

Error code	Fault	Fault description	Process (client)	Process (service technician)
E	E on display flashes	flashing "E" on all cooking zones announces that configuration will be erased	Call by a service technician	see service instruction [blnk]4-037-1311[/blnk]
C	C on display	appliance is in service mode, cooking zone is not configured	<ul style="list-style-type: none"> select the cooking zone for which C is written, C starts blinking, put a pot on the cooking zone and symbol "-" appears which means cooking zone is configured, when all zones are configured service menu will close automatically 	see service instruction [blnk]4-037-1311[/blnk]
C	C on display flashes	appliance is in service mode, cooking zone can be configured	<ul style="list-style-type: none"> put a pot on the hob, appears "-" select the cooking zone for which C is written, C starts blinking, put a pot on the cooking zone and symbol "-" appears which means cooking zone is configured, when all zones are configured service menu will close automatically 	<ul style="list-style-type: none"> put a pot on the cooking zone and wait for symbol "-" or cancel the configuration, C is not flashing anymore see service instruction [blnk]4-037-1311[/blnk]
-	- on display	appliance is in service mode, cooking zone is configured	<ul style="list-style-type: none"> select the cooking zone for which C is written, C starts blinking, put a pot on the cooking zone and symbol "-" appears which means cooking zone is configured, when all zones are configured service menu will close automatically 	see service instruction [blnk]4-037-1311[/blnk]
E2	E2 on display	<ul style="list-style-type: none"> temperature sensor of the induction coil sensed too high temperature wrong installation of the appliance (not enough cooling), must be cooled down on the cooktop is empty or overheated pot 	Inform the customer	
E3	E3 on display	not appropriate pot, loss of magnetic properties at high temperature	Inform the customer	<ul style="list-style-type: none"> error is automatically canceled after 8 seconds and cooking zone can be used again, in case of further errors, pan must be replaced by another suitable one if error appears when there is no pan on the cooking zone, module has to be replaced
E4	E4 on display	induction module not configured	disconnecting the appliance from the mains for a while (cca 5 minutes or more) and connecting it again - if the error appears again service intervention will be needed	<ul style="list-style-type: none"> erase existing configuration and make configuration anew (see service instruction [blnk]4-037-1311[/blnk]) replace induction module if configuration was not successful
E5	E5 on display	<ul style="list-style-type: none"> E5 for two right cooking zones - one electric phase is missing no communication between TC modul and induction module 	<ul style="list-style-type: none"> checking of the electric voltage repairing of the electric connection disconnecting the appliance from the mains for a while (cca 5 minutes or more) and connecting it again - if the error appears again service intervention will be needed 	<ul style="list-style-type: none"> induction module is not electrical supplied (repair the connection in the terminal block) error on connection between modules replace induction module
E6	E6 on display	error on electric supply	disconnecting the appliance from the mains for a while (cca 5 minutes or more) and connecting it again - if the error appears again service intervention will be needed	<ul style="list-style-type: none"> check electric voltage replace induction module
E7	E7 on display	unknown error	disconnecting the appliance from the mains for a while (cca 5 minutes or more) and connecting it again - if the error appears again service intervention will be needed	<ul style="list-style-type: none"> replace induction module replace control (TC) module
E8	E8 on display	ventilator in malfunction	disconnecting the appliance from the mains for a while (cca 5 minutes or more) and connecting it again - if the error appears again service intervention will be needed	replace ventilator or module

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E9	E9 on display	temperature sensor of the induction coil is in malfunction	disconnecting the appliance from the mains for a while (cca 5 minutes or more) and connecting it again - if the error appears again service intervention will be needed	replace induction module
EA	EA on display	induction module in malfunction	disconnecting the appliance from the mains for a while (cca 5 minutes or more) and connecting it again - if the error appears again service intervention will be needed	replace induction module
EC	EC on display	configuration error	disconnecting the appliance from the mains for a while (cca 5 minutes or more) and connecting it again - if the error appears again service intervention will be needed	erase existing configuration and make configuration anew (see service instruction [bInk]4-037-1311 [/bInk])
EH	EH on display	ohm value of the temperature sensor is not changing, appliance must be cooled down	Inform the customer	cool down the appliance
Er22	Er22 on display	TC module in malfunction	disconnecting the appliance from the mains for a while (cca 5 minutes or more) and connecting it again - if the error appears again service intervention will be needed	replace control (TC) module
Er20	Er20 on display	TC module in malfunction	disconnecting the appliance from the mains for a while (cca 5 minutes or more) and connecting it again - if the error appears again service intervention will be needed	replace control (TC) module
Er03	Er03 on display	continuous button actuation, induction switches off after 10 s	water or cookware on the glass over the control	

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	Appliance does not work at first switch on	at connecting of the appliance to the electric supply were not taken into consideration instructions for correct connecting	<ul style="list-style-type: none"> checking of the electric voltage repairing of the electric connection 	replace part in malfunction
	Appliance does not work, displays show nothing	no electric supply to the appliance	<ul style="list-style-type: none"> checking of the fuse checking of the electric voltage 	<ul style="list-style-type: none"> check connections in the terminal block check connecting cables replace control (TC) module replace supply module
	At first use of the appliance H is displayed	H on display for glassceramic cooktop indicates that cooking zone is still hot. Each appliance goes through 100% control in the production, H remains in the memory of the TC module and it disappears after a certain time (approximately 1/2h)	Inform the customer	
	Appliance with TC module does not work properly (shows error or behaves strange)	<ul style="list-style-type: none"> this malfunction can be caused by electric disturbances in the electric grid dirt on the glass can cause uncontrolled working of the TC module 	<ul style="list-style-type: none"> disconnecting the appliance from the mains for a while and connecting it again - appliance will probably operate normally cleaning the glass above the sensors 	replace control (TC) module
	Appliance can not be operated	child lock is activated, it is active also if the appliance is switched off and then on again	switching off the child lock function (according to manuals)	replace control (TC) module
	Appliance switches off or reduces power	<ul style="list-style-type: none"> induction generator heats a lot itself and needs cooling ventilator. For enough cooling air flow must be done some openings (below the edge of the counter and on the rear side of the kitchen element) oven below the induction hob must have cooling ventilator 	checking the installation of the appliance (according to manuals)	<ul style="list-style-type: none"> check installation of the appliance check operating of the cooling ventilator and replace it if it is in malfunction replace induction generator
	At setting the highest power levels starts to flash or reduce power level neighboured cooking zone (combination front-rear)	this is normal - induction system automatically protects electric circuit from overloading	Inform the customer	
	At setting the highest power levels starts to flash or reduce power level neighboured cooking zone (combination left-right)	system for limitation of maximum power is switched on - if power consumption would be higher as limited, it is not possible to switch on next cooking zone or level of power of next zone will be lower then desired	taking into consideration the manuals, chapter "Connection to the power supply - Single-phase connection with total power limiter" and following the recommendations	take into consideration technical information [blnk]4-033-1406[blnk]
	None of cooking zones does not heat despite power of cooking is set	demo mode is switched on	turning off the demo mode according to the instruction from the agent of the call center (instruction is added to the appliance docs on GSD)	switch off the demo program
	Cooking continually starts and stops	this is normal, in this way is regulated heating power – at lower power levels is this more notable (regulation with relays), at higher power levels it is regulated by a changing of frequency which is not so notable (it depends on the type of induction system)	Inform the customer	
	Appliance does not recognize the cookware on the cooktop (power level number is alternating showing with the symbol no cookware)	<ul style="list-style-type: none"> no pan on the cooktop principle of induction requires pan with the appropriate bottom (ferromagnetic material of thickness at least 2mm (test with magnet)) pan has to small diameter of the bottom (in the manuals it is stated minimum diameter which still provide principle of the induction) 	Inform the customer	<ul style="list-style-type: none"> replace induction generator replace induction coil
	At higher power power level flashes	not appropriate pot, loss of magnetic properties at high temperature; try with another type of pot	Inform the customer	
	Noisy induction	small hum is normal for the induction. In most cases is noisy the pot (pot with double bottom). Try with another pot (cast-iron, enameled with flat bottom)	Inform the customer	replace part which causes noise (ventilator or induction generator)

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	Foaming of the ingredients, foam is coming out of the container when using Iqook system	<ul style="list-style-type: none"> • too much water in the container (must be at least 5 cm below the edge) • lid is without air vent • some kind of food produces more foam (e.g. potatoe: different sort include different quantity of starch) 	<ul style="list-style-type: none"> • Inform the customer • potatoes can be very well cooked in the steam program with a minimal amount of water 	
	No visible boiling on the Iqook system	for certain types of containers can happen that, despite the sign that water is boiled, it is not visible - it is necessary to wait a few more minutes	Inform the customer	
	Metal ring for the Iqook sensor fell off from the lid	<ul style="list-style-type: none"> • to small lid (too much curved) • surface of the lid was not cleaned before gluing • glue was not dry enough, recommendation for longer drying (72 hours) • if washed in dishwasher glue becomes soft, do not push the ring, when cools down glue will harden again 	Inform the customer	
	broken glassceramic cooktop	glass in generally breaks due to impact or overload	service intervention	replace the glass
	Small holes on the glass ceramic plate	this is due to the sugar or sweetened food, which came on the glass and must be removed as long as the panel is still hot; when it cools, it adheres to the glass and the bottom of the vessel	service intervention	replace the glass
	change of the glass ceramic plate color	discoloration glass-ceramic surface does not affect the operation and stability of the surface. Most often is this a result of food residues, which are burned, or it is caused by the bottom of the container (for example, aluminum or copper), what is very difficult to completely remove. This is especially visible on the white glass-ceramic plate - brown stains.	<ul style="list-style-type: none"> • cleaning of the cooled glass ceramic surface after each use otherwise at next use even the smallest dirt will be burnt on the glass • using of the pot with cleaned and undamaged bottom • cleaning of the glassceramic plate with the cloth and cleaner intended for cleaning the glassceramic; for this purpose it is necessary to lubricate the surface with the cleaner and let it act for 20 minutes and then clean it with a cloth Procedure shall be repeated if needed	take into consideration technical information [blnk]4-033-1125[/blnk]
	Different dirt on the glass	instructions for cleaning and maintenance were not taken into consideration	Inform the customer	