


| Fout | Probleem | Oorzaak of oplossing | Proces (service monteur) |
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| | The appliance does not work. | # Disconnect the appliance from the mains and connect it back again. # Check that there is an electrical voltage in the socket or on the phase connections respectively. | # Checking the tightness of the screws and jumpers in the connection clip. # Control of the electrical voltage between phases and zero line. # Test appliance on any other electric socket (other phase). # Check that all connectors in the MCU are correctly connected according to the wiring diagram. # Please check that all connectors and fastons in the terminal box, filter module and power module are properly connected. • LIN cable set between filter module and power module. • LIN cable between generator and user interface. • Filter module/Induction module. |
| | 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. # 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). | # Check whether the appliance is connected to the mains according to the instructions or the label on the MCU module. # Check that all connectors in the MCU are correctly connected according to the wiring diagram. # Please check that all connectors and fastons in the terminal box, filter module and power module are properly connected. # Check that no wire is stuck between housing and aluminium plate. • Filter module/Induction module. |
| | The first time appliance is switched on lights H on 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. # Clean the glass with a cleaner (cleaning paste) for glass ceramic hobs and a sponge. | • Disconnect the appliance from the mains and connect it back again. • Impurities from above or below of the glass above the sensors of the module. • LIN cable, see service manual 4-037-1842. • TC module/user interface. |
| | Glass above the sensors/control module is too hot. | • The cookware you are using is too big (in diameter).. • The container is too close to the buttons. | |
| | 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. |
| | 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. | |
| | Appliance can not be operated, the sensors are not responding, do not react on touch. | # 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. # Turn the child lock off in accordance with the user manuals. | TC module/user interface. |
| | Broken glass. | • Mechanical damage caused by improper use is not part of the warranty repair 4-033-1704. • Glass breaks due to impact or overload. | See technical information 4-033-1704. |
| | 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 - Not covered by the warranty. | |

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| | Dirt on the glass, discoloration, damaged glass, scratches. | <ul style="list-style-type: none"> • Mechanical damage caused by improper use is not part of the warranty repair 4-033-1704. • In the use manuals, chapter cleaning and maintenance, the possible causes of damage or changes to the glass are described. | See technical information 4-033-1704. |
| | Heater/cooking zone switches on independently, can not be turned off. | <ul style="list-style-type: none"> • Bigger droplets on the buttons. • Repair is carried out by authorized Service. | TC module/user interface. |
| | Appliance does not detect a pan on the cooking zone (Slider flashing). | <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 using automatic cooking programs, foam may be observed rising to the surface of the contents or emanating from the cooking pan. | <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 in automatic programs. | <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.. | |
| | The appliance works, it heats the water too long | <ul style="list-style-type: none"> # Please check whether the cookware is suitable for induction in accordance with the user manual. # Try a different pan, preferably an enamelled cast iron pan. | <ul style="list-style-type: none"> • Generator/Module induction |
| | 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). # Try a different cookware (cast iron or enamel with flat base).. | |
| | Vibration and crackling of the cookware. | <ul style="list-style-type: none"> • Noise appears in cookware (pots or pans) made of different materials - Not a defect of the appliance. • 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. | |
| | Induction generator fan noise. | <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. | |
| | Loud operation of the induction, buzzing as in the 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. # Check if foam gasket was installed to the bottom side of the glass during installation. | <ul style="list-style-type: none"> • Foam gasket |

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| | Fan works for several minutes after switching off the hob. | • This is normal, the hob/cooktop cools down. | |
| | Ticking is heard in the hob. | • This is caused by the capacity limiter on the front and back zones - Not a defect of the appliance. • Ticking can also occur at lower settings. | |
| | Cooking zone is switched on but display continues flashing. | • 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. | • The set cooking time has expired. # To stop a beep sound press any button. | |
| | Appliance with five cooking zones switches off or interrupts an individual cooking zone. | • Repair is carried out by authorized Service. | See service manual 4-037-1801. |
| | 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. | |
| | Child lock has switched on by itself. | # Turn the child lock off in accordance with the user manuals. | • TC module/user interface. |
| | After a certain amount of time, the appliance reduces the power of heating, overheating of the appliance. | • Appliance does not have sufficient cooling. • The induction hob is protected against overheating. When the hob overheats, it switches off. # Checking the installation of the appliance (according to manuals). | Cooling fan. |
| | Cooking zone has no power as before. | • With higher temperatures the magnetic properties of cookware might get lost.. • Insufficient ventilation limits the power level. # Try with a different cookware.. | • Induction coil. • Induction module/Power Module. |
| | Cooking zone works at maximum power. | • Insufficient ventilation limits the power level. | Induction module/Power Module. |
| | It does not heat, the induction cooking zone does not work/heat. | # Inappropriate pot. • Induction coil not connected or screw is loosen. • Appliance in Demo mode. # Check electrical installation. Not covered by the warranty. # Please check the instructions on the GSD in the technical documents/special features. | • Induction coil. • Power module. |
| | On the display, lightning flashes  . | • Touch sensor error on the control module - Not a mistake. # One of the sensors/keys is activated too long (dirt, covered with pot, water on sensor/key...). # Clean the key surfaces on the glass. • Repair is carried out by authorized Service. | • TC module/user interface. |
| | 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. | |
| | 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 | |
| | A part is missing | • 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 |

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| | Display is not fully visible. | # Increasing the luminance setting in UM. • Repair is carried out by authorized Service. | • Timer/user interface. |
| | Left or right side 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. # Please send photos of the wire connection. | # Checking the tightness of the screws and jumpers in the connection clip. # Control of the electrical voltage between phases and zero line. # Test appliance on any other electric socket (other phase). # Please check that all connectors and fastons in the terminal box, filter module and power module are properly connected. • LIN cable set between filter module and power module. • Filter module/Induction module. |
| | Appliance beeps randomly. | • Repair is carried out by authorized Service. | • User interface. |
| | 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 hob does not heat up even though the power is set. | • Appliance installation - Not covered by the warranty. • Overheating of appliance. # Please check whether the cookware is suitable for induction in accordance with the user manual. # Try a different pan, preferably an enamelled cast iron pan. | • Cooling fan. • Power module. |
| | Integrated hood doesn't work or is not responding. | # Disconnect the appliance from the mains and connect it back again. • Repair is carried out by authorized Service. | # Check that all connectors in the MCU are correctly connected according to the wiring diagram. # Check if the green window switch connector on the MCU has a bridge between the two poles. • Fan. • Control unit. |
| | Deformed grease filter cassette. | • It can be cleaned in a dishwasher on a suitable program up to 65 ° C. # Don't put too much weight on the grease filter in the dishwasher. # Do not scrub the filter with a rough surface. • Grease filter mesh: slight colour variation allowed. • The coating on the mesh should remain on. | # Clean or replace the grease filter. |
| | Inlet grid deformed. | • Inlet grid Gorenje - Safe to clean in the dishwasher • Other brand inlet grid – not dishwasher safe; hand wash is recommended. # Please use a non-abrasive brush or sponge. | |
| | The appliance is noisy loud or rattling. | • The fan hits the plastic either because it is deformed or the fan casing is not correctly fitted. • Repair is carried out by authorized Service. | # The appliance must be installed in the kitchen element during sound testing. # Check that all screws are securely tightened (4x fan, 3x housing). • The fan hits the plastic either because it is deformed or the fan casing is not correctly fitted. • Fan motor. |
| | Unpleasant odours after using recirculation. | • Recirculation filter incorrectly installed (upside down). # Replacement of the recirculation filter. # Clean or replace the grease filter. # Overall cleaning of the inside of the appliance (spillage tray) • Repair is carried out by authorized Service. | • Please ensure that the interior of the blower housing is thoroughly cleaned. |

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| | Air leak from fan housing | <ul style="list-style-type: none"> • Recirculation adapter not connected to backwall of cabinet. • The screw on the hood housing is missing. • Poorly sealed exhaust tubes. # Fan housing - Check snap fite. <ul style="list-style-type: none"> • Damaged fan housing. • Repair is carried out by authorized Service. | <ul style="list-style-type: none"> • Fan housing. |
| | The display does not display the hood levels. | # The additional add-on UI is disconnected from the main UI. <ul style="list-style-type: none"> • Repair is carried out by authorized Service. | <ul style="list-style-type: none"> • Add-on UI. |
| | Fan housing cable cover falls off. | <ul style="list-style-type: none"> • Repair is carried out by authorized Service. | <ul style="list-style-type: none"> • Snap fits of cable cover are too weak, use a screw in screw hole of cable cover. |

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| E00 | E00 on display. | <ul style="list-style-type: none"> • Power supply voltage too high (>265V). # Check electricity. # 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. # Turn off the appliance for a time period (approximately 5 minutes or longer) and turn it on again. | |
| E01 | E01 on display. | <ul style="list-style-type: none"> • Low voltage <170 [V]. # Check electricity. | <ul style="list-style-type: none"> • Checking the tightness of the screws and jumpers in the connection clip. |
| E02 | E02 on display. | <ul style="list-style-type: none"> • Communication error between electronic modules. # Turn off the appliance for a time period (approximately 5 minutes or longer) and turn it on again. | <ul style="list-style-type: none"> • Control of the connection Power Module - User Interface. • LIN cable. • Filter module. • Power module. |
| E03 | E03 on display. | <ul style="list-style-type: none"> • Communication error between electronic modules. # Turn off the appliance for a time period (approximately 5 minutes or longer) and turn it on again. | <ul style="list-style-type: none"> • Control of the connection Power Module - User Interface. • LIN cable. • Filter module. • Power module. |
| E04 | E04 on display. | <ul style="list-style-type: none"> • The power supply is defective. # 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"> • Checking the tightness of the screws and jumpers in the connection clip. |
| E05 | E05 on display. | <ul style="list-style-type: none"> • The power supply is defective. # 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"> • Checking the tightness of the screws and jumpers in the connection clip. |
| E08 | E08 on display. | <ul style="list-style-type: none"> • IGBT transistor temperature too high. # Wait for appliance too cool down. # Checking the installation of the appliance (according to manuals). | <ul style="list-style-type: none"> • Cooling fan. |
| E09 | E09 on display. | <ul style="list-style-type: none"> • Error on power module. • Repair is carried out by authorized Service. | <ul style="list-style-type: none"> • Reconnection of the NTC induction coil sensor. • Power module. |
| E16 | E16 on display. | <ul style="list-style-type: none"> • Temperature sensor in malfunction. | <ul style="list-style-type: none"> • Reconnection of the NTC induction coil sensor. • Induction coil. |
| E17 | E17 on display. | <ul style="list-style-type: none"> • Temperature sensor in malfunction. • Repair is carried out by authorized Service. | <ul style="list-style-type: none"> • Reconnection of the NTC induction coil sensor. • Induction coil. • Power module. |
| E18 | E18 on display. | <ul style="list-style-type: none"> • IGBT transistor temperature too high. # Checking the installation of the appliance (according to manuals). | <ul style="list-style-type: none"> • Replacement of inductor coils on the side that shows the error. |
| E19 | E19 on display. | <ul style="list-style-type: none"> • Excessive cooking zone temperature or overheating of the induction module. # Empty pot is on cooktop. # Wait for appliance too cool down. # Checking the installation of the appliance (according to manuals). | <ul style="list-style-type: none"> • Replacement of inductor coils on the side that shows the error. |
| E20 | E20 on display. | <ul style="list-style-type: none"> • Temperature sensor in malfunction. • Repair is carried out by authorized Service. | <ul style="list-style-type: none"> • Temperature sensor (Induction coil). |

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| E21 | E21 on display. | <ul style="list-style-type: none"> • Error on power module. # Turn off the appliance for a time period (approximately 5 minutes or longer) and turn it on again. # 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"> • Checking the tightness of the screws and jumpers in the connection clip. • Control of the electrical voltage between phases and zero line. • Control of the connection of induction coils to the power supply module. • Please check that all connectors and fastons in the terminal box, filter module and power module are properly connected. • LIN cable set between filter module and power module. (919637) • Replacement of inductor coils on the side that shows the error. • Power module. |
| E42 | E42 on display. | <ul style="list-style-type: none"> • Touch sensor error on the control module. # One of the sensors/keys is activated too long (dirt, covered with pot, water on sensor/key...). | <ul style="list-style-type: none"> # It is necessary to enter the service menu where the error code is displayed accurately. Obtaining additional values displayed when an error is shown. Please send a short video of the problem. • Control of moisture or dirt between the user interface and the glass. • Control of the connection Power Module - User Interface. • LIN cable. • User interface. |
| E43 | E43 on display. | <ul style="list-style-type: none"> • Fault on the user interface. • Repair is carried out by authorized Service. | <ul style="list-style-type: none"> • Control of the connection Power Module - User Interface. • LIN cable. • User interface. |
| E44 | E44 on display. | <ul style="list-style-type: none"> • Fault on the user interface. • Repair is carried out by authorized Service. | <ul style="list-style-type: none"> • Control of the connection Power Module - User Interface. • LIN cable. • User interface. |
| E45 | E45 on display. | <ul style="list-style-type: none"> • Temperature sensor in malfunction. | <ul style="list-style-type: none"> • User interface. |
| E46 | E46 on display. | <ul style="list-style-type: none"> • Temperature sensor in malfunction. | <ul style="list-style-type: none"> • User interface. |
| HOT | HOT on display. | <ul style="list-style-type: none"> # The appliance or control module is overheating. Check the installation of the appliance or remove the hot pot away from the control module. | <ul style="list-style-type: none"> • User interface. |
| E47 | E47 on display. | <ul style="list-style-type: none"> • The appliance is not configured, it has an incorrect configuration, or it needs to be configured again. • Repair is carried out by authorized Service. | <ul style="list-style-type: none"> • Configuration. • Control of the connection Power Module - User Interface. • LIN cable. • User interface. |
| E48 | E48 on display. | <ul style="list-style-type: none"> • The appliance is not configured, it has an incorrect configuration, or it needs to be configured again. • Repair is carried out by authorized Service. | <ul style="list-style-type: none"> • Configuration. • Control of the connection Power Module - User Interface. • LIN cable. • User interface. |
| E49 | E49 on display. | <ul style="list-style-type: none"> • The appliance is not configured, it has an incorrect configuration, or it needs to be configured again. • Repair is carried out by authorized Service. | <ul style="list-style-type: none"> • Configuration. • Control of the connection Power Module - User Interface. • LIN cable. • User interface. |
| E70 | E70 on display. | <ul style="list-style-type: none"> • UI error. • Repair is carried out by authorized Service. | <ul style="list-style-type: none"> # The cable set between the power supply unit and the control unit is not properly connected (partially connected). • Wiring harness. • User interface. |
| E80 | E80 on display. | <ul style="list-style-type: none"> • No communication between the user interface and the Wi-Fi module. | <ul style="list-style-type: none"> • Control of the connection Power Module - User Interface. • LIN cable. • User interface. |