

Error	Problem	Cause or remedy	Process (service technician)
ERR1	ERR1 on display.	# Turn off the appliance for a time period (approximately 5 min) • Temperature sensor in malfunction. • Relay/Power module in malfunction. • Repair is carried out by authorized Servis.	• Wiring harness. • Temperature sensor PT1000.
ERR2	ERR2 on display.	# Turn off the appliance for a time period (approximately 5 min) • Meat probe is interrupted or in short circuit. • Repair is carried out by authorized Servis.	• Wiring harness. • Meat probe.
ERR3	ERR3 on display.	# Turn off the appliance for a time period (approximately 5 min) • Communication error between electronic modules. • Repair is carried out by authorized Servis.	•Wiring harness. •Relay/Power module.
ERR4	ERR4 on display.	# Turn off the appliance for a time period (approximately 5 min) • User interface in malfunction. • Repair is carried out by authorized Servis.	•TC module/user interface.
ERR5	ERR5 on display.	# The appliance or control module is overheating. Check the in • Appliance installation. •Temperature sensor in malfunction. • Repair is carried out by authorized Servis.	•Cooling fan. •Relay/Power module.
ERR6	ERR6 on display.	# Turn off the appliance for a time period (approximately 5 min) # Door was not properly closed. • Door lock in malfunction. • Repair is carried out by authorized Servis.	•Door lock.
ERR7	ERR7 on display.	# Turn off the appliance for a time period (approximately 5 min) • Relay/Power module in malfunction. • Repair is carried out by authorized Servis.	•Relay/Power module.
ERR8	ERR8 on display.	# Overheating of appliance • Relay/Power module in malfunction. • Appliance installation. • Repair is carried out by authorized Servis.	• Relay/Power module.
ERR10	ERR10 on display.	• Temperature of pyrolyze is not reached. • Repair is carried out by authorized Servis.	•Cooling fan. •Heaters. • Protective thermostat.
ERR11	ERR11 on display.	# Turn off the appliance for a time period (approximately 5 min) • Relay/Power module in malfunction. • Repair is carried out by authorized Servis.	•Relay/Power module.
ERR15	ERR15 on display.	# Turn off the appliance for a time period (approximately 5 min) • Relay/Power module in malfunction. • Repair is carried out by authorized Servis.	•Relay/Power module.
ERR	ERR on display.	# Moisture in the socket of the meat probe and without the cap	
ERR9	ERR9 on display.	• Overheating of inverter or inverter in malfunction. • Repair is carried out by authorized Servis.	•Cooling fan. •Magnetron. •Inverter.
ERR12	ERR12 on display.	• Repair is carried out by authorized Servis.	•Wiring harness. •Steam generator. •Temperature sensor of steam generator.
ERR13	ERR13 on display.	• Repair is carried out by authorized Servis.	•Wiring harness. •Steam generator. •Temperature sensor of steam generator.
ERR14	ERR14 on display.	# Turn off the appliance for a time period (approximately 5 min) •Door switch. • Repair is carried out by authorized Servis.	•Relay/Power module.

Error	Problem	Cause or remedy	Process (service technician)
	Circuit breaker turns off.	<ul style="list-style-type: none"> <li>Switching off the FID switch (fault isolation detection switch )</li> <li># In the case that you have several devices connected at the s</li> <li>This can also be caused by the electrical installation itself.</li> </ul>	<ul style="list-style-type: none"> <li>Heater,  see service manual[blnk]4-037-1765/[blnk].</li> <li>Cooling fan.</li> <li>Oven ventilator.</li> <li>Electric wire.</li> </ul>
	Condensation builds up on the front panel of the appliance..	<ul style="list-style-type: none"> <li>Cooling ventilator is not functioning.</li> </ul>	<ul style="list-style-type: none"> <li>Cooling fan.</li> <li>Timer/user interface  (depends on the oven model).</li> <li>Relay module  (depends on the oven model).</li> </ul>
	Loud, noisy appliance.	<ul style="list-style-type: none"> <li>Loud cooling fan.</li> <li>Loud oven fan.</li> </ul>	<ul style="list-style-type: none"> <li>Cooling fan.</li> <li>Oven ventilator.</li> <li>Vibration of the rear wall of the oven,  see service manual[bln</li> <li>Housing.</li> </ul>
	Dish is from below poorly baked.	<ul style="list-style-type: none"> <li># Use preheating.</li> <li># At the end of the baking, turn on the bottom heating system f</li> </ul>	
	Cooling fan blows too hard..	<ul style="list-style-type: none"> <li>This is not a sign of failure, in this way adequate cooling of th</li> </ul>	
	After being plugged in, the appliance fails to function.	<ul style="list-style-type: none"> <li># Check that the appliance is connected to the mains in accord</li> </ul>	<ul style="list-style-type: none"> <li>Connecting clamp.</li> <li>Oven selector switch  (depends on model).</li> <li>Timer/user interface  (depends on the oven model).</li> <li>Relay module  (depends on the oven model).</li> <li>Protective thermostat  (depends on the oven model).</li> </ul>
	Clock/time of day blinks.	<ul style="list-style-type: none"> <li># Set the daily time, this should be done when connecting the</li> </ul>	
	Oven illumination does not work, light is off.	<ul style="list-style-type: none"> <li>Some appliances have the ability to set the operating of the o</li> <li># Turn on the illumination.</li> <li>Bulb burned out.</li> </ul>	<ul style="list-style-type: none"> <li>Bulb.</li> <li>Lamp holder.</li> <li>Oven selector switch  (depends on model).</li> <li>Timer/user interface  (depends on the oven model).</li> <li>Relay module  (depends on the oven model).</li> </ul>
	Stink, unpleasant smell at first use the appliance.	<ul style="list-style-type: none"> <li>This is normal; smell will go away..</li> </ul>	
	Oven does not heat up.	<ul style="list-style-type: none"> <li>Door is not completely closed (appliances with door switch).</li> <li>Demo mode is activated (ON or DEMO is shown on the displ</li> <li># Press the start button to start heating, if necessary according</li> </ul>	<ul style="list-style-type: none"> <li>Heater.</li> <li>Protective thermostat.</li> <li>Door switch  (depends on model).</li> <li>Sensor PT1000  (depends on model).</li> <li>Oven thermostat  (depends on model).</li> <li>Oven selector switch  (depends on model).</li> <li>Timer/user interface  (depends on the oven model).</li> <li>Relay module  (depends on the oven model).</li> </ul>
	Oven heats poorly, does not reach the temperature, does not	<ul style="list-style-type: none"> <li>Electrical voltage is too low.</li> <li>No suitable baking system or baking temperature was select</li> <li>The baking system does not work properly.</li> </ul>	<ul style="list-style-type: none"> <li>Heater.</li> <li>Sensor PT1000  (depends on model).</li> <li>Oven thermostat  (depends on model),  see service manual[b</li> <li>Oven selector switch  (depends on model).</li> <li>Timer/user interface  (depends on the oven model).</li> <li>Relay module  (depends on the oven model).</li> <li>Oven gasket.</li> <li>Insulation of the oven.</li> <li>Temperature measurement and customer counseling.</li> </ul>
	Oven stops heating after a while, heating goes out, the temper	<ul style="list-style-type: none"> <li>Protective thermostat switched off the heating.</li> <li># Check the installation of the oven regarding sufficient cooling</li> </ul>	Protective thermostat.
	Oven heats to much.	<ul style="list-style-type: none"> <li>Baking temperature was set too high.</li> <li>Thermostat failure.</li> </ul>	<ul style="list-style-type: none"> <li>Sensor PT1000  (depends on model).</li> <li>Oven thermostat  (depends on model).</li> <li>Timer/user interface  (depends on the oven model).</li> <li>Relay module  (depends on the oven model).</li> </ul>
	Cooling fan blows even after the oven is switched off.	<ul style="list-style-type: none"> <li>This is normal, fan works for some time (max. 1 hour) after s</li> </ul>	
	Steam will come out at the door..	<ul style="list-style-type: none"> <li>Poor installation of the door or oven gasket.</li> </ul>	<ul style="list-style-type: none"> <li>Oven gasket.</li> <li>Door hinge.</li> </ul>

Error	Problem	Cause or remedy	Process (service technician)
	Condensing, the water drops out of the door, running under th	<ul style="list-style-type: none"> <li>• Between glasses is coming to the steam condensation.</li> <li>• Water drops onto the kitchen element under the oven when o</li> <li>• Leakage of water at the oven seal.</li> </ul>	•Oven gasket.
	The clock is lagging or overtaking.	<ul style="list-style-type: none"> <li>• Lagging or overtaking of the clock is due to the instability of t</li> <li>• It has no effect on the functionality of the appliances, baking t</li> </ul>	
	Door of the oven is poorly closing, not sealing, falling, hinge fai	• Door hinges failure.	<ul style="list-style-type: none"> <li>•Oven gasket.</li> <li>•Door hinge.</li> </ul>
	Dish is not evenly baked.	<ul style="list-style-type: none"> <li># Lower the cooking temperature by 10-20 degrees and exten</li> <li># Use preheating.</li> </ul>	
	Food is baked only on one side.	<ul style="list-style-type: none"> <li># Use preheating.</li> <li># After half a baking time turn the baking dish and allow the dis</li> </ul>	
	Pastry is undercooked..	• A grease filter is installed and circulation of hot air is obstruct	
	Appliance reports that the door is not closed.	<ul style="list-style-type: none"> <li>• Door is opened.</li> <li>• Oven gasket is not well installed.</li> <li>• Door switch failure.</li> </ul>	Door switch.
	Oven still heats up, although it is switched off.	• Switch (relay) for the heating does not switch off the heating.	<ul style="list-style-type: none"> <li>• Timer/user interface  (depends on the oven model).</li> <li>• Relay module,  (depends on the oven model).</li> </ul>
	Baking tray guides do not slide easily, get stuck.	<ul style="list-style-type: none"> <li>• The rail was washed-up in a dishwasher and the grease was</li> <li>• Guide was in the pyrolytic oven during pyro cleaning.</li> </ul>	
	Sensors do not respond, do not react on touch, content on the	<ul style="list-style-type: none"> <li>• Child lock is switched on</li> <li># Switch off the appliance from the mains for a few minutes (u</li> </ul>	
	When setting the operating time of the oven, the oven does no	# Follow the user manual to correctly set the baking time.	Timer/user interface.
	Cooking programs can not be set.	<ul style="list-style-type: none"> <li># Follow the user manual.</li> <li>• Timer does not work properly.</li> </ul>	Timer/user interface.
	The oven (heating) does not turn on.	<ul style="list-style-type: none"> <li>• User manuals were not strictly observed.</li> <li># Press the start button to start heating, if necessary according</li> </ul>	Timer/user interface.
	Door of the pyrolytic oven can not be opened.	• Oven has not cooled enough after using pyrolysis.	<ul style="list-style-type: none"> <li>•Door lock.</li> <li>• Protective thermostat.</li> <li>•Wiring harness of the door lock.</li> <li>•Relay module.</li> </ul>
	Pyrolysis does not work.	• User manuals were not strictly observed.	
	Timer/user interface shows unusual values or uncontrolled swi	<ul style="list-style-type: none"> <li>• Working of the clock can be disturbed by electric disturbance</li> <li>• Steam when opening the oven door affects the operation of t</li> <li># Open the oven door fully, do not hold them slightly open.</li> </ul>	<ul style="list-style-type: none"> <li>•Timer/user interface.</li> <li>• Influence of steam.</li> </ul>
	Food in microwave oven is not cooked, no heating of microwa	<ul style="list-style-type: none"> <li>• Inaccurate setting of cooking time or power..</li> <li>• Button Start was not pressed..</li> <li>• Door was not properly closed.</li> </ul>	See service manual [blnk]4-037-1668[/blnk]  or[blnk]4-037-141
	The food in the microwave is either overcooked or undercooke	• Inaccurate setting of cooking time or power..	
	There are sparks in the microwave..	<ul style="list-style-type: none"> <li>• Due to improper use of the oven (inadequate cookware, meta</li> <li>• If aluminum foil is used, it must not touch the walls.</li> <li>• Pay attention to the baking trays, they must not be replaced (l</li> </ul>	
	Clicking in the microwave oven.	• The clicking sound can mainly be heard when defrost progra	
	On display is written "Water reservoir is empty. Refill to resum	<ul style="list-style-type: none"> <li>• Water tank is empty.</li> <li># If the message is displayed again, remove the water tank, re</li> </ul>	<ul style="list-style-type: none"> <li>•Inlet pump.</li> <li>•Possibility of the hoses.</li> <li>•Flow sensor.</li> <li>•Relay module.</li> </ul>
	On the display is written "This appliance must be descaled.".	<ul style="list-style-type: none"> <li># Carry out the procedure.</li> <li>• This notification can be ignored three times, after that the ste</li> </ul>	
	The food in the steam oven is not cooked..	<ul style="list-style-type: none"> <li>• Inaccurate setting of cooking time..</li> <li>• Button Start was not pressed..</li> </ul>	
	The food in the steam oven is either overcooked or undercook	• Inaccurate setting of cooking time..	

Error	Problem	Cause or remedy	Process (service technician)
	After the end of the steam program there is water at the botto	• This is normal, wait for the oven to cool down, then wipe the	
	When the steam program is selected, a strong buzzing sound	• There is no error, water pumps produce the noise.	
	In the oven occurs condensation, water on the inner glass.	• This is normal, after use it is necessary to wipe the oven.	
	It does not heat below, lower heater failure.	• No suitable baking system was selected.	•Heater. • Oven selector switch  (depends on model). • Relay module,  (depends on the oven model).
	It does not heat above, upper heater failure.	• No suitable baking system was selected.	•Heater. • Oven selector switch  (depends on model). • Relay module,  (depends on the oven model).
	No heating on the rear side, fan heater is defective.	• No suitable baking system was selected.	•Heater. • Oven selector switch  (depends on model). • Relay module,  (depends on the oven model).
	Cooling fan does not work anymore.	• Repair is carried out by authorized Servis.	•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 o	• Repair is carried out by authorized Servis.	Sensor PT1000.
	Display is not fully visible.	• Repair is carried out by authorized Servis.	Timer/user interface.
	Appliance does not detect the meat probe.	• Meat probe is not sufficiently pushed into the socket.	•Wiring harness. • Socket for meat probe. •Meat probe.
	Pyrolysis works poorly, poorly cleaned oven after pyrolysis.	# Repeat pyrolysis at the longest pyrolysis setting (for models t • The oven is at the edges of the door during the pyrolysis cold • Pyrolysis can not clean the inner glass.	
	Part fell off, in malfunction, broken, rusted.	• Repair is carried out by authorized Servis.	
	Pyrolytic oven stops heating, after a while error E6 appears.	• Protective thermostat switched off the heating. # Check the installation of the oven regarding sufficient cooling	•Push the protective thermostat holder away from the oven for • Protective thermostat.
	From the ceiling of the steam oven water flows to the food.	• Repair is carried out by authorized Servis.	See service manual [blnk]4-037-1815[/blnk].
	Door of the water tank drawer does not close.	• Repair is carried out by authorized Servis.	See technical information[blnk]4-033-1502[/blnk].
	Steam when opening the oven door affects the operation of th	# Open the oven door fully, do not hold them slightly open.	
	Excessive amount of steam in the oven during baking.	• Certain type of food (potato for instance) contain a lot of wate	•Cooling fan. • Partition sheet metal (Possibility of the venting openings).
	Door of the pyrolytic oven cannot be closed completely, it hits t	• The door lock hook remained in the lower position, it is also p • Guide the customer to try to solve the problem according to i	