

Electrolux

SERVICE MANUAL COOKERS



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Built-in Hobs

RADIANT HOBS 4Z & 5Z WITH
HOC2010 / EVEREST POWER BOARD AND VARIOUS USER
INTERFACE

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1 PURPOSE OF THIS MANUAL

1.1 PURPOSE OF THIS MANUAL

The purpose of this Manual is to provide information on RADIANT HOBS 4Z & 5Z WITH HOC2010 / EVEREST POWER BOARD AND VARIOUS USER INTERFACE

1.2 WARNINGS

All work with open appliances must be done with the mains supply disconnected.

Work on electrical equipment should only be carried out by qualified personnel.



Before working on a device, check the efficiency of the system casing using appropriate equipment. As an example, refer to the indications described / illustrated in the portal Electrolux Learning Gateway (<http://electrolux.edvantage.net>).

After the work, carry out electrical safety tests and ensure that the all safety devices are working properly.

In the case of manipulation / replacement of the PCB, use the ESD kit (Code 405 50 63-95/4) to prevent electrostatic discharge damage the circuit board see SB No. 599 72 08-09

2 RANGE OVER VIEWER VIEW

4 Zone Radiant Hob

User Interface : Falcon , Power Board : HOC2010 or Everest



5 Zone Radiant Hob

User Interface : Pelican , Power Board : HOC2010 or Everest



3 FAILURE TREE ANALYSIS

3.1 APPLIANCE WITHOUT ANY FUNCTION, NOT POSSIBLE TO SWITCH ON

FAULT description	Display	Possible root cause	Troubleshooting
Cook top is not switching ON. No short switching on of the displays shortly after applying to voltage.	None	Electronic is not reacting any longer.	Disconnect the appliance from the mains for 30 sec 1. Check 230VAC between N and Phase. See connection label on bottom of appliance 1a) HOC2010: when C2 and C2 are blown up , liquid spoiled on user interface and HOC power board, exchange HOC and user interface. Customer's fault 1b. Everest: contains protection circuit. Connect power lines correctly, no need to exchange electronics. 2. Appliances with rotary switch (Crisscross): check connector at the oven. Plug has to be snapped in at both sides
		No power supply or Wrong connection at mains terminal.	

		Power board defect	5VDC supply for user interface defect. See Chapter 4 - Radiant power board - check bus supply voltage Promise hobs. If voltage is missing replace power board.
		Over temperature protection of power board active.	<ol style="list-style-type: none"> 1. Cool down appliance 2. Check if the housing of the Power board is deformed or very brown. If yes: <ul style="list-style-type: none"> - Exchange deformed housing. - Check if all springs at the bottom of the housing are in place. - Check if all heating elements are pressed correct to the glass ceramic and that the springs for the heating elements are correct mounted.
		User interface cable not correct plugged or mounted	Check plugs at Power board and the User interface, check also wires of cable, in case of defect replace.
		User interface defect	If above measures without success, replace User interface.
No power on all cooking zones.	Normal cooking level	Demo mode active	See Chapter 6 – User interface – Demo mode – Alarm history.
2 cooking zones not functioning, but operable	Normal	Power supply of phase 2 missing	Check 230VAC between N and Phase. Check both terminals 1 and 2 at the mains terminal of the hob
		Power board defect (main relay).	Replace the Power board.

3.2 1 OR SEVERAL COOKING ZONE ARE NOT WORKING OR BAD OR ARE NOT OPERATABLE

FAULT description	Display	Possible root cause	Troubleshooting
1 cooking zone is not heating	Normal	Heater defect	Check heater terminals for open or short cut. In case of failure exchange heating element
		Wiring defect	<ol style="list-style-type: none"> 1. Check wiring between Power board and heater. 2. Replace the wiring in case of strong discolouring of wire terminals
		Relay defect	Replace Power board

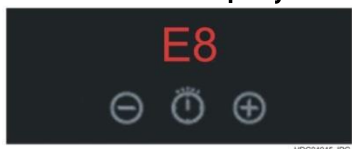
Pot is not getting hot.	Normal cooking level	Pot with large pan bow. Bad heat transfer	Replace pot
		Heater is not pressed correct to glass ceramic.	Check heater spring so that the heater is without glass ceramic above level of protection box.
		Pot size not suitable for selected zone size or multi zone not switched on	Change zone or switch on multi zones.
Single keys are not operable		User interface not correct pressed to ceramic or defect.	<ol style="list-style-type: none"> 1. See Chapter 5 – User interface with slider (Kite) – Installations tips + key operations. 2. If these hints do not help, replace User interface.
appliances with rotary switch (Crisscross): Zone not corresponding to display or cooking levels jumping wild		Rotary switch wrong connected or defect	<ol style="list-style-type: none"> 1. See wiring diagram for potentiometers Check also for short circuits 2. See Chapter 7 – Oven Hob combinations with Crisscross rotary User interface – installation tips wiring. Replace defect rotary switch. 3. If above without success, replace User interface.
appliances with rotary switch (Crisscross): Single cooking level not selectable		Rotary switch uptight mounted or defect.	<ol style="list-style-type: none"> 1. Reassemble Rotary switch. Turn on screws not with excessive torque. 2. If above without success, replace rotary switch. 3. If rotary turns heavily replace also energy controller.

3.3 ALARM DISPLAY “E”

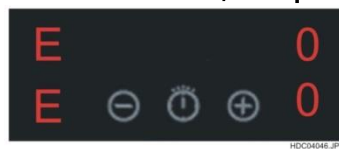
See Chapter 5 for display of the alarm history.

Example Display:

1. Alarm code is displayed for 10 sec.



2. 2 zones defect, left part.



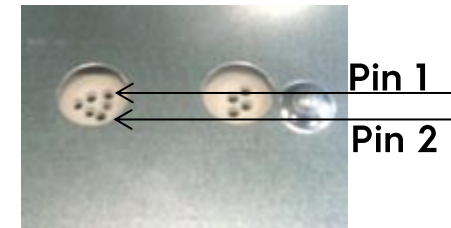
Fault description	Display	Possible root cause	Troubleshooting
Alarm display in the User interface	"E0"	Wrong configuration for power board HOC2010 or Everest.	Disconnect the appliance from the mains for 30 sec. If alarm still occurs Replace User interface. If without success replace the power board.
	"E1"	Wrong configuration on User interface	Disconnect the appliance from the mains for 30 sec. If alarm still occurs 1. Replace User interface.
Only appliances Thick film Teppan Yaki	"E2"	Fault at temperature measurement sensor Remark: Use zone alarm flags for the affected zone	1. Check wiring connectors of the temperature sensors. 2. Replace the temperature sensor relative.
	"E8"	Communication/ wiring power board to User interface interrupted. Centre wire of RAST2.5 plug defect.	1. Check wiring between power board and the User interface (Centre wire) or short circuit in RAST2.5 plug, if necessary replace. 2. If above without success, replace User interface. If only the left zones show the alarm on 68cm hobs with 2 user interfaces replace left user interface. 3. If above without success, replace the power board.
	"E9"	User interface touch system defect.	Disconnect the appliance from the mains for 30 sec. If alarm still occurs after 1 min operation replace User interface. See also Chapter 5 – User interface with slider (Kite) – Installations tips + key operations.
Only appliances with rotary switch (Crisscross)		Rotary switch system defect	1. Check wiring diagram for rotary switches eventually exchange defect rotary switches (Potentiometer). 2. If without success replace User interface.

3.4 OTHER FAILURES OF USER INTERFACE

Fault description	Display	Possible root cause	Troubleshooting
buzzer defect		User interface defect.	Replace User interface.
Single segments of the display are defect		User interface defect.	Replace User interface.

4 RADIANT POWER BOARD - CHECK BUS SUPPLY VOLTAGE PROMISE HOBS

1. Check of the 5VDC supply of the user interface with appliance connected to mains supply.
2. The 5VDC of the radiant appliances are galvanic isolated from the mains voltage 230V.
3. At the bottom of the hob you can find openings. Pin 1 and 3, these corresponds to the wires of the Rast 2.5 plug to the user interface, should have 5VDC.

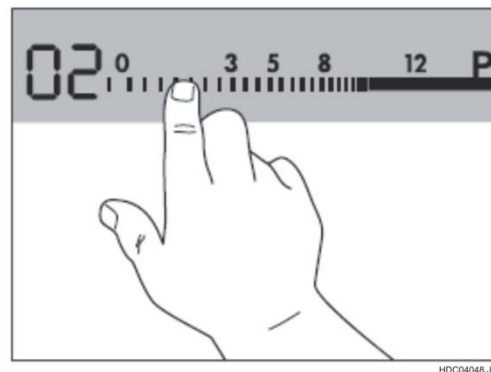


Attention: you need very thin test probes to get a contact.

5 USER INTERFACE WITH SLIDER

Direct access of the cooking levels
If the customer has difficulties directly hitting a cooking level recommend him to:

Touch the level. Check the display.
Correct the level if necessary by shifting (without lifting) the finger left or right.



Are there problems besides the tips above:

Check build in position of the user interface and correct if necessary.

The LED should be central above the main switch...

If some keys or cooking levels

are difficult to operate or unstable.

1. Disconnect the appliance from the mains for 30 sec. and try again.
2. If the problem is still there, probably the user interface is either pressed too less or not equal to the ceramic glass
 - Check if there is a cable between user interface and carrier.
 - Check if the carrier of the user interface is correct positioned and all spring elements present.
 - Heater assembly should also be correct, not that there is an additional force compared to normal.

Otherwise:

- Appliances with carrier, exchange that one.
- Appliances with silicon element – put underneath the silicon element in the area of the keys that are unstable to operate e.g. a metal sheet with a thickness of 1-1.5mm.

6 INSTALLATION TIPS + KEY OPERATION

On all User interfaces an exhibition modus (Demo Mode) can be activated, then the heaters are inactive.
Menu for activation see below.

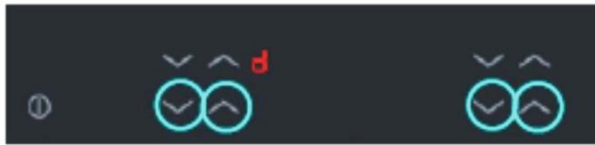
Also alarm history is available. All in the past occurred error messages are stored.

1. The display of the alarms is activated similar to the Demo mode menu, see below.
2. After step 2) (display of "d" for demo mode) press 2x Timer Select key (Sparrow „-“ key of front left zone).
Display changes: 1st key press → „S“ (Software versions)
2nd key press → „E“ („error“).
3. Press the key which is described in step3 of the demo mode to start the alarm history display. The last occurred alarm will be displayed first.

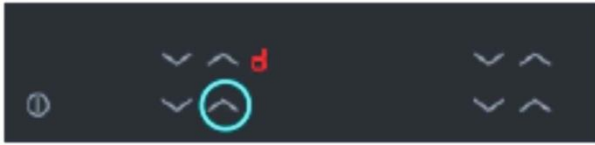
6.1 FALCON DEMO MODE MENU FALCON, NO TIMER (SPARROW)



1. Press on/off key until all displays are off .



2. Press +/- of the front zones at the same time until „d“ is display in the rear left Display.



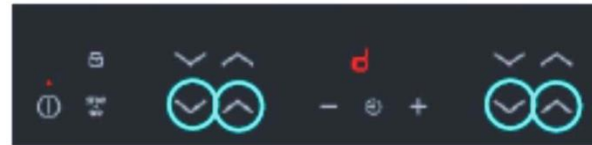
3. With the + Key of the front left zone the DEMO MODE can be switched on/off.

When the Demo Mode is active the main relay is not working and switching on the appliance.

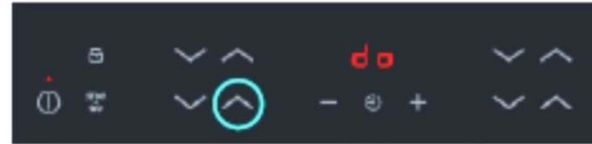
FALCON



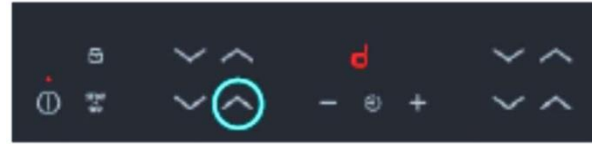
1. Press on/off key until all displays are off.



2. Press +/- of the front zones at the same time until „d“ is display in the timer Display.



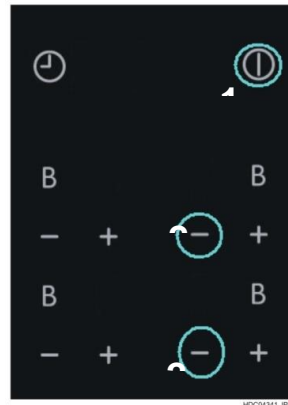
3.1 With the + Key of the front left zone the DEMO MODE can be switched on. The Timer display shows „do“.



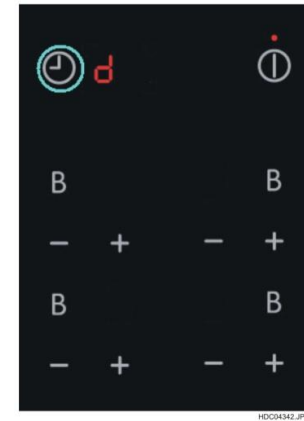
3.2 With the + Key of the front left zone the DEMO MODE can be switched off. The Timer display shows „d“.

6.2 FALCON SPLIT DEMO MODE MENU

1. Press main switch (1.) for 3 sec. a beep sounds.

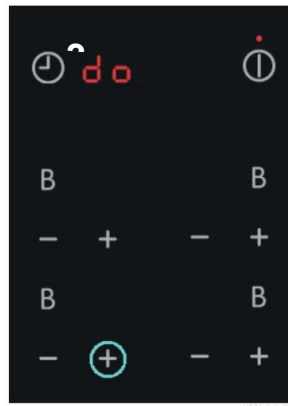


1. Press the both minus keys (2.) on the right side together continuous for 3 sec.
2. Press Timer key (3.).



3. Press key plus-key for zone front left (4.) for (de)-activation.
"do" in the timer display is indicating "demo mode on", the "d" is indicating "demo mode off".

Normal auto switch Off time if no key is pressed



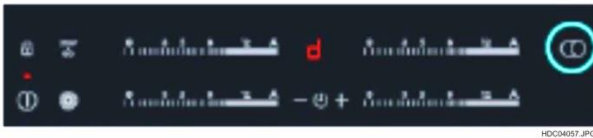
6.3 KITE DEMO MODE MENU

KITE

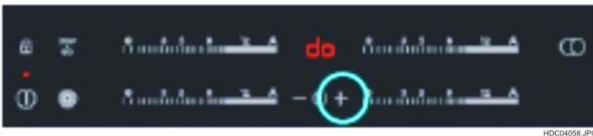
Kite 5 zone is similar to Kite 4 zone!



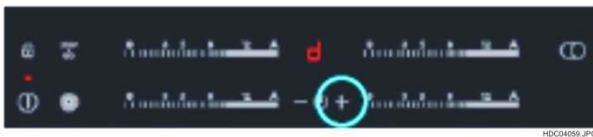
1. Press on/off key until all displays off and a second beep sounds.



2. Press the multi-zone key for zone rear right (If not available press on this area) for 3 sec. until „d”/”do” is shown in the timer display.



3.1 With the + Key of the Timer the DEMO MODE can be switched on. The Timer display shows „do”.



3.2 With the + Key of the Timer the DEMO MODE can be switched off. The Timer display shows „d”.

KITE SPLIT



Press on/off key until all displays off and a second beep sounds.

Press the multi-zone key for zone (or position symbol) rear right for 3 sec. until „d”/”do” is shown in the timer display.

For activation / deactivation of the Demo Mode press Timer + key
„do” = Demo Mode active
„d” = Demo Mode deactivated

6.4 CRISSCROSS DEMO MODE MENU



HDC04061.JPG

1. All Displays are off. Press timer key for 3 sec. a beep sounds.



HDC04062.JPG

2. Power button / multi-loop back right button press for 3sec. Display "d" or "do".



HDC04063.JPG

3. With the timer button + the demo mode switch on / off.
"do" = demo mode active
"d" = demo mode off

6.5 CRYSTAL MODULE / TUCAN DEMO MODE MENU



HDC04079.JPG

1. Press on/off key until all displays off and a second beep sounds.

3.2 With the + Key of the Timer the DEMO MODE can be switched on. The Timer display shows „do“.



HDC04080.JPG

2. Press the multi-zone key for zone rear right (If not available press on this area) for 3 sec. until "d"/"do" is shown in the timer display.



HDC04079.JPG



HDC04081.JPG

- 3.2 With the + Key of the Timer the DEMO MODE can be switched off. The Timer display shows „d“.

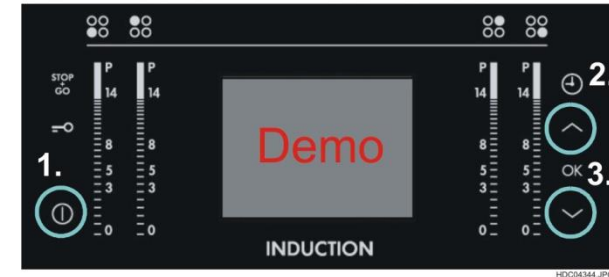
6.6 TFT DEMO MODE MENU

Touch on/off  until all displays off and a second beep sounds.

As next step press key  until all displays off and a second beep sounds.



The Demo Mode is active when at every switch on "Demo" is displayed for few seconds.

For switching of the Demo Mode do first the Step 1 and press key  for 3 seconds.




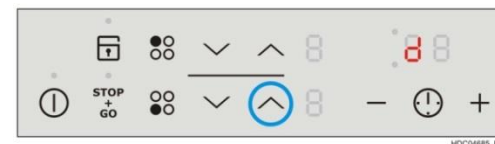
6.7 FALCON SHORT DEMO MODE MENU

With the appliance completely off, press the power button On / Off for 3 seconds.

Press key  and  of both zones simultaneously until you see the words "d" or "do" in the timer display.

Using the key  of front zone the demo mode is activated. Select "do" (*).

Using the key  of front zone the demo mode is deactivated. The display shows "d".



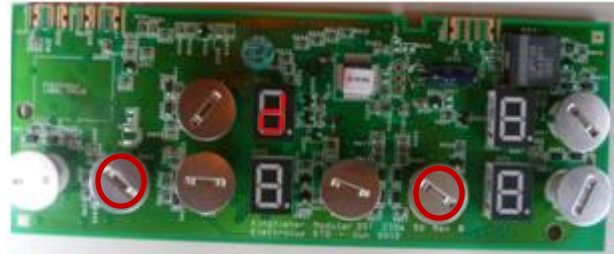
(*) NOTE: The appearance of the letter "o" next to the letter "d" appears on the display, indicating that the demo function is active.

6.8 KINGFISHER DEMO MODE MENU

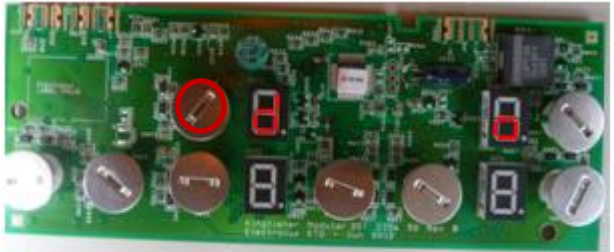
1. With the appliance completely off, press the power button On / Off for 3 seconds.



2. Press zone selection keys of both front zones simultaneously until you see the words "d" in the rear left display.




3. Using the rear zone select key to activate or deactivate demo mode, activated "do", and deactivated "d".



6.9 RAVEN DEMO MODE MENU

To activate / deactivate the demo mode:

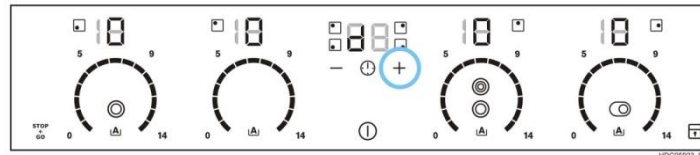
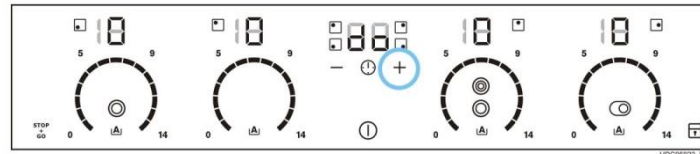
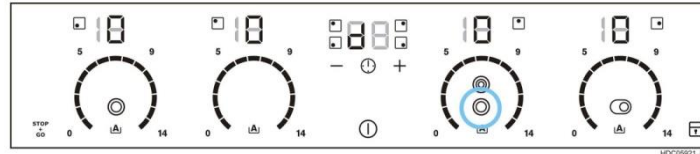
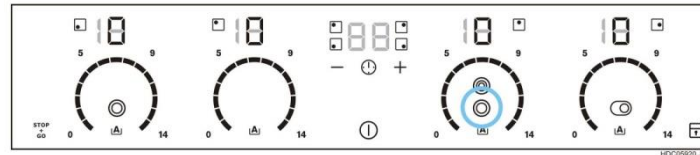
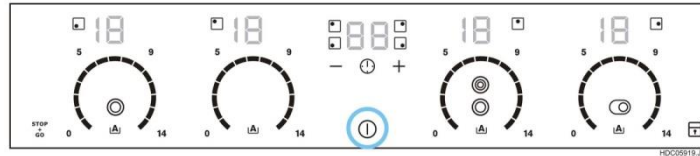
Touch the button  until the appliance turns On and then shuts down with emitting a beep (after 3 seconds).

Touch the multi zone button for the right rear zone until emitting a beep (after 3 seconds) and...

The left zone of Timer display indicate "d" this indicates that we have entered the special function menu.

To activate the demo mode at this point touch the "+" button of Timer and the right side of the timer display will show "o"

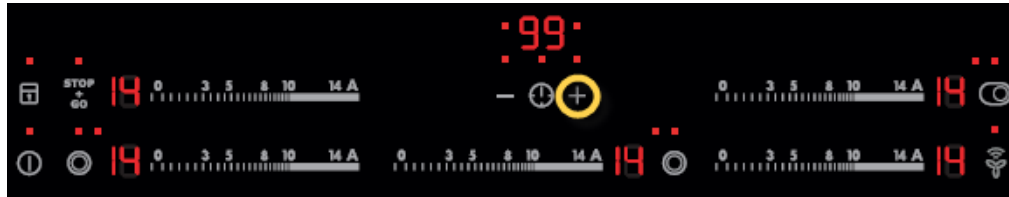
To deactivate the demo mode touch again the "+" button of Timer and the right side of the Timer display will turn off.



6.10 PELICAN DEMO MODE MENU

To activate / deactivate the demo mode:

Activate the menu mode. On the display appears „d“.



Touch the “Plus”-key to switch on and off the demo mode.

Display “d” = demo mode not activate

Display “do” = demo mode activate

The demo mode is activated, if the cooking zone is on (without pot) and no error “F” appears on the display.

! When the appliance is switched off or it is disconnected from the power supply, the demo mode is still activated when you switched on the appliance.

7 OVEN HOB COMBINATION WITH CRISSXCROSS USER INTERFACE - INSTALLATION TIPS WIRING

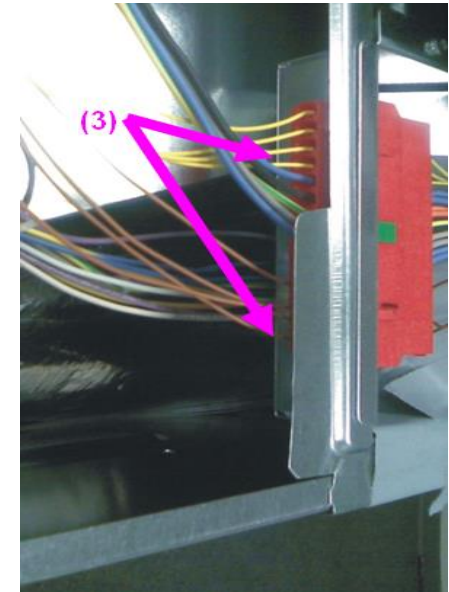
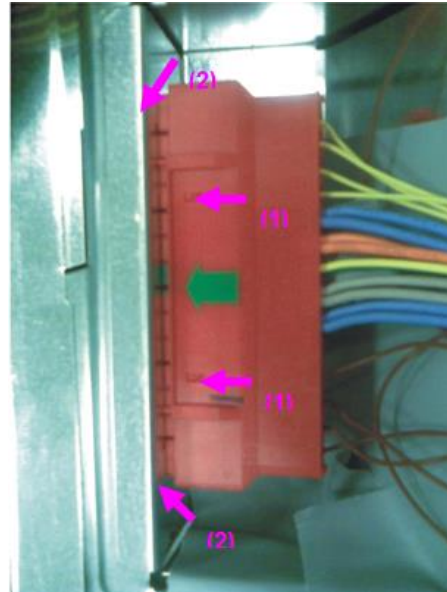
If the selection of the cooking levels is not possible or the levels are jumping wild there are several things to be checked on the oven hob connection.

Check that both connectors have the same colour (sometimes only marked with additional label), otherwise hob and oven are not compatible! See separate manual TDS 599722426 for compatibility.

Check that the hob connector is properly mounted (Coding!) and not turned 180°

It has to be snapped into place on both sides (1). Check that the socket in the oven was not forced out of the holders (2).

Check that the 8 signal pins in the socket of the oven are engaged and not loose (3) inside the socket.



8 REVISIONS

REVISION	Date	Upgrade
00	05/2010	- First issue
01	07/2010	- Added the "CRYSTAL MODULE" on the title. - Added the Chapter 6.4 - CRYSTAL MODULE DEMO MODE MENU.
02	10/2010	- Added the "FALCON SPLIT" and "TFT" on the title. - Corrected table in Chapter 3.2 - 1 OR SEVERAL COOKING ZONE ARE NOT WORKING OR BAD OR ARE NOT OPERABLE (column FAULT DESCRIPTION second-last line) - Corrected the title of Chapter 3.4. - Corrected Chapter 4 - RADIANT POWER BOARD - CHECK BUS SUPPLY VOLTAGE PROMISE HOBS (paragraph formatting 3). - Added the Chapter 6.2 - FALCON SPLIT DEMO MODE MENU. - Added the Chapter 6.6 - TFT DEMO MODE MENU.
03	10/2012	- Modified Chapter 2.1 - EXAMPLE OF RANGE (Added Everest on the title and description of the figure). - Modified Chapter 3.1 - APPLIANCE WITHOUT ANY FUNCTION, NOT POSSIBLE TO SWITCH ON (Added Everest). - Modified Chapter 3.3 - ALARM DISPLAY „E“ (Added Everest). - Added the Chapter 6.7 - FALCON SHORT DEMO MODE MENU. - Added the Chapter 6.8 - KINGFISHER DEMO MODE MENU. - Added the Chapter 6.9 - RAVEN DEMO MODE MENU.
04	08/2013	- Modified the title on the cover. - Modified the table of contents on page 3. - Modified Chapter 3.3 - ALARM DISPLAY „E“ (Added Everest and "E2" for Thickfilm). - Modified Chapter 6.5 - CRYSTAL MODULE / TUCAN DEMO MODE MENU (changed the title).
05	08/2015	- Contented added to new template with Elux font - Added 5Z hob with user interface Pelican - Added Pelican chapter 6.10