

Error code	Problem	Cause or remedy	Process (service technician)
	After being plugged in, the appliance fails to function..	# 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.	<ul style="list-style-type: none"> • Connecting clamp. • Filter module/Induction module. • Power module (depends on model). • LIN cable. • TC module/user interface.
	Circuit breaker turns off.	<ul style="list-style-type: none"> • 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. 	Electric wire.
	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 respectively.	<ul style="list-style-type: none"> • Connecting clamp. • Filter module/Induction module. • Power module (depends on model). • LIN cable. • TC module/user interface.
	None of cooking zones does not heat despite power of cooking is set.	• Demo mode is switched on.	Induction module/Power Module.
	When turned on for the first time, letter H illuminates on the display..	• H displayed on the glass ceramic hob means that the cooking surface is still hot.. Each hob passes through a 100% production control, H remains in the memory of the control module and disappears after a certain time (approx. 1 / 2h).	
	Appliance with touch control does not work properly (does not respond, shows error or behaves strange).	• The operation of the control module may be disturbed by external electrical influences or impurities on the glass.	<ul style="list-style-type: none"> • LIN cable, see service manual [blnk]4-037-1842 [/blnk]. • TC module/user interface. • Impurities from above or below of the glass above the sensors of the module.
	Cooking of food is all the time starting and stopping.	• This is normal, in this way the heating power is regulated - at lower power this is more obvious (regulation with the relays), At higher power levels, it is regulated by frequency regulation and this is not noticeable (depending on the induction model).	
	Glass above the sensors/control module is too hot.	• The cookware you are using is too big (in diameter)..	
	Stink, unpleasant smell at first use the appliance.	• This is normal; smell will go away..	
	Switch off the fuse of the electrical installation.	• Too many appliances (consuming too much power) are connected to one fuse..	
	Appliance can not be operated, the sensors are not responding, do not react on touch.	<ul style="list-style-type: none"> • 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.
	Broken glass.	• Glass breaks due to impact or overload.	See technical information [blnk]4-033-1704[/blnk].
	There is a gap between the cooktop and the worktop..	• Just after the installation a narrow gap is normal; gradually it will become smaller (due to the weight of the cookware)..	
	Cooktop rim unglued.	• Edge fell off by impact of the bottom of the pot.	

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	Impurities on the glass, change on color, damages on glass, scratches.	<ul style="list-style-type: none"> In the use manuals, chapter cleaning and maintenance, the possible causes of damage or changes to the glass are described. 	See technical information [blnk]4-033-1704[/blnk].
	Heater/cooking zone switches on independently, can not be turned off.	<ul style="list-style-type: none"> Repair by service technician. 	TC module/user interface.
	Left or right side does not work.	<ul style="list-style-type: none"> # 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. 	
	Appliance does not detect a pan on the cooking zone (power level number is displayed alternately with a symbol that indicates that there is no pan).	<ul style="list-style-type: none"> No cookware on the cooking zone.. Induction principle requires a container with an appropriate bottom (ferromagnetic material, test with magnet). Cookware too small (see User Manual for minimum diameter of cookware that is still sufficient for the induction to work).. 	
	At higher power, the power level flashes.	<ul style="list-style-type: none"> With higher temperatures the magnetic properties of cookware might get lost.. # Try with a different cookware.. 	
	When the highest power levels are selected then power level of the neighboring cooking zone will flash or decrease (front-back combination on the induction hob).	<ul style="list-style-type: none"> The system for protecting the electric circuit against overloading has been activated. 	
	When the highest power levels are selected then power level of the neighboring cooking zone will flash or decrease (left-right combination on the induction hob).	<ul style="list-style-type: none"> The system for limiting the maximum power of the appliance is activated - when total power is exceeded, it is not possible to switch on the next cooking zone or the latter is switched on at a lower power level than desired.. 	
	When IQcook system is used it comes to foaming off the content and foam will come out of the cooking container.	<ul style="list-style-type: none"> Too much water (fill the pot with water to 5 cm below the rim).. A lid without an air hole was used. Certain foodstuffs tend to foam more (e.g. potatoes: different sorts have different starch content).. 	
	Water does not boil on the IQcook system.	<ul style="list-style-type: none"> With certain cookware it is possible that despite the water boiling symbol coming on, the boiling of the water is not obvious - wait for a few minutes.. 	
	Metal ring of IQcook sensor fell off the lid..	<ul style="list-style-type: none"> Lid too small.. Before gluing, the surface of the lid was not cleaned thoroughly.. Glue has not cured sufficiently; we recommend longer curing process (72 hours).. Due to washing up in a dishwasher the glue may become soft; do not test the ring; the joint will cure properly.. 	

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	Induction hob is too loud..	<ul style="list-style-type: none"> Induction technology is based on the properties of certain metals under electromagnetic influence. It results in so-called eddy currents that force the molecules to oscillate. These oscillations (vibrations) are transformed into heat. Depending on the type of metal, this could result in quiet noises.. In most cases is container loud (double-bottomed container). <p># Try a different cookware (cast iron or enamel with flat base)..</p>	
	Vibration and crackling of the cookware.	<ul style="list-style-type: none"> Noise appears in cookware (pots or pans) made of different materials. Noise appears in cookware (pots or pans) made of different materials. This noise depends on the cookware and it can vary depending on the amount and type of food being cooked. 	
	Noise of the fan.	<ul style="list-style-type: none"> For proper operation of the induction electronics, it must operate at a controlled temperature. Therefore, the cooking hob is equipped with a fan that cools the electronics. 	
	Buzzing like in a transformer.	<ul style="list-style-type: none"> Buzzing occurs when cooking at a high power level, the reason for this is the amount of energy transferred from the cooking hob to the pot or pan. This noise will disappear or weaken when we reduce the power level. 	
	Fan works for several minutes after switching off the hob.	<ul style="list-style-type: none"> This is normal, the hob/cooktop cools down. 	
	Ticking is heard in the hob.	<ul style="list-style-type: none"> This is caused by the capacity limiter on the front and back zones. Ticking can also occur at lower settings. 	
	Cooking zone is switched on but display continues blinking.	<ul style="list-style-type: none"> The pan you are using is unsuitable for induction cooking or the bottom diameter is too small. 	
	Cooking suddenly stops, a beep sound can be heard.	<ul style="list-style-type: none"> The set cooking time has expired. <p># To stop a beep sound press any button.</p>	
	Appliance with five cooking zones switches off or interrupts an individual cooking zone.	<ul style="list-style-type: none"> Repair by service technician. 	See service manual [blnk]4-037-1801[/blnk].
	Part fell off, in malfunction, broken, rusted.	<ul style="list-style-type: none"> Repair by service technician. 	
	Child lock has switched on by itself.	<p># Turn the child lock off in accordance with the user manuals.</p>	TC module/user interface.
	After a certain amount of time, the appliance reduces the power of heating, overheating of the appliance.	<ul style="list-style-type: none"> Appliance does not have sufficient cooling. <p># Checking the installation of the appliance (according to manuals).</p>	Cooling fan.
	Cooking zone has no power as before.	<ul style="list-style-type: none"> With higher temperatures the magnetic properties of cookware might get lost.. # Try with a different cookware.. 	<ul style="list-style-type: none"> Induction coil. Induction module/Power Module.
	Cooking zone works at maximum power.	<ul style="list-style-type: none"> Repair by service technician. 	Induction module/Power Module.
E6	E6 on the left or right side of the cooktop.	<p># 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.</p>	<ul style="list-style-type: none"> Induction module/Power Module (depends on model), see service manual [blnk]4-037-1529[/blnk]).