

Hob Promise Falcon and Sparrow – Flashing E9 & C1

DESCRIPTION

The display shows E9 and C1 (flashing between E9 and C1)

Effected non-programmed electronics

For Falcon-ED6

14005 37 58-07 / 8	Not configured electronic, user interface board, Falcon ED6
14005 37 58-09 / 4	Not configured electronic, user interface board, Falcon ED6

For Sparrow-ED6

14005 37 58-10 / 2	Not configured electronic, user interface board, Sparrow
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Reason

Software Error (Firmware)

TROUBLESHOOTING

The new software version B is available from 22.12.2017. Please make a SideKick update accordingly (kindly order a SideKick if you don't have one)

User Interface	FW	ANC
Falcon-ED6 Standard	18	S00001779B
Falcon-ED6 Sparrow	20	S00001948B

SERVICE HINTS

If an alarm is indicated in Falcon display, update will fail. Try to update it again

- Alarms can be :
 - With no glass on the Falcon : E9C1
 - Power board not connected: E8xx

Checks after Update of Software

1. When booting up the new software FW18 or FW20 is shown (revision B).
2. Test the functions from the different cooking zones.
3. Turn off the device
4. Wait minimum one minute, if no message → then OK.

QES Code

During the intervention please use work code 31

Component	673
Defect	31

AFFECTED ANC's

Falcon-ED6 Standard: A053758 06-09

Falcon-ED6 Sparrow: A053758 10

REVISION

Revision	Date	Description	Author	Approved by - on
00	12/2017	Document Creation	BSP	Josef Leis - 17/12/20