

## 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.	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 Service Team if the odour persists.
$\underline{u}$ is displayed in the cooking zone indicator.	No or unsuitable cooking utensils have been placed on the cooking zone.	Only use suitable cookware. Select the cookware size depending on the cooking zone (see Device Description chapter).
$\underline{L}$ is displayed in the cooking zone indicator.	The child safety lock is activated.	Switch off the child safety lock (see Operating 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 Operating chapter).
	The overheat protection has tripped.	(see Device Description chapter)
The power setting is automatically shut off prematurely.	The overheat protection has tripped.	(see Device Description chapter)
$\underline{E}$ is displayed in the fan level indicator. $\underline{Er03}$ is shown across all 4 cooking zone indicators, and the cooktop switches off during operation.	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).
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 fan switches off automatically.
$\underline{E}$ is displayed in the cooking zone indicator.	An error has occurred in the electronic system.	Interrupt the power supply of the cooktop for approx. 1 minute. If the problem continues to persist after the power supply has been restored, write down the error number and contact BORA Customer Services.
$\underline{F}$ is displayed in the fan level indicator.	The period of use of the filters has been exceeded.	Replace the activated charcoal filter (only with recirculated air) and thoroughly clean the stainless steel grease filter. In case of heavy soiling, replacing the stainless steel grease filter is also recommended (see Cleaning/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 BIU).	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).