

## Error Codes

### G8 FAILURE/ERROR CODES

If all the lights presents on the User Interface are all completely OFF and there is no response from the cooktop, then:

<b>Step 1</b> Disconnect power check the continuity between L2 on the bakelite support and both L2 on the EMI filter board. If there is no continuity on one of these two lines, change the termofuse that is blown. Re-assemble all parts and check if it is working	<b>Step 2</b> Disconnect power check the continuity of the fuses on the EMI board. If one of the fuses is blown, replace with a new one. Re-assemble all parts and check if it is working
<b>Step 3</b> Disconnect power Change Control board set Re-assemble the cooktop. Reconnect power, Re-configure the cooktop with manual mode. Check if it is working or not	<b>Step 4</b> Disconnect power Change User Interface Re-assemble the cooktop. Reconnect power, Re-configure the cooktop with manual mode.

### Failure/Error Codes

There are 3 types of failures associated with the cooktop. The description of these failures and the impact they will have on the rest of the cooktop are listed in the following.

#### Failure – Type 1

Failure type 1 comes from the power control board. This failure will affect only one burner. The user may continue to use the other burners.

#### Failure – Type 2

Failure type 2 usually comes from the power control board (there could be some exceptions). These failures affect all burners associated with that power control board; the user may continue to use the burners that belong to the other power control board.

#### Failure – Type 3

Failure type 3 comes from the User Interface. This failure disables the entire cooktop. When this type of failure occurs, all the burners are switched Off by the User Interface.

Service Code Shown on Display	Failure Description	Type of Failure	Repair Suggestions
F-12	Coil under current	Type 1	<ol style="list-style-type: none"> <li>1. Check for 240 volts at connection T2A - T2B or T3A - T3B on the power control (whichever connection the burner is plugged into) by completing the following steps.</li> <li>2. Disconnect power.</li> <li>3. Connect voltage measurement equipment.</li> <li>4. Reconnect power and confirm voltage is 240 volts. If voltage is not correct, disconnect power and replace the power control. If voltage is 240 volts, disconnect power and replace the burner coil.</li> <li>5. Replace all parts and panels before operating.</li> <li>6. Reconnect power.</li> <li>7. Reconfigure the cooktop following the direction in "Manual Configuration Mode."</li> </ol>
F-21	Supply power frequency	Type 2	<ol style="list-style-type: none"> <li>1. Disconnect power.</li> <li>2. Replace the power control board.</li> <li>3. Replace all parts and panels before operating.</li> <li>4. Reconnect power.</li> <li>5. Reconfigure the cooktop following the directions in "Manual Configuration Mode."</li> <li>6. If the issue is not fixed, contact a qualified electrician to verify the frequency of the home power supply.</li> </ol>
F-25	Stuck fan on power control board #	Type 2	<ol style="list-style-type: none"> <li>1. Disconnect power.</li> <li>2. Check that the cooling fan connector is firmly plugged in.</li> <li>3. Replace all parts and panels before operating.</li> <li>4. Reconnect power.</li> <li>5. If the issue is not fixed, disconnect power.</li> <li>6. Replace the cooling fan.</li> <li>7. Replace all parts and panels before operating.</li> <li>8. Reconnect the power.</li> <li>9. If the issue is not fixed, disconnect power.</li> <li>10. Replace the power control board.</li> <li>11. Replace all parts and panels before operating.</li> <li>12. Reconnect power.</li> <li>13. Reconfigure the cooktop following the directions in "Manual Configuration Mode."</li> </ol>
F-36, F37	Temperature sensor is not working	Type 1	<ol style="list-style-type: none"> <li>1. Disconnect power.</li> <li>2. Check that the temperature sensor is firmly plugged in.</li> <li>3. Reconnect power and check that it is working. If it is not working, disconnect power and replace the non-working coil and the control board.</li> <li>4. Replace all parts and panels before operating.</li> <li>5. Reconnect power.</li> <li>6. Reconfigure the cooktop following the directions in "Manual Configuration Mode."</li> </ol>

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Service Code Shown on Display	Failure Description	Type of Failure	Repair Suggestions
F-40	Power control board failure	Type 1 or Type 2	<ol style="list-style-type: none"> <li>1. Disconnect power.</li> <li>2. Check that the cable between the User Interface and the power control is good and properly connected.</li> <li>3. Replace all parts and panels before operating.</li> <li>4. Reconnect power.</li> <li>5. Verify if error is still present. If yes, disconnect power.</li> <li>6. Replace the power control.</li> <li>7. Replace all parts and panels before operating.</li> <li>8. Reconnect power.</li> <li>9. Reconfigure the cooktop following the directions in "Manual Configuration Mode."</li> </ol>
F-42	Power supply	Type 2	<ol style="list-style-type: none"> <li>1. Check for 240 volts AC at the main connection by completing the following steps.</li> <li>2. Disconnect power.</li> <li>3. Connect voltage measurement equipment.</li> <li>4. Reconnect power and confirm voltage is correct. If voltage is correct, disconnect power, replace the power control and go to step 5. If voltage is not correct, disconnect power and have a qualified electrician check the home power supply.</li> <li>5. Replace all parts and panels before operating</li> <li>6. Reconnect power.</li> <li>7. Reconfigure the cooktop following the directions in "Manual Configuration Mode."</li> </ol>
F-47	Power supply from power control board to User Interface is missing or WIDE communication error between UI and power control board	Type 2	<ol style="list-style-type: none"> <li>1. Disconnect power.</li> <li>2. Check that the cables between the User Interface and the power controls are not damaged and are firmly plugged in.</li> <li>3. Reconnect power and check that it is working. If it is not working, disconnect power and replace the cables between the User Interface and the power controls</li> <li>4. Reconnect power and check that it is working.</li> <li>5. <b>Disconnect power</b></li> <li>6. <b>If it is not working, check the continuity between L1 on the bakelite support and both L1 on the EMI filter board. If there is no continuity on one of these two lines, replace the thermofuse harness Re-assemble all parts and check if it is working</b></li> <li>7. <b>Disconnect power</b></li> <li>8. <b>check the continuity of the fuses on the EMI board. If one of the fuses is blown, replace with a new one. Re-assemble all parts and check if it is working</b></li> <li>9. <b>Disconnect power</b></li> <li>10. <b>Change Control board set Re-assemble the cooktop. Reconnect power, Re-configure the cooktop with manual mode. Check if it is working or not</b></li> <li>11. <b>Disconnect power</b></li> <li>12. <b>Change User Interface Re-assemble the cooktop. Reconnect power, Re-configure the cooktop with manual mode.</b></li> </ol>
F-56	Wrong or invalid UI configuration.	Type 3	<ol style="list-style-type: none"> <li>1. Disconnect power.</li> <li>2. Reconnect power.</li> <li>3. Reconfigure the cooktop following the directions in "Manual Configuration Mode."</li> <li>4. If the issue is not fixed, disconnect power.</li> <li>5. Replace the User Interface.</li> <li>6. Replace all parts and panels before operating.</li> <li>7. Reconnect power.</li> <li>8. Reconfigure the cooktop following the directions in "Manual Configuration Mode."</li> </ol>
F-58	Wrong or invalid power control board configuration	Type 2	<ol style="list-style-type: none"> <li>1. Disconnect power.</li> <li>2. Reconnect power.</li> <li>3. Reconfigure the cooktop following the directions in "Manual Configuration mode."</li> <li>4. If the issue is not fixed, disconnect power.</li> <li>5. Replace the power control board.</li> <li>6. Replace all parts and panels before operating.</li> <li>7. Reconnect power.</li> <li>8. Reconfigure the cooktop following the directions in "Manual Configuration Mode."</li> </ol>
F-60	UI does not work	Type 3	<ol style="list-style-type: none"> <li>1. Disconnect power.</li> <li>2. Replace the User Interface.</li> <li>3. Replace all parts and panels before operating.</li> <li>4. Reconnect the power.</li> <li>5. Reconfigure the cooktop following the directions in "Manual Configuration Mode".</li> </ol>

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F-61	Power control board does not work		<ol style="list-style-type: none"> <li>1. Disconnect power.</li> <li>2. Check that the cables between the User Interface and the power control are not damaged and are firmly plugged in.</li> <li>3. Check for 240 Volts AC at the J1 connector on the power control by completing the following steps.</li> <li>4. Connect voltage measurement equipment.</li> <li>5. Reconnect power and confirm voltage reading. If voltage is not correct, have a qualified electrician check the home power supply.</li> <li>6. If voltage is correct, disconnect power and replace the cable between the User Interface and the power control and the power control board.</li> <li>7. Replace all parts and panels before operating.</li> <li>8. Reconnect power.</li> <li>9. Reconfigure the cooktop following the directions in "Manual Configuration Mode."</li> </ol>
C-81, C-82	Temporarily over temperature	Type 2	Not enough ventilation: check the cooktop installation according to the Installation Instructions. In particular, check the blower intakes.

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