of Gabriele Leesburg, VA Verified Reviewer Original Review: August 13, 2020Purchased our Bosch Dishwasher in January 2020 and now, 6 1/2 months later it needs repair. Contacted bosch Customer Service to have an approved company come for repairs and got three local contacts. One won't burden my area. Another told me it would take 4 weeks for someone to get out and service our dishwasher. I notified customer service of this bad response, but I was told they couldn't do anything about it. They blamed Covid. Called my authorized Bosch dealer, who is not an authorized Bosch repair service but who installed my dishwasher and they were able to put me on schedule within 24 hours. The downside: I have to pay and my warranty is no longer valid. So a warning to everyone: Bosch doesn't care about its customers and their treatment of its customers has been borderline rude, extremely dismissive and smug. It's a terrible experience all around. Farhad Fort Collins, CO Verified Reviewer Original Review: August 10, 2020 Don't Buy Cook-Top... Unsafe! Unless you want to burn down your house! We have purchased all Bosch appliances for our new home that we are building. Thought we could count on the reputation of the name... But we were wrong. We had problems with Cook-top almost from the start. But it took about 3 years for the burner to spiral out of control. You can turn it on and put it on 2... but it will go full bore and act like this at 9. It's not safe... we had something on the top of cook, and when we heard that the smoke alarm went off in a short time... we went back to the burnt pot. Instead of keeping it warm... he almost burned down our house. On the other burner... You can put it on 5 and expect it to come up to the temperature gradually... But come back in an hour... and it never even heats up. This is a very UNSAFE and UNRELIABLE product... I wouldn't trust that in my house. I will definitely buy something else to replace it rather than look at Bosch ever again. They are not behind their products even in matters of safety. They had to remember this point... but instead, it will cost us as much as buying a new one for repairs. Very bad... Bosch offered us a 50% discount on parts... which still comes to than I can buy a new one for. Never again. Read the full review of Next Next Next

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