

TROUBLESHOOTING



WARNING!
Refer to Safety chapters.

1 What to do if...

Problem	Possible cause	Remedy
You cannot activate the appliance.	The appliance is not connected to an electrical supply or it is connected incorrectly.	Check if the appliance is correctly connected to the electrical supply.
You cannot activate or operate the hob. The oven does not heat up.	The fuse is blown.	Make sure that the fuse is the cause of the malfunction. If the fuse is blown again and again, contact a qualified electrician.
The oven / hob display shows an error code that is not in this table.	There is an electrical fault.	Deactivate the appliance with the house fuse or the safety switch in the fuse box and activate it again. If the display shows the error code again, contact the Customer Care Department.
You cannot activate or operate the hob.	The fuse is blown.	Activate the hob again and set the heat setting in less than 10 seconds.
You cannot activate or operate the hob.	You touched 2 or more sensor fields at the same time.	Touch only one sensor field.
You cannot activate or operate the hob.	There is water or fat stains on the control panel.	Clean the control panel.
An acoustic signal sounds and the hob deactivates. An acoustic signal sounds when the hob is deactivated.	You put something on one or more sensor fields.	Remove the object from the sensor fields.
The hob deactivates.	You put something on the sensor field ①.	Remove the object from the sensor field.
Residual heat indicator does not come on.	The zone is not hot because it operated only for a short time.	If the zone operated sufficiently long to be hot, speak to an Authorised Service Centre.
The heat setting changes between two levels.	Power management function operates.	Refer to "Daily use" chapter.
The sensor fields become hot.	The cookware is too large or you put it too near to the controls.	Put large cookware on the rear zones if possible.

Problem	Possible cause	Remedy
[] comes on.	Automatic Switch Off operates.	Deactivate the hob and activate it again.
[F] comes on.	There is no cookware on the zone.	Put cookware on the zone.
[F] comes on.	The cookware is incorrect.	Use the correct cookware. Refer to "Hints and tips" chapter.
[F] comes on.	The diameter of the bottom of the cookware is too small for the zone.	Use cookware with correct dimensions.
[E] and a number come on.	There is an error in the hob.	Disconnect the hob from the electrical supply for some time. Disconnect the fuse from the electrical system of the house. Connect it again. If [E] comes on again, speak to an Authorised Service Centre.
[E4] comes on.	There is an error in the hob because a cookware boiled dry. Automatic Switch Off and the overheating protection for the zones operate.	Deactivate the hob. Remove the hot cookware. After approximately 30 seconds, activate the zone again. If the cookware was the problem, the error message goes out. Residual heat indicator can stay on. Let the cookware become sufficiently cool. Check if your cookware is compatible with the hob. Refer to "Hints and tips" chapter.
The oven does not heat up.	The oven is deactivated.	Activate the oven.
The lamp does not operate.	The lamp is defective.	Replace the lamp.
Steam and condensation settle on the food and in the cavity of the oven.	You left the dish in the oven for too long.	Do not leave the dishes in the oven for longer than 15 - 20 minutes after the cooking process ends.
The oven does not heat up.	The clock is not set.	Set the clock.
The oven does not heat up.	The necessary settings are not set.	Make sure that the settings are correct.

Problem	Possible cause	Remedy
It takes too long to cook the dishes or they cook too quickly.	The temperature is too low or too high.	Adjust the temperature if necessary. Follow the advice in the user manual.
The display shows an error code that is not in this table.	There is an electrical fault.	Deactivate the oven with the house fuse or the safety switch in the fuse box and activate it again. If the display shows the error code again, contact the Customer Care Department.
The display shows "12.00".	There was a power cut.	Reset the clock.
You cannot activate or operate the oven. The display shows "400" and an acoustic signal sounds.	The oven is incorrectly connected to an electrical supply.	Check if the oven is correctly connected to the electrical supply (refer to the connection diagram if available).

2 Service data

If you cannot find a solution to the problem yourself, contact your dealer or an Authorised Service Centre.

The necessary data for the service centre is on the rating plate. The rating

plate is on the front frame of the appliance cavity. Do not remove the rating plate from the appliance cavity.

We recommend that you write the data here:	
Model (MOD.)
Product number (PNC)
Serial number (S.N.)