

[REDACTED]

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**From:** Bosch Home <noreply-bsh-bosch@bazaarvoice-cgc.com>  
**Sent:** Saturday, November 12, 2016 6:03 AM  
**To:** [REDACTED]  
**Subject:** Your review has been moderated

It cannot be published to the website, but..



[REDACTED],

Thank you for taking the time to review your Bosch product! Our staff has read your review and values your contribution. Unfortunately, your review does not meet all of our website guidelines so it will not be published on our site. Thank you for sharing!

[Submit a new review](#)

Thanks again,  
**Bosch Home US**



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### **Great Dishwasher, but Terrible Customer Service**

Once installed correctly, we actually love this machine. The silverware upper tray is an excellent feature. But our disappointment comes from the installation. We bought it from Lowe's, worked for about three days, then failed. Now the nightmare: Lowe's said we had to deal with the manufacturer for repair even under warranty. Bosch said it would be EIGHT WEEKS before they could send a repair person out. Bosch did not help solving this, they simply said to call Goldwing, A&E Factory Service or Service Advantage. The entire repair scheduling was totally up to us. No return phone calls from Bosch or emails... nothing. The problem? The installers didn't snap the AC plug in correctly during the installation! We had to wait eight weeks for a 10 minute service call with no help from Bosch. Then when we had an electrician out for another matter, the electrician said the AC junction box should have been installed behind the dishwasher out of the path of any drips that might occur in that area, NOT laying on the floor under the sink. Sloppy, sloppy, sloppy. The main problems was with Lowe's, but Bosch's Customer Service did nothing to help expedite the installation issues. It's still NOT completely installed correctly. First of all... don't buy from Lowe's, next: be prepared to wait for eight weeks for a service call. Keep lots of dish soap for hand washing. Otherwise, when the machine is working, I'd recommend this. [I'm sure this disqualifies us for the contest, but I'm simply telling what our experience was (and still is).]

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