

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.
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.
There is no spark when you try to activate the spark generator.	The hob is not connected to an electrical supply or it is connected incorrectly.	Check if the hob is correctly connected to the electrical supply. Refer to the connection diagram.
There is no spark when you try to activate the spark generator.	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.
There is no spark when you try to activate the spark generator.	Burner cap and crown are placed incorrectly.	Place the burner cap and crown correctly.
The flame extinguishes immediately after ignition.	Thermocouple is not heated up sufficiently.	After lighting the flame, keep the spark generator activated for equal or less than 10 seconds
The flame ring is uneven.	Burner crown is blocked with food residues.	Make sure that the injector is not blocked and the burner crown is clean.
The burners do not work.	There is no gas supply.	Check the gas connection.
The flame colour is orange or yellow.		The flame can look orange or yellow in some areas of the burner. This is normal.
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.

Problem	Possible cause	Remedy
The oven does not heat up.	The necessary settings are not set.	Make sure that the settings are correct.
The turnspit does not rotate.	The turnspit is not correctly installed into the turnspit hole.	Refer to "Using the turnspit".
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.

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.)