



### HOB - Falcon Self Activation Software Update

#### DESCRIPTION:

The Falcon user interface can be unintentionally activated when the customer puts cookware close to the user interface. This is sometimes referred to as "self start" or "ghost touch".

The root cause of this behaviour is a software issue related to the touch sensitivity of the user interface.

#### SOLUTION:

To solve the issue, the UI software needs to be updated. Software can be updated using the Sidekick tool.

#### Case 1: Hob with Serial Number before 022:

- Order preconfigured UI matching with the PNC of the appliance
- In TDS, you will find two different versions of the preconfigured UI. For this defect, always use the Version with the comment "From serial no.023", even if the hob has a serial number before 022

Example:

Configured electronic user interface board,Falcon Comment: From serial no.023
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#### Case 2: Hob with Serial Number after 023:

- Software update can be done without spare part
- Check in TDS the correct spare part number (preconfigured UI) with the comment: "From serial no. 023"
- Go to Sidekick and search via this spare part number (not via PNC). This is necessary to identify the correct software version
- Update the software

Please also advise the consumer to use correct pot sizes according to the user manual and do not put the cookware close to the user interface.

#### MODELS INVOLVED:

All induction hobs with Falcon user interface.

#### REVISION:

Revision	Date	Description	Author	Approved by
00	03/2022	Document Creation	Jan Schumann/Johannes Herz	Palle Harder