

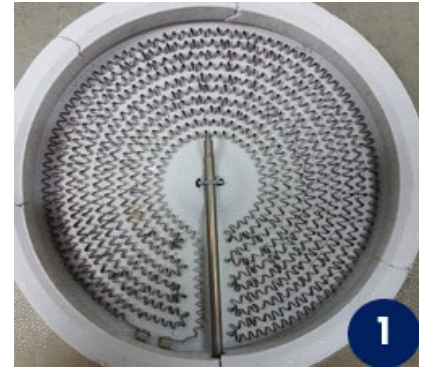
RADIANT HOB – DEFECT HEATER ON LEFT SIDE

DESCRIPTION:

- Left cooking zones not working.
- Defect heater on left side, appearing as burned.

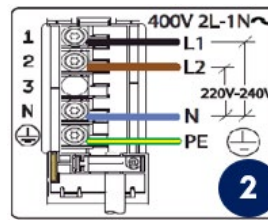
If installation was not done as indicated in the connection label and L2 is switched with N, the appliance will have 230V on right side, but **400V on left side**. Hob will work normally, and no error code will appear on display. But on left side appliance will have more power and this will decrease the lifetime of the heater element. Appearance of heater element: Picture 1

This issue is not limited to any serial numbers.



SOLUTION:

- Check if the mains connection was done in a proper way and according to connection label of the appliance:
 - Connection label: Picture 2
 - Picture of wrong connection (L2 switched with N): (blue and brown switched): Picture 3
- If connection was wrong, inform consumer about wrong connection and clarify if consumer accepts a chargeable service. Wrong connection is not a technical failure of the appliance and therefore should not be coded as Service Call.
- If consumer accepts, correct the connection on mains terminal and exchange the heater elements.
- If mains connection was according to connection label, exchange heater elements.



QES CODE:

During the intervention please use:

Component	602
Defect	52

MODELS INVOLVED:

All independent radiant hobs.

REVISION:

Revision	Date	Description	Author	Approved by - on
00	03/2020	Document Creation	Erika Schützer/ Christoph Hess	Elisabeth Rebelein