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## 1. Getting started

### 1.1 What is Q-Trust by Bosch?

Q-Trust is a digital service by Robert Bosch Hausgeräte GmbH that tests key components and functions of your dishwasher and provides a corresponding certificate for your Bosch Dishwasher based on the tested scope. With the certificate, selling your Bosch dishwasher on the second hand market will be as easy as doing dishes.

### 1.2 What do I need to get the certificate?

You need a Bosch dishwasher that is Home Connect enabled and that works with Q-Trust (See: "How can I check if my Dishwasher works with Q-Trust?"). Your dishwasher needs to be connected to the Internet and needs to be connected to your Home Connect Account (click here to see how to connect it to the internet and to your Home Connect Account). Q-Trust will guide you step-by-step through the process of ordering the Q-Trust certificate. In this process, you will need to log-in to your Home Connect account via SingleKeyID. Then, you will select the dishwasher you wish to certify. Finally, you will be asked to start a program on your dishwasher which Q-Trust will use as a self-test. After this program is completed, our experts will analyze your data and create the certificate. If all is fine, you will receive your certificate via E-Mail within 5 days.

### 1.3 How can I check if my Dishwasher works with Q-Trust?

Dishwashers that work with Q-Trust are built since 2020. You can detect them by looking at the buttons: When the Power-button says "Reset 4 sec." (instead of "Reset 3 sec.") and when the Dishwasher also has a connectivity-button, then you know that it can work with Q-Trust.

#### 1.4 How do I get my certificate?

After the self-test program has been completed, a team of experts will review the data. You will receive the certificate by e-mail within 5 days after starting the self-test program.

#### 1.5 How much does it cost?

The certificate is 14.99€.

#### 1.6 How much time will this entire process take?

Your certificate will be ready within 24 hours after payment.

#### 1.7 Is Q-Trust only available for dishwashers? Only in Germany? Only for Bosch?

Yes for now, Q-Trust is only available for Bosch dishwashers that are in Germany. We're currently working on expanding Q-Trust to other product groups and additional countries.

Stay tuned for exciting updates!

#### 1.8 Can I get Bosch certificates for other Bosch Products?

For vehicles, Bosch already offers the Bosch Gebrauchtwagenzertifikat — a fast and easy solution that provides a software-based condition assessment for used cars, independent of the manufacturer and also suitable for electric vehicles.

Stay tuned as we continue to expand our certification services to more product groups and markets.

For more information: [Bosch Gebrauchtwagenzertifikat: Softwarebasierte Fahrzeugbewertung](#)

## 2. Self-test and technical check

### 2.1 Not compatible device

Dishwashers that work with Q-Trust are built since 2020. You can detect them by looking at the buttons: When the Power-button says "Reset 4 sec." (instead of "Reset 3 sec.") and when the Dishwasher also has a connectivity-button, then you know that it can work with Q-Trust.

### 2.2 Learn more about data usage -> What data is collected during the self-test from the device?

During the self-test data is collected for: - heating element - filter - water leakage - circulation pump - sewage pump - fill system. In addition historical usage data is retrieved from the data base to complete the certificate. This includes (amongst other data) the number of wash cycles and the age of the appliance.

### 2.3 Why can't I see my dishwasher on "Select your dishwasher" screen?

If your dishwasher does not appear on the "Select your dishwasher" screen, it is usually due to a connection or account mismatch. Please check the following steps:

### **1. Check if your dishwasher is connected to your Home Connect account.**

Open the Home Connect app and confirm whether the appliance is visible there.

If it is not visible, you need to add it again.

Follow the instructions in the [Connection Guide](#) to reconnect your dishwasher.

### **2. If the dishwasher appears in Home Connect but not in Q-Trust, check your account settings.**

Sometimes Q-Trust is logged in with a different Home Connect / SingleKey ID account.

Go to Settings → Account in both apps and make sure the same account is used.

### **3. Still not working?**

If the appliance is visible in Home Connect, connected correctly, and you are using the same account but it still doesn't appear in Q-Trust — please [contact us](#).

We are happy to help you get it sorted.

#### [2.4 Which personal data do you access from me?](#)

During the payment process, Bosch Hausgeräte GmbH collects the personal data required to complete your order — such as your name, email address, and billing address.

For full details on how your data is processed, please visit our data protection information page: <https://www.bosch-home.com/de/metaseiten/impressum/informationen-datenschutz>

#### [2.5 How do I know if my Dishwasher can be connected to the internet?](#)

Please check that your household appliance has the Home Connect function. Household appliances with the Home Connect function have a Wi-Fi sticker or a Home Connect button. You can also read the user manual or ask our Customer Services team.

To connect your dishwasher to the internet, you need the Home Connect app. You can connect your appliance with Home Connect function to your Wi-Fi by scanning the provided QR code. You'll find it on the enclosed Quick Start Guide. If you don't have this document handy, simply use the [Pairing Finder](#). It finds the right QR code for your household appliance in just a few steps.

Then, the Home Connect app shows you how to activate Home Connect on your household appliance.

### 2.5 How did Bosch test the components of the dishwasher?

Bosch uses a dedicated test program that checks the key components of your appliance. During this program, the dishwasher performs actions such as **heating the water** and the system measures whether the correct temperature is reached within the expected timeframe.

These automated checks allow Bosch to verify the functionality of essential parts like the heating element, pumps, leak detection, and filter system.

### 2.6 How does Bosch know the usage data of the dishwasher?

Newer Bosch dishwashers contain an integrated computer that continuously records usage-related information, such as the number of wash cycles, past errors, and filter blockages. This data is stored locally in the appliance.

When your dishwasher is connected through Home Connect, Bosch can securely access this information along with the results of the self-test. Together, these data points enable us to create an accurate Q-Trust certificate that reflects the appliance's past usage and current performance.

### 2.7 What is Home Connect?

With Home Connect, you can control your home appliances easily—from the washing machine to the oven, to the coffee machine or the vacuum cleaner.

The Home Connect app gives you access to all the relevant information at any time. It can not only switch your appliances on and off, but it can also select programs, adjust timers, set appliances to eco mode, and much more. The app will regularly give you new tips, tricks, recipes, and inspirations for your smart household.

### 2.8 How do I get a Home Connect Account?

Search for "Home Connect" in the Apple App Store or Google Play Store on your smartphone or tablet – or click one of the displayed buttons right here. After downloading the app, open it and register a Home Connect account with your name and e-mail address.

You will then receive a confirmation link in an e-mail. Open it to complete your registration.

Then open the Home Connect app again and sign in.

## 2.9 How do I connect my dishwasher to Home Connect?

Household appliances with Home Connect can be easily installed and connected with the corresponding Home Connect app.

If you have lost your Quick Start Guide or don't have it handy, the Connection Guide will help you to find the correct QR code for your household appliance with Home Connect function, allowing you to start the pairing process, in just a few simple steps.

Please check the link for more information: <https://www.home-connect.com/gb/en/help-support/pairing-finder>

## 3. Certificate details

### 3.1 What does "self-test successful" mean?

"Self-test successful" indicates no malfunctioning of the tested components has been reported.

### 3.2 How does the certificate look like?

On the left side, the certificate shows the results of the self test by the system and component tested. On the right side, it shows an overall score of the previous usage of the appliance and the data it is based on (age and number of programs of the appliance). For an example please see here.

### 3.3 Does the certificate give me a guarantee for the condition of my appliance?

No, Q-Trust does not guarantee the overall condition of the device. For the Q-Trust certificate, Bosch only tests certain components and functions of the dishwasher and certain data collected by the Home Connect System is analyzed. You can see what exactly was tested in the frequently asked questions: "Which data is analyzed for the creation of the certificate?" And "What does self-test successful mean?". Beyond this, the Q-Trust certificate does not provide any information about the overall condition of the dishwasher or about the condition after the time of the self-test. In particular, scratches or similar are not taken into account by Q-Trust. We therefore recommend a thorough, particularly visual, inspection of the device. The manufacturer's guarantee and the warranty rights against the seller of the dishwasher remain unaffected. (For more information, please see the Terms & Conditions).

### 3.4 How to interpret the Q-Trust certificate

The Q-Trust certificate confirms your dishwasher's tested condition and usage history. It helps buyers trust your listing.

Technical Test section confirms whether key components worked properly during the self-test. A "successful" result means no faults were detected in critical components at the time of testing.

Usage History section shows how much the dishwasher has been used over its

lifetime. It generates a usage score combining age and program count, helping you compare between devices.

For full details on what Q-Trust tests and its limitations, see our complete guide.

### 3.5 Where to find your certificate ID

You can find your certificate ID in the bottom-right corner of your Q-Trust certificate. It's displayed as a unique code that identifies your appliance's test results.

### 3.6 What does "2 free months of Wertgarantie" mean

With the promotional code "QTRUST26", the first two months of your Wertgarantie protection are free of charge.

Simply enter the code in the order overview before submitting your application, and your coverage will start with two complimentary months of protection.

### 3.7 How is the Score calculated and what does it mean?

The score compares your dishwasher's individual values — age, number of wash cycles, and number of filter blockages — with calculated average values from a large comparison group of 100,000 Home Connect-connected dishwashers across Europe.

These values are translated onto a 0–100 scale, allowing you to easily understand how your appliance compares to typical usage patterns.

A higher score indicates relatively low usage so far, while a lower score reflects heavier past usage compared to similar dishwashers.

## 4. Selling with Q-Trust

### 4.1 What are the benefits of selling my dishwasher with a Q-Trust certificate?

Selling with a Q-Trust certificate gives you a strong advantage on the second-hand market. It helps you increase your trustworthiness, so you can list your dishwasher with confidence and stand out from other sellers. The certification provides full transparency about the appliance's condition, allowing you to sell at a fair and defensible price without lengthy explanations or negotiations.

You're also giving your appliance a meaningful second life. By reselling a certified dishwasher, you help reduce unnecessary waste and contribute to sustainability, while making it easier for someone else to buy a reliable, verified device.

### 4.2 How do I include my Q-Trust certificate in a second-hand listing?

Including your Q-Trust certificate is simple and helps your listing stand out immediately.

Just upload the certificate image directly into your marketplace listing, the same way you add product photos.

### 4.3 How should I write a good product description for a certified appliance?

Q-Trust makes this easy for you. We prepare a ready-to-use product description based on the details of your certificate. You can simply copy and paste it into your marketplace listing to present your appliance with maximum trust and transparency.

For the best results, make sure to:

Include the certificate image prominently in your listing + link to the certificate

+describe what the certificate is

Mention the proven condition in both the headline and the description

Highlight that the appliance has been tested and verified by Bosch

A clear, trustworthy listing helps your appliance stand out from others and can significantly increase buyer confidence.

### 4.4 How should I prepare my dishwasher before selling it second-hand?

Before handing your appliance over to a new owner, a few simple steps can help ensure a smooth, safe, and positive experience for both sides:

**Keep all screws and spare parts:** Collect any accessories, screws, hose clips, or additional pieces that came with the dishwasher. These can be valuable during reinstallation in the buyer's home.

**Check or look up the user manual:** If you still have the printed manual, include it. If not, you can download the digital version to share with the buyer to help them get started quickly.

**Empty all water tanks and hoses:** Make sure the dishwasher is fully drained before transport to avoid leaks or damage on the way.

**Clean the interior:** Wipe down filters, racks, and surfaces to present the appliance in its best condition.

**Secure moving parts:** If possible, use protective padding or tape to keep baskets and trays from shifting during transport.

Preparing your dishwasher this way helps the buyer reinstall and start using it without hassle, making your sale more professional, trustworthy, and smooth.

### 4.5 Does Q-Trust work with all second-hand platforms?

Yes. Q-Trust works with any second-hand platform.

All you need to do is add an image of your Q-Trust certificate to your listing and let potential buyers know that the appliance's key functions have been tested and verified.

This gives buyers instant confidence in the proven condition of your dishwasher, no matter where you choose to sell it.

## My appliance is not supported with Q-Trust. What can I do instead?

If your appliance is not compatible with Q-Trust, you can still offer buyers extra peace of mind. With our partner Wertgarantie, you can add a protection plan — and with our code, you even get the first 2 months free.

You can also mention in your second-hand listing that an extended warranty is available for the device. This helps increase trust and makes your offer more attractive, even without a Q-Trust certificate.

## 5. Buying with Q-Trust

### 5.1 What are the benefits of buying a dishwasher with a Q-Trust certificate?

Buying second-hand can sometimes feel uncertain, especially when you're relying only on photos or brief descriptions. A Q-Trust certificate changes that by giving you access to authenticated performance data, directly from the appliance itself. Instead of guessing how well a dishwasher was treated or whether key components still work as they should, you receive a transparent assessment based on an automated self-test and usage history.

Every certificate is unique and verifiable, which means you can always confirm that the information you see is genuine.

### 5.2 What does the certificate tell me about the condition of the appliance?

The Q-Trust certificate confirms your dishwasher's tested condition and usage history. It helps buyers trust your listing.

Technical Test section confirms whether key components worked properly during the self-test. A "successful" result means no faults were detected in critical components at the time of testing.

Usage History section shows how much the dishwasher has been used over its lifetime. It generates a usage score combining age and program count, helping you compare between devices.

For full details on what Q-Trust tests and its limitations, see our complete guide.

### 5.3 How do I know a Q-Trust certificate is authentic?

Each Q-Trust certificate has a unique certificate ID.

To verify it:

1. Go to the Q-Trust verification page (<https://q-trust.bosch-home.com>).
2. Enter the certificate ID shown in the listing.
3. Once the certificate is confirmed, take a moment to compare it with the version provided by the seller. Check that key details match: scores, serial number, and test date.

This quick check helps you ensure the certificate is authentic and the appliance is genuinely certified.

#### 5.4 How can I verify, that the certificate belongs to this dishwasher?

To make sure the certificate matches the dishwasher you are checking, compare the dishwasher's model number with the one shown on the certificate. Both numbers must be identical.

This quick check ensures the certificate truly belongs to that specific appliance.

#### 5.5 What should I do if I don't see a certificate in a second-hand listing?

A certified appliance makes everything easier and more trustworthy. Send a message to the seller and ask to provide one so you can buy with complete peace of mind.

#### 5.8 What should I pay attention to when buying a used dishwasher?

When buying a used dishwasher, a few simple checks can help you avoid surprises and make sure you're getting a reliable appliance:

##### Look for a Q-Trust certificate

A certificate gives you authenticated performance data about the dishwasher's key functions. If the listing doesn't show it, ask the seller to provide one. It's the most reliable way to understand the appliance's condition.

##### Review clear, detailed images

Make sure the seller provides photos from all sides — inside, outside, control panel, racks, and door seal. This helps you assess the general condition and spot any visible damage.

##### Ask about accessories and parts

Ensure the seller includes essential items such as the cutlery basket, hose connections, screws, clips, and any original spare parts.

##### Check age and usage

If the seller hasn't provided this information, ask. The certificate will also show the appliance age and total wash cycles.

##### Arrange safe pickup

During collection, look for signs of leaks, unusual odors, or visible wear. A clean, well-kept dishwasher usually indicates proper care.

By combining clear photos, complete parts, and a verified Q-Trust certificate, you can feel confident about choosing a high-quality second-hand appliance.

#### 5.9 How do I deep-clean and refresh a used dishwasher?

A thorough deep-clean can make a used dishwasher feel like new again. We recommend using Bosch-approved cleaning and descaling products, which are

designed to remove grease, limescale, and odors without damaging the appliance. For the best results, explore our official cleaning products here:

[Hausgeräte: Reinigung & Pflege | Bosch DE](#)

### 5.10 What if the dishwasher breaks after I bought it ?

Even with a verified Q-Trust certificate, unexpected issues can still occur over time. For extra peace of mind, we recommend protecting your purchase with a Wertgarantie plan. Wertgarantie covers you for a wide range of errors and technical failures, providing reliable support even after you've bought the appliance. As an extra benefit, you can get your first two months free when you sign up using our code. Learn more about appliance protection [here](#)

### 5.11 Which kind of Bosch dishwasher suits my needs best?

If you're still exploring which Bosch dishwasher is right for you, our Bosch Dishwasher Product Finder is the quickest way to get tailored recommendations based on your household size, habits, kitchen layout, and preferred features.

Discover which model fits you best here: <https://www.bosch-home.com/de/produkte/geschirrspueler/produktfinder>

## 6. Protection / Insurance

### 6.1 What is Wertgarantie?

Wertgarantie is our trusted partner for extended appliance protection. Their complete protection plan covers repairs and faults even after the manufacturer's warranty has expired — including water damage, electronic failures, moisture issues, and defects caused by improper handling.

It's an easy way to keep your used appliance protected for the long run.

### 6.2 What is included in the complete protection?

It's an all-round protection package designed to keep your appliance running smoothly, no matter what happens.

Protection after the legal warranty expires: Unlimited coverage for material, construction, and manufacturing defects, even after the legal warranty period

Coverage for used appliances: protection for all devices, regardless of age

Replacement benefit in the event of total loss: In case of an economic total loss, Wertgarantie contributes to the purchase of a new appliance

Water and moisture damage: These damages are common; with Wertgarantie, you're fully protected

Improper handling: Mistakes happen easily; Wertgarantie covers damage resulting from incorrect operation

Electronic failures: Comprehensive protection against electronic defects

### 6.3 Who takes care of the repairs?

All repairs covered under the Wertgarantie plan are carried out by the Bosch Service ensuring professional service.

### 6.4 What is the Q-Trust offer?

We offer you the opportunity to take out comprehensive all-round protection for your appliance with our partner WERTGARANTIE at highly attractive conditions. With the promotional code "QTRUST26", you will receive the complete protection plan free of charge for the first two months. Simply enter the code at the end of the application process.

[Unsere Antworten auf Ihre Fragen | WERTGARANTIE](#)

### 6.5 How can I contact the Bosch customer service?

Bosch's customer service for large appliances provides fast, professional, and straightforward assistance. We typically repair your large appliance directly at your home so you can use it again immediately. Please use the link for detailed information: <https://www.bosch-home.com/de/service/kontakt-und-information#>

### 6.6 How long Spare parts for Bosch used appliance?

Bosch provides spare parts for your appliance for up to **15 years** after the end of production. This ensures that even a used dishwasher can stay functional and well-maintained for many years to come.

You can browse and order original Bosch spare parts here: <https://www.bosch-home.com/de/produkte/ersatzteile>

## 7. Guides and helpful links

### 7.1 Order certificate: Link to web-app

Here you can order your Q-Trust certificate: <https://q-trust.bosch-home.com>

### 7.2 Connection guide (-> would also include the link in self-test guide)

<https://www.home-connect.com/gb/en/help-support/pairing-finder>

### 7.3 Pairing instruction (-> would also include the link in self-test FAQs)

<https://www.bosch-home.com/us/experience-bosch/home-connect/pairing>

### 7.4 Terms and Conditions

<https://q-trust.bosch-home.com/Q-Trust AGB 2026 04 01.pdf>

### 7.5 Data Protection Information

<https://q-trust.bosch-home.com/Q-Trust Datenschutzinformation 2026 04 01.pdf>

## 7.6 Complete guide to certificate explanation

[https://q-trust.bosch-home.com/Q-Trust-Guide\\_DE.png](https://q-trust.bosch-home.com/Q-Trust-Guide_DE.png)