

TROUBLESHOOTING




Troubleshooting

ENGLISH

E comes on.	There is no cookware on the zone.	Put cookware on the zone.
	The cookware is incorrect.	Use the correct cookware. Refer to "Induction Cooking" chapter.
	The dimension of the bottom of the cookware is too small for the zone.	Use cookware with correct dimensions. Refer to "Induction Cooking" chapter.
	The cookware does not cover the cooking zone.	Cover the cooking zone fully.
E and a number come on.	There is an error in the appliance.	Disconnect the appliance from the electrical supply for some time. Disconnect the fuse from the electrical system of the house. Connect it again. If comes on again, contact an Authorised Service Centre.
E2 comes on.	The induction coils are overheated.	Allow the appliance to cool down.
E27 comes on.	The appliance is overheated. The cooling fan might be blocked.	Allow the appliance to cool down. Check if objects block the cooling fan. If comes on again, contact an Authorised Service Centre.
E37 comes on.	Incorrect configuration.	data New configuration needed. Contact an Authorised Service Centre.
E47 comes on.	None or faulty communication between control panel and induction coils.	Ensure that connection cable is plugged on correctly and functional.
U400 comes on.	Control Panel is wrongly connected.	Connect to correct mains voltage.
E22 , E20 , E36 , E5 , E6 or E9 comes on.	An internal component of the appliance needs replacing.	Contact an Authorised Service Centre.

If you cannot find a solution to the problem yourself, contact your dealer or an Authorised Service Centre. Give the data from the rating plate.

Troubleshooting

Problem	Possible cause	Remedy
You cannot activate or operate the appliance.	The appliance is not connected to an electrical supply or it is connected incorrectly.	Contact a qualified electrician.
	The fuse is released.	Make sure that the fuse is the cause of the malfunction. If the fuse releases again and again, contact a qualified electrician.
	It's been more than 10 seconds from the switching on of the appliance.	Activate the appliance again and set the heat setting in less than 10 seconds .
	You touched 2 or more sensor keys at the same time.	Touch only one sensor key.
	Pause function operates.	Refer to "Using the Cooking area" chapter.
The hob deactivates.	There is water or fat stains on the control panel.	Clean the control panel.
	You put something on the sensor key ON-OFF.	Remove the object from the sensor key.
Residual heat indicator does not come on.	The zone is not hot because it operated only for a short time.	If the zone operated sufficiently long to be hot contact an Authorised Service Centre.
Automatic Warm Up function does not operate.	The zone is hot.	Let the zone become sufficiently cool.
	The highest heat setting is set.	The highest heat setting has the same power as the function.
The heat setting changes between two levels.	Power management function operates.	Refer to "Using the Cooking area" chapter.
The sensor keys become hot.	The cookware is too large or you put it too near to the controls.	Put large cookware on the rear zones if possible.
 comes on.	Automatic Switch Off operates.	Deactivate the appliance and activate it again.
 comes on.	The Child Lock function operates.	Refer to "Using the Cooking area" chapter.
 comes on.	Water or cooking utensils above the control panel.	Remove the objects from the control panel.

TOOLS

- Battery screwdriver (insert cross and torx);
- Flat screwdriver ;
- Tester ;

SPARE PARTS LIST

- SP002574 : Hi-Light Ø 180 80 W
- SP002569 : Induction module 4 zones (without touch control)
- SP002573 : Inductio touch control (N. 2)
- SP002570 : Hi-Light touch control and line bus
- SP002572 : Mobile phone wireless charging

PROCEDURE TO PERFORME THE AFTER SALES

1. Disconnect the hob from the electricity ;
2. Lift the entire glass, tilt it and place it on the island taking care not to scretch it (see picture) ;



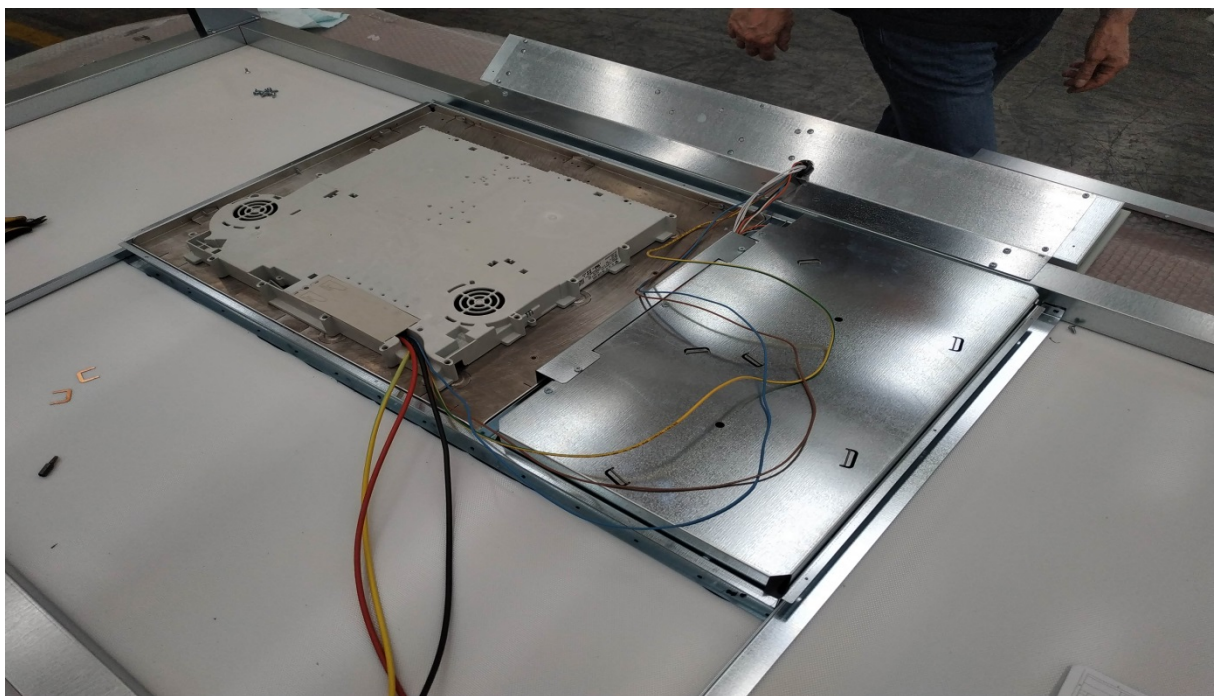
3. Unscrew the two screws and remove the cover (see picture)



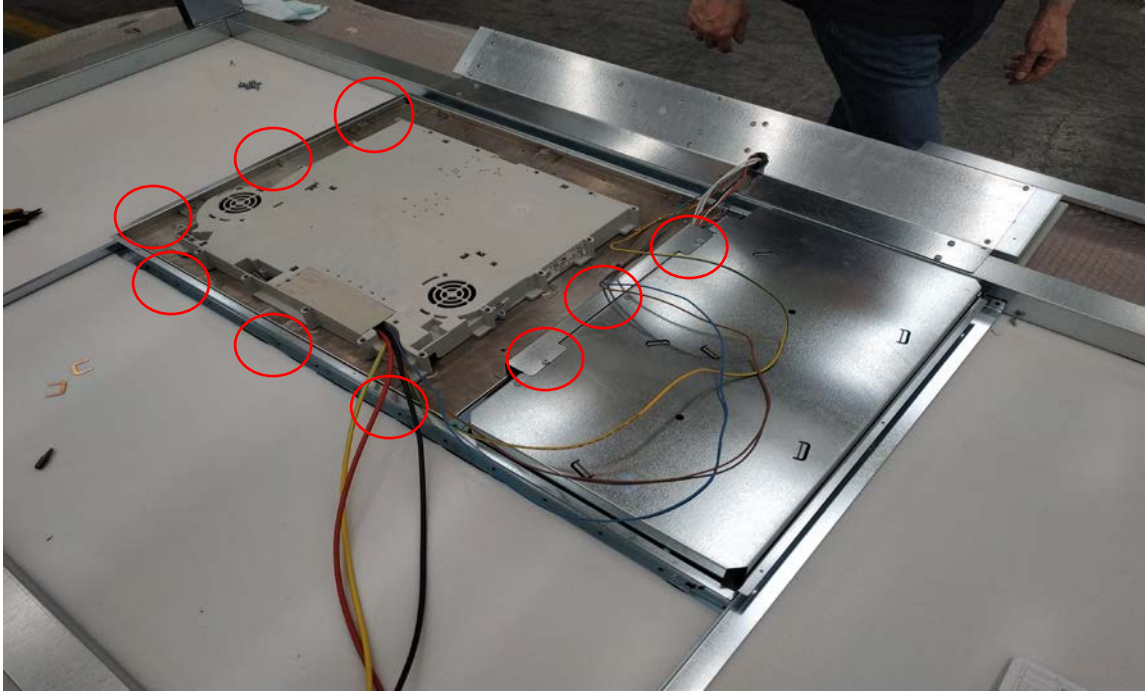
4. Unscrew two screws of conduit remove the cover and slip off the corrugated pipe (see picture)



5. Unscrew the 12 perimetral screws of induction cover and remove it (see pictures)



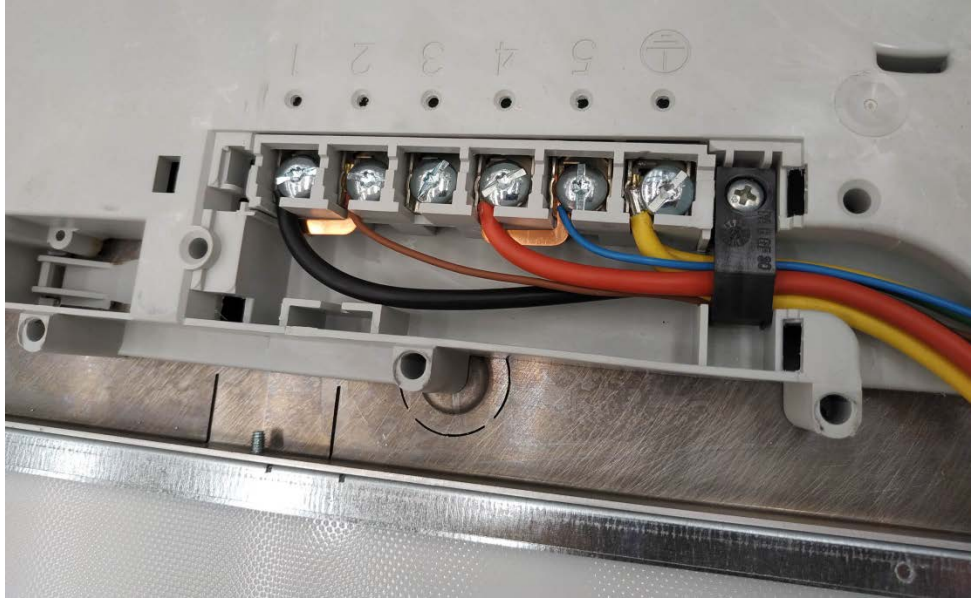
6. To change the induction plate unscrew the 9 perimetral screws (see picture)



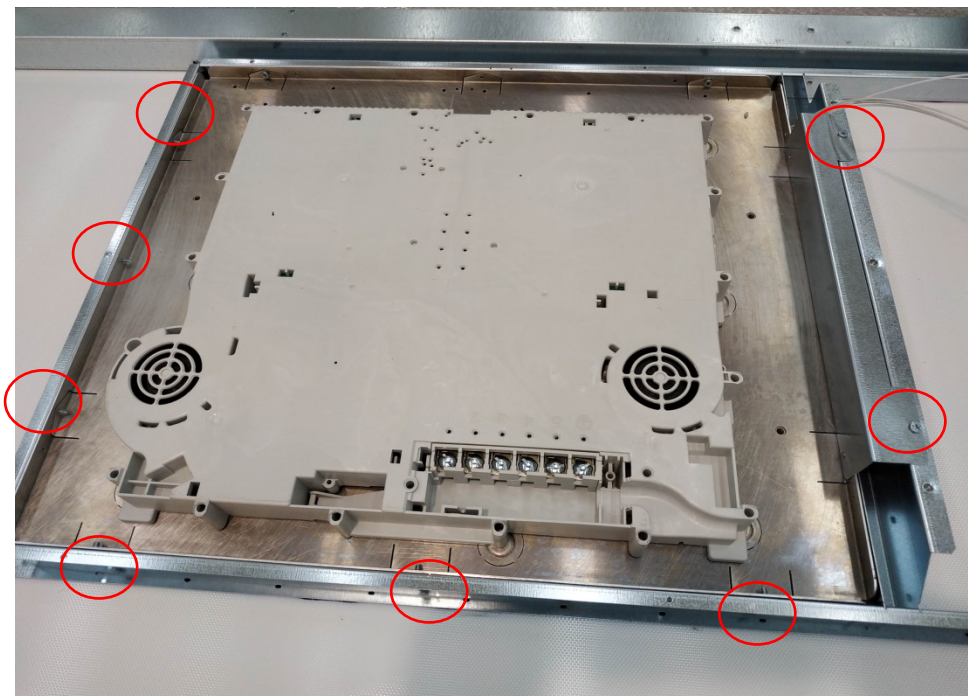
6.1 Remove the plastic cover with flat screwdriver (see picture)



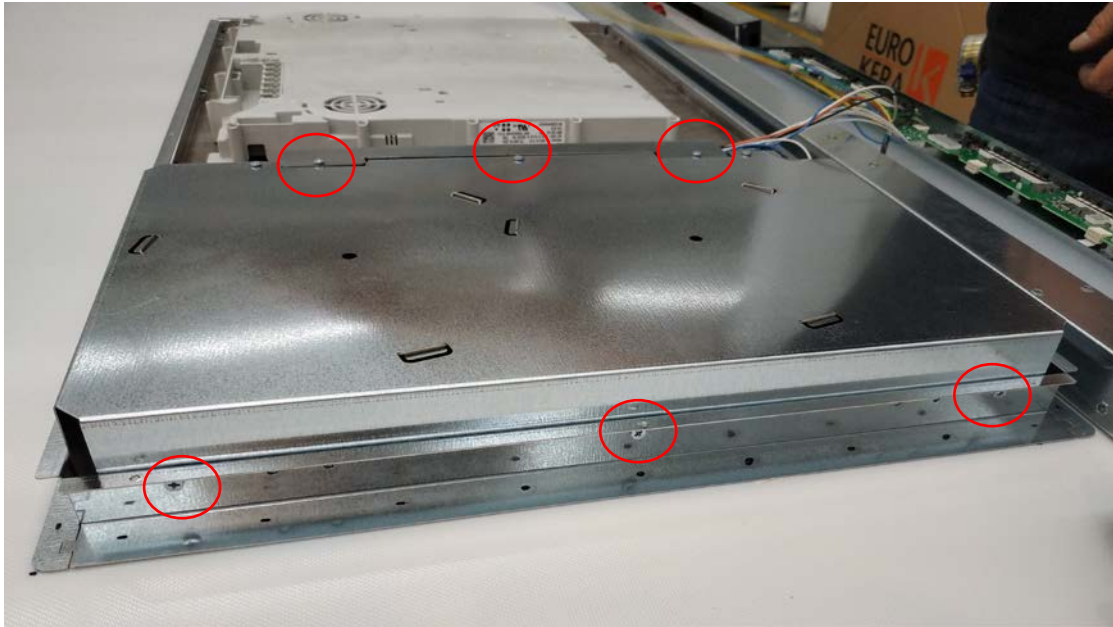
6.2 Disconnect the connections below (6 hexagonal and 1 Phillips screws) (see picture)



6.3 Remove the induction module and put new one . Fix with the screws around frame . (see picture) . Please take care to insert n . 2 bridge as in the picture at 6.2 .

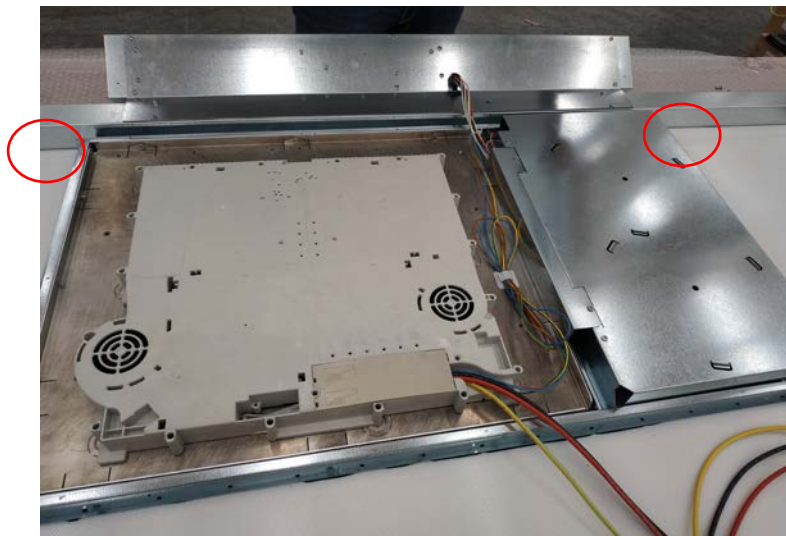


7. To change the hi-light heating element unscrew the 6 screws and lift up the ELZ cover (see picture)

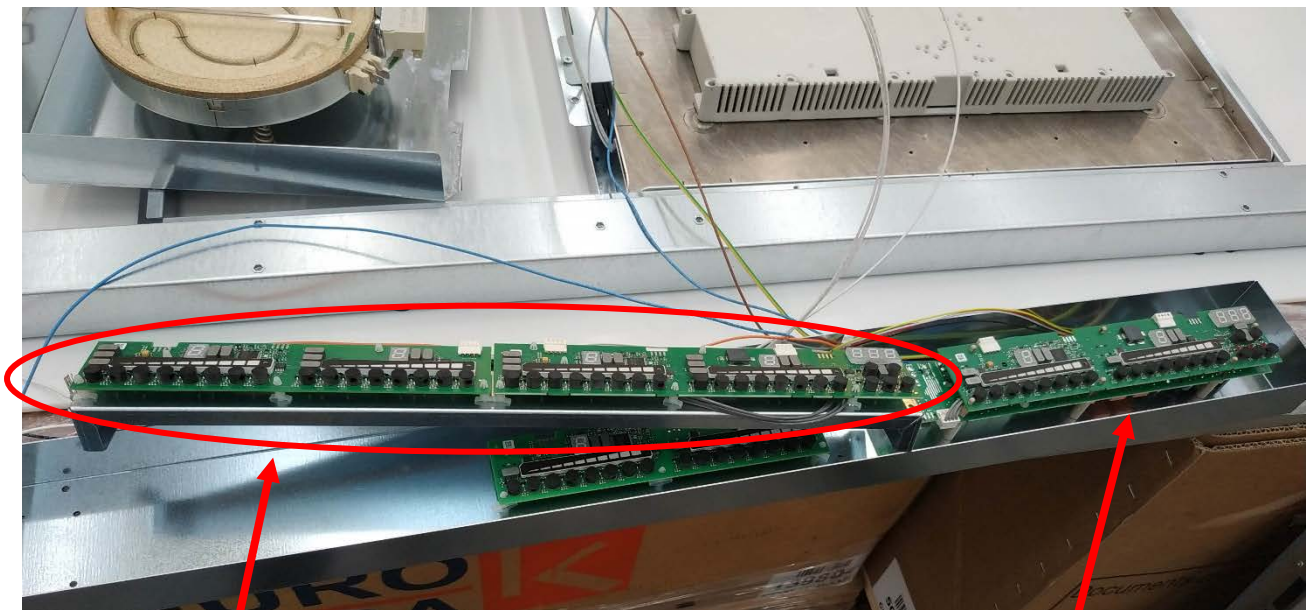
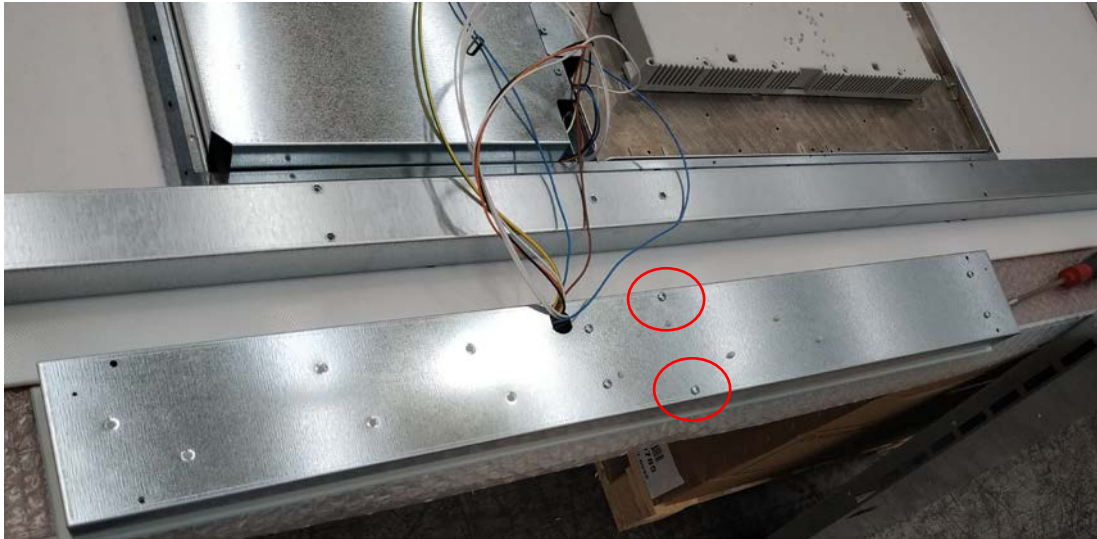


- 7.1 Disconnect the two wiring on hi-light that you want to change, remove the spring from the cover , unscrew the screws from the hi-light and spring . To put a new one inverted the process .

8. To change the touch control , induction or hi-light , unscrew the 4 screws to separate the complete structure (glass and support) to the frame (see picture)



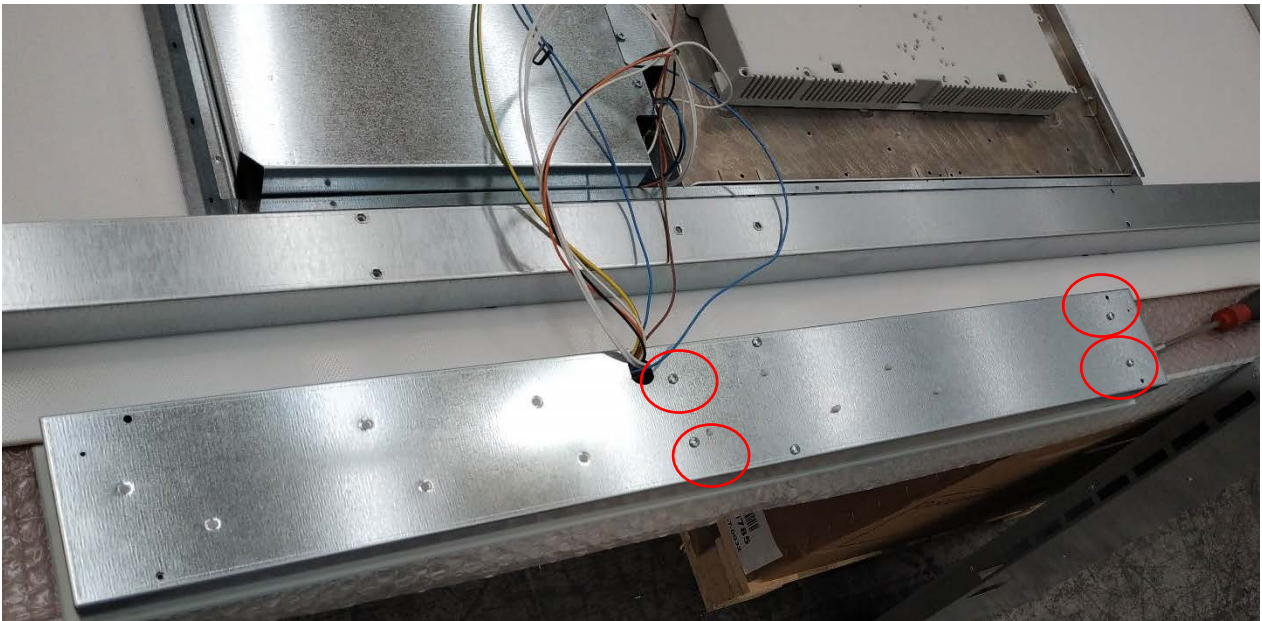
8.1 Unscrew the 2 screws to open the box , than you can log into the different touch control (see pictures)



cod. SP002573

cod.SP002570

To have access to the PCB slave unscrew the 4 screws (see picture)



9. To replace the "wireless cell phone charger" use a coin or flat screwdriver to open it from the aluminum support: see indications stamped on the "wireless cell phone charger" itself: see photo below

