

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"> <li>• Repair is carried out by authorized Servis.</li> </ul>	<ul style="list-style-type: none"> <li>•Wiring harness.</li> <li>•Steam generator.</li> <li>•Temperature sensor of steam generator.</li> </ul>
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"> <li>•Door switch.</li> <li>• Repair is carried out by authorized Servis.</li> </ul>	<ul style="list-style-type: none"> <li>•Relay/Power module.</li> </ul>

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 ) is the result of an electrical breakthrough against grounded parts of the appliance (ground contact).</li> <li># 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.</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 4-037-1765.</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 4-037-1845.</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 for 10 minutes. This will increase baking intensify from below..</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 the front panel and the door is ensured.</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 accordance with the operating instructions and that the electrical voltage is in the socket or on the phase connections respectively.</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 appliance to the mains and after interrupting the electrical current.</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 oven illumination and it is possible to manually operate the illumination.</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 display)..</li> <li># 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.</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 bake enough.	<ul style="list-style-type: none"> <li>Electrical voltage is too low.</li> <li>No suitable baking system or baking temperature was selected.</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 4-037-1844.</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 temperature falls.	<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.

Error	Problem	Cause or remedy	Process (service technician)
	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 switching off the oven and ensures that the hot steam from the oven is draining out and also cools the control module.</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>
	Condensing, the water drops out of the door, running under the door.	<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 opening the door.</li> <li>• Leakage of water at the oven seal.</li> </ul>	<ul style="list-style-type: none"> <li>•Oven gasket.</li> </ul>
	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 the frequency of the power grid.</li> <li>• 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.</li> </ul>	
	Door of the oven is poorly closing, not sealing, falling, hinge failure.	<ul style="list-style-type: none"> <li>• Door hinges failure.</li> </ul>	<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 extend the cooking time..</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 dish to bake on this side until the end of the baking.</li> </ul>	
	Pastry is undercooked..	<ul style="list-style-type: none"> <li>• A grease filter is installed and circulation of hot air is obstructed.</li> </ul>	
	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.	<ul style="list-style-type: none"> <li>• Switch (relay) for the heating does not switch off the heating.</li> </ul>	<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 removed..</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 screen is frozen.	<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 (unscrew the fuse or turn off the main switch), then reconnect it to the mains and switch on the main switch of the appliance.</li> </ul>	
	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"> <li># Follow the user manual to correctly set the baking time.</li> </ul>	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 to the type of oven. Some types of appliances require longer pressure, approximately one second.</li> </ul>	Timer/user interface.
	Door of the pyrolytic oven can not be opened.	<ul style="list-style-type: none"> <li>• Oven has not cooled enough after using pyrolysis.</li> </ul>	<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.	<ul style="list-style-type: none"> <li>• User manuals were not strictly observed.</li> </ul>	

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"> <li>Working of the clock can be disturbed by electric disturbances in the electric grid.</li> <li>Steam when opening the oven door affects the operation of the timer.</li> </ul> # Open the oven door fully, do not hold them slightly open.	<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 microwaves, microwave oven does not work.	<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 4-037-1668 or 4-037-1417
	The food in the microwave is either overcooked or undercooked..	<ul style="list-style-type: none"> <li>Inaccurate setting of cooking time or power..</li> </ul>	
	There are sparks in the microwave..	<ul style="list-style-type: none"> <li>Due to improper use of the oven (inadequate cookware, metal accessories in the oven), comes to sparking and cracking.</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 (left-right), spacers must be installed to prevent contact of the guides with the wall of the oven.</li> </ul>	
	Clicking in the microwave oven.	<ul style="list-style-type: none"> <li>The clicking sound can mainly be heard when defrost program is selected; this is not an error and is completely normal..</li> </ul>	
	On display is written "Water reservoir is empty. Refill to resume.".	<ul style="list-style-type: none"> <li>Water tank is empty.</li> </ul> # 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.	<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.".	# Carry out the procedure. <ul style="list-style-type: none"> <li>This notification can be ignored three times, after that the steam program can no longer be selected until the procedure is completed.</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 undercooked..	<ul style="list-style-type: none"> <li>Inaccurate setting of cooking time..</li> </ul>	
	After the end of the steam program there is water at the bottom of the steam oven..	<ul style="list-style-type: none"> <li>This is normal, wait for the oven to cool down, then wipe the water.</li> </ul>	
	When the steam program is selected, a strong buzzing sound comes from the steam oven..	<ul style="list-style-type: none"> <li>There is no error, water pumps produce the noise.</li> </ul>	
	In the oven occurs condensation, water on the inner glass.	<ul style="list-style-type: none"> <li>This is normal, after use it is necessary to wipe the oven.</li> </ul>	
	It does not heat below, lower heater failure.	<ul style="list-style-type: none"> <li>No suitable baking system was selected.</li> </ul>	<ul style="list-style-type: none"> <li>Heater.</li> <li>Oven selector switch (depends on model).</li> <li>Relay module, (depends on the oven model).</li> </ul>
	It does not heat above, upper heater failure.	<ul style="list-style-type: none"> <li>No suitable baking system was selected.</li> </ul>	<ul style="list-style-type: none"> <li>Heater.</li> <li>Oven selector switch (depends on model).</li> <li>Relay module, (depends on the oven model).</li> </ul>
	No heating on the rear side, fan heater is defective.	<ul style="list-style-type: none"> <li>No suitable baking system was selected.</li> </ul>	<ul style="list-style-type: none"> <li>Heater.</li> <li>Oven selector switch (depends on model).</li> <li>Relay module, (depends on the oven model).</li> </ul>
	Cooling fan does not work anymore.	<ul style="list-style-type: none"> <li>Repair is carried out by authorized Servis.</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>
	When the oven switches on, the appliance indicates that the oven is already heated.	<ul style="list-style-type: none"> <li>Repair is carried out by authorized Servis.</li> </ul>	Sensor PT1000.
	Display is not fully visible.	<ul style="list-style-type: none"> <li>Repair is carried out by authorized Servis.</li> </ul>	Timer/user interface.

Error	Problem	Cause or remedy	Process (service technician)
	Appliance does not detect the meat probe.	<ul style="list-style-type: none"> <li>• Meat probe is not sufficiently pushed into the socket.</li> </ul>	<ul style="list-style-type: none"> <li>•Wiring harness.</li> <li>• Socket for meat probe.</li> <li>•Meat probe.</li> </ul>
	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"> <li>• 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.</li> <li>• Pyrolysis can not clean the inner glass.</li> </ul>	
	Part fell off, in malfunction, broken, rusted.	<ul style="list-style-type: none"> <li>• Repair is carried out by authorized Servis.</li> </ul>	
	Pyrolytic oven stops heating, after a while error E6 appears.	<ul style="list-style-type: none"> <li>• Protective thermostat switched off the heating.</li> </ul> # Check the installation of the oven regarding sufficient cooling.	<ul style="list-style-type: none"> <li>•Push the protective thermostat holder away from the oven for a few millimeters, remove possible oven insulation at the thermostats.</li> <li>• Protective thermostat.</li> </ul>
	From the ceiling of the steam oven water flows to the food.	<ul style="list-style-type: none"> <li>• Repair is carried out by authorized Servis.</li> </ul>	See service manual 4-037-1815.
	Door of the water tank drawer does not close.	<ul style="list-style-type: none"> <li>• Repair is carried out by authorized Servis.</li> </ul>	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"> <li>• Certain type of food (potato for instance) contain a lot of water and steam occurrence is normal.</li> </ul>	<ul style="list-style-type: none"> <li>•Cooling fan.</li> <li>• Partition sheet metal (Possibility of the venting openings).</li> </ul>
	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"> <li>• The door lock hook remained in the lower position, it is also possible that the hook and the door switch lever are jammed.</li> <li>• Guide the customer to try to solve the problem according to instruction 4-037-2203, see technical information 4-037-2203</li> </ul>	