Service information

Survey of error

Error output TC – Display for Basic 2 Induction

Legend:

 Visual control

 No measurement required or not feasible worthwhile

 Measurement with multimeter

Error code	Description	Possible root cause	Measure	Decision
E blinking	**No error!** Induction module Configurations are deleted			User is in configuration menu (see description for manual configuration)
C	**No error!** Cooktop may be configured			User is in configuration menu (see description for manual configuration)
-	**No error!** Cooktop is configured			User is in configuration menu (see description for manual configuration)
C blinking	**No error!** Cooktop is being configured			User is in configuration menu (see description for manual configuration)

Service information

E·G·O

Error code	Description	Possible root cause	Measure	Decision
E 2	induction module over-temperature Wrong algorithm calculated over-temperature at coil sensor PT-1000 **(only for cooking level 9)**	Pan overheated SMD –NTC / induction module overheated	👁	Cool down system
E 3	inadmissible operating point due to inappropriate pan material Component part error	Loss of magnetic properties of the pan bottom with temperature increase Component part error on induction module	👁	Usage of appropriate pan material ⇒ Replace pan replace Induction module
E 4	induction module not configured Component part error	Not configured or wrong configuration (cookzone assignment) Component part error on induction module		Configuration renewed or to do manually replace Induction module
E 5	Missing communication between TC and induction module	Missing mains voltage missing Lin Bus communication Component part error auf induction module		Check net voltage Check Lin Bus wiring replace Induction module

Service information

E·G·O

Error code	Description	Possible root cause	Measure	Decision
E 6	Power failure Component part error	Net frequency recognition defect Mains overvoltage		Check net frequency and net voltage replace Induction module
E 7	Unknown failure	Incompatible SW version between TC and induction module		replace TC or Induction module to compatible status
E 8	Fan failure	Fan or control electronics defect		replace Induction module
E 9	Coil sensor NTC	Coil sensor NTC defect		replace Induction module
E A	Hardware error	During the self-test, a defect a defect switching component (component part) was recognized		replace Induction module
E C	Configuration failure	Two induction cooktops are assigned to the same TC cookplace		Delete total configuration and execute again

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Error code	Description	Possible root cause	Measure	Decision
E H	Fixed resistor recognition	If there is no temperature change at the cook place after activation of cooktop within 5 minutes, error display shows message "E H"		Induction cooktop has to cool down
No display / Function	Wrong connection 400V Error on Touch Control	Defect mains connection Component part error on Touch Control Component part error on induction module	 	Correctly execute mains connection replace Touch Control replace Induction module Review or replacement of Lin Bus cable
	Defect pan detection	Inappropriate pan		Usage of an appropriate pan replace Induction module

Service information

E·G·O

Error code	Description	Possible root cause	Measure	Decision
Cyclic bar display **Er31** **Er47**	TC	Wrong Touch Control Wrong type	👁	replace Touch Control
Er22	Key evaluation defect, Touch Control switches off after 3,5-7,5s.	Short circuit or interruption around key evaluation	✕	replace Touch Control
Er03 **or** *(display)*	Continuous key activation, Control switches off after 10s.	Liquid or cookware on glass above control	👁	Clean glass ceramics
Er20	Flash error Data not plausible Flash Rom check sum wrong Programming options wrong	Component part error on Touch Control	✕	replace Touch Control

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Error code	Description	Possible root cause	Measure	Decision
Cooking level back to 0		Component part error on induction module	✕	replace Induction module
L	**No error!** Child lock activated		✕	Deactivate child lock

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