



Electrolux

SERVICE MANUAL

Hob

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Consumer Service - EMEA
Quality & Continuous Improvement - Technical Support

Hobs

Induction and Radiant Hobs Alarm Management



EN

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1 PURPOSE OF THIS MANUAL

The purpose of this Service Manual is to provide Service Engineers who are already familiar with the repair procedures with information regarding: **Hobs**. The manual deals with the following topics:

- Guide to diagnostics
- Alarm Management

For additional information check [E-Lucid](#).

Document Revisions

Rev.	Date	Description	Author
00-04	11/2015	Document creation, Revisions eliminated since it's more than 5 years	BSP
05-06	07/2017	Landscape look, UI ED6 standards, moved POB information to module level SM's	BSP
07	07/2024	UIs moved to separate Service Manuals, multiple alarm codes added and revised, added section 3.1, updated layout	Kuba Brych
08	08/2025	Added Service Mode description	Kuba Brych

2 SAFETY



- All the work to be performed inside the appliance requires specific skills and knowledge and may only be carried out by qualified and authorised Service Engineers
- Before you access internal components, take the plug out of the socket to disconnect the power supply.
- Some of the components in the mechanical part could cause injuries, so wear suitable protection and proceed with caution.

3 ALARM CODES

Alarm Codes are structured as EXXX so that they could be easily readable.

E	X	X	X
Hob Error	Affected Component:	Error detail See alarm codes below	Component position of the failure:
	0 = Configuration, Memory and User Interface		Power board HC x=1, 2, 3, 4, 5, 6 See section 3.1 for more details.
	1 = Wi-Fi (NIU)		
	2 = Special modules (ZIC, SAW)		User interface HUI: x = 1 - left, x = 2 - center/right, x = 3 - right
	3 = Supply Voltage (HC)		
	4 = Coil Temperature Sensor (HC)		Zone Illumination Controller ZIC x = 1
	5 = Other: Hood fan		BoilDetect MEMS x = 2
	6 = Power module		Food Sensor SAW x = 3
	7 = Fan (HC)		Oven user interface OUI x = 4
	8 = Communication (all MACS)		WIFI x = 5
	9 = User Interface		Pixie Hood Board x = 7

Attention!

Very often alarms can be generated only during operation, so always operate the appliance for minimum 1 min. with high power!

Display example:

Alarm code displayed for 10 sec. after switching on. The 3-digit code is shown alternating in 2 steps example "E822"	Two right induction module zones defect. Two left zones are functional.
	

Since mid-2017 on most user interfaces the alarms are shown with 3 digits instead only one to allow a better analysis.

Before mid-2017, we have one-digit codes and allocation of errors is different for E1 and E5.

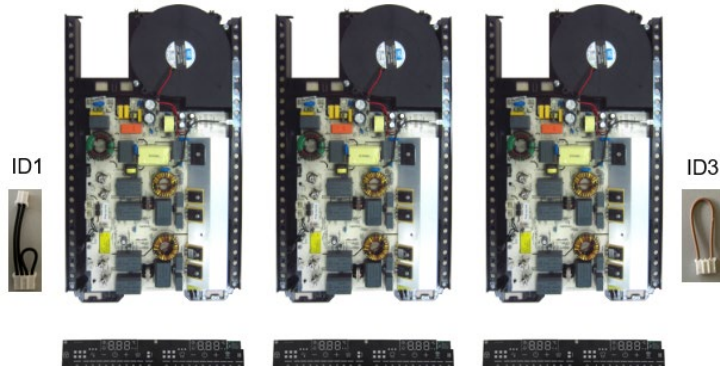
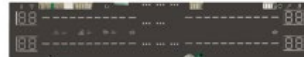
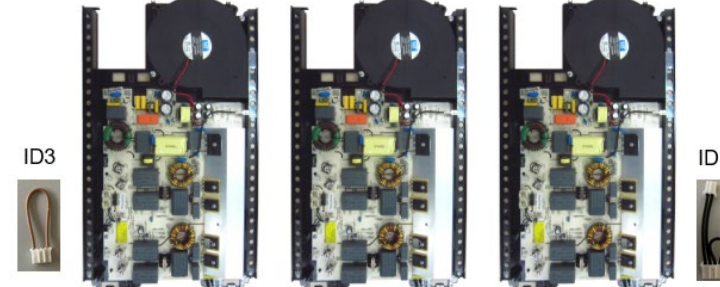
E1: Configuration for User Interface

E5: Communication Timeout of User Interface & Zone Illumination control

Remaining Error codes maintain the same component code as 3-Digit Codes.

3.1 Power boards configuration

For appliances with older UIs power boards are numbered from left to right. Appliances with newer UIs have power boards numbered from right to left.

User Interfaces	Power board configuration
Sparrow  Falcon, Falcon short  Raven  Parrot  Roadrunner  CrissCross  Jackdaw  Budgie  Kite  Tucan  Pelican  KingFisher  Cadinal 	1 2 3  1 2 3
Penguin  Peacock 1. step  Hawk  Peacock 2. step 	3 2 1  ID3 ID1

Note that it is also possible to recognize the power board configuration by jumpers attached to power boards.

ID1



ID3



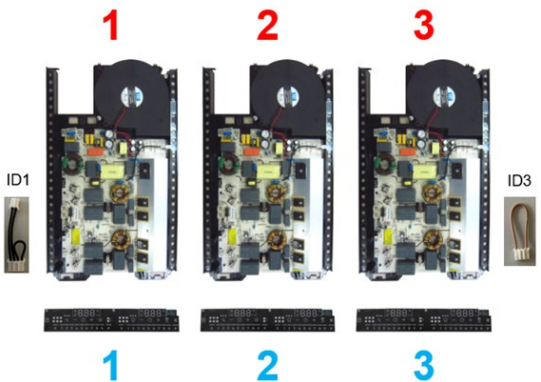
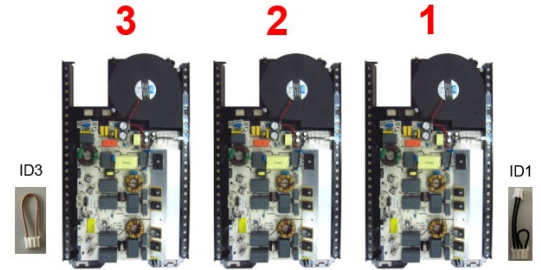
3.2 Alarm codes

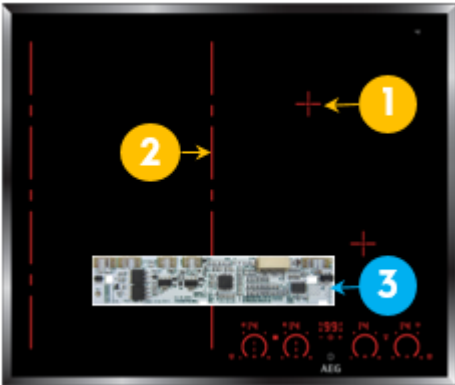
In below table:

- For easy understanding both 2-Digit and 3-Digit codes are in the same table
- For the 3-digit alarm codes the 3rd digit “x” corresponds to the related power board 1-3 or user interface 1-3

Examples:

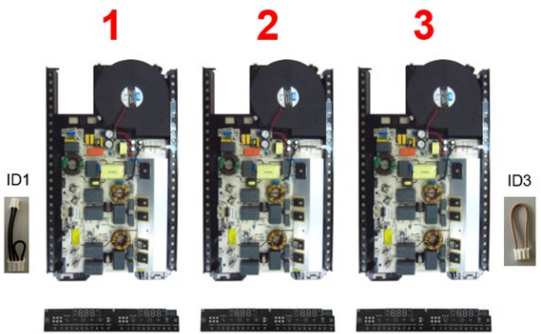
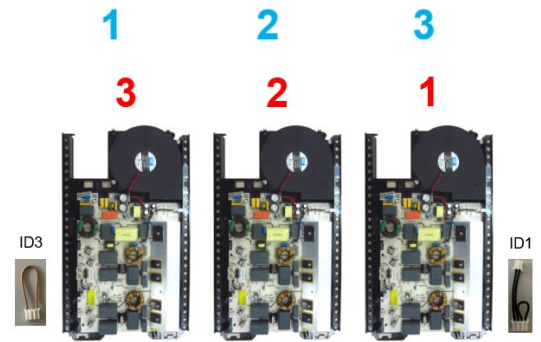
- E402– temperature sensor – power board 2 (usually on the right)
- E9C1 – user interface 1

1 Digit	3 Digit	X meaning	Possible Root Cause	Troubleshooting	Notes
E0	E01 X	Power board (HC)	Wrong configuration for power board	Disconnect the appliance from the mains for 30 sec. 1) If alarm still occurs, reprogram the left user interface. 2) If alarm still occurs, replace user interface. 3) If no success replace power board	
E1	E02 X E03 X E04 X E05 X E08 X	User interface (HUI)	Wrong configuration on User Interface	Disconnect the appliance from the mains for 30 sec. 1) If alarm still occurs replace or reprogram left User interface. 2) If the user interface was replaced and then the alarm occurs, the user interface spare parts is wrong programmed or defect	 See section 3.1
	E06 X	User interface (HUI)	14V power supply not connected	Check 14V wiring.	For example for Roadrunner LEDs.
	E09 X	User interface (HUI)	Communication alarm between two controllers		

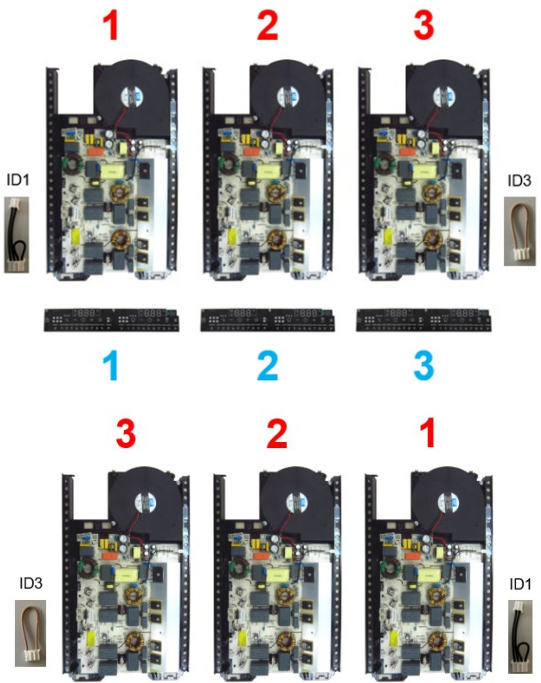
1 Digit	3 Digit	X meaning	Possible Root Cause	Troubleshooting	Notes
	E0A	User interface (HUI)	Board temperature alarm		
	E0C	User interface (HUI)	Backlight alarm		
E2			Zone Illumination Control module has a fault detected on LEDs or 14VDC supply is missing	Check if 14V plug BC1 from left power board is connected. The backlight of the Raven zone rings might be not working in ON state.	
	E20	Zone Illumination Controller (ZIC)	AD Converter on illumination electronics is defect	Check the connection of the LEDs at the zone illumination control module (XL01-XL04).	
	E21	Zone Illumination Controller (ZIC)	14V DC power supply to illumination electronics is missing, wiring connection	Check each LED for open/short and the wiring. With a multimeter, you can also test the LED direct.	
	E22	Zone Illumination Controller (ZIC)	LED or LED bar open circuit	Normally the LEDs are connected: supply 14V – front left - rear left – rear right – front right, means the first one in line not working is normally the defective one. See E5 or “E871” communication to ZIC module.	
	E23	Zone Illumination Controller (ZIC)	LED or LED bar short circuit	Exchange the Zone Illumination Control module.	

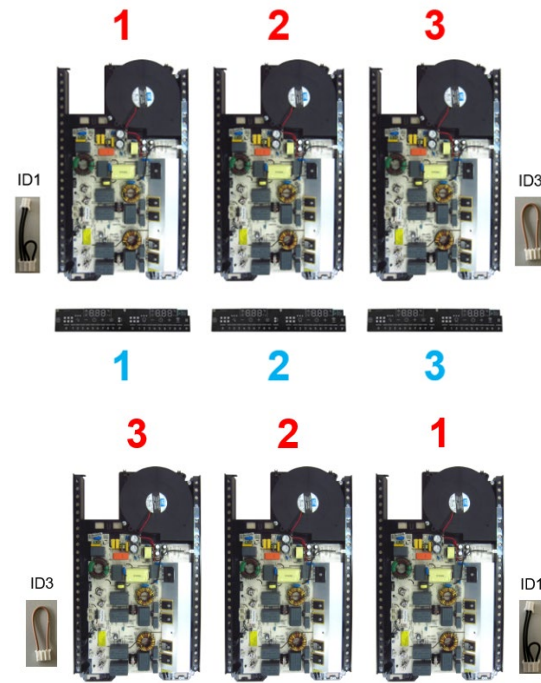
1. LED
2. LED Bar
3. ZIC module

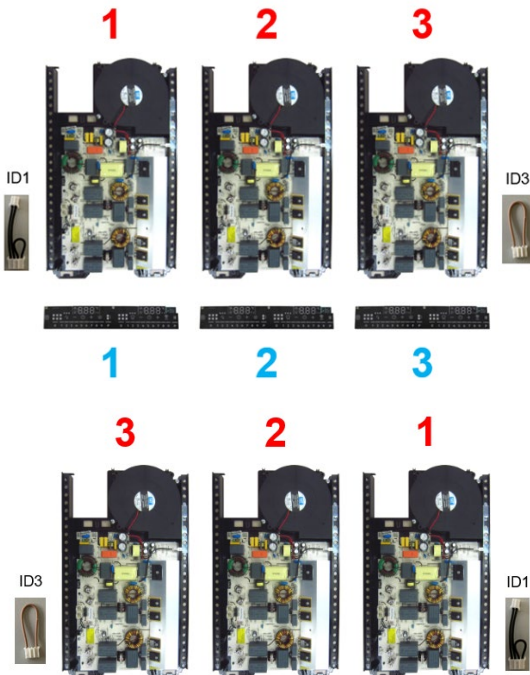
1 Digit	3 Digit	X meaning	Possible Root Cause	Troubleshooting	Notes
	E24X	Zone Illumination Controller (ZIC)	General illumination electronics is defect		
	E25X	SAW	Internal TCM, HF-chip not answering		
	E26X	SAW	EEPROM not answering		
	E27X	MEMS	MEMS chip not answering		
	E28X	MEMS	MEMS is not able to understand the configuration of the Hob		
E3			Over or under voltage	1) Check 230VAC between N and all Phase connectors. See connection label on bottom of appliance. Operate the appliance with pot for 1 min. 2) If supply is correct, then exchange power board.	
	E31X	Power board (HC)	Overvoltage – 400V also permanent beep will occur		
	E32X	Power board (HC)	Induction: Under voltage < ~ 160V Radiant: 50 Hz missing		

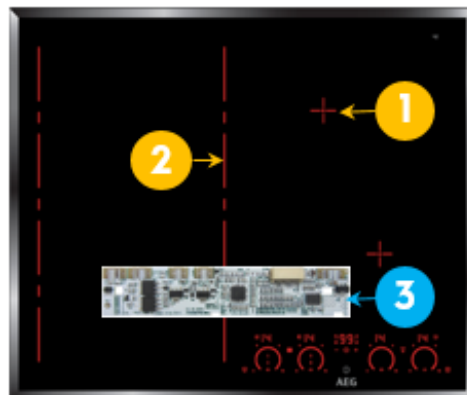
1 Digit	3 Digit	X meaning	Possible Root Cause	Troubleshooting	Notes
E4				Check indicated temperature sensor, replace if needed.	
	E40X	Power board (HC)	Occurs while heating up empty pan with level "P" if no then see E40X below.	If all okay Explain to the customer that this is normal; the reason of over temperature is the air gap between pot bottom and the ceramic and therefore the slower reaction time for the sensor.	
	E43X	Power board (HC)	Coil temperature sensor slope detection alarm: Pot may have a large pan bow which is causing an over temperature at the coil temperature sensor. The failure should disappear after 15 min.		
E4			Coil Temperature sensor defect or not mounted correctly	Check coil temperature sensor connector at power board Check the coil sensor; it should be placed in the silicon carrier. See chapter Testing cooking zone NTC probes.	
	E40X	Power board (HC)	Temperature Sensor short circuit	See chapter Testing cooking zone NTC probes.	
	E41X	Power board (HC)	Temperature Sensor open circuit	Appliances with 3 zones: check if the "Dummy" temperature sensor at the 2nd terminal is connected. Exchange temperature sensor. See Service Bulletin 599868955.	
	E42X	Power board (HC)	Temperature Sensor exceeded the tolerances	If no success after all these steps, exchange induction module.	
	E48X	Power board (HC)	Fault at temperature measurement sensor. Only UI Crystal (Teppan Yaki Thick Film)		

1 Digit	3 Digit	X meaning	Possible Root Cause	Troubleshooting	Notes
	E44X	Power board (HC)	Tesla power board fry top plate temperature open/short/FMEA alarm		
E5	E84X	User interface (HUI)	Communication timeout detected by User Interface to another Hob User Interface	Disconnect the appliance from the power supply for 30sec. Check the wiring between zone illumination electronics to user interface. Unplug and plug the cable. Check the RAST 2,5 plug for short circuit. If the alarm still occurs, exchange the hob user interface HUI1. If for user interface "Roadrunner" and "Toucan/Crystal" the alarm still occurs, the power supply from the power board is missing. Exchange the related power board.	
	E85X	Zone Illumination Controller (ZIC)	Communication timeout of Zone Illumination Control (ZIC)- the zone indication crosses will not be active	Check the wiring between the zone illumination electronics to user interface. Unplug and plug the cable. Check the RAST 2,5 plug for short circuit. If the alarm still occurs, exchange the illumination electronics. If the alarm still occurs, exchange the user interface.	
	E87X	Zone Illumination Controller (ZIC)			
	E86X	Oven user interface (OUI)	Communication timeout oven user interface	Check the wiring between zone illumination electronics to user interface. Unplug and plug the cable. Check the RAST 2,5 plug for short circuit. If the alarm still occurs, exchange the Oven User Interface. If the alarm still occurs, exchange the HUI1 Hob User Interface.	

1 Digit	3 Digit	X meaning	Possible Root Cause	Troubleshooting	Notes
E6	E60X	Power board (HC)	Induction: Power supply of 14V DC is out of tolerance. Radiant: Relays – primary sensing failure or 13V are supplied, but without both AC signals.	Disconnect the appliance from the mains for 30 sec. If alarm still occurs after 1-2 min operation exchange power board indicated by alarm code.	 See section 3.1
	E61X	Power board (HC)	IGBT / Heat sink temperature sensor short- or open- circuit		
	E62X	Power board (HC)	Induction: Inconsistency between IGBT current and measured mains current. Radiant: HC internal safety software class failure detected		
	E64X	Power board (HC)	Induction: Mains relay is glued, cannot switch off Radiant: Relays – secundar side sensing failure		
	E65X	Power board (HC)	Internal synchronization error between power boards microcontroller or soldering / assembly fault on board		
	E66X	Power board (HC)	Power board internal data table not loaded		

1 Digit	3 Digit	X meaning	Possible Root Cause	Troubleshooting	Notes
	E6A	Power board (HC)	Relays – supply voltage out of range or inconsistency between A/D measurement of two power board micros of mains current.		
E7			Fan Defect	1) Operate 1 zone on high power level for 3 min. Fan should start running. If not, check for blocking of fan and connector at induction module. 2) Exchange fan. Attention: this is not possible on all Induction modules. 3) If this is without success or not possible then replace, Induction module. It can be that the housing of the induction module is bended, and the fan is blocked	 See section 3.1
	E70	Power board (HC)	Fan Blocked		
	E71	Power board (HC)	Fan not connected (Tiger) / External cooling fan blocked or not connected		

1 Digit	3 Digit	X meaning	Possible Root Cause	Troubleshooting	Notes
E8	E81X	Power board (HC)	Communication HUI message missing	Check 230V AC between N and all phase connectors to the induction power board HC2.	 See section 3.1
	E82X	Power board (HC)	Communication timeout between hob user interface HUI1 and induction power board HC1 or HC2 or HC3	Check the wiring from power board to user interface. Unplug and plug the MACS cable. If the alarm still occurs, reprogram the user interface number 1 via SidekickPC (see section 3.1 of this manual)	
	E83X	User interface (HUI)	HUI1 detects MACS acknowledgements missing to HC1 or HUIx needs to be checked	If the alarm still occurs, exchange the induction module indicated by alarm code. If the alarm still occurs, exchange the induction modules not indicated by alarm code. If the alarm still occurs, exchange the user interface. Quick verification with a jumper might be helpful here – see section 6.5	
	E84X	User interface (HUI)	Communication timeout between hob user interface HUI1 and other hob user interfaces HUI2 or HUI3.	Disconnect the appliance from the power supply for 30sec. Check the wiring between zone illumination electronics to user interface. Unplug and plug the cable. Check the RAST 2,5 plug for short circuit. If the alarm still occurs, exchange the hob user interface HUI1. If for user interface “Roadrunner” and “Toucan/Crystal” the alarm still occurs, the power supply from the power board is missing. Exchange the related power board.	
					

1 Digit	3 Digit	X meaning	Possible Root Cause	Troubleshooting	Notes
	E86X	Oven User Interface (OUI)	Communication timeout between hob user interface HUI1 and oven user interface OUI	Check the wiring between zone illumination electronics to user interface. Unplug and plug the cable. Check the RAST 2,5 plug for short circuit. If the alarm still occurs, exchange the Oven User Interface. If the alarm still occurs, exchange the HUI1 Hob User Interface.	
	E85X	Zone Illumination Controller (ZIC)	Illumination electronics communication timeout. The zone indication crosses will not be active	Check the wiring between the zone illumination electronics to user interface. Unplug and plug the cable. Check the RAST 2,5 plug for short circuit. If the alarm still occurs, exchange the illumination electronics.	 1) LED 2) LED Bar 3) Illumination ZIC module
	E87X	Zone Illumination Controller (ZIC)	Communication timeout between hob user interface HUI1 and illumination electronics	If the alarm still occurs, exchange the user interface.	
	E893	SAW	TCM board communication failure		

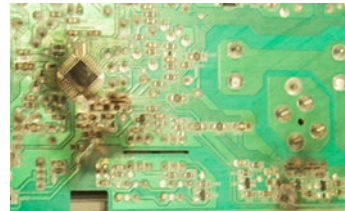
1 Digit	3 Digit	X meaning	Possible Root Cause	Troubleshooting	Notes
	E8A2	MEMS	MEMS communication failure detected by HUI		
	E8B1	User interface (HUI)	Communication failure Pixie - HUI	Check the Wiring between user interface and Pixie Board	
	E8B7	Pixie	Communication failure HUI - Pixie	Check if the connectors of the communication wiring are correctly plugged (Side Pixie board and side user interface) Replace the pixie board	
E9	E91X	User interface (HUI)	Too low key reference value	Check if the glass is not broken and if the UI is firmly pressed against the glass. Disconnect the appliance from the mains for 30 sec. If alarm still occurs after 1 min operation 1) See Chapter User Interface with slider 2) Check Wiring 3) Exchange User interface. Quick verification with a jumper might be helpful here – see section 6.5	
	E92X	User interface (HUI)	Too low key signal.		
	E93X	User interface (HUI)	Too high key reference value		
	E94X	User interface (HUI)	Too high key signal		

1 Digit	3 Digit	X meaning	Possible Root Cause	Troubleshooting	Notes
	E96X	User interface (HUI)	Communication with external key module / Touchscreen driver alarm		
	E97X	User interface (HUI)	Touch key 0 or 1 Alarm / Kite - FMEA key failure		
	E98X	User interface (HUI)	Atmel Libr failure at initialization / Kite - multiplexer test unit result		
	E99X	User interface (HUI)	Atmel Libr failure at run time / Kite – AD value out of range		
	E9AX	User interface (HUI)	Fault from key detection / Kite – PWM (driving) off test		
	E9BX	User interface (HUI)	FMEA short of pins		
	E9CX	User interface (HUI)	FMEA open key (air gap)		

1 Digit	3 Digit	X meaning	Possible Root Cause	Troubleshooting	Notes
	E9DX	User interface (HUI)	FMEA open pins on PCB		
	E9FX	User interface (HUI)	LED display stuck		
	E95X	User interface (HUI)	Rotary switch system defect (Crisscross only)	Check wiring diagram for rotary switches. Exchange defect rotary switches (Potentiometer). Exchange User Interface.	
-	E14X	User interface (HUI)	Serialization failure		
	E18X	User interface (HUI)	NIU communication Alarm	Check wiring Replace user interface	
	E517	Pixie	Pixie configuration wrong	Unplug the appliance from main power supply for min. 10 seconds. Try to run the hood. Reprogramming the User Interface and Pixie board Exchange the User Interface or Pixie board	

1 Digit	3 Digit	X meaning	Possible Root Cause	Troubleshooting	Notes
	E527	Pixie	Connection problem between motor controller board and pixie board or microcontroller failure on the motor controller board	Check all the wiring and plugs of the motor, controller board and Pixie board Exchange the motor controller board	
	E537	Hood Motor Controller	Hood motor controller alarm. Humidity deposition on the motor controller board Overheating of the hood fan Blocked motor fan Blocked air-duct	Dry the surroundings of the motor fan and motor controller board Try to cool down the surroundings of the motor fan and the motor controller board Check for foreign objects in the fan and air-duct Replace the motor controller board	

4 APPLIANCE NOT WORKING CORRECTLY, NOT DISPLAYING ERROR CODES

Fault description	Display	QES error code	Possible root cause	Troubleshooting
Fuse or RCD interrupted mains.	Dark		Wrong connection at mains terminal	Check cables connection and supply voltage according with label on the bottom of appliance.
Left fan might be permanently running.	Dark	604	Internal bus wiring jammed and caused short circuit.	Remove left induction board form the housing and look on the backside; damaged area is black.  Replace ALL induction modules and the UI.
Hob is not switching ON. No short flash of the display shortly after the application of voltage (as would normally happen).	Dark	851	Electronics is not reacting.	Disconnect the appliance from the mains for 30 sec.
			No power supply or Wrong connection at mains terminal or at the house installation.	1) Check 230V power supply according to label on bottom of appliance. 2) appliances with rotary switch (Crisscross): check connector at the oven. Plug must be snapped in at both sides!

Fault description	Display	QES error code	Possible root cause	Troubleshooting
		851	No power supply for the user interface (only module with jumper). Left Induction module defect. 	Swap Jumper from left to the right Power board; if the UI is now starting the left Power board is faulty. If the UI is not starting continue troubleshooting with the points below. 1) Check the 230V at the Supply box 2) Check the outer Pin 1+3 5VDC of the openings at the bottom side of the induction module of the hob (these pins correspond to the bus wiring to the user interface). ! Attention: live potential 230V. Additional information: alternative pins 1 + 3 (more accessible for the multimeter test leads) for 5VDC supplied on both induction power boards.   BOARD WITHOUT JUMPER (usually right board): 5VDC OK → Macs cable correct;

Fault description	Display	QES error code	Possible root cause	Troubleshooting
				No 5VDC → Macs cable bad connection/defect or Board with jumper defect; BOARD WITH JUMPER (usually left board): 5VDC OK → UI correctly supplied. No 5VDC → Board with jumper defect. BOTH BOARDS LEFT AND RIGHT 5VDC OK → Macs cable between board and UI bad connection/defect or UI defect;
		604	Connector of wiring to user interface not correctly plugged.	Check wiring between both Induction modules and the User interface.
		855	User interface defect.	How to check UI see E8XX alarms. If no success, exchange User Interface.
User interface remains dark/blank/blinking			Check 230VAC on power box (mains terminal block)	If something wrong or broken fix it
			Check 5VDC on module	No 5VDC => Replace left module*
			Check the cable between module and user interface	If something wrong or broken fix it
			<u>If Sidekick is available:</u> Check UI with Sidekick 5V	UI works => Replace left module*

Fault description	Display	QES error code	Possible root cause	Troubleshooting
			If Sidekick is not available: Move temporarily the Jumper (BC1-BC5) from the left module* to the right module	Display off => Replace UI * For Jumper (ID-Code BC1-BC5) on the left module by default. In the case of opposite placing of the jumper, left becomes right and right becomes left. See section 3.1.
Permanent beep	Dark		See error E31X.	See error E31X.

5 INDUCTION ZONE NOT WORKING CORRECTLY

Fault description	Display	QES error code	Possible root cause	Troubleshooting
Pot is not getting hot.	Normal cooking level		The magnetic properties of the pot are not good enough to allow a start of the generator	Exchange pot or try this pot on a smaller cooking zone.
	Flashing „F“ or „?“	632	Pot not detected	Check if pot is suitable for induction hob and if it's placed on the correct cooking zone. Check if pot is detected on other cooking zones. Check the cooking zone with a different pot.
			Coil not connected correctly to power board	Coil is not connected: can happen after repair; check connection of coil once more.
			Distance between coil and ceramic glass is too large	Check all coils for correct position and that all are pressed correctly to the ceramic.
			Defective power board, the circuit for pot detection is defective	If a pot is working on another zone and not working on a zone with “F” the induction board may be faulty.
No Power on all zones	Normal cooking level		Demo Mode Activated	See UIs User Manual for demo mode deactivation.

Fault description	Display	QES error code	Possible root cause	Troubleshooting
Single keys are not operable		855	User interface not correctly pressed to ceramic or defective.	1) See chapter 6.4 User interface with slider 2) If these hints do not help, exchange user interface.
Too low power or correct power only for a moment	Normal cooking level		Appliance not installed correctly. No ventilation in the front (air gap between work top and furniture)	Verify and correct installation, see user manual.
			Fan is running on high speed	Verify installation. Not enough cold air, create a hole in the cabinet (rear side).
			Distance between coil and ceramic glass too large	Check all coils for correct position and that all are pressed correctly to the ceramic glass.
			Unsuitable pots	
Permanent "H" on the display; or Permanent " _ " on the display		856	The hob is cold, but the Residual heat indication is showing heat	1) The Coil NTC sensor is defective, exchange the sensor If no success 2) Induction module is probably faulty
Appliances with rotary switch (Crisscross): Zone not corresponding to display or	Bad operation, contact lost partly	855	Rotary switch wrongly connected or defective.	1) See wiring diagram for potentiometers Check also for short circuits 2) Exchange defective rotary switch. 3) If no success, exchange user interface
			Rotary switch mounted too tight or defect.	1) Reassemble Rotary switch. Turn screws not too tight. 2) If above without success, exchange rotary switch. 3) If rotary switch turns heavily also exchange energy controller.

Fault description	Display	QES error code	Possible root cause	Troubleshooting
cooking levels jumping wildly.			Connection between hob and oven might be faulty	Check the pins inside of both plugs
Single cooking level not selectable	"-" on the display		Short interruptions	Switch off and on – the hob will restart. The faulty part should be found and exchanged.
User interface displays correctly, but hob not heating			Test conditions: • Induction hob switched ON. • Select power on the user interface (from 1 to P) <u>Place a suitable cookware</u> and select power on the zone/s not heating	Replace the board related to zone/s not heating. If problem is not solved replace UI.
User interface displays correctly, but the heating performance is poor			Check the characteristics of the used cookware.	
House Residual Current Circuit Breaker (RCD) opens from time to time				Check wiring, check appliance for ground fault, check power boards

Fault description	Display	QES error code	Possible root cause	Troubleshooting
Buzzer not working correctly		855	Buzzer deactivated	See user manual, in some UIs the buzzer can be deactivated by the customer
			User Interface defect	Replace User Interface.
Single segments of the display are not working correctly			User Interface defect	Replace User Interface
Any segment on Raven user interface seems to be defected.	Backlight on zone level rings not working when switched ON		Supply of 14VDC missing or defective	1) Check wiring between the left induction module BC01 (14VDC), check the zone illumination control board and the User Interface. Possible short circuit in RAST 2.5 plug. If necessary, exchange. 2) If above does not work, exchange User Interface.

6 GENERAL TROUBLESHOOTING TIPS

6.1 Operating voltage & Installation

The induction board is specified as 200V/240V, but it works until ~ 180V.

The electrical grid situation may have impact on the performance.

Zones with High Boost power can have a significant power reduction (see table).

Zone	Pot	Power at 230V [W]	Power at 210V [W]		Power at 240V [W]	
210plus, P	210mm, Stainless steel	3500	2850	-19%	3600	3%
210plus, P	210mm, Silargan	3300	2700	-18%	3450	5%
210plus, L14	210mm, Stainless steel	2300	2200	-4%	2300	0%
210plus, L15	210mm, Silargan	2300	2200	-4%	2300	0%
180	180mm, Stainless steel	2800	2450	-13%	2850	2%
140	145mm, Stainless steel	2400	2300	-4%	2450	2%

6.2 Testing Power Board electronic switches (IGBT)

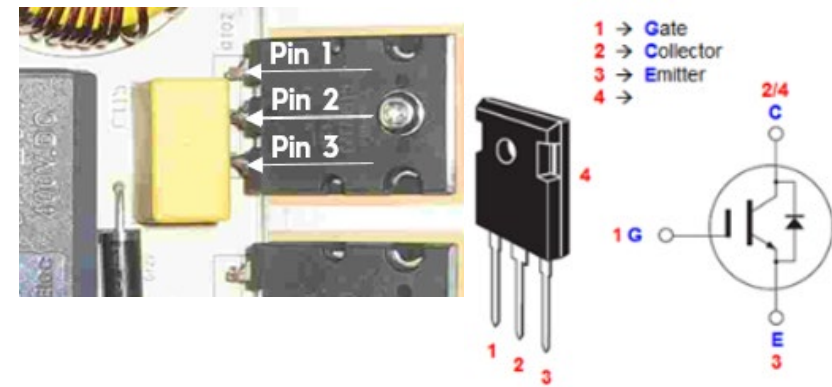
IGBTs are protected by software and hardware to avoid too high current and too high temperature. High current can be created with certain pot materials (not enough effective current in the coil). Too high temperature may occur if the cooling of the power board is not sufficient.

IGBTs cannot be repaired. It is possible to check the IGBT by verifying its resistance.

How to check IGBT: measure between Pin1-Pin2 or Pin2-Pin3:

High impedance (kOhm...MOhm) > Correct

Low impedance (<50 Ohm) > Defective



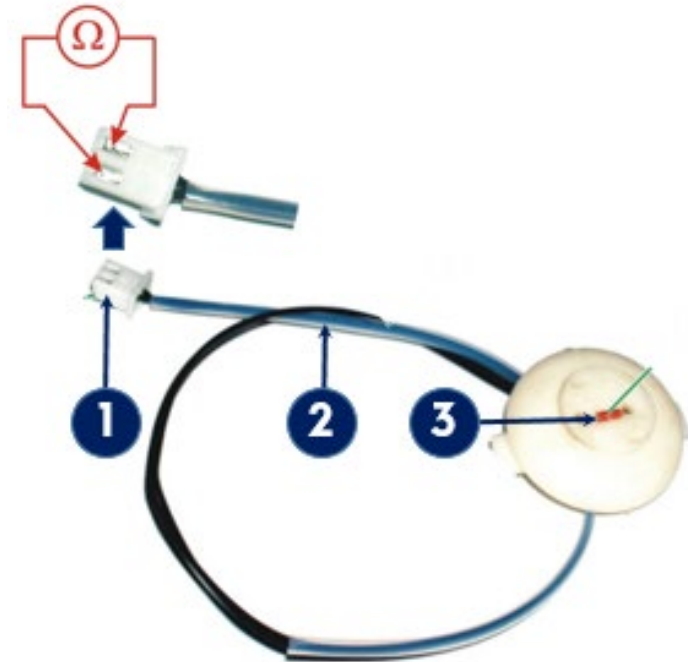
6.3 Testing cooking zone NTC probes

To check NTC probe, the resistance of the NTC probe can be measured. The correct value is approximately **100 KOhm** at room temperature (approximately 25°C). If the resistance is different replace the NTC probe. Make sure to take into account the temperature, as per the table below.

In the picture:

1. NTC Probe connector
2. Connection Cable
3. NTC Probe

Temp.	Resistance
18°	~ 140 k ohm
25°	~ 100 k ohm
30°	~ 80 k ohm



6.4 User Interface with slider

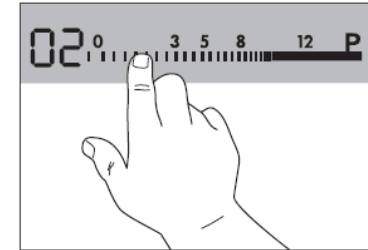
Direct access of the cooking levels.

If the customer has difficulties directly choosing a cooking level recommend him to:

- Touch the desired power level; Check the display.
- Correct the level, if necessary, by shifting (without lifting) the finger left or right.

Problems besides the above tips:

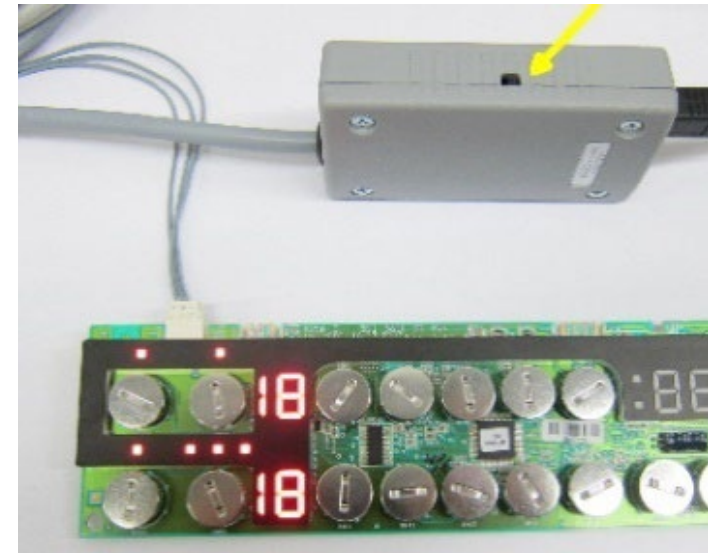
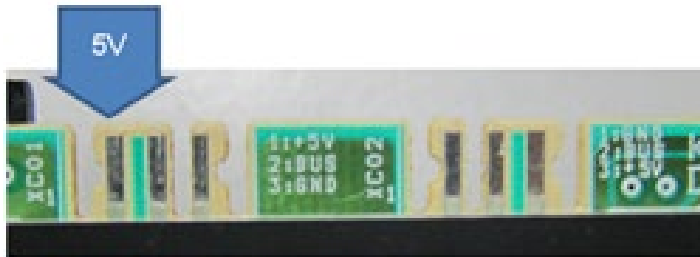
- Check built-in position of the user interface and correct if necessary.
 - The LED should be central above the main switch.
 - If any keys or cooking levels are difficult to operate or unstable.
 - Disconnect the appliance from the mains for 30 sec. and try again.
 - If the problem persists, the user interface is either pressed not enough or not equally to the ceramic glass.
 - Check if there is a cable between user interface and carrier.
 - Check if the carrier of the user interface is positioned correctly and all spring elements are present.
 - In addition, the coils must be correctly assembled, so that the distance between the support plate and the ceramic is not increased.
- Otherwise:
- Appliances with carrier; exchange



6.5 User Interface not displaying anything

The UI is dark: missing 5V for the User Interface, or defect UI.

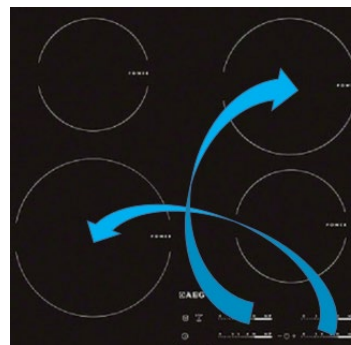
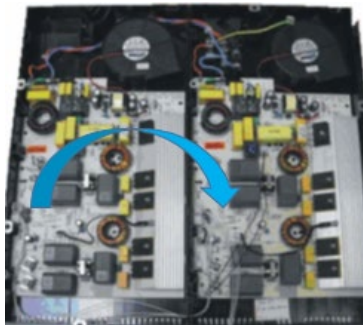
- Check the cables: the UI has power supply on PINs 1 & 3; the other port is inverted.
- Checking User Interface:
 - Use AMI gateway from Sidekick (Switch in the position as in the picture on the right).
 - During startup you can see the end number of the config on the timer display.
 - After 10 to 15 sec a E9 error will appear; this is due to missing or broken glass.



Quick verification with a jumper

! Disconnect the appliance before you start the verification!

In the case of UI not displaying anything it is possible to move the jumper from the left board to right board. If, in this way, the UI works the left board must be replaced, instead if the UI remains dark the issue is probably on the UI or on cables. **Pay ATTENTION as the left and right controls are inverted now!** After the check restore jumper to its original position.



7 USER INTERFACE SERVICE MODE

The available Service Modes differ between User Interfaces, for more information see the Service Manual for the appropriate User Interface.

7.1 Service Mode S1 – Show software version

Appliances have different ways to access the Service Modes depending on the UI. For Service Mode activation see the Service Manual for the appropriate User Interface.

Steps	Display
All displays and LED's light up.	
For 3 seconds software version of the User Interface or User Interfaces appears.	
For 3 seconds software version of the Power Boards appears.	
Service mode S1 appears.	

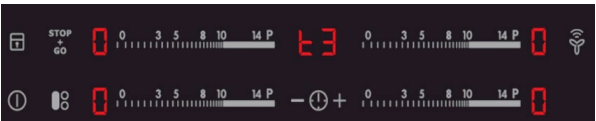
7.2 Service Mode S2 – Self diagnostic in off state – No pots on the hob

Appliances have different ways to access the Service Modes depending on the UI. For Service Mode activation see the Service Manual for the appropriate User Interface.

Steps	Display	
Power board should be in standby mode. User interface sends commands to all power boards. Self-test checks the configuration, 400V circuit, 15V circuit and if any relay is stuck.		
Results of test are shown for 5 seconds.	Good result of the test. Hob connected correctly.	Failed result of the test. Hob connected to 400V.
		
Service mode S2 appears.		

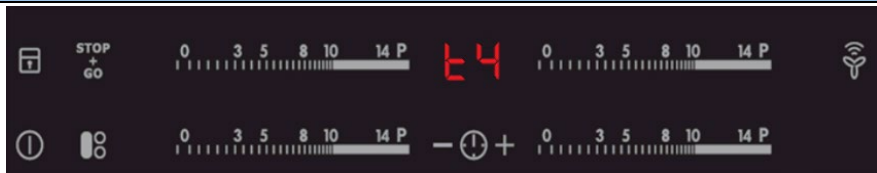
7.3 Service Mode S3 – Self diagnostic in on state – Pots on all cooking zones

Appliances have different ways to access the Service Modes depending on the UI. For Service Mode activation see the Service Manual for the appropriate User Interface.

Steps	Display	
Place pots on all cooking zones.		
Self-test starts with generator ON (6 seconds). All cooking zones are supplied by 500W and the User Interface sends a test command to the Power Boards. Ventilator is checked for blocking and opening (4 seconds).		
The results of test are shown for 5 seconds.	Good result	Failed result on the left cooking side
		 ➤ No load or pot on one cooking zone. ➤ Cooking zone defect. ➤ Temperature sensor disconnected. ➤ Ventilator disconnected.
Service mode S3 appears		

7.4 Service Mode S4 – Pot power and supply voltage test

Appliances have different ways to access the Service Modes depending on the UI. For Service Mode activation see the Service Manual for the appropriate User Interface.

Steps	Display						
The test checks the quality and power function of consumer pots on different cooking zones. Search for the pot starts on the left front cooking zone and is conducted clockwise. The first detected pot is tested. (10 seconds).							
Voltage is measured on electronics (6 seconds). The result appears twice.							
Cooking zone is supplied with nominal power and sends the value to the user interface (6 seconds).							
For 10 seconds the maximum available power for the pot is displayed. Attention: From the IGBT temperature of 80°C, the supply of power to the coil is lowered.			Display	Power of the pot		Display	Power of the pot
			P1	10 - 19%		P7	70 - 79%
			P2	20 - 29%		P8	80 - 89%
			P3	30 - 39%		P9	90 - 99%
			P4	40 - 49%			
			P5	50 - 59%			
			P6	60 - 69%			
Displays the voltage of the related heating coil during power phase (6 seconds) in step 4. (Normally 10V less than in step 3). Appears twice.							
Service mode S4 appears. Move the pot to the next cooking zone and restart the test again.							

8 DEFINITION OF TERMS, ACRONYMS AND ABBREVIATIONS

Terms, Acronyms and abbreviations	Description
HC	Hob Controller
HUI	Hob User Interface
IGBT	Insulated-Gate Bipolar Transistor
MACS	Electrolux Proprietary Communication Protocol
MEMS	Micro Electro Mechanical Sensor
NIU	Network Interface Unit
OUI	Oven User Interface
PB	Power Board
SAW	Food Sensor Reader Board (Surface Acoustic Wave)
UI	User Interface
WIFI	Wireless Local Area Networking
ZIC	Zone Illumination Controller
FMEA	Failure Modes and Effect Analysis – in this document, for alarms, usually means non-specified
EEPROM	Electrically Erasable Programmable Read-Only Memory