

## 8 Error Handling

E.G.O.'s cooking platform concept provides dedicated error codes for a quick and efficient trouble shooting. The User Interfaces display the error codes on the 7-segment displays for the cooking zones. An error code always starts with the letters "E" or "ER" depending on the electronic component which has generated the error:

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

Error Code	Meaning	Behavior	Possible Causes	Remedy
E2	Overheat of temperature sensor for cooking zone	Corresponding cooking zone is turned OFF	Empty cookware	Do not heat-up empty pots
			Wrong cookware	Use appropriate cookware
			Pot or glass temperature is too high Electronic temperature too high	Cool down system
E3	Wrong pot	Corresponding cooking zone(s) is/are turned OFF	Cookware is losing its magnetic characteristics	Use appropriate cookware
			Internal error in generator's circuitry	Replace the generator
			Pot creates on the module an improper operating point which can destroy devices, e.g. IGBT.	1. The error is automatically cancelled after 8s and the cooking zone can be used again. In case of further upcoming errors the pots have to be changed.  2. Replace the generator if the error comes without a pot on the cooking zone.
E4	Configuration error	Cooking zone cannot be turned ON	Induction module is not configured yet	Perform a manual configuration (see documentation of Touch Control for details)
			Induction module configuration data error	Erase and re-configure cooking zone.  If the listed points are not successful replace the module

Error Code	Meaning	Behavior	Possible Causes	Remedy
E5	No communication between User Interface and Induction Generator	Cooking zone cannot be turned ON	LIN cabling or power supply cabling defective (e. g. missing line conductor)	Check cabling and power supply voltage
			No mains voltage on slave board	Check mains voltage connection on slave board
			Internal error in generator's or filter's circuitry	Replace the generator
			(Mixed version) HiLight Relay Voltage Error – Defect hardware device	Replace the generator
			Error configuration data	Erase and re-configure cooking zone.
E6	Power supply voltage is out of range (voltage and/or frequency)	Cooking zone cannot be turned ON	Power supply voltage is out of range (see technical data for details)	Check mains voltage
			Wrong mains frequency or mains voltage phase signal problem.	Check mains voltage phase signal
			Internal error in generator's circuitry	Replace the generator
E7	Internal error	Cooking zones are turned OFF	-	Replace the generator
E8	Fan failure	Corresponding cooking zones are turned OFF	Fan blocked by dust or fabrics	Clean and remove foreign bodies
			Fan or module electronics defective	Replace the generator
E9	Temperature sensor error for cooking zone	Corresponding cooking zone is turned OFF	Temperature sensor line for cooking zone is open or short-circuited	Replace inductor
		Corresponding cooking zone is turned ON on a low energy level to defrost a large amount of frozen goods	Frozen goods are cooling the temperature sensor to below 0°C as the energy level is too low	Wait until temperature sensor is heated up to a level over 0°C and choose a higher energy level to defrost

Error Code	Meaning	Behavior	Possible Causes	Remedy
EA	Internal error	Cooking zones are turned OFF	-	Replace the generator
			Flash checksum error	Re-program Software or replace the generator
			IGBT- Idle current too high	Replace the generator
			Heat sink sensor broken or shorted	Replace the generator
			EEPROM-data Error	Re-program Software or replace generator
			Coil selection error Defect inductor or wrong inductor	1. Re-plug 2. Replace inductor
			MCU internal register setting	Re-program Software or replace generator
			Gate power voltage out of range	Replace the generator
			ADC startup test failure ADC bandgap voltage invalid	Replace the generator
			Capacitor Control wrong signal Defect hardware device	Replace the generator
EH	Temperature sensor stuck for cooking zone	Corresponding cooking zone is turned OFF	Not enough temperature change after switch on the hob	Cool down the glass
			No temperature change (min. 10 K / 5 min) after cooking zone is energized	Replace inductor

**Note**

If no error code is displayed and the User Interface is no reacting on any keypress, check power supply voltage for missing line conductors, missing bridges and wrong connection