

Error	Problem	Cause or remedy	Process (service technician)
ERR1	ERR1 on display.	# Turn off the appliance for a time period (approximately 5 minutes or longer) and turn it on again. • 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 minutes or longer) and turn it on again. • 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 minutes or longer) and turn it on again. • 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 minutes or longer) and turn it on again. • 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 installation of the appliance or remove the hot pot away from the control module. • 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 minutes or longer) and turn it on again. # 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 minutes or longer) and turn it on again. • 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 minutes or longer) and turn it on again. • 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 minutes or longer) and turn it on again. • 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.

Error	Problem	Cause or remedy	Process (service technician)
ERR13	ERR13 on display.	<ul style="list-style-type: none"> • Repair is carried out by authorized Servis. 	<ul style="list-style-type: none"> •Wiring harness. •Steam generator. •Temperature sensor of steam generator.
ERR14	ERR14 on display.	# Turn off the appliance for a time period (approximately 5 minutes or longer) and turn it on again. <ul style="list-style-type: none"> •Door switch. • Repair is carried out by authorized Servis. 	<ul style="list-style-type: none"> •Relay/Power module.

Error	Problem	Cause or remedy	Process (service technician)
	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, see service manual 4-037-1765. Cooling fan. Oven ventilator. Electric wire.
	Condensation builds up on the front panel of the appliance..	<ul style="list-style-type: none"> Cooling ventilator is not functioning. 	<ul style="list-style-type: none"> Cooling fan. Timer/user interface (depends on the oven model). Relay module (depends on the oven model).
	Loud, noisy appliance.	<ul style="list-style-type: none"> Loud cooling fan. Loud oven fan. 	<ul style="list-style-type: none"> Cooling fan. Oven ventilator. Vibration of the rear wall of the oven, see service manual 4-037-1845. Housing.
	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. This will increase baking intensify from below.. 	
	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. 	
	After being plugged in, the appliance fails to function.	<ul style="list-style-type: none"> # 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).
	Clock/time of day blinks.	<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. 	
	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).
	Stink, unpleasant smell at first use the appliance.	<ul style="list-style-type: none"> This is normal; smell will go away.. 	
	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).. # 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"> 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).
	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 stops heating after a while, heating goes out, the temperature falls.	<ul style="list-style-type: none"> Protective thermostat switched off the heating. # Check the installation of the oven regarding sufficient cooling. 	Protective thermostat.

Error	Problem	Cause or remedy	Process (service technician)
	Oven heats to much.	<ul style="list-style-type: none"> • Baking temperature was set too high. • Thermostat failure. 	<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).
	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. 	
	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"> • Between glasses is coming to the steam condensation. • 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.
	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 failure. 	<ul style="list-style-type: none"> •Oven gasket. •Door hinge.
	Dish is not evenly baked.	<ul style="list-style-type: none"> # Lower the cooking temperature by 10-20 degrees and extend the cooking time.. # Use preheating. 	
	Food is baked only on one side.	<ul style="list-style-type: none"> # Use preheating. # After half a baking time turn the baking dish and allow the dish to bake on this side until the end of the baking. 	
	Pastry is undercooked..	<ul style="list-style-type: none"> • A grease filter is installed and circulation of hot air is obstructed. 	
	Appliance reports that the door is not closed.	<ul style="list-style-type: none"> • Door is opened. • Oven gasket is not well installed. • Door switch failure. 	Door switch.
	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. 	
	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 # 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. 	
	When setting the operating time of the oven, the oven does not turn off the heating after the expiration of the time.	<ul style="list-style-type: none"> # 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"> # Follow the user manual. • Timer does not work properly. 	Timer/user interface.
	The oven (heating) does not turn on.	<ul style="list-style-type: none"> • User manuals were not strictly observed. # 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. 	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 lock. • Protective thermostat. •Wiring harness of the door lock. •Relay module.
	Pyrolysis does not work.	<ul style="list-style-type: none"> • User manuals were not strictly observed. 	

Error	Problem	Cause or remedy	Process (service technician)
	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. <p># Open the oven door fully, do not hold them slightly open.</p>	<ul style="list-style-type: none"> Timer/user interface. Influence of steam.
	Food in microwave oven is not cooked, no heating of microwaves, microwave oven does not work.	<ul style="list-style-type: none"> Inaccurate setting of cooking time or power.. Button Start was not pressed.. Door was not properly closed. 	See service manual 4-037-1668 or 4-037-1417
	The food in the microwave is either overcooked or undercooked..	<ul style="list-style-type: none"> Inaccurate setting of cooking time or power.. 	
	There are sparks in the microwave..	<ul style="list-style-type: none"> Due to improper use of the oven (inadequate cookware, metal accessories in the oven), comes to sparking and cracking. If aluminum foil is used, it must not touch the walls. Pay attention to the baking trays, they must not be replaced (left-right), spacers must be installed to prevent contact of the guides with the wall of the oven. 	
	Clicking in the microwave oven.	<ul style="list-style-type: none"> The clicking sound can mainly be heard when defrost program is selected; this is not an error and is completely normal.. 	
	On display is written "Water reservoir is empty. Refill to resume.".	<ul style="list-style-type: none"> Water tank is empty. <p># If the message is displayed again, remove the water tank, remove the top cover, pour water and clean the tubes on the back side of the tank.</p>	<ul style="list-style-type: none"> Inlet pump. Possibility of the hoses. Flow sensor. Relay module.
	On the display is written "This appliance must be descaled.".	<p># Carry out the procedure.</p> <ul style="list-style-type: none"> This notification can be ignored three times, after that the steam program can no longer be selected until the procedure is completed. 	
	The food in the steam oven is not cooked..	<ul style="list-style-type: none"> Inaccurate setting of cooking time.. Button Start was not pressed.. 	
	The food in the steam oven is either overcooked or undercooked..	<ul style="list-style-type: none"> Inaccurate setting of cooking time.. 	
	After the end of the steam program there is water at the bottom of the steam oven..	<ul style="list-style-type: none"> This is normal, wait for the oven to cool down, then wipe the water. 	
	When the steam program is selected, a strong buzzing sound comes from the steam oven..	<ul style="list-style-type: none"> There is no error, water pumps produce the noise. 	
	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"> No suitable baking system was 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"> No suitable baking system was selected. 	<ul style="list-style-type: none"> Heater. Oven selector switch (depends on model). Relay module, (depends on the oven model).
	No heating on the rear side, fan heater is defective.	<ul style="list-style-type: none"> No suitable baking system was selected. 	<ul style="list-style-type: none"> Heater. Oven selector switch (depends on model). Relay module, (depends on the oven model).
	Cooling fan does not work anymore.	<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.
	Display is not fully visible.	<ul style="list-style-type: none"> Repair is carried out by authorized Servis. 	Timer/user interface.

Error	Problem	Cause or remedy	Process (service technician)
	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.	# Repeat pyrolysis at the longest pyrolysis setting (for models that allow this). <ul style="list-style-type: none"> • 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, in malfunction, broken, rusted.	<ul style="list-style-type: none"> • Repair is carried out by authorized Servis. 	
	Pyrolytic oven stops heating, after a while error E6 appears.	<ul style="list-style-type: none"> • Protective thermostat switched off the heating. # Check the installation of the oven regarding sufficient cooling.	<ul style="list-style-type: none"> •Push the protective thermostat holder away from the oven for a few millimeters, remove possible oven insulation at the thermostats. • Protective thermostat.
	From the ceiling of the steam oven water flows to the food.	<ul style="list-style-type: none"> • Repair is carried out by authorized Servis. 	See service manual 4-037-1815.
	Door of the water tank drawer does not close.	<ul style="list-style-type: none"> • Repair is carried out by authorized Servis. 	See technical information 4-033-1502.
	Steam when opening the oven door affects the operation of the timer.	# Open the oven door fully, do not hold them slightly open.	
	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).
	Door of the pyrolytic oven cannot be closed completely, it hits the obstacle in the upper part of the oven (below the fascia), possible fault E6.	<ul style="list-style-type: none"> • The door lock hook remained in the lower position, it is also possible that the hook and the door switch lever are jammed. • Guide the customer to try to solve the problem according to instruction 4-037-2203, see technical information 4-037-2203 	