

TROUBLESHOOTING



WARNING!

Refer to Safety chapters.

1 What to do if...

Problem	Possible cause	Remedy
You cannot activate or operate the oven.	The oven is not connected to an electrical supply or it is connected incorrectly.	Check if the oven is correctly connected to the electrical supply (refer to the connection diagram if available).
The oven does not heat up.	The oven is deactivated.	Activate the oven.
The oven does not heat up.	The clock is not set.	Set the clock.
The oven does not heat up.	The necessary settings are not set.	Make sure that the settings are correct.
The oven does not heat up.	The automatic switch-off is activated.	Refer to "Automatic switch-off".
The oven does not heat up.	The Child Lock is on.	Refer to "Using the Child Lock".
The oven does not heat up.	The fuse is blown.	Make sure that the fuse is the cause of the malfunction. If the fuse is blown again and again, contact a qualified electrician.

Problem	Possible cause	Remedy
The lamp does not operate.	The lamp is defective.	Replace the lamp.
It takes too long to cook the dishes or they cook too quickly.	The temperature is too low or too high.	Adjust the temperature if necessary. Follow the advice in the user manual.
Steam and condensation settle on the food and in the cavity of the oven.	You left the dish in the oven for too long.	Do not leave the dishes in the oven for longer than 15 - 20 minutes after the cooking process ends.
The display shows "C3".	The cleaning function does not operate. You did not fully close the door, or the door lock is defective.	Fully close the door.
The display shows "F102".	<ul style="list-style-type: none"> You did not fully close the door. The door lock is defective. 	<ul style="list-style-type: none"> Fully close the door. Deactivate the oven with the house fuse or the safety switch in the fuse box and activate it again. If the display shows "F102" again, contact the Customer Care Department.
The display shows an error code that is not in this table.	There is an electrical fault.	<ul style="list-style-type: none"> Deactivate the oven with the house fuse or the safety switch in the fuse box and activate it again. If the display shows the error code again, contact the Customer Care Department.

Problem	Possible cause	Remedy
The appliance is activated and does not heat up. The fan does not operate. The display shows " Demo ".	The demo mode is activated.	<ol style="list-style-type: none"> 1. Deactivate the oven. 2. Press and hold the button +. 3. The first digit on the display and Demo indicator start to blink. 4. Enter the code 2468 by pressing the buttons + or - to change the values and press OK to confirm. 5. The next digit starts to blink. 6. Demo mode deactivates when you confirm the last digit and the code is correct.

2 Service data

If you cannot find a solution to the problem yourself, contact your dealer or an Authorised Service Centre.

The necessary data for the service centre is on the rating plate. The rating

plate is on the front frame of the appliance cavity. Do not remove the rating plate from the appliance cavity.

We recommend that you write the data here:

Model (MOD.)

Product number (PNC)

Serial number (S.N.)