

Failure Display and Inspection

If an abnormality comes up, the induction hob will enter the protective state automatically and display corresponding protective codes, If the problem can't be settled by solution a, the other solutions can be used:

Problem	Possible causes	What to do
F1-F6	Temperature sensor failure	Solution A: Check the connection, if connected, replace the temperature sensor. Solution B: Replace the main board.
F9-FA	Temperature sensor of the IGBT failure.	Replace the main board.
FC	The connection between the display board and the main board is fail	Solution A: Replace a test display board. If the problem is solved, replace the display board. Solution B: Replace a test main board. If the problem is solved, replace the main board.
E1/E2	Abnormal supply voltage	Solution A: Inspect whether power supply is normal. Power on after the power supply is normal. Solution B: Check if the power cord, the main board cable is properly connected. Solution C: Unplug the left main board cable. If the problem is disappeared, replace the left main board. If this does not work, unplug the right main board cable, if the problem is disappeared, replace the right main board. Solution D: Replace the power board.

Problem	Possible causes	What to do
E3/E4	Temperature sensor of the ceramic glass plate is high	Solution A: Please restart after the induction hob cools down. Solution B: Replace the temperature sensor. Solution C: Replace the corresponding main board.
E5	Temperature sensor of the IGBT Is high	Solution A: Please restart after the induction hob cools down. Solution B: Replace the corresponding main board.
Fb	The connection between the right display board and the middle display board	Solution A: Replace the right display board with a test board display. If the problem is solved, replace the right display board. Solution B: Replace the middle display board with a test board display. If the problem is solved, replace the right display board. Solution C: Replace the right display board and the middle display board.

The above are the judgment and inspection of common failures.

Please do not disassemble the unit by yourself to avoid any dangers and damages to the induction hob.

Problem	Possible causes	What to do
The induction hob cannot be turned on.	No power.	Solution A: Check the connection. Solution B: Replace a test display board, If the problem is solved, replace the display board. If the problem persists, replace the power board.
The touch controls are unresponsive.	The display board is low voltage or is damaged.	Replace a test display board, if the problem is solved, replace the display board. If the problem persists, replace the power board.
The touch controls are difficult to operate.	The button is skewed or the display board is damaged.	Check if the button is skewed and correction the button, if not, replace the display board.

Problem	Possible causes	What to do
Some pans make crackling or clicking noises.	This may be caused by the construction of your cookware (layers of different metals vibrating differently).	This is normal for cookware and does not indicate a fault.
The induction hob makes a low humming noise when used on a high heat setting.	This is caused by the technology of induction cooking.	This is normal, but the noise should quieten down or disappear completely when you decrease the heat setting.
Fan noise coming from the induction hob.	A cooling fan built into your induction hob has come on to prevent the electronics from overheating. It may continue to run even after you've turned the induction hob off.	Check whether the fan of a foreign body and clean the fan, if not, replace the fan.
Pans do not become hot and appears in the display.	The induction hob cannot detect the pan because it is not suitable for induction cooking. The induction hob cannot detect the pan because it is too small for the cooking zone or not properly centred on it.	Use standard pots to see whether heating, if not, replace the power board.
The induction hob or a cooking zone has turned itself off unexpectedly, a tone sounds and an error code is displayed (typically alternating with one or two digits in the cooking timer display).	Technical fault.	Please note down the error letters and numbers, switch the power to the induction hob off at the wall, and contact a qualified technician.