

9 Troubleshooting

Operating situation	Cause	Remedy
The cooktop or the fan cannot be switched on.	The fuse or the automatic circuit breaker of the electrical installation of the apartment and/or house is defective.	Replace the fuse. Switch the automatic circuit breaker back on.
	The fuse or the automatic circuit breaker trips several times.	Call the BORA Service Team.
	The power supply is disconnected.	Have a specialist electrician inspect the power supply.
Odours and vapours arise when the new cooktop is put into operation.	This is normal on brand-new appliances.	Wait a few operating hours. Contact the Service Team if the odour persists.
\underline{u} is displayed in the cooking zone indicator.	No or unsuitable cookware has been placed on the cooking zone.	Only use suitable cookware. Select the cookware size depending on the cooking zone (see the Device Description chapter).
\underline{L} is displayed in the cooking zone indicator.	The childproofing feature is activated.	Switch off the childproofing feature (see the Operation chapter).
A cooking zone or the entire cooktop switches off automatically.	The operating time of a cooking zone has been exceeded.	Put the cooking zone back into operation (see the Operation chapter).
	The overheating protection has tripped.	(see the Device Description chapter)
The power setting is automatically shut off prematurely.	The overheating protection has tripped.	(see the Device Description chapter)
$E_{-}03$ is shown across all 4 cooking zone indicators and the cooktop switches off during operation.	One or more sensor buttons are covered, e.g. due to finger contact or by objects placed on them.	Clean the operating panel or remove objects (see the Device description chapter).
The cooling fan continues running after the cooktop has been switched off.	The cooling fan will continue to run until the cooktop has cooled down and will then switch off automatically.	Wait until the cooling fan switches off automatically.
E is displayed in the cooking zone indicator.	An error has occurred in the electronic system.	Interrupt the cooktop power supply for approx. 1 minute. If the problem continues to persist after the power supply has been restored, write down the error number and contact the BORA Service Team.
F is displayed in the fan level indicator.	The period of use of the filters has been exceeded.	Replace the activated charcoal filter (with recirculation only) and thoroughly clean the stainless steel grease filter. In case of heavy soiling, replacing the stainless steel grease filter is also recommended (see Cleaning and maintenance chapter).
The extraction performance of the cooktop extractor has decreased.	The stainless steel grease filter is heavily soiled.	Clean or replace the stainless steel grease filter.
	The activated charcoal filter is heavily soiled (BFU only).	Replace the activated charcoal filter.
	There is an object in the air guiding housing (e.g. cleaning cloth).	Remove the trapped object.
$E_{-}B1$ or $E_{-}B2$ is shown in the fan level indicator.	The fan is defective or a duct connection has become loose.	Call the BORA Service Team.
E is displayed in the fan level indicator. The fan cannot be switched on.	The Home-In contact is broken.	When using a window contact switch (safety device), the window must be open when the fan is operating.
	The safety device is defective.	Call the BORA Service Team.

Tab. 9.1 Resolving a fault

► In all other instances, call the BORA Service Team (see the Warranty, service and spare parts chapter).