

# TROUBLESHOOTING







## BEFORE CALLING FOR SERVICE

Before you call for service, review this list. It may save you time and expense. This list includes common occurrences that are not the result of a defect in workmanship or materials.

<b>Problem</b>	<b>Possible Causes</b>	<b>Solutions</b>
<b>Cooktop does not work</b>	<ul style="list-style-type: none"> <li>• Cooktop controls are locked.</li> <li>• Circuit breaker has tripped or fuse is blown.</li> <li>• Power outage.</li> <li>• Installation wiring not complete.</li> </ul>	<ul style="list-style-type: none"> <li>• See USING CHILD LOCK to turn off the CHILD LOCK feature.</li> <li>• Reset the circuit breaker.</li> <li>• Check house lights to confirm power outage.</li> <li>• Contact the installer or dealer.</li> </ul>
<b>Cooktop does not heat</b>	<ul style="list-style-type: none"> <li>• Incorrect Cooking Zone selected.</li> <li>• No power to cooktop.</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure the correct control is ON for the Cooking Zone being used.</li> <li>• See “Cooktop does not work” above.</li> </ul>
<b>Elements turns off while cooking.</b>	<ul style="list-style-type: none"> <li>• Cooktop inner temperature too High.</li> </ul>	<ul style="list-style-type: none"> <li>• Check that cooktop has been installed According to the installation instructions.</li> </ul>
<b>Elements do not get hot enough.</b>	<ul style="list-style-type: none"> <li>• Touch controls may not be set properly.</li> <li>• Cookware may not be shape or flat or the correct size.</li> </ul>	<ul style="list-style-type: none"> <li>• Check the power level.</li> <li>• Use the recommended cookware. See the page 8-9.</li> </ul>
<b>A fan sound can be heard.</b>	<ul style="list-style-type: none"> <li>• Cooktop inner temperature is High.</li> </ul>	<ul style="list-style-type: none"> <li>• This is normal. The cooling fan will run when any element is turned on. With the heavy use the fan may continue to run after the controls are turned off until the cooktop has cooled.</li> </ul>

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Problem	Possible Causes	Solutions
<b>Flashing</b> 	<ul style="list-style-type: none"> <li>There is a fault with thermistor or Micom.</li> </ul>	<ul style="list-style-type: none"> <li>Turn the cooktop off using the Power ON/OFF. Turn cooktop back on using the Power ON/OFF.</li> </ul>
<b>Flashing</b> 		
<b>Flashing</b> 		
<b>Flashing</b> 	<ul style="list-style-type: none"> <li>Food spill/soil on touchpads.</li> <li>Object placed on touchpad.</li> <li>Touch time is long.</li> </ul>	<ul style="list-style-type: none"> <li>Clean the surface.</li> <li>Remove object from the touch pad.</li> <li>If any one of the keys is touched for more than 10 seconds continuously, this error will be displayed.</li> <li>If water or a metal object is placed on the touchpad this error will be displayed.</li> <li>Turn the cooktop off using the Power ON/OFF. Turn cooktop back on using the Power ON/OFF.</li> </ul>
<b>Flashing</b> 	<ul style="list-style-type: none"> <li>There is a fault with Display.</li> </ul>	<ul style="list-style-type: none"> <li>Turn the cooktop off using the Power ON/OFF. Turn cooktop back on using the Power ON/OFF.</li> </ul>
<b>Flashing</b> 	<ul style="list-style-type: none"> <li>Low voltage detection</li> </ul>	<ul style="list-style-type: none"> <li>This represents low voltage to the cooktop. Call a licensed electrician.</li> </ul>