

Error	Problem	Cause or remedy	Process (service technician)
	Appliance after connecting to electricity network, does not work.	# Check that the appliance is connected to the mains in accordance with the operating instructions and that the electrical voltage is in the socket or on the phase connections respectively.	• Connecting clamp. • Oven selector switch (depends on model). • Timer/user interface (depends on the oven model). • Relay module(depends on the oven model). • Protective thermostat (depends on the oven model).
	Circuit breaker turns off.	• Switching off the FID switch (fault isolation detection switch) is the result of an electrical breakthrough against grounded parts of the appliance (ground contact). # In the case that you have several devices connected at the same time, find out by the method of elimination which device actually causes the problem. • This can also be caused by the electrical installation itself.	• Heater. • Cooling fan. • Oven ventilator. • User interface. • LED light. • Rectifier. • Electric wire.
	Condensation builds up on the front panel of the appliance..	• Cooling fan does not work, if the appliance does not have it then this is normal phenomenon.	• Cooling fan. • Timer/user interface (depends on the oven model). • Relay module (depends on the oven model).
	Condensing, the water drops out of the door, running under the door.	• Steam condensation occurs between the door glass. • Water drops onto the kitchen element under the oven when opening the door. # Empty the condensate tank. # Install the condense rail. • Leakage of water at the oven seal.	• Oven gasket. • Install the condense rail.
	Switched off fuse of electrical installation.	• Too many appliances (consuming too much power) are connected to one fuse. # Switch off all electricity consumers in the room and switch on only the appliance having the problem. # Test appliance on any other electric socket (other phase). # Introduce to the user the possibility of setting the power according to the instructions in the UM.	
	Oven illumination does not work, light is off.	• Some appliances have the ability to set the operating of the oven illumination and it is possible to manually operate the illumination. # Turn on the illumination. • Bulb burned out. Replacement of the bulb is not covered by the warranty.	• Bulb. • Lamp holder. • Oven selector switch (depends on model). • Timer/user interface(depends on the oven model). • Relay module (depends on the oven model).
	Dish is from below poorly baked.	# Use preheating. # Place the baking tray at the correct level according to the user manual. # At the end of the baking, turn on the bottom heating system for 10 minutes, if it is possible. This will increase baking intensify from below..	See service manual 4-037-1843 (depends on the oven model).
	The oven (heating) does not turn on.	• The User Manual has not been strictly followed. # Press the start button to start heating, if necessary according to the type of oven. Some types of appliances require longer pressure, approximately one second.	• Timer/user interface.
	Oven heats to much.	• Baking temperature was set too high. • Thermostat defective.	• Sensor PT1000 (depends on model). • Oven thermostat (depends on model). • Timer/user interface(depends on the oven model). • Relay module (depends on the oven model).

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	Oven heats poorly, does not reach the temperature, does not bake enough.	- Electrical voltage is too low. - No suitable baking system or baking temperature was selected. - The baking system does not work properly.	- Heater. - Sensor PT1000 (depends on model). - Oven thermostat (depends on model), see service manual 4-037-1844. - Oven selector switch (depends on model). - Timer/user interface (depends on the oven model). - Relay module (depends on the oven model). - Oven gasket. - Insulation of the oven. - Temperature measurement and customer counseling.
	Oven still heats up, although it is switched off.	Switch (relay) for the heating does not switch off the heating.	- Timer/user interface(depends on the oven model). - Relay module, (depends on the oven model).
	Baking tray guides do not slide easily, get stuck.	- The rail was washed-up in a dishwasher and the grease was removed.. (Cases of improper use are not covered by the warranty) - Guide was in the pyrolytic oven during pyro cleaning. (Cases of improper use are not covered by the warranty)	
	Clock/time of day flashes.	# Set the daily time, this should be done when connecting the appliance to the mains and after interrupting the electrical current.	
	Smell or smoke could happen at first use.	- This is normal; smell will go away.. - When the oven is first switched on, the protective varnish should burn off.	# If the odour is present for a long time, check the induction coils. Induction coil.
	Oven does not heat up.	- Door is not completely closed (appliances with door switch). - Demo mode is activated (ON or DEMO is shown on the display).. # Press the start button to start heating, if necessary according to the type of oven. Some types of appliances require longer pressure, approximately one second.	- Heater. - Protective thermostat. - Door switch (depends on model). - Sensor PT1000 (depends on model). - Oven thermostat (depends on model). - Oven selector switch (depends on model). - Timer/user interface (depends on the oven model). - Relay module (depends on the oven model).
	Cooling fan blows even after the oven is switched off.	This is normal, fan works for some time (max. 1 hour) after switching off the oven and ensures that the hot steam from the oven is draining out and also cools the control module.	
	The clock is lagging or overtaking.	- Lagging or overtaking of the clock is due to the instability of the frequency of the power grid: 4-033-2501 - It has no effect on the functionality of the appliances, baking time is too short to make the deviation of the time affect the baking result.	
	Door of the oven is poorly closing, not sealing, falling, hinge failure.	- Door hinges are defective. - The hinge is damaged, curled, bent, poorly installed. - Please check if the door gasket is damaged. # Try fitting the seal: 4-037-2504	- Oven gasket. - Door hinge.
	Oven door cannot be closed, it remains in the lower position.	- Door hinge blockade is activated and has to be moved to the position closed according to the user manuals. - If the appliance has a soft-close door, then a hinge lock must be installed according to the technical information 4-033-2306.	
	Dish is not evenly baked.	Other baking pans may hinder air from circulating properly; ensure there is an empty space between the rear oven wall and the baking pan.. # Lower the cooking temperature by 10-20 degrees and extend the cooking time.. # Use preheating. # Place the baking tray at the correct level according to the user manual.	

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	Food is baked only on one side.	• Other baking pans may hinder air from circulating properly; ensure there is an empty space between the rear oven wall and the baking pan.. # Use preheating. # After half a baking time turn the baking dish and allow the dish to bake on this side until the end of the baking.	
	The appliance indicates that the door is not closed.	# Try fitting the seal: 4-037-2504 • Door switch defective.	• Door sealing • Door switch
	Sensors do not respond, do not react on touch, content on the screen is frozen.	• Child lock is switched on # Switch off the appliance from the mains for a few minutes (unscrew the fuse or turn off the main switch), then reconnect it to the mains and switch on the main switch of the appliance.	• TC module/user interface
	When setting the operating time of the oven, the oven does not turn off the heating after the expiration of the time.	# Follow the user manual to correctly set the baking time.	• Timer/user interface.
	Cooking programs can not be set.	# Follow the user manual. • Timer does not work properly.	• Timer/user interface.
	The pyrolytic oven door cannot be opened.	• Oven has not cooled enough after using pyrolysis. # If the oven has cooled down (approx. 3 hours), manually unlock the door lock. See service manual 4-037-1430	• See service manual 4-037-1430 • Door latch . • Protective thermostat. • Wiring harness of the door lock. • Relay module.
	Pyrolysis does not work.	• The User Manual has not been strictly followed.	
	In the oven occurs condensation, water on the inner glass.	• This is normal, after use it is necessary to wipe the oven.	
	It does not heat below, lower heater failure.	• The correct baking system has not been selected.	• Heater. • Oven selector switch (depends on model). • Relay module, (depends on the oven model).
	It does not heat above, upper heater failure.	• The correct baking system has not been selected.	• Heater. • Oven selector switch (depends on model). • Relay module, (depends on the oven model).
	No heating on the rear side, fan heater is defective.	• The correct baking system has not been selected.	• Heater. • Oven selector switch (depends on model). • Relay module, (depends on the oven model).
	Cooling ventilator is not functioning.	• Repair is carried out by authorized Service.	• Cooling fan. • Timer/user interface(depends on the oven model). • Relay module, (depends on the oven model).
	When the oven switches on, the appliance indicates that the oven is already heated.	• Repair is carried out by authorized Service.	• Sensor PT1000.
	Appliance does not detect the meat probe.	• Meat probe is not sufficiently pushed into the socket.	• Wiring harness. • Socket for meat probe. • Meat probe.
	Pyrolysis works poorly, poorly cleaned oven after pyrolysis.	# Repeat pyrolysis at the longest pyrolysis setting (for models that allow this). • The oven is at the edges of the door during the pyrolysis colder than the rest of the oven, so stains can remain here and must be removed manually. • Pyrolysis can not clean the inner glass.	
	Part fell off, deformed, in malfunction, broken, rusted.	• Mechanical damage caused by improper use is not part of the warranty repair. • Cases of improper use are not covered by the warranty.	
	Excessive amount of steam in the oven during baking.	• Certain type of food (potato for instance) contain a lot of water and steam occurrence is normal.	• Cooling fan. • Partition sheet metal (Possibility of the venting openings).

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	Display goes out on its own, displays nothing or only shows the clock icon.	- In case of BIO21 ovens, type BO3... means that the display went into stand-by mode. # Press and hold the key and clock buttons for 4-5 seconds, the display will reset. - If this happens during baking, oven will continue to operate normally.	
	It smells / smells burnt.	- If your appliance is connected via an extension lead, plug it directly into a wall socket instead. # Please send photos of the wire connection. - Repair is carried out by authorized Service. # Check electrical installation.	Inspection of the device, identification of the source of the smell.
	The appliance does not work, it is necessary to connect it to the mains and start the appliance.	- In some countries, authorised third parties are responsible for the repair. - The connection is made by an authorized Service.	
	Part of the appliance cannot be removed, the screw or part cannot be unscrewed.	Repair is carried out by authorized Service.	
	A part is missing.	Please check if the part is included in the Product Information and then in the Spare Parts List.	
	Part of the device is poorly or incorrectly installed, it moves, it does not perform its function.	Repair is carried out by authorized Service.	
	No sound signal is heard	# Check the user manual to see if the volume of a sound signal can be set and if it is not switched off	TC module/user interface.
	Broken glass	Repair is carried out by authorized Service	
	Mechanical damage. Part fell off, deformed, in malfunction, broken, rusted.	- Mechanical damage caused by improper use is not part of the warranty repair. # Please send a picture of the problem. - Repair is carried out by authorized Service.	
	Appliance installation	# Check the user instructions. # Follow the installation manual. # Please send a picture of the problem.	Appliance installation
	dEmo on display.	Demo mode is switched on.	
	Display is not fully visible.	# Increasing the luminance setting in UM. - Repair is carried out by authorized Service.	Timer/user interface.
	Timer/user interface shows unusual values or uncontrolled switches off and on.	- Working of the clock can be disturbed by electric disturbances in the electric grid. - Steam when opening the oven door affects the operation of the timer. # Open the oven door fully, do not hold them slightly open.	- Timer/user interface. - Influence of steam.
	Oven illumination does not work, light is off.	Bulb burned out.	- Bulb. - Lamp holder. - Oven selector switch (depends on model). - Relay module (depends on the oven model).
	The appliance is noisy loud or rattling.	- Loud cooling fan. - Loud oven fan.	- Cooling fan. - Oven ventilator.
	Cooling fan blows too hard..	This is not a sign of failure, in this way adequate cooling of the front panel and the door is ensured.	On pyrolytic ovens it is necessary to check the correctness of the cooling fan electrical connection.
	Steam will come out at the door..	Poor installation of the door or oven gasket.	- Oven gasket. - Door hinge.
	Condensing, the water drops out of the door, running under the door.	- Water drops onto the kitchen element under the oven when opening the door. - Leakage of water at the oven seal.	- Oven gasket. - Install the condense rail. See technical information: 4-037-2416.

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	Door appears on the display.	• Preheating is complete. # Open the door and insert the food, the program will automatically continue cooking with the selected settings.	• Door switch.
	The option "add steam" during baking does not work.	• The User Manual has not been strictly followed. • Repair is carried out by authorized Service.	• Pump defective, clogged. • Wiring harness / connector. • User interface.
	Appliance beeps randomly.	• Repair is carried out by authorized Service.	• User interface.
	Display does not show the temperature.	• Repair is carried out by authorized Service.	• Temperature sensor PT1000. • User interface.
	Banging in the oven (deformed bottom).	# Cracking is caused by expansion and contraction of the oven bottom.	
	Cracking of the oven enamel.	• Cracking can be caused by improper use of the oven (baking pan on the bottom of the oven, covering the bottom with foil).	• See service manual 4-033-2001
	Front panel (fascia) is too hot.	• Appliance is constructed in accordance with standards, the maximum allowable overtemperature is 55K for metal and 60K for glass front panels. At an ambient temperature of 20°C, the permissible temperature on the metal front panel is 75°C and 80°C on the glass. According to the standard, the permitted temperature is measured at a baking temperature of 200°C.	
	Rainbow colored inner glass of the pyrolytic oven door.	• The glass becomes rainbow coloured due to the high temperature in the oven when pyrolysis is used. # Clean the glass with a cleaner (cleaning paste) for glass ceramic hobs and a sponge.	
F005	F005 on display.	# Turn off the appliance for a time period (approximately 5 minutes or longer) and turn it on again. • Too high temperature on the user interface. # Check the installation of the oven regarding sufficient cooling. • Repair is carried out by authorized Service.	• Cooling fan.
	The display doesn't show anything, the oven light glows.	• Repair is carried out by authorized Service.	• User interface.
	The volume of the minder acoustic sound remains constant regardless of the signal intensity setting.	• This is perfectly normal. The volume setting only affects the volume when the keys are touched.	
	Appliances releases strange smell or smoke.	• If your appliance is connected via an extension lead, plug it directly into a wall socket instead. # Please send photos of the wire connection. • Repair is carried out by authorized Service. # Check electrical installation.	# Inspection of the device, identification of the source of the smell.
	The oven (heating) does not turn on.	• The User Manual has not been strictly followed. • For the ovens with a shut-off timer, it is necessary to set the heating time or rotate the knob to the manual setting. # Press the start button to start heating, if necessary according to the type of oven. Some types of appliances require longer pressure, approximately one second.	• Timer/user interface.
	Appliance is not working and nothing appears on the displays.	# Check that there is an electrical voltage in the socket or on the phase connections of the built-in cooker respectively. • Repair is carried out by authorized Service.	• Connecting clamp. • Oven selector switch (depends on model). • Timer/user interface (depends on the oven model). • Relay module (depends on the oven model). • Protective thermostat (depends on the oven model).
	The oven turns off during baking.	# Turn off the appliance for a time period (approximately 5 minutes or longer) and turn it on again. • If error repeat, repair is carried out by authorized Servis.	• User interface.
	Child lock has switched on by itself.	# Turn the child lock off in accordance with the user manuals.	• TC module/user interface.
	Symbols on the buttons have been erased..	• The cause of the erasure is the use of aggressive cleaners or sponges.	

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	"Gratin" light is on	• The "Gratin" light switches on when the appliance is ready to activate this function	
	Electricity runs out when the oven door is opened.	• Repair is carried out by authorized Service.	• Door switch.
	The oven light works, but neither the oven nor the hob on the freestanding cooker work.	• Repair is carried out by authorized Service.	• Determine and eliminate the cause of the malfunction.
	Only the pizza program works.	• The User Manual has not been strictly followed.	• It does not heat above, upper heater failure.
	The pull-out guides have turned yellow after pyrolytic cleaning of the oven, the guides no longer pull out smoothly and there is a noise.	• Pyrolytic pull-out guides may become yellow, louder and rigid, but after repeated use they will run smoothly and without noise again. This does not affect the functionality of the oven or accessories.	
	The food is burned.	• Other baking pans may hinder air from circulating properly; ensure there is an empty space between the rear oven wall and the baking pan.. # Lower the cooking temperature by 10-20 degrees and extend the cooking time.. # Place the baking tray at the correct level according to the user manual. • Repair is carried out by authorized Service.	• Sensor PT1000 ((depends on the oven model)). • Oven thermostat ((depends on the oven model)). • Timer/user interface ((depends on the oven model)). • Relay module ((depends on the oven model)).

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Err1	Err1 on display.	• Temperature sensor in malfunction - short circuit. • Repair is carried out by authorized Service.	• Wiring harness / connector. • Temperature sensor PT1000. • User interface.
Er01	Er01 on display.	• Temperature sensor in malfunction - short circuit. • Repair is carried out by authorized Service.	• Wiring harness / connector. • Temperature sensor PT1000. • User interface.
Err2	Err2 on display.	• Meat probe is interrupted or in short circuit. • Repair is carried out by authorized Service.	• Wiring harness. • Meat probe.
Er02	Er02 on display.	• Meat probe is interrupted or in short circuit. • Repair is carried out by authorized Service.	• Wiring harness. • Meat probe.
Err3	Err3 on display.	• # Turn off the appliance for a time period (approximately 5 minutes or longer) and turn it on again. • Communication error between electronic modules. • Repair is carried out by authorized Service.	• User interface.
Er03	Er03 on display.	• # Turn off the appliance for a time period (approximately 5 minutes or longer) and turn it on again. • Communication error between electronic modules. • Repair is carried out by authorized Service.	• User interface.
Err4	Err4 on display.	• # Turn off the appliance for a time period (approximately 5 minutes or longer) and turn it on again. • Fault on the user interface. • Repair is carried out by authorized Service.	• See technical information: 4-037-2331. • User interface.
Er04	Er04 on display.	• # Turn off the appliance for a time period (approximately 5 minutes or longer) and turn it on again. • Fault on the user interface. • Repair is carried out by authorized Service.	• See technical information: 4-037-2331. • User interface.
Err5	Err5 on display.	• Too high temperature on the user interface. • # Check the installation of the oven regarding sufficient cooling.	• Cooling fan. • Poorly installed oven insulation (heat leakage). • User interface.
Er05	Er05 on display.	• Too high temperature on the user interface. • # Check the installation of the oven regarding sufficient cooling.	• Cooling fan. • Poorly installed oven insulation (heat leakage). • User interface.
Err6	Err6 on display.	• # Disconnect the appliance from the mains and connect it back again. • Door lock in malfunction. • Repair is carried out by authorized Service.	• Wiring harness. • Door latch . • User interface.
Er06	Er06 on display.	• # Disconnect the appliance from the mains and connect it back again. • Door lock in malfunction. • Repair is carried out by authorized Service.	• Wiring harness. • Door latch . • User interface.
Err7	Err7 on display.	• # Turn off the appliance for a time period (approximately 5 minutes or longer) and turn it on again. • Failure on the relay power circuit on the user interface.	• User interface.
Er07	Er07 on display.	• # Turn off the appliance for a time period (approximately 5 minutes or longer) and turn it on again. • Failure on the relay power circuit on the user interface.	• User interface.
Err8	Err8 on display.	• Temperature in the oven too high.	• Wiring harness. • Heater. • Temperature sensor PT1000. • User interface.
Er08	Er08 on display.	• Temperature in the oven too high.	• Wiring harness. • Heater. • Temperature sensor PT1000. • User interface.

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Err9	Err9 on display.	# Turn off the appliance for a time period (approximately 5 minutes or longer) and turn it on again. • Error on the inverter. • Repair is carried out by authorized Service.	• Wiring harness. • User interface. • Inverter.
Er09	Er09 on display.	# Turn off the appliance for a time period (approximately 5 minutes or longer) and turn it on again. • Error on the inverter. • Repair is carried out by authorized Service.	• Wiring harness. • User interface. • Inverter.
Er10	Er10 on display.	• Pyrolysis or baking temperature was not reached. # Electrical voltage is too low. • Repair is carried out by authorized Service.	• Heater. • Poorly installed oven insulation (heat leakage). • Temperature sensor PT1000. • User interface.
Err13	Err13 on display.	• Repair is carried out by authorized Service.	• Wiring harness / connector. • Steam generator. • User interface.
Er14	Er14 on display.	• Cooktop was activated during self-cleaning of the oven (pyro cycle). # Switch the cooking zones off.	
Er15	Er15 on display.	# Turn off the appliance for a time period (approximately 5 minutes or longer) and turn it on again. • Failure on the relay power circuit on the user interface.	• User interface.
Er16	Er16 on display.	• The maximum oven operating time has been exceeded. • Failure of the user interface security SW.	
Er17	Er17 on display.	# Meat probe is plugged in pyrolysis mode.	
Er18	Er18 on display.	• Error 18 warns of an excessive fluctuation or deviation of the frequency of the electric voltage from the value ensured by the electric power distributing company. • In order to eliminate the display of the error 18 and the uninterrupted functionality of the oven, it is necessary to replace the user interface - take into consideration that there may be a problem with the accuracy of the display of the day time if the frequency is outside the specified values for a long time. • Repair is carried out by authorized Service.	• User interface, type of repair must be G5.
Er19	Er19 on display.	• Failure on the relay power circuit on the user interface.	• User interface.
Er20	Er20 on display.	• Failure of the user interface security SW.	• User interface.
Er21	Er21 on display.	• Failure of the user interface security SW.	• User interface.
Er22	Er22 on display.	• Failure of the user interface temperature sensor.	• User interface.
Er26	Er26 on display.	• The safety relay did not turn off the circuit. # Turn off the appliance for a time period (approximately 5 minutes or longer) and turn it on again.	• User interface.
Er27	Er27 on display.	• Wrong combination of heaters in pyrolysis.	• User interface.
Er28	Er28 on display.	• Excessive temperature on the electronic modules even after 3 hours of oven being switched off. • Oven continues to heat due to a defective relay module. • The oven is cooling too slowly due to a defective cooling fan.	• Cooling fan. • User interface.
Er30	Er30 on display.	# Turn off the appliance for a time period (approximately 5 minutes or longer) and turn it on again. • Fault on the user interface. • Repair is carried out by authorized Service.	• User interface.

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b1	b1 on display.	• b1 means synchronization of the processor (if there is a power failure). It disappears after a few seconds and doesn't happen again. # Turn off the appliance for a time period (approximately 5 minutes or longer) and turn it on again. # Repair is carried out by authorized Service.	• User interface.