

TROUBLESHOOTING

NOTE: We may charge for service even in the warranty period if your problem is due to the causes listed below.

problem	possible cause
Oven or grill not working	<ul style="list-style-type: none"> • Time of day is not set. • Power is not turned on. • Controls are incorrectly set. • Oven is in 'Demo' mode, refer to Additional Functionality. • Household fuse has blown or power supply is off. (If the household fuse continues to blow, call the Service Centre). • Child-proof oven lock is activated. 'LOCKED' is displayed when control is touched. (Refer to operating instructions).
Oven light not working	<ul style="list-style-type: none"> • Light may be turned off at control panel. • Lamp blown or loose socket. • Household fuse has blown. (If the household fuse continues to blow, call the Service Centre).
Oven not heating enough	<ul style="list-style-type: none"> • Foil trays on bottom of oven. • Timer is in 'AUTO' mode. (Refer to operating instructions). • Household fuse has blown or power supply is off. (If the household fuse continues to blow, call the Service Centre).
Clock flashing on display	<ul style="list-style-type: none"> • Reset time of day and any cooking functions you were using.
Unit smoking when first used	<ul style="list-style-type: none"> • Protective oils being removed.
Condensation build up	<ul style="list-style-type: none"> • Reduce the amount of water used in cooking. (Sometimes condensation is normal).
Door cannot be replaced after removal	<ul style="list-style-type: none"> • Stirrup not engaged properly.
Pyrolytic cycle not working	<ul style="list-style-type: none"> • All accessories must be removed from the ovens.
Functions and temperature appear on display but oven does not work	<ul style="list-style-type: none"> • Oven is in 'Demo' mode, refer to Additional Functionality.
When the door is open the fan stops (underbench only)	<ul style="list-style-type: none"> • This is a function of the power board to help reduce the blast of air when opening the door.
When a non fan mode is selected the fan starts	<ul style="list-style-type: none"> • Most oven modes have a fast heat up function that uses the fan, fan element and top (boost) elements. Auto fast heat up can be overridden by selecting a temperature of 120°C or less, allowing the function to start, then increasing the temperature to the desired level.
The light stays on when the door is closed	<ul style="list-style-type: none"> • An oven function has been selected. • The light has been turned on at the control panel.
The light does not turn *ON* when the door is opened	<ul style="list-style-type: none"> • Oven light may need replacing.
Error message "REMOVE FOOD PROBE" after connecting Food Probe to appliance	<ul style="list-style-type: none"> • The cooking function selected is not compatible with the food probe. Refer Food Probe instructions page.
Food Probe temperature setting not displayed	<ul style="list-style-type: none"> • Ensure Food Probe plug is fully inserted into the socket on the front panel. • Incorrect Food Probe used. Only use the Food Probe recommended for this appliance. • Ensure food is fully defrosted
When using the Food Probe, centre of the food is undercooked	<ul style="list-style-type: none"> • Ensure the Food Probe is inserted at least 75% into the food. • Ensure that food has been adequately rested after cooking.

Data plate

When you need information, service or spare parts please be prepared to tell us the:

Model number: _____

Serial number: _____

These are shown on the data plate. The data plate is visible when the oven or grill door is open.

Customer Care Centre

If you need more information, please contact the Customer Care Centre:

Australia – 1300 363 640, 8am – 5pm EST Mon – Fri.

New Zealand – +649 573 2384, 8am – 5pm EST Mon – Fri.

If you have a warranty or spare parts enquiry, you should call the number listed on the back page.