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Before Calling for Service

Before calling 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.

Parts and Features

Problem	Possible Cause & Solution
Cooktop does not work	Cooktop controls are locked. <ul style="list-style-type: none"> See Clean Lock to turn off the Clean Lock feature.
	Circuit breaker has tripped or fuse is blown. <ul style="list-style-type: none"> Reset the circuit breaker.
	Power outage. <ul style="list-style-type: none"> Check house lights to confirm power outage.
	Installation wiring not complete. <ul style="list-style-type: none"> Contact the installer or dealer.
Cooktop does not heat	Incorrect cooking zone selected. <ul style="list-style-type: none"> Make sure the correct control is ON for the cooking zone being used.
	No power to cooktop. <ul style="list-style-type: none"> See "Cooktop does not work" above.
Elements turn off while cooking.	Cooktop inner temperature is too high. <ul style="list-style-type: none"> Check that cooktop has been installed according to the installation instructions.
Elements do not get hot enough.	Control panel may not be set properly. <ul style="list-style-type: none"> Check the power level.
	Cookware that is not marked IH or convection compatible may not heat properly. <ul style="list-style-type: none"> Use cookware with the IH mark.
	Cookware may not be flat or the correct shape or size. <ul style="list-style-type: none"> Use cookware with a flat bottom. Minimum cookware size <ul style="list-style-type: none"> Use cookware with a bottom surface diameter of 5 13/16" (147 mm) or greater. For Flexible Cooking Zone, minimum cookware size is 4 3/4" x 10 5/8" (120 mm x 270 mm) For best results when using the Dual cooking zone, use cookware with a bottom surface that is 9" in diameter or larger. Use the recommended cookware. See Induction Cookware.
A fan sound can be heard.	Cooktop inner temperature is high. <ul style="list-style-type: none"> This is normal. <p>The cooling fan will run when any element is turned on. With heavy use the fan may continue to run after the controls are turned off until the cooktop has cooled.</p>
Noises are heard during cooking. The following noises are normal.	Humming/buzzing sound <ul style="list-style-type: none"> Caused by the magnetic field transmitting power to the cookware. It is most noticeable at high power settings and becomes quieter if the power is reduced.

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Noises are heard during cooking. The following noises are normal.	Whistling sound <ul style="list-style-type: none"> Most noticeable with lighter weight cookware or when cookware is empty. Under certain conditions, your cookware may produce a high-pitched whistling noise when two elements are in use at the same time. The power levels at which this occurs may vary depending on the kind of cookware being used. Change the power level to eliminate the noise or reduce its volume.
	Cracking sound <ul style="list-style-type: none"> May occur when using composite cookware as the different materials resonate and heat at different rates. This will not damage or impair the performance of the cookware.
	Clicking sound <ul style="list-style-type: none"> Caused by the electrical switches. It is normal to hear a clicking noise when operating burners below power level 6.
	Ticking sound <ul style="list-style-type: none"> Caused by the cookware detection.
The Boost function has been deactivated or cannot be activated.	To prevent damage to the product, if one of the right-side elements is turned on when the center dual element is using the Boost setting, the power setting of the center dual element is automatically reduced to power level 9. <ul style="list-style-type: none"> To maintain the Boost setting on the center dual element, use any of the left side elements instead. For safety, after 6 minutes the Boost setting will automatically revert to either power level 9 or the previously set power level.
The cookware cannot be detected automatically.	There is no cookware on the burner. <ul style="list-style-type: none"> Place cookware on the burner. The words “Auto Detected” will be displayed.
	Cookware is not compatible with induction cooktop. <ul style="list-style-type: none"> Use only cookware that is compatible with the induction cooktop. For details of compatible cookware, see Induction Cookware
Cookware has been damaged.	Cookware is overheated. <ul style="list-style-type: none"> Never use the Boost mode to preheat empty cookware or to heat oil, butter or lard. Use the Boost function to boil water or heat up large quantities of food quickly.
Output power is different when the same type of burner is used.	Cooktop is overheated. <ul style="list-style-type: none"> The power level displayed may be different from the actual power level at the high end of the temperature range. To prevent the cooktop from overheating, the power level is controlled automatically.
Power cycling	This is normal. <ul style="list-style-type: none"> During use, the heating element cycles on/off to control the output power.
The LCD screen does not work properly.	Hot cookware is placed on top of the LCD screen. <ul style="list-style-type: none"> To prevent malfunction, do not place the hot cookware on top of the LCD screen.
Timer does not turn off the cooking zone.	This is normal. <ul style="list-style-type: none"> The kitchen timer/cooking timer acts as a simple timer and does not turn off the cooking zone.
The hot surface indicator stays on after the burners are turned off.	This is normal. <ul style="list-style-type: none"> After you turn off the burners, the indicator remains on until the ceramic glass surface cools down. If the temperature near the product is high, it may take longer for the ceramic glass surface to cool down.

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Problem	Possible Cause & Solution
Error code FC, F1, or F5 appears on the display.	Electronic control has detected a fault condition. <ul style="list-style-type: none"> Turn the power off and then on again to turn off the error code. If the issue recurs, call for service.

Wi-Fi

Problem	Possible Cause & Solution
Trouble connecting appliance and smartphone to Wi-Fi network	The password for the Wi-Fi network was entered incorrectly. <ul style="list-style-type: none"> Delete your home Wi-Fi network and begin the connection process again.
	Mobile data for your smartphone is turned on. <ul style="list-style-type: none"> Turn off the Mobile data on your smartphone before connecting the appliance.
	The wireless network name (SSID) is set incorrectly. <ul style="list-style-type: none"> The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)
	The router frequency is not 2.4 GHz. <ul style="list-style-type: none"> Only a 2.4 GHz router frequency is supported. Set the wireless router to 2.4 GHz and connect the appliance to the wireless router. To check the router frequency, check with your Internet service provider or the router manufacturer.
	The appliance and the router are too far apart. <ul style="list-style-type: none"> If the appliance is too far from the router, the signal may be weak and the connection may not be configured correctly. Move the router closer to the appliance or purchase and install a Wi-Fi repeater.
	During Wi-Fi setup, the app is requesting a password to connect to the product (on certain phones). <ul style="list-style-type: none"> Locate the network name which starts with "LG" under Settings > Networks. Note the last part of the network name. <ul style="list-style-type: none"> If the network name looks like LGE_Appliance_XX-XX-XX, enter lge12345. If the network name looks like LGE_Appliance_XXXX, enter XXXX twice as your password. For example, if the network name appears as LGE_Appliance_8b92, then you would enter 8b928b92 as your password. In this instance, the password is case sensitive and the last 4 characters are unique to your appliance.