

8 Troubleshooting

Observe all safety and warning information (see the Safety chapter).

Operating situation	Cause	Remedy
The cooktop cannot be switched on.	The fuse or the automatic circuit breaker of the electrical installation of the apartment and/or house is defective.	Replace the fuse. Switch the safety cut-out back on.
	The fuse or the automatic circuit breaker trips several times.	Call the BORA Service Team.
	The power supply is disconnected.	Have a specialist electrician inspect the power supply.
Odours and vapours arise when the new cooktop is put into operation.	This is normal on brand-new appliances.	Wait a few operating hours. Contact the BORA Service Team if the odour persists.
⏏ is displayed in the cooking zone indicator.	No or unsuitable cookware has been placed on the cooking zone.	Only use suitable cookware. Select the cookware size depending on the cooking zone (see the Device Description chapter).
🔒 is displayed in the cooking zone indicator.	The child safety lock is activated.	Switch off the childproofing feature (see the Operation chapter).
🔧 is displayed in the cooking zone indicator.	Permanent activation of the knob.	Put the knob back into position.
	Cable break between cooktop and control box.	Call the BORA Service Team.
⚠️ is displayed in the cooking zone indicator.	The cooking zone or a power element is defective.	Note down the error number and contact the BORA Service Team.
A cooking zone or the entire cooktop switches off automatically.	The operating time of a cooking zone is too long.	Put the cooking zone back into operation (see the Operation chapter).
	The overheat protection has tripped.	(see the Device Description chapter)
The power setting is automatically shut off prematurely.	The overheat protection has tripped.	(see the Device Description chapter)
The cooling fan continues running after the cooktop has been switched off.	The fan will continue to run until the cooktop has cooled down and will then switch off automatically.	Wait until the cooling fan switches off automatically.

Tab. 8.1 Resolving a fault

► In all other instances, call the BORA Service Team (see the Warranty, service and spare parts chapter).