

Electrolux

ELECTROLUX HOME PRODUCTS PTY LTD

ABN 51 004 762 341

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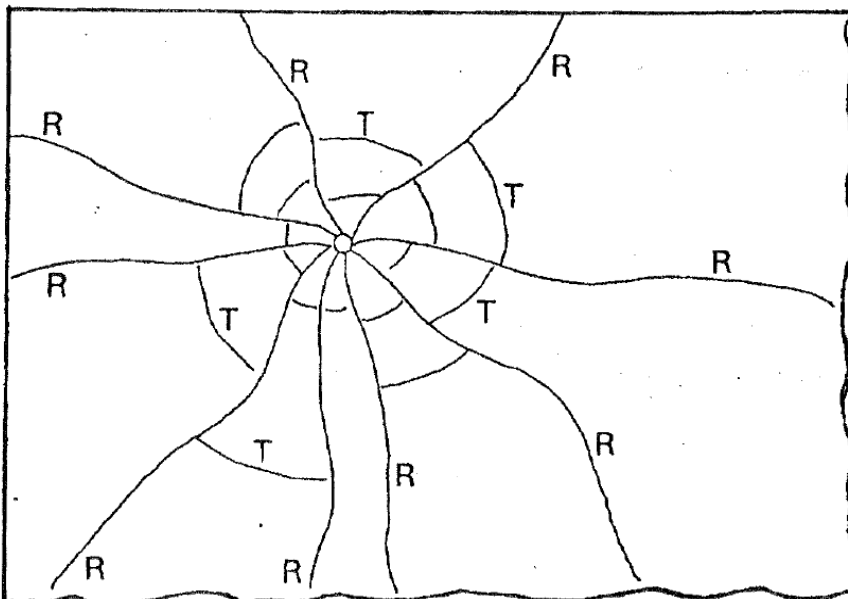
Ceramic Glass Hob Panel Crack Fault Diagnosis Guide

To continually improve the quality of our products please review the descriptions below as part of your troubleshooting and coding of call type.

A. IMPACT OR SHOCK

Fracture pattern resembles a spider web. Point of impact is the starting point of many radial cracks which breakup right to the edge.

Can be caused by customer dropping heavy pots/ pans on surface which is not covered under warranty

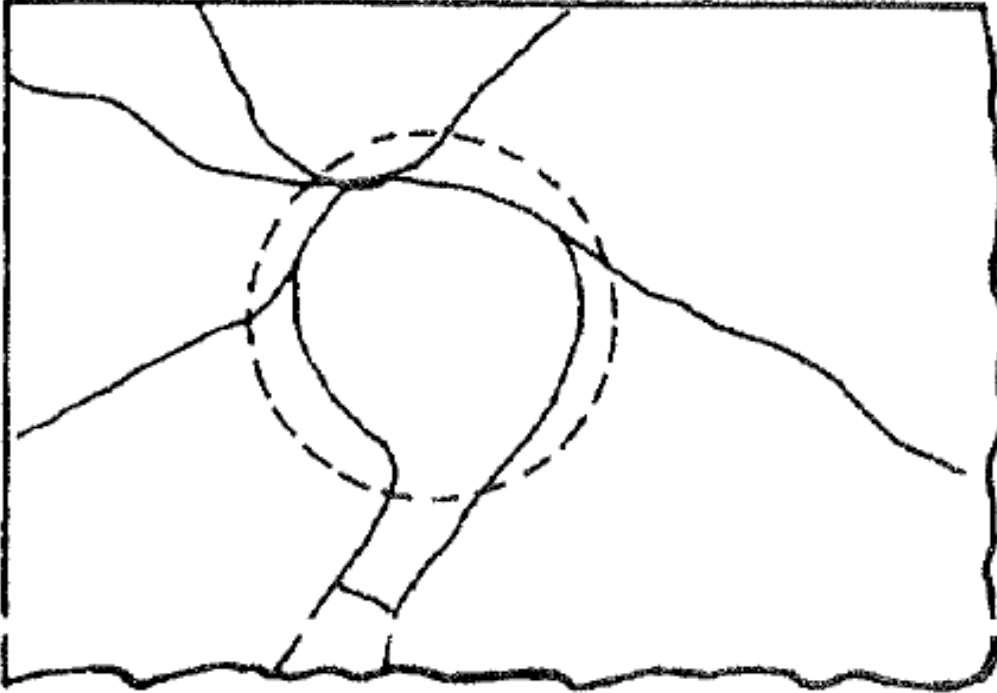


B. OVERHEATING

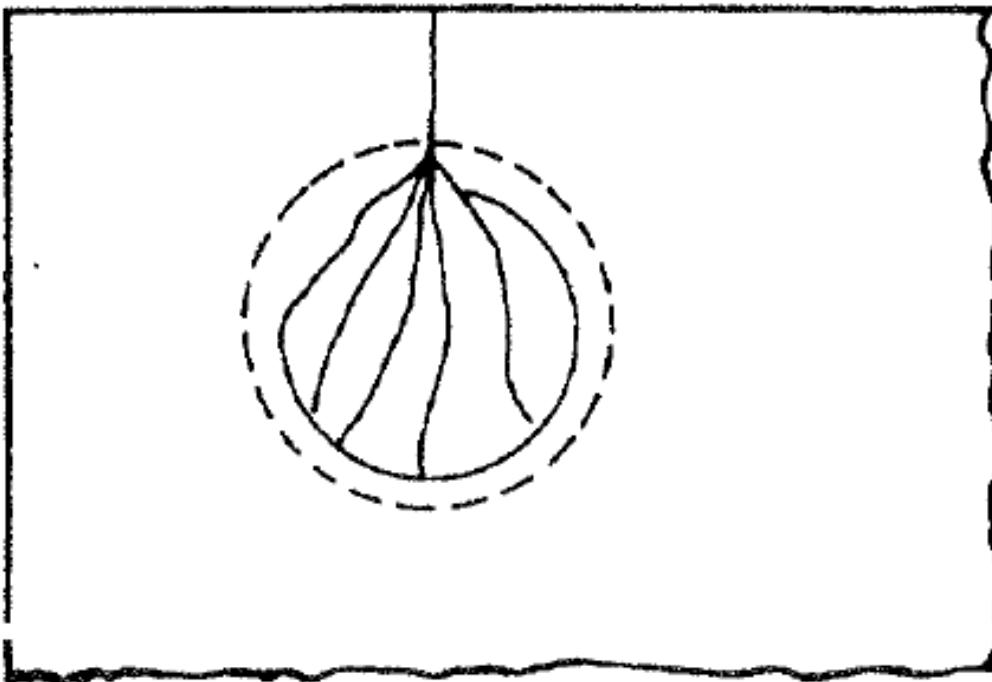
Customer will likely advise that crack has occurred during or soon after cooking.

If caused by oversized cookware repair is not covered under warranty

During boiling or cooking



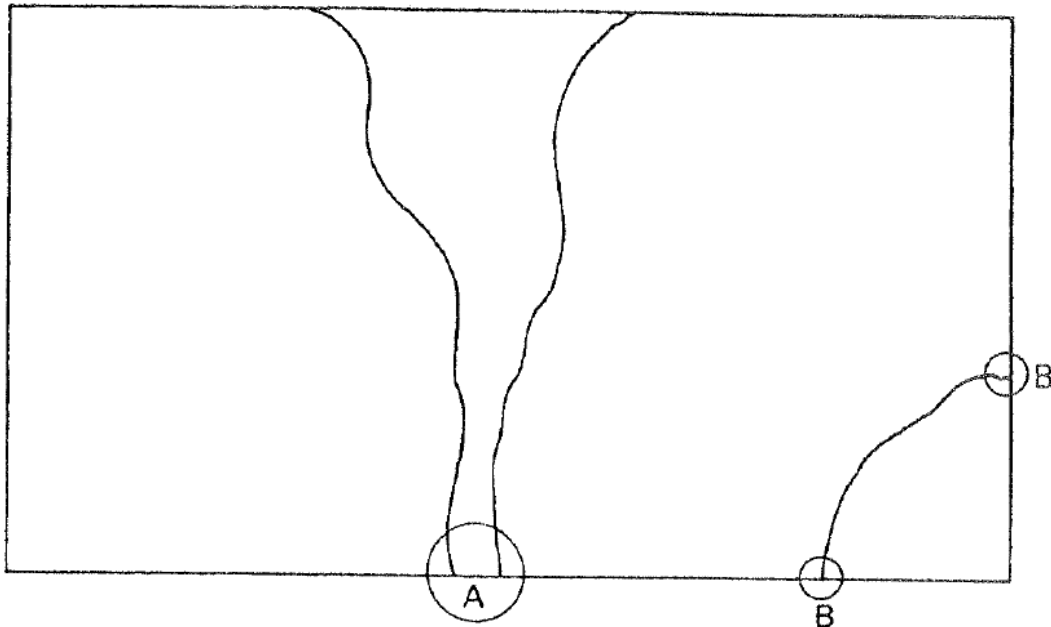
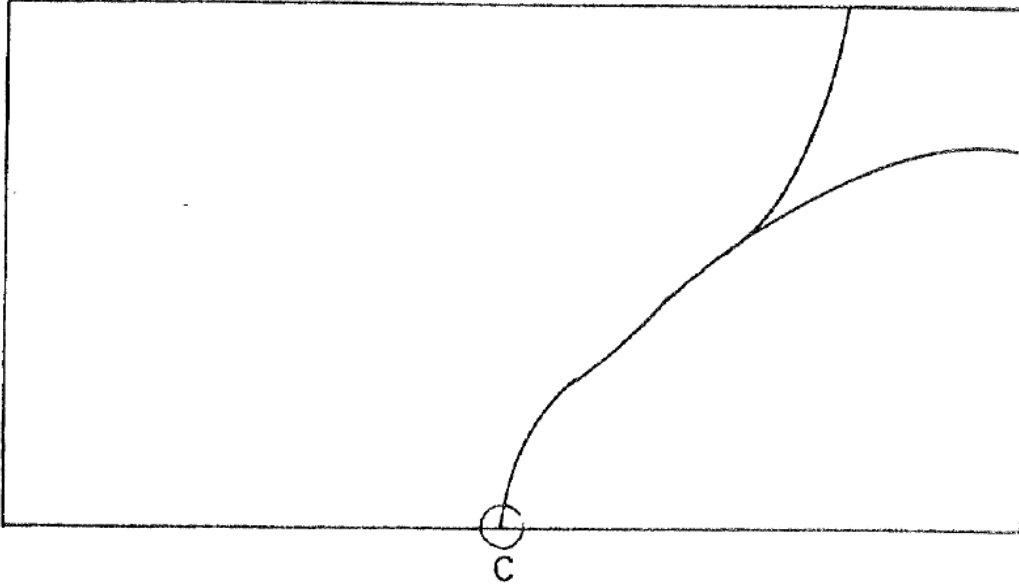
After cool down



C. COMPRESSION

Can be caused by incorrect mounting of cooktop panel in frame or incorrectly mounting the baseplate to the cooktop frame.

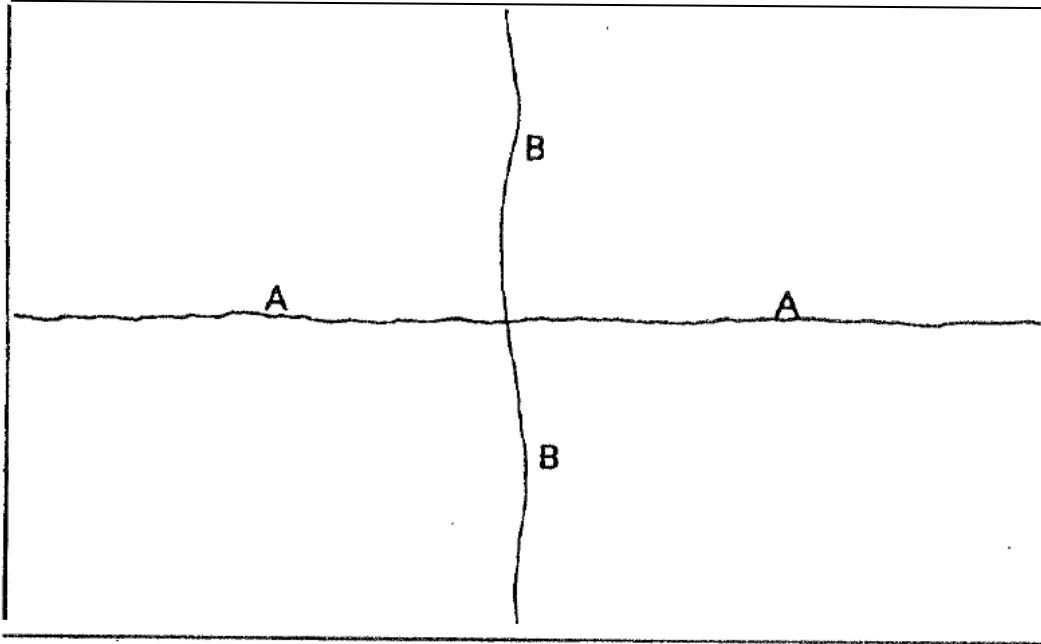
If caused by incorrect installation repair is not covered under warranty



D. COOKTOP GLASS BOWING

Can occur when the size of the bench to cut out has been incorrectly cut and is too small for the cooktop frame, or when the cooktop frame is unevenly supported.

If caused by incorrect installation repair is not covered under warranty



E. CHIPPED CORNERS

Can occur when pots are dragged onto the cooktop surface catching the corners causing chipping.

Not covered under warranty

