

9 Troubleshooting

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

Operating situation	Cause	Remedy
The cooktop extractor cannot be switched on.	The fuse or automatic circuit breaker of the electrical wiring system in the apartment and/or house is defective.	Replace the fuse. Switch the automatic 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.
	The microfuse in the universal control unit's cooling device plug is defective.	Replace the fuse (type: T3, 15 A/250 V).
E flashes in the fan display for 5 seconds and the fan is switched off.	The Home-In contact is broken.	When using a window contact switch (safety device), the window must be open when the fan is operating.
	The safety device is defective.	Call the BORA Service Team.
Odours form when operating the cooktop extractor.	This is normal on brand-new appliances.	Odours stop forming after a few operating hours.
The extraction performance of the cooktop extractor has decreased.	The stainless steel grease filter is heavily soiled.	Clean or replace the stainless steel grease filter.
	The activated charcoal filter is heavily soiled (recirculation only).	Replace the activated charcoal filter.
	There is an object in the air guiding housing (e.g. cleaning cloth).	Remove the object.
	The fan is defective or a duct connection has become loose.	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).