

BSH Service	Regional Message	Date : 17.02.2021 No : 58300000228384 Page No : 1/2
Brand: All. Product group: Oven.	Topic: About the E5122 error code after the descaling program in ovens.	Prepared by : İbrahim Haji E-Mail: ibrahim.haji@bshg.com Telephone : +90 216 528 9856

Distribution List: Africa

Dear Service Manager,

From time to time in some ovens produced and put on the market by BSH within the scope of the IC6 project and whose models are given below, after the descaling program, you may face this error code appears on the screen;

"E5122" Or "E51-22"

Please follow the service solution below.

Error cause:

As the pump gets hot, its performance drops. Since the drain pump remains in operation for a long time during rinsing, overheating occurs in the pump. E5122 error code is appear on the screen because it is detected that the evaporator is discharged faster than it should be due to the decrease in water coming out of the pump.

Application 1:

Instant solution: After the warning to change the water in the water tank after the rinsing process, the water is changed and the panel is waited for 30 minutes without closing. In the meantime, the pump will cool down and when the panel is closed after 30 minutes, the evacuation speed of the evaporator will return to normal and the error code will not be displayed.

Application 2:

Permanent solution:

- Application for our services authorized by iService:** Flash the steam module to the latest version and change the pump spare part code by ordering below.
- Application for our services that are not authorized by iService:** Order the programmed control card and the pump spare part with the code below and replace it with a new one.

Product Type	Pump Material code
If there is a microwave feature	12007673
If there is no microwave feature	12014205

Below you will find a QR code link to fill a survey about this regional message



Please inform your technicians and relevant technical employees about this matter.

Yours Sincerely,

BSH Ev Aletleri Sanayi ve Ticaret A.Ş.
Customer Service Department (Africa)

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Affected devices;

BOSCH		SIEMENS	
CDG634BS1/01	CDG634BS1/35	CD634GBS1/01	CD634GBS1/68
CDG634BS1/05	CDG634BS1/40	CD634GBS1/05	CS856GPB7/01
CDG634BS1/15	CDG634BS1/49	CD634GBS1/21	CS856GPB7/41
CDG634BS1/21	CDG634BS1/57	CD634GBS1/25	CS856GPB7/49
CDG634BS1/22	CDG634BS1/63	CD634GBS1/26	CS856GPB7/52
CDG634BS1/26	CDG634BS1/68	CD634GBS1/35	CS856GPB7/57
		CD634GBS1/38	CS856GPB7/63
		CD634GBS1/40	CS856GPB7/68
		CD634GBS1/49	CS856GPB7/81
		CD634GBS1/57	CS856GPB7/84
		CD634GBS1/63	

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