

## 9 Troubleshooting

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

Operating situation	Cause	Remedy
The cooktop or the fan cannot be switched on.	The fuse or the automatic circuit breaker of the electrical installation of the apartment and/or house is defective.	Change the fuse. Switch the circuit breaker 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 Service Team if the odour persists.
L is displayed in the cooking zone indicator.	The child safety lock is activated.	Switch off the child safety lock (see the Operation chapter).
A cooking zone or the entire cooktop switches off automatically.	The operating time of a cooking zone has been exceeded.	Put the cooking zone back into operation (see Operation chapter).
E is displayed in the fan level indicator.	One or more sensor buttons are covered, e. g. due to finger contact or by objects placed on them.	Clean the control panel or remove objects (see Device description chapter)
Er03 is shown across all 4 cooking zone indicators, and the cooktop switches off during operation.		
E is displayed in the cooking zone indicator.	An error has occurred in the electronic system.	Interrupt the power supply for approx. 1 minute. If the problem persists after reconnecting the power supply, take a note of the error number and contact the BORA Service Team.
F is displayed in the fan level indicator.	The period of use of the filters has been exceeded.	Replace the activated charcoal filter (for recirculated air only) and clean the stainless steel grease filter thoroughly. When there is heavy contamination, we recommend you replace the stainless steel grease filter (see Cleaning and Maintenance chapter).
The extraction rate of the cooktop extractor has decreased.	The stainless steel grease filter is heavily soiled.	Clean or replace the stainless steel grease filter.
	The activated carbon filter is heavily soiled (only for recirculated air).	Replace the activated charcoal filter.
	There is an object in the air guiding housing (e.g. cleaning cloth).	Remove the trapped object.
	The fan is defective or a duct connection has loosened.	Call the BORA Service Team.

Tab. 9.1 Resolving a fault

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