

## TROUBLESHOOTING GUIDE

This section of the manual contains the Troubleshooting Guide which will help the Service Technician troubleshoot a Wolf Integrated Cooktop.

### How to Use the Troubleshooting Guide

The troubleshooting guide table of contents shows how the troubleshooting guide is laid out. The troubleshooting guide is organized into component areas with the most common problems listed first.

On the table of contents below, identify the description of the problem that the unit is experiencing. To the left of the problem description is a letter. Locate that letter in the left column of the Troubleshooting Guide. The center column of the troubleshooting guide will identify the possible causes for the problem. The information to the right of the possible causes will explain what tests to perform in order to determine if what you are checking is the cause, and/or what action to take to correct the problem.

### Diagnostic Mode

To initiate diagnostic mode, refer to Section 3 - Operation Information, for procedure on individual units.

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**PROBLEMS ASSOCIATED WITH ELECTRIC GRILL**

PROBLEM	POSSIBLE CAUSE	TEST / ACTION
<b>A. Glass Control Assembly</b> 1. Discoloration 2. Cracks/Chips	Food stains	Use cleaner and/or razor blade provided with unit to remove stains
	Dropped or sliding pots/pans across glass top	Use cleaner and/or razor blade provided with unit to remove marks. Replace glass top assembly
<b>B. LEDs On Touch Pad <u>DO NOT</u> Illuminate and the Grill <u>DOES NOT</u> Heat.</b>	Tripped or blown circuit breaker	Verify power to unit. Reset circuit breaker. May have to call electrician to replace breaker
	Defective wire connections	Check wire connections. Repair or replace if bad
	Defective or loose ribbon cable between power board and control board	Check ribbon cable connection. Replace Control assembly
<b>C. Grill <u>DOES NOT</u> Heat But Control Display Works</b>	Improper input sequence on keypad	Refer to Users Guide for proper input operations
	Defective or loose wiring	Repair or replace defective wiring
	Defective Element	Ohm surface unit(s), refer to Tech Data. Replace if defective
	Bad relay(s) on power board	Listen for relay activation when touching keypad controls. Replace Control Assembly if relay(s) defective
<b>D. LEDs Work But No Heat</b>	Grill element not seated properly in receptacle	Check connection
	Defective Triac	Check Continuity - see Technical Data Section
<b>E. Heating Elements <u>DO NOT</u> Heat Properly</b>	Cooktop is connected to 120 volt power supply or improper power supply	Verify proper voltage. May have to call an electrician
	Power supply connection is loose	May have to call an electrician
	Improper cookware is being used	Advise customer of proper cookware as outlined in the Use/Care Manual.
<b>F. Some Touch Pads Respond and Some Touch Pads <u>DO NOT</u> Respond</b>	Defective touch pad	Replace glass touch pad assembly
<b>G. Some Display Sections Work and Some Display Sections <u>DO NOT</u></b>	Loose ribbon cable connection between power board and control board	Repair loose connections. Replace control
<b>H. <u>NO</u> Tone when Pressing Touch Pads</b>	Touch Pad locked	Cooktop in locked mode. Press and hold lock pad for 3 seconds to unlock
	Defective touch pad	Replace control assembly

## PROBLEMS ASSOCIATED WITH ELECTRIC GRILL

PROBLEM	POSSIBLE CAUSE	TEST / ACTION
I. Error Code 1 Comm Error	Lost communication with touch pad	Check flex ribbon cable connection, unplug, then re-plug in. If error still present after - replace control assembly
J. Error Code 2 Off Key Error	Off key is reporting an error	Check flex ribbon cable connection, unplug, then re-plug in. If error still present after - replace control assembly
K. Error Code 7 Overtemp Error	Ambient temperature is too high	Wait until unit cools below 103°C. Still inoperative - replace control assembly

## PROBLEMS ASSOCIATED WITH STEAMER/FRYER

PROBLEM	POSSIBLE CAUSE	TEST / ACTION
L. Glass Control Assembly 1. Discoloration 2. Cracks/Chips	Food stains	Use cleaner and/or razor blade provided with unit to remove stains
	Dropped or sliding pots/pans across glass top	Use cleaner and/or razor blade provided with unit to remove marks. Replace glass top assembly
M. LEDs On Touch Pad <u>DO NOT</u> Illuminate and Unit <u>DOES NOT</u> Heat.	Tripped or blown circuit breaker	Verify power to unit. Reset circuit breaker. May have to call electrician to replace breaker
	Defective wire connections	Check wire connections. Repair or replace if defective
	Defective or loose ribbon cable between power board and control board	Check ribbon cable connection. Replace control assembly
N. Unit <u>DOES NOT</u> Heat But Control Display Works	Improper input sequence on touch pad	Refer to Users Guide for proper input operations
	Defective or loose wiring	Repair or replace defective wiring
	Defective heating element	Ohm surface unit(s), refer to Tech Data. Replace if defective
	Bad relay(s) on power board	Listen for relay activation when touching keypad controls. Replace Control Assembly if relay(s) defective
	Defective Triac	Ohm triac - see Technical Data Section
	Thermal Cut Out (TCO) tripped	Reset TCO inside unit
O. Some Touch Pads Respond and Some Touch Pads <u>DO NOT</u> Respond	Defective touch pad	Replace glass touch pad assembly
P. Some Display Sections Work and Some Display Sections <u>DO NOT</u>	Loose ribbon cable connection between power board and control board	Repair loose connections. Replace control
Q. <u>NO</u> Tone when Pressing Touch Pads	Touch Pad locked	Cooktop in locked mode. Press and hold lock pad for 3 seconds to unlock
	Defective touch pad	Replace control assembly

**PROBLEMS ASSOCIATED WITH STEAMER/FRYER**

PROBLEM	POSSIBLE CAUSE	TEST / ACTION
<b>R. “LO” Displayed in Temperature Display</b>	Lo or No oil/water in pan	Add oil/water, press “CLEAR” to reset control, then wait 2 minutes before restarting unit
	RTD error	Ohm RTDs - see Technical Data Section, pan and liquid RTD should have similar readings
<b>S. No Control of Oil/Water Temperature</b>	Defective triac	Ohm triac - see Technical Data Section
	Defective Control assembly	Replace control assembly
	Defective RTD	Ohm RTDs - see Technical Data Section, pan and liquid RTD should have similar readings
<b>T. Drain NOT Operational (Steamer Only)</b>	Defective or loose wiring	Repair or replace wiring
	Improper input sequence	Refer to Use/Care Guide
	Food particles blocking exits	Clear debris and clean strainer
	Defective drain valve	Replace drain valve
<b>U. Drain NOT Sealing Closed (Steamer Only)</b>	Food particles blocking exit	Clear debris and clean strainer
	Defective drain valve	Replace drain valve
<b>V. Error Code 1 Comm Error</b>	Lost communication with touch pad	Check flex ribbon cable connection, unplug, then re-plug in. If error still present after - replace control assembly
<b>W. Error Code 2 Off Key Error</b>	Off key is reporting an error	Check flex ribbon cable connection, unplug, then re-plug in. If error still present after - replace control assembly
<b>X. Error Code 3 RTD1 Open Error</b>	RTD1 reports open circuit	Ohm RTDs - see Technical Data Section, replace if defective
<b>Y. Error Code 4 RTD1 Short Error</b>	RTD1 reports short circuit	Ohm RTDs - see Technical Data Section, replace if defective
<b>Z. Error Code 5 RTD2 Open Error</b>	RTD2 reports open circuit	Ohm RTDs - see Technical Data Section, replace if defective
<b>AA. Error Code 6 RTD2 Short Error</b>	RTD2 reports short circuit	Ohm RTDs - see Technical Data Section, replace if defective
<b>BB. Error Code 7 Overtemp Error</b>	Ambient temperature is too high	Wait until unit cools below 103°C. Still inoperative - replace control assembly

## PROBLEMS ASSOCIATED WITH MULTI-FUNCTION

PROBLEM	POSSIBLE CAUSE	TEST / ACTION
<b>EE. CONSTANT SPARKING AT BURNER</b>	Reverse Polarity at outlet or unit	May have to call an electrician. Check internal connections, may have to wire correctly
	Ground wire disconnected at outlet or inside unit	May have to call an electrician. Check internal connections, may have to wire correctly
	Spark module(s) wired incorrectly or defective	Rewire spark module(s) or replace
	Electrode not positioned properly	Reposition electrode. Electrode should be seated down to cooktop pan. (Refer to Tech Data)
	Burner head not properly positioned on inner distribution ring	Rotate to correct position and advise owner
	Defective micro switch at burner valve	Replace micro switch
	Cut or splice in electrode wire	Replace electrode wire
<b>FF. INTERMITTENT SPARKING</b>	Dirty electrode	Clean with wire brush
	Cracked or damaged electrode	Replace electrode
	Cut or splice in electrode wire	Replace electrode wire
	Bad wire connection at spark module(s)	Repair wire connection
	Defective spark module(s)	Replace spark module(s)
<b>GG. POOR IGNITION</b>	Burner head not properly seated on inner distribution ring	Rotate to correct position and advise owner
	Electrode not positioned properly	Reposition electrode. Electrode should be seated down to cooktop pan. (Refer to Tech Data)
	Partially plugged ports in burner head	Clear/clean as necessary
	O-rings not properly installed	Install properly or replace if defective
	Debris on inner distribution ring	Clean/remove debris
	Inner distribution ring has burr or crack	Replace inner distribution ring
	Improper Gas orifice	Check orifice stamp number
	Gas pressure	Check gas pressure with a manometer
	Improper gas type	Check for gas type and advise owner if improper. May have to convert unit to LP/Natural gas.

**PROBLEMS ASSOCIATED WITH MULTI-FUNCTION**

PROBLEM	POSSIBLE CAUSE	TEST / ACTION
<b>HH. NO IGNITION</b>	Defective micro-switch at burner valve	Replace micro switch
	Defective/dirty electrode	Replace/clean electrode
	Defective or loose wiring	Replace/repair wiring
	Defective spark module(s)	Replace spark module(s)
	No Power	Check outlet and circuit breaker
	No gas to unit	Check gas pressure with a manometer
<b>II. FLAME APPEARANCE ON BURNER</b> 1. <i>Tall flame</i> 2. <i>Yellow flame</i> 3. <i>Pulsing flames</i>	Burner head not positioned properly	Make sure burner head is locked in properly
	Burners not getting enough primary or secondary air	Make sure air vents at front of burner box are not blocked
	Port holes in burner head not to specification or damaged/dirty	Replace/clean burner head
	Incorrect gas orifices	Check stamp number on orifices
	Gas pressure	Check gas pressure using a manometer

**UNIQUE ICB ISSUES**

PROBLEM	POSSIBLE CAUSE	TEST / ACTION
<b>JJ. No Ignition on the burner.</b>	No gas supply.	Check that Gas is supplied to the unit.
	Electricity turned off.	Check for supply power at "Line" & "Gnd" of Igniter Control.
	Defective Valve Switch wiring.	Check for power at "SW" input terminal of Igniter Control for Burner turned on.
	Defective Igniter Control.	Verify 10 Vdc present at gas valve output of Igniter Control when knob cycled off to on.
	Defective Gas Shut off Valve.	Change Gas Shut off Solenoid if voltage at Igniter Control output but no Gas at Burner.
<b>KK. Poor Ignition at burners.</b>	Defective Ignition Control	Change Ignition Control
	*See (Poor Ignition "C" above)	