10 Error Codes

For supporting a service technician in case of error, the UI displays error codes.

In combination with the provided document „error codes Basic 2“ which includes detailed information a complete error matrix description is available.
standard error codes are listed following, customized UI can be different. In the standard general UI errors (Er xx) and cooking zone errors (E/x) differ. In case of cooking zone errors the display of the incorrect cooking zone blinks alternative „E“ and a hexcode „x“.

Error code	Description	Possible causes	Remedy
C	The cooking zone can be configured if a static „C“ is shown.	No error, the user is in the service menu.	A suitably pan must be placed on the relevant cooking zone.
C/-	The cooking zone will be configured if a flashing „C“ is shown. After a successful configuration the relevant display shows „-„. If „-„ is not displayed check the possible causes of the E/5.	User is in the service menu, no error.	Wait for the symbol „-„ or abort the configuration activities by pressing the select key and the „C“ will not flash anymore.
E	A flashing „E“ on each cooking zone indicates that all configs will be deleted	User is in service menu, no error.	Manual configuration
E / 2 (error code different for some UI)	Temperature limits are exceeded	Pot or glass temperature is too high NTC → electronic temperature too high	System must cool down
E / 3	**Unsuitable pot**, e.g. loss of the magnetic characteristics because of temperature in the bottom.	On the module a pot creates an improper operating point which can destroy devices, e.g IGBTs.	1. The error is automatically cancelled after 8 s and the cooking zone can be used again. In case of further upcoming errors the pot has to be replaced. 2. The module has to be changed if the error comes without a pot on the cooking zone.
E / 4	Unconfigured induction module (all induction module answer to UI, but any element is related to the effected cooking zone.)	Induction module is not configured.	Delete the hob configuration and activate the manual configuration. Start the UI service menu to configure the induction module If the listed points are not successful replace the module.
E / 5	No communication between UI and induction module	No power supply of induction module Bad cabling or defect	Check power and LIN connections. If connection is OK, replace the module
E / 6	Main power disturbance	1. Failure in main power frequency detection 2. Overvoltage	Check main power voltage and frequency, if ok replace the module
E / 7	Non assignable failure		Replace module or User Interface
E / 8	Fan failure	Fan or control electronic is defect	Replace the module
E / 9	Defect ive temperature probe on inductor	Sensor signal out of valid range; sensor or electronic is defect.	Replace the module
E / A	Hardware defect of induction module	Defect hardware device detected by the self-check of the module	Replace the module
E / C	Configuration failure	2 cooking zones are dedicated to the same element of the UI	Delete the actual configuration Manual configuration with service menu
E / H	Fixed sensor value (test function for T probe on inductor)	Not enough temperature change (10 K) within 5 min after switch on the hob	System must cool down
No functionality and no displaying	Overvoltage on the switch mode power supply (no functionality)	400 V connection	Disconnect and correct the power line connection

Note:

Not each failure can be detected automatically by the system, e.g. in case of defect of the User Interface power supply.

7 Error Handling

cooking platform concept provides dedicated error codes for a quick and efficient trouble shooting. Slim Slider SmartKii displays the error codes on the 7-segment displays for the cooking zones. An error code always starts with the letters "**E**" or "**EU**" depending on the electronic component which has generated the error:

- Error codes starting with "**E**nnn" are sent by the induction generator via LIN to the Touch Control. Refer to the customer documentation of the corresponding induction platform for details on those error codes.
- Error codes starting with "**EU**nnn" are detected directly by the Touch Control itself. Refer to the table below for possible causes and remedies.

Error Code	Meaning	Behavior	Possible Causes	Remedy
ER03	Continuous key activation detected	Cooktop switches off after 10 sec	Water or cookware placed on TC's SmartKiis	Remove water or cookware from the glass
ER20	Internal error inside TC	Cooktop switches off	-	Replace TC
ER21	Over temperature	Cooktop switches off	Temperature sensor on TC has detected a temperature > 85 °C	Let the cooktop cool down (error disappears if temperature is < 75°C) Check heat insulation of the TC
ER22	Internal error inside TC	Cooktop switches off after 3.5 - 7.5 sec	-	Replace TC
ER31	Configurations inside Touch Control and induction are incongruent	ER31 is displayed continuously	The configuration data inside the induction generator is different from the configuration inside the TC	Download configuration. If error is still occurring, replace TC. If error is still occurring, replace the induction generator.
ER35	Internal error inside TC	Cooktop switches off	-	Replace TC
ER36	Internal error inside TC	Cooktop switches off	-	Replace TC
ER42	Secondary power supply implausible	12V or 5V too high / too low		
ER47	No communication to at least one LIN subscriber	ER47 is displayed continuously	LIN cable damaged No power voltage supply for LIN subscriber LIN subscriber defective	Check and replace LIN cabling Check power supply voltage Replace LIN subscriber

4.3. Error Codes

The MCU is reporting several errors via the communication protocol.

The tacho signal from the Fan (inverter) is used to check for a stalled fan. In case of a stalled fan the MCU stops the PWM output and restarts. The usage of the tacho signal is variant dependent. In most variants the tacho signal is ignored, because a lot of fan motors do not provide a tacho signal at all.

Message	Description	Possible cause of default
Fan level blinking	Home in contact open Blinking level shown on the display	▪ Closed window with the usage of a safety window-contact switch. ▪ Safety device is not connected. Cable is not connected or broken.
E 5	Lin communication failure	▪ MCU defect ▪ MCU not connected or connection cable broken

Table 5: Error codes