OPERATIONAL DIFFICULTIES AND POSSIBLE CAUSES				
Symptom	Cause / Source	Troubleshooting Checks	Solution	User Actions / Solutions
Oven will not heat.	Not open heating element	Check elements at harness connection point.	Replace elements or replace harness if needed.	Call for service.
Oven lamp will not work.	Light bulb was burned out.	Replace light bulb.	Replace light bulb.	Replace light bulb.
Door Outer Glass Broken.	Damaged after shipping.	Check packaging condition	Replace door glass.	Call for service.
Door Inner Glass Broken.	Damaged after shipping.	Question for incident details.	Replace door glass	Call for service.
	Cold item placed on hot glass	Question for incident details.	Replace door glass	Call for service.
	Item dropped on window pack	Question for incident details.	Replace door glass	Call for service.
Food is burnt or oven bakes uneven.	Food placed in oven during Pre-heat	Check the food is not in oven before Pre-heat	Educate customer not to put food into oven during pre-heat	Verify the food is not in oven before Pre-heat
	Food may be too close to the heating element.	Check position of bake rack or bake tray	Educate the customer on right position of bake rack or bake tray by reference of user manual	Put the bake rack or bake tray on right position
	Temperature setting too high for recipe or quantity of food	Check temperature setting. Verify temperature setting against recipe.	Educate customer on right setting temperature	Check temperature setting. Verify temperature setting against recipe

Displayed Error code	Description	Solution
E01	**Temperature sensor open circuit (or short circuit)** is detected at any time, the error code is displayed, and lock the oven door (if have door lock), and all loads (Lamp, Heating elements, Convection motor) are closed except cooling fan motor. The other buttons are invalid except the Power button.	1. Press the **Power button** to see if the error code is displayed again? If also shown, go to step 2. 2. Turn off the power, open the oven to check whether the **temperature sensor wire** is well connected or not, and re-connect them well. Re-power to see if the error is removed? If not, go to step 3. 3. **Replace the temperature sensor**, and re-power to see if the error is removed? If not, go to step 4. 4. **Replace the power board**, and re-power to see if the error is removed.
E04	**Detecting no communication data was received for 5 seconds continuously** at any time, the error code is displayed, and all loads (Lamp, Heating elements, Convection motor) are closed except cooling fan motor. The other buttons are invalid except the Power button.	1. Press the **Power button** to see if the error code is displayed again? If also shown, go to step 2. 2. Turn off the power, open the oven to check whether **the display board and the power board** is well connected or not, and re-connect them well. Re-power to see if the error is removed? If not, go to step 3. 3. **Replace the connecting wire of the display board and the power board**, and re-power to see if the error is removed? If not, go to step 4. 4. **Replace the display board or t**he **power board**, and re-power to see if the error is removed.
E05	**Meat probe sensor short circuit** is detected at any time, but this error code will be displayed only when the meat probe function is running. This error does not affect the function operation, you can press the Power button to cancel it and back to standby mode.	1. Press the **Power button**, and **insert the meat probe** to see if you can enter the meat probe mode or can run the function in the meat probe mode, if the error code is displayed again? If also shown, go to step 2. 2. Turn off the power, open the oven to check whether the **meat probe wire** is well connected or not, and re-connect them well. Re-power and **insert the meat probe and start the function** to see if the error is removed? If not, go to step 3. 3. **Replace the meat probe**, and re-power and **insert the meat probe and start the function** to see if the error is removed? If not, go to step 4. 4. **Replace the power board**, and re-power and **insert the meat probe and start the function** to see if the error is removed.
E02	(Only for Pyrolytic models. 7NP) **Temperature verification error** is detected when the function is running, the error code is displayed, and lock the oven door, and all	1. Press the **Power button** to see if the error code is displayed again? If also shown, go to step 2. 2. **Replace the power board**, and re-power and **start Pyrolytic function** to see if the error is removed.

	loads (Lamp, Heating elements, Convection motor) are closed except cooling fan motor. The other buttons are invalid except the Power button.	
E06	(Only for Pyrolytic models. 7NP) Detecting **the door lock fails to lock (or unlock) the oven door normally in 10 seconds** at any time, the error code is displayed, and all loads (Lamp, Heating elements, Convection motor) are closed except cooling fan motor. The other buttons are invalid except the Power button.	1. Press the **Power button** to check whether the oven door has been locked or unlocked successfully after 10 seconds, and see if the error code is displayed again? If also shown, go to step 2. 2. Turn off the power, open the oven to check whether the **door lock wire** is well connected or not, and re-connect them well. Re-power to see if the error is removed? If not, go to step 3. 3. **Replace the door lock**, and re-power to see if the error is removed? If not, go to step 4. 4. **Replace the power board**, and re-power to see if the error is removed.
E07	(Only for Pyrolytic models. 7NP) **No zero-cross signal is detected for 10 seconds continuously** at any time, the error code is displayed, and all loads (Lamp, Heating elements, Convection motor) are closed except cooling fan motor. The other buttons are invalid except the Power button.	1. Press the **Power button** to see if the error code is displayed again? If also shown, go to step 2. 2. **Replace the power board**, and re-power to see if the error is removed.
E08	(Only for Pyrolytic models. 7NP) Detecting **the temperature did not rise more than 3℃ within 10 minutes after the function was started, or oven center temperature higher than 350℃ during function operation (except for Pyrolytic function),** the error code is displayed, and lock the oven door, and all loads (Lamp, Heating elements, Convection motor) are closed except cooling fan motor. The other buttons are invalid except the Power button.	1. Turn off the power, and re-power and operate to see if the error code is displayed again? If also shown, go to step 2. 2. Turn off the power, after the oven cools down, **replace the temperature sensor.** Re-power to run general functions over 10 minutes to see if the error is removed? If not, go to step 3. 3. Turn off the power, after the oven cools down, **replace the power board.** Re-power to run general functions over 10 minutes to see if the error is removed? If not, go to step 4. 4. Turn off the power, after the oven cools down, **replace the heating elements.** Re-power to run general functions over 10 minutes to see if the error is removed.
E09	(Only for Pyrolytic models. 7NP) **PCB chip verification error** is detected at any time, the error code is displayed, and lock the oven door, and all loads (Lamp, Heating elements, Convection motor) are closed except cooling fan motor. The other buttons are invalid except the Power button.	1. Press the **Power button** to see if the error code is displayed again? If also shown, go to step 2. 2. **Replace the power board**, and re-power and **start Pyrolytic function** to see if the error is removed.