

TROUBLESHOOTING GUIDE

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

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PROBLEM	POSSIBLE CAUSE	TEST / ACTION
A. CONSTANT SPARKING AT SURFACE BURNER(S)	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.
	Burner cap not positioned on burner correctly or missing.	Correct position and/or place onto burner and advise owner
	Defective micro switch at burner valve	Replace micro switch
	Cut or splice in electrode wire	Replace electrode wire
B. INTERMITTENT SPARKING AT SURFACE BURNER(S)	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) *
C. POOR IGNITION AT SURFACE BURNER(S)	Burner cap not properly seated on burner	Correct position and/or place onto burner and advise owner
	Electrode not positioned properly	Reposition electrode. Electrode should be seated down to cooktop pan.
	Partially plugged ports in burner head	Clear/clean as necessary
	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

* Spark Modules are used on Domestic models only. See ICB Unique for ICB ignition Issues.

PROBLEM	POSSIBLE CAUSE	TEST / ACTION
D. NO IGNITION AT SURFACE BURNER(S)	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
E. POPPING NOISE AT SURFACE BURNER DURING SIMMER MODE	Burner cap not seated properly	Reposition burner cap and advise owner
	O-rings damaged or not seated properly	Replace/reposition o-ring
	Burr on bottom of burner head	Replace burner head
	Burner damaged or dirty with food debris	Replace/clean burner
	burner cap or burner cracked or warped	Replace burner cap or burner
F. FLAME APPEARANCE ON SURFACE BURNER(S) 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 not to specification or damaged/dirty	Replace/clean burner
	Incorrect gas orifices	Check stamp number on orifices
	Gas pressure	Check gas pressure using a manometer

* Spark Modules are used on Domestic models only. See ICB Unique for ICB ignition Issues.

Unique ICB Issues

PROBLEM	POSSIBLE CAUSE	TEST / ACTION
T. No Ignition on any of the burners.	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.
U. Poor Ignition at burners.	Defective Ignition Control *See (Poor Ignition "C" above)	Change Ignition Control