

Fout	Probleem	Oorzaak of oplossing	Proces (service monteur)
	Appliance after connecting to electricity network, 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.	<ul style="list-style-type: none"> • Connecting clamp. • Oven selector switch (depends on model). • Timer/user interface (depends on the oven model). • Relay module (depends on the oven model). • Protective thermostat (depends on the oven model).
	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. 	<ul style="list-style-type: none"> • Heater. • Cooling fan. • Oven ventilator. • Electric wire.
	Condensation builds up on the front panel of the appliance..	<ul style="list-style-type: none"> • Cooling fan does not work, if the appliance does not have it then this is normal phenomenon. 	<ul style="list-style-type: none"> • Cooling fan. • Timer/user interface (depends on the oven model). • Relay module (depends on the oven model).
	Switching off the fuse of an electrical installation.	<ul style="list-style-type: none"> • Too many appliances (consuming too much power) are connected to one fuse. 	
	Oven illumination does not work, light is off.	<ul style="list-style-type: none"> • Some appliances have the ability to set the operating of the oven illumination and it is possible to manually operate the illumination. # Turn on the illumination. • Bulb burned out. 	<ul style="list-style-type: none"> •Bulb. •Lamp holder. • Oven selector switch (depends on model). • Timer/user interface (depends on the oven model). • Relay module (depends on the oven model).
	Dish is from below poorly baked.	<ul style="list-style-type: none"> # Use preheating. # At the end of the baking, turn on the bottom heating system for 10 minutes, if it is possible. This will increase baking intensify from below.. 	See service manual 4-037-1843(depends on the oven model).
	The oven (heating) does not turn on.	<ul style="list-style-type: none"> • The User Manual has not been strictly followed. # Press the start button to start heating, if necessary according to the type of oven. Some types of appliances require longer pressure, approximately one second. 	<ul style="list-style-type: none"> • Timer/user interface.
	Oven heats to much.	<ul style="list-style-type: none"> • Baking temperature was set too high. • Thermostat defective. 	<ul style="list-style-type: none"> • Sensor PT1000 (depends on model). • Oven thermostat (depends on model). • Timer/user interface (depends on the oven model). • Relay module (depends on the oven model).
	Oven heats poorly, does not reach the temperature, does not bake enough.	<ul style="list-style-type: none"> • Electrical voltage is too low. • No suitable baking system or baking temperature was selected. • The baking system does not work properly. 	<ul style="list-style-type: none"> • Heater. • Sensor PT1000 (depends on model). • Oven thermostat (depends on model), see service manual 4-037-1844. • Oven selector switch (depends on model). • Timer/user interface (depends on the oven model). • Relay module (depends on the oven model). • Oven gasket. • Insulation of the oven. • Temperature measurement and customer counseling.
	Oven still heats up, although it is switched off.	<ul style="list-style-type: none"> • Switch (relay) for the heating does not switch off the heating. 	<ul style="list-style-type: none"> • Timer/user interface (depends on the oven model). • Relay module, (depends on the oven model).
	Baking tray guides do not slide easily, get stuck.	<ul style="list-style-type: none"> • The rail was washed-up in a dishwasher and the grease was removed.. • Guide was in the pyrolytic oven during pyro cleaning. 	
	Clock/time of day flashes.	<ul style="list-style-type: none"> # Set the daily time, this should be done when connecting the appliance to the mains and after interrupting the electrical current. 	
	Smell or smoke could happen at first use.	<ul style="list-style-type: none"> • This is normal; smell will go away.. 	

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	Oven does not heat up.	<ul style="list-style-type: none"> • Door is not completely closed (appliances with door switch). • Demo mode is activated (ON or DEMO is shown on the display).. <p># Press the start button to start heating, if necessary according to the type of oven. Some types of appliances require longer pressure, approximately one second.</p>	<ul style="list-style-type: none"> • Heater. • Protective thermostat. • Door switch (depends on model). • Sensor PT1000 (depends on model). • Oven thermostat (depends on model). • Oven selector switch (depends on model). • Timer/user interface (depends on the oven model). • Relay module (depends on the oven model).
	Cooling fan blows even after the oven is switched off.	<ul style="list-style-type: none"> • This is normal, fan works for some time (max. 1 hour) after switching off the oven and ensures that the hot steam from the oven is draining out and also cools the control module. 	
	The clock is lagging or overtaking.	<ul style="list-style-type: none"> • Lagging or overtaking of the clock is due to the instability of the frequency of the power grid. • It has no effect on the functionality of the appliances, baking time is too short to make the deviation of the time affect the baking result. 	
	Door of the oven is poorly closing, not sealing, falling, hinge failure.	<ul style="list-style-type: none"> • Door hinges are defective. • The hinge is damaged, curled, bent, poorly installed. 	<ul style="list-style-type: none"> •Oven gasket. •Door hinge.
	Oven door can not be closed, it remains in the lower position.	<ul style="list-style-type: none"> • Door hinge blockade is activated and has to be moved to the position closed according to the user manuals. • If the appliance has a soft-close door, then a hinge lock must be installed according to the technical information 4-033-2306. 	
	Dish is not evenly baked.	<p># Lower the cooking temperature by 10-20 degrees and extend the cooking time..</p> <p># Use preheating.</p>	
	Food is baked only on one side.	<p># Use preheating.</p> <p># After half a baking time turn the baking dish and allow the dish to bake on this side until the end of the baking.</p>	
	The appliance indicates that the door is not closed.	<ul style="list-style-type: none"> • Door is opened. • Oven gasket is not well installed. • Door switch defective. 	Door switch.
	Sensors do not respond, do not react on touch, content on the screen is frozen.	<ul style="list-style-type: none"> • Child lock is switched on <p># 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.</p>	
	When setting the operating time of the oven, the oven does not turn off the heating after the expiration of the time.	<p># Follow the user manual to correctly set the baking time.</p>	Timer/user interface.
	Cooking programs can not be set.	<p># Follow the user manual.</p> <ul style="list-style-type: none"> • Timer does not work properly. 	Timer/user interface.
	Door of the pyrolytic oven can not be opened.	<ul style="list-style-type: none"> • Oven has not cooled enough after using pyrolysis. 	<ul style="list-style-type: none"> • Door latch . • Protective thermostat. • Wiring harness of the door lock. • Relay module.
	Pyrolysis does not work.	<ul style="list-style-type: none"> • The User Manual has not been strictly followed. 	
	In the oven occurs condensation, water on the inner glass.	<ul style="list-style-type: none"> • This is normal, after use it is necessary to wipe the oven. 	
	It does not heat below, lower heater failure.	<ul style="list-style-type: none"> • The correct baking system has not been selected. 	<ul style="list-style-type: none"> •Heater. • Oven selector switch (depends on model). • Relay module, (depends on the oven model).
	It does not heat above, upper heater failure.	<ul style="list-style-type: none"> • The correct baking system has not been selected. 	<ul style="list-style-type: none"> •Heater. • Oven selector switch (depends on model). • Relay module, (depends on the oven model).

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	No heating on the rear side, fan heater is defective.	<ul style="list-style-type: none"> The correct baking system has not been selected. 	<ul style="list-style-type: none"> Heater. Oven selector switch (depends on model). Relay module, (depends on the oven model).
	Cooling ventilator is not functioning.	<ul style="list-style-type: none"> Repair is carried out by authorized Servis. 	<ul style="list-style-type: none"> Cooling fan. Timer/user interface (depends on the oven model). Relay module, (depends on the oven model).
	When the oven switches on, the appliance indicates that the oven is already heated.	<ul style="list-style-type: none"> Repair is carried out by authorized Servis. 	Sensor PT1000.
	Appliance does not detect the meat probe.	<ul style="list-style-type: none"> Meat probe is not sufficiently pushed into the socket. 	<ul style="list-style-type: none"> Wiring harness. Socket for meat probe. Meat probe.
	Pyrolysis works poorly, poorly cleaned oven after pyrolysis.	<ul style="list-style-type: none"> # Repeat pyrolysis at the longest pyrolysis setting (for models that allow this). The oven is at the edges of the door during the pyrolysis colder than the rest of the oven, so stains can remain here and must be removed manually. Pyrolysis can not clean the inner glass. 	
	Part fell off, deformed, in malfunction, broken, rusted.	<ul style="list-style-type: none"> Repair is carried out by authorized Servis. 	
	Excessive amount of steam in the oven during baking.	<ul style="list-style-type: none"> Certain type of food (potato for instance) contain a lot of water and steam occurrence is normal. 	<ul style="list-style-type: none"> Cooling fan. Partition sheet metal (Possibility of the venting openings).
	Display goes out on its own, displays nothing or only shows the clock icon.	<ul style="list-style-type: none"> In case of BIO21 ovens, type BO3... means that the display went into stand-by mode. # Press and hold ON/OFF button for 4-5 seconds, the display will return. If this happens during baking, oven will continue to operate normally. 	
	It smells / smells burnt.	<ul style="list-style-type: none"> Repair is carried out by authorized Servis. 	Inspection of the device, identification of the source of the smell.
	The appliance does not work, it is necessary to connect it to the mains and start the appliance.	<ul style="list-style-type: none"> The connection is made by an authorized Service. 	
	Part of the appliance cannot be removed, the screw or part cannot be unscrewed.	<ul style="list-style-type: none"> Repair is carried out by authorized Servis. 	
	A part is missing.		
	Part of the device is poorly or incorrectly installed, it moves, it does not perform its function.	<ul style="list-style-type: none"> Repair is carried out by authorized Servis. 	
	No sound signal is heard	<ul style="list-style-type: none"> # Check the user manual to see if the volume of a sound signal can be set and if it is not switched off 	<ul style="list-style-type: none"> TC module/user interface.
	Broken glass	<ul style="list-style-type: none"> Repair is carried out by authorized Servis 	
	A part is missing	<ul style="list-style-type: none"> Repair is carried out by authorized Servis 	
	Mechanical damage. Part fell off, deformed, in malfunction, broken, rusted.	<ul style="list-style-type: none"> Repair is carried out by authorized Servis. 	
	Appliance installation	<ul style="list-style-type: none"> Repair is carried out by authorized Servis # Check the user instructions. # Follow the installation manual. 	<ul style="list-style-type: none"> Appliance installation
	dEno on display.	<ul style="list-style-type: none"> Demo mode is switched on. 	
	Display is not fully visible.	<ul style="list-style-type: none"> Repair is carried out by authorized Servis. 	Timer/user interface.
	Timer/user interface shows unusual values or uncontrolled switches off and on.	<ul style="list-style-type: none"> Working of the clock can be disturbed by electric disturbances in the electric grid. Steam when opening the oven door affects the operation of the timer. # Open the oven door fully, do not hold them slightly open. 	<ul style="list-style-type: none"> Timer/user interface. Influence of steam.

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	Oven illumination does not work, light is off.	<ul style="list-style-type: none"> Bulb burned out. 	<ul style="list-style-type: none"> Bulb. Lamp holder. Oven selector switch (depends on model). Relay module (depends on the oven model).
	The appliance is noisy loud or rattling.	<ul style="list-style-type: none"> Loud cooling fan. Loud oven fan. 	<ul style="list-style-type: none"> Cooling fan. Oven ventilator.
	Cooling fan blows too hard..	<ul style="list-style-type: none"> This is not a sign of failure, in this way adequate cooling of the front panel and the door is ensured. 	<ul style="list-style-type: none"> On pyrolytic ovens it is necessary to check the correctness of the cooling fan electrical connection.
	Steam will come out at the door..	<ul style="list-style-type: none"> Poor installation of the door or oven gasket. 	<ul style="list-style-type: none"> Oven gasket. Door hinge.
	Condensing, the water drops out of the door, running under the door.	<ul style="list-style-type: none"> Water drops onto the kitchen element under the oven when opening the door. Leakage of water at the oven seal. 	<ul style="list-style-type: none"> Oven gasket. Install the condense rail.
	Door appears on the display.	<ul style="list-style-type: none"> Preheating is complete. <p># Open the door and insert the food, the program will automatically continue cooking with the selected settings.</p>	
	The option "add steam" during baking does not work.	<ul style="list-style-type: none"> The User Manual has not been strictly followed. Repair is carried out by authorized Servis. 	<ul style="list-style-type: none"> Pump defective, clogged. Wiring harness / connector. User interface.
	Appliance beeps randomly.	<ul style="list-style-type: none"> Repair is carried out by authorized Servis. 	<ul style="list-style-type: none"> User interface.
	Display does not show the temperature.	<ul style="list-style-type: none"> Repair is carried out by authorized Servis. 	<ul style="list-style-type: none"> Temperature sensor PT1000. User interface.
	Banging in the oven (deformed bottom).	<p># Cracking is caused by expansion and contraction of the oven bottom.</p>	
	Cracking of the oven enamel.	<ul style="list-style-type: none"> Cracking can be caused by improper use of the oven (baking pan on the bottom of the oven, covering the bottom with foil). 	<ul style="list-style-type: none"> See service manual 4-033-2001
	Front panel (fascia) is too hot.	<ul style="list-style-type: none"> Appliance is constructed in accordance with standards, the maximum allowable overtemperature is 55K for metal and 60K for glass front panels. At an ambient temperature of 20°C, the permissible temperature on the metal front panel is 75°C and 80°C on the glass. According to the standard, the permitted temperature is measured at a baking temperature of 200°C. 	
	Rainbow colored inner glass of the pyrolytic oven door.	<ul style="list-style-type: none"> The glass becomes rainbow coloured due to the high temperature in the oven when pyrolysis is used. <p># Clean the glass with a cleaner (cleaning paste) for glass ceramic hobs and a sponge.</p>	

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	Err0 op display.	<ul style="list-style-type: none"> • Temperatuursensor niet aangesloten of is doorgesneden. • Reparatie wordt uitgevoerd door geautoriseerde Servis. 	<ul style="list-style-type: none"> • Kabelboom / connector. • Temperatuursensor PT1000. • Gebruikersomgeving.
	Er00 op display.	<ul style="list-style-type: none"> • Temperatuursensor niet aangesloten of is doorgesneden. • Reparatie wordt uitgevoerd door geautoriseerde Servis. 	<ul style="list-style-type: none"> • Kabelboom / connector. • Temperatuursensor PT1000. • Gebruikersomgeving.
	Err1 op display.	<ul style="list-style-type: none"> • Temperatuursensor defect kortsluiting. • Reparatie wordt uitgevoerd door geautoriseerde Servis. 	<ul style="list-style-type: none"> • Kabelboom / connector. • Temperatuursensor PT1000. • Gebruikersomgeving.
	Er01 op display.	<ul style="list-style-type: none"> • Temperatuursensor defect kortsluiting. • Reparatie wordt uitgevoerd door geautoriseerde Servis. 	<ul style="list-style-type: none"> • Kabelboom / connector. • Temperatuursensor PT1000. • Gebruikersomgeving.
	Err2 op display.	<ul style="list-style-type: none"> • Vleessonde is onderbroken of in kortsluiting. • Reparatie wordt uitgevoerd door geautoriseerde Servis. 	<ul style="list-style-type: none"> • Kabelboom. • Vleessonde.
	Er02 op display.	<ul style="list-style-type: none"> • Vleessonde is onderbroken of in kortsluiting. • Reparatie wordt uitgevoerd door geautoriseerde Servis. 	<ul style="list-style-type: none"> • Kabelboom. • Vleessonde.
	Err3 op display.	<ul style="list-style-type: none"> • # Schakel het apparaat een tijdje uit (ongeveer 5 minuten of langer) en schakel het weer in. • Communicatiefout tussen elektronische modules. • Reparatie wordt uitgevoerd door geautoriseerde Servis. 	<ul style="list-style-type: none"> • Gebruikersomgeving.
	Er03 op display.	<ul style="list-style-type: none"> • # Schakel het apparaat een tijdje uit (ongeveer 5 minuten of langer) en schakel het weer in. • Communicatiefout tussen elektronische modules. • Reparatie wordt uitgevoerd door geautoriseerde Servis. 	<ul style="list-style-type: none"> • Gebruikersomgeving.
	Err4 op display.	<ul style="list-style-type: none"> • # Schakel het apparaat een tijdje uit (ongeveer 5 minuten of langer) en schakel het weer in. • Fout in de gebruikersinterface. • Reparatie wordt uitgevoerd door geautoriseerde Servis. 	<ul style="list-style-type: none"> • Zie technische informatie: 4-037-2331. • Gebruikersomgeving.
	Er04 op display.	<ul style="list-style-type: none"> • # Schakel het apparaat een tijdje uit (ongeveer 5 minuten of langer) en schakel het weer in. • Fout in de gebruikersinterface. • Reparatie wordt uitgevoerd door geautoriseerde Servis. 	<ul style="list-style-type: none"> • Zie technische informatie: 4-037-2331. • Gebruikersomgeving.
	Err5 op display.	<ul style="list-style-type: none"> • Te hoge temperatuur op de gebruikersinterface. • # Controleer de installatie van de oven op voldoende koeling. 	<ul style="list-style-type: none"> • Koelventilator. • Slecht geplaatste ovenisolatie (warmtelekage). • Gebruikersomgeving.
	Er05 op display.	<ul style="list-style-type: none"> • Te hoge temperatuur op de gebruikersinterface. • # Controleer de installatie van de oven op voldoende koeling. 	<ul style="list-style-type: none"> • Koelventilator. • Slecht geplaatste ovenisolatie (warmtelekage). • Gebruikersomgeving.
	Err6 op display.	<ul style="list-style-type: none"> • # Haal de stekker van het apparaat uit het stopcontact en sluit het weer aan.. • Deurslot defect. • Reparatie wordt uitgevoerd door geautoriseerde Servis. 	<ul style="list-style-type: none"> • Kabelboom. • Deurslot. • Gebruikersomgeving.
	Er06 op display.	<ul style="list-style-type: none"> • # Haal de stekker van het apparaat uit het stopcontact en sluit het weer aan.. • Deurslot defect. • Reparatie wordt uitgevoerd door geautoriseerde Servis. 	<ul style="list-style-type: none"> • Kabelboom. • Deurslot. • Gebruikersomgeving.
	Err7 op display.	<ul style="list-style-type: none"> • # Schakel het apparaat een tijdje uit (ongeveer 5 minuten of langer) en schakel het weer in. • Storing uit het relaisvoedingscircuit op de gebruikersinterface. 	<ul style="list-style-type: none"> • Gebruikersomgeving.
	Er07 op display.	<ul style="list-style-type: none"> • # Schakel het apparaat een tijdje uit (ongeveer 5 minuten of langer) en schakel het weer in. • Storing uit het relaisvoedingscircuit op de gebruikersinterface. 	<ul style="list-style-type: none"> • Gebruikersomgeving.

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	Err8 op display.	<ul style="list-style-type: none"> • Temperatuur in de oven te hoog. 	<ul style="list-style-type: none"> • Kabelboom. • Verwarming. • Temperatuursensor PT1000. • Gebruikersomgeving.
	Er08 op display.	<ul style="list-style-type: none"> • Temperatuur in de oven te hoog. 	<ul style="list-style-type: none"> • Kabelboom. • Verwarming. • Temperatuursensor PT1000. • Gebruikersomgeving.
	Err9 op display.	<ul style="list-style-type: none"> • # Schakel het apparaat een tijdje uit (ongeveer 5 minuten of langer) en schakel het weer in. • Storing op de omvormer. • Reparatie wordt uitgevoerd door geautoriseerde Servis. 	<ul style="list-style-type: none"> • Kabelboom. • Gebruikersomgeving. • Omvormer.
	Er09 op display.	<ul style="list-style-type: none"> • # Schakel het apparaat een tijdje uit (ongeveer 5 minuten of langer) en schakel het weer in. • Storing op de omvormer. • Reparatie wordt uitgevoerd door geautoriseerde Servis. 	<ul style="list-style-type: none"> • Kabelboom. • Gebruikersomgeving. • Omvormer.
	Er10 op display.	<ul style="list-style-type: none"> • Pyrolyse of baktemperatuur werd niet bereikt. • # Elektrische spanning is te laag. • Reparatie wordt uitgevoerd door geautoriseerde Servis. 	<ul style="list-style-type: none"> • Verwarming. • Slecht geplaatste ovenisolatie (warmtelekage). • Temperatuursensor PT1000. • Gebruikersomgeving.
	Er12 op display.	<ul style="list-style-type: none"> • Fout bij het pompen van water. • Reparatie wordt uitgevoerd door geautoriseerde Servis. 	<ul style="list-style-type: none"> • Kabelboom / connector. • Pomp. • Gebruikersomgeving.
	Er14 op display.	<ul style="list-style-type: none"> • Kookplaat werd geactiveerd tijdens zelfreiniging van de oven (pyrocyclus). • # Zet de kookzones uit. 	
	Er15 op display.	<ul style="list-style-type: none"> • # Schakel het apparaat een tijdje uit (ongeveer 5 minuten of langer) en schakel het weer in. • Storing uit het relaisvoedingsschakel op de gebruikersinterface. 	<ul style="list-style-type: none"> • Gebruikersomgeving.
	Er16 op display.	<ul style="list-style-type: none"> • De maximale bedrijfstijd van de oven is overschreden. • Falen van de beveiligings-SW . van de gebruikersinterface. 	
	Er17 op display.	<ul style="list-style-type: none"> • # Vleessonde is aangesloten op pyrolyse-modus. 	
	Er18 op display.	<ul style="list-style-type: none"> • Fout 18 waarschuwt voor een te grote schommeling of afwijking van de frequentie van de elektrische spanning ten opzichte van de door het elektriciteitsbedrijf gegarandeerde waarde.. • Om de weergave van de fout 18 en de ononderbroken werking van de oven te elimineren, is het noodzakelijk om de gebruikersinterface te vervangen. - houd er rekening mee dat er een probleem kan zijn met de nauwkeurigheid van de weergave van de dagtijd als de frequentie lange tijd buiten de gespecificeerde waarden valt. • Reparatie wordt uitgevoerd door geautoriseerde Servis. 	<ul style="list-style-type: none"> • Gebruikersinterface, type reparatie moet G5 zijn.
	Er19 op display.	<ul style="list-style-type: none"> • Storing uit het relaisvoedingsschakel op de gebruikersinterface. 	<ul style="list-style-type: none"> • Gebruikersomgeving.
	Er20 op display.	<ul style="list-style-type: none"> • Falen van de beveiligings-SW . van de gebruikersinterface. 	<ul style="list-style-type: none"> • Gebruikersomgeving.
	Er21 op display.	<ul style="list-style-type: none"> • Falen van de beveiligings-SW . van de gebruikersinterface. 	<ul style="list-style-type: none"> • Gebruikersomgeving.
	Er22 op display.	<ul style="list-style-type: none"> • Storing van de temperatuursensor van de gebruikersinterface. 	<ul style="list-style-type: none"> • Gebruikersomgeving.
	Er26 op display.	<ul style="list-style-type: none"> • Het veiligheidsrelais heeft het circuit niet uitgeschakeld. • # Schakel het apparaat een tijdje uit (ongeveer 5 minuten of langer) en schakel het weer in. 	<ul style="list-style-type: none"> • Gebruikersomgeving.
	Er27 op display.	<ul style="list-style-type: none"> • Verkeerde combinatie van kachels bij pyrolyse. 	<ul style="list-style-type: none"> • Gebruikersomgeving.

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	Er30 op display.	<p># Schakel het apparaat een tijdje uit (ongeveer 5 minuten of langer) en schakel het weer in.</p> <ul style="list-style-type: none"> • Fout in de gebruikersinterface. • Reparatie wordt uitgevoerd door geautoriseerde Servis. 	<ul style="list-style-type: none"> • Gebruikersomgeving.
	LOC op display.	<ul style="list-style-type: none"> • Kinderbeveiliging of pyrolyse is geactiveerd als het apparaat de mogelijkheid van pyrolyse heeft. • Wacht tot het pyrolytisch reinigingsproces is voltooid. 	
	b1 op display.	<ul style="list-style-type: none"> • b1 betekent synchronisatie van de processor (bij stroomuitval). Het verdwijnt na enkele seconden en gebeurt niet meer.. <p># Schakel het apparaat een tijdje uit (ongeveer 5 minuten of langer) en schakel het weer in.</p> <p># Reparatie wordt uitgevoerd door geautoriseerde Servis.</p>	<ul style="list-style-type: none"> • Gebruikersomgeving.