Error code	F-/U-/A-messages	Error diagnostics (through microcontroller)	Possible causes (ranked by probability; changes or additions to be reported to the compiler)
E1	**F5**	EEPROM Read error	1) Moisture on control unit 2) Replace control unit if error persists
E2	**F5**	EEPROM Write error	1) Moisture on control unit 2) Replace control unit if error persists
E5	**F5**	Incorrect firmware Checksum	1) Reload software 2) Replace control unit
E6		Watchdog reset	1) Reload software 2) Replace control unit
E7	**F16**	Temperature Sensor Display 1 – short circuit	1) Short circuit in temperature sensor Display 1 (lower right side of display). Replace temperature sensor 2) Replace control unit
E8	**F16**	Temperature Sensor Display 1 – open circuit	1) Break in temperature sensor Display 1 (lower right side of display). Replace temperature sensor 2) Replace control unit
E9	**F16**	Temperature Sensor Display 2– short circuit	1) Short circuit in temperature sensor Display 2 (upper right side of display). Replace temperature sensor 2) Replace control unit
E10	**F16**	Temperature Sensor Display 2 – open circuit	1) Break in temperature sensor Display 2 (upper right side of display). Replace temperature sensor 2) Replace control unit
E11	**F16**	Temperature Sensor Display 3 – short circuit	1) Short circuit in temperature sensor Display 3 (upper left side of display). Replace temperature sensor 2) Replace control unit
E12	**F16**	Temperature Sensor Display 3 – open circuit	1) Break in temperature sensor Display 3 (upper left side of display). Replace temperature sensor 2) Replace control unit
E13	**F16**	Temperature Sensor Display 4 – short circuit	1) Short circuit in temperature sensor Display 4 (lower left side of display). Replace temperature sensor 2) Replace control unit
E14	**F16**	Temperature Sensor Display 4 – open circuit	1) Break in temperature sensor Display 4 (lower left side of display). Replace temperature sensor 2) Replace control unit
E15	**F14**	Temperature Sensor Control unit – short circuit	1) Short circuit in ambient temperature sensor on control unit. Replace control unit
E16	**F14**	Temperature Control unit – open circuit	1) Break in ambient temperature sensor on control unit. Replace control unit
E17	**F30**	Communication control unit – power unit Error	1) Check connection between power unit and control unit 2) Replace control unit 3) Replace power unit
E18	**F31**	Communication control unit – power unit – incompatible SW	1) Reload software of control unit 2) Reload software of power unit 3) Replace power unit 4) Replace control unit
E19	**F3**	Communication Touchpanel-control unit error	1) Check connection of Touchpanel on control unit 2) Replace Touchdisplay/Control unit.
E20		Communication V-Zug Home -control unit error	1) Check connection of V-Zug Home interface with the control unit. 2) Replace V-Zug Home interface. 3) Replace control unit.
E21	**F5**	Control unit MAIN DATA invalid	1) Reload software 2) Replace control unit
E22	**F5**	Control unit MAIN DATA incompatible	1) Reload software 2) Replace control unit

E24	**F5**	Control unit Presentation Lib Error	1) Reload software 2) Replace control unit
E25	**F5**	Control unit Text Lib Error	1) Reload software 2) Replace control unit
E26	**F5**	Control unit Extfw Lib Error	1) Reload software 2) Replace control unit
E27	**F5**	Control unit Font Lib Error	1) Reload software 2) Replace control unit
E28		Power unit no or invalid coding plug detected	1) Check coding plug on Power unit 2) Replace power unit
E29	**F5**	Control unit Sound Lib Error	1) Reload software 2) Replace control unit
E30	**F5**	Control unit Picture Lib Error	1) Reload software 2) Replace control unit
E31	**F5**	Control unit Factory Settings Lib Error	1) Reload software 2) Replace control unit
~~**E32**~~	~~**F5**~~	~~Control unit invalid coding plug detected~~	
E33	**A0**	Pan on display detected	1) Remove Pan from display
E34	**A1**	Hot Pan on display	1) Remove Pan from display
E35	**U0**	Mains voltage – supply connected incorrectly	Voltage at L1 is/was greater than 380V AC 1) Faulty connection or neutral conductor break with unbalanced load – check connection 2) Problems with mains power supply 3) Moisture on power unit 4) Power unit defective
E36	**U0**	Mains voltage – overvoltage L1	Voltage at L1 is/was greater than 280V AC for longer than 3 seconds 1) Faulty connection or neutral conductor break with unbalanced load 2) Problems with mains power supply 3) Moisture on power unit 4) Power unit defective
E37		Mains voltage – high voltage L1	Voltage at L1 is/was between 260V and 280V for longer than 3 seconds 1) Check mains power supply 2) Moisture on power unit 3) Replace power unit
E38		Mains voltage- low voltage L1	Voltage at L1 is/was between 176V and 198V for longer than 3 seconds 1) Check mains power supply 2) Moisture on power unit 3) Replace power unit
E39	**U1**	Mains voltage – undervoltage L1	Voltage at L1 is/was between 155V and 176V AC 1) Check mains power supply 2) Replace power unit
E40		Mains voltage – undervoltage L1	Voltage at L1 is/was lower than 155V 1) Check mains power supply 2) Replace power unit
E43	**U0**	Mains voltage – supply connected incorrectly	Voltage at L2 is/was greater than 380V AC 1) Faulty connection or neutral conductor break with unbalanced load – check connection 2) Problems with mains power supply 3) Moisture on power unit 4) Power unit defective
E44	**U0**	Mains voltage – overvoltage L2	Voltage at L2 is/was greater than 280V AC for longer than 3 seconds 1) Faulty connection or neutral conductor break with unbalanced load 2) Problems with mains power supply 3) Moisture on power unit 4) Power unit defective
E45		Mains voltage – high voltage L2	Voltage at L2 is/was between 260V and 280V for longer than 3 seconds 1) Check mains power supply

			2) Moisture on power unit 3) Replace power unit
E46		Mains voltage- low voltage L2	Voltage at L2 is/was between 176V and 198V for longer than 3 seconds 1) Check mains power supply 2) Moisture on power unit 3) Replace power unit
E47	**U1**	Mains voltage – undervoltage L2	Voltage at L2 is/was between 155V and 176V AC 1) Check mains power supply 2) Replace power unit
E48		Mains voltage – undervoltage L2	Voltage at L2 is/was lower than 155V 1) Check mains power supply 2) Replace power unit
E51	**U0**	Mains voltage – supply connected incorrectly	Voltage at L3 is/was greater than 380V AC 1) Faulty connection or neutral conductor break with unbalanced load – check connection 2) Problems with mains power supply 3) Moisture on power unit 4) Power unit defective
E52	**U0**	Mains voltage – overvoltage L3	Voltage at L3 is/was greater than 280V AC for longer than 3 seconds 1) Faulty connection or neutral conductor break with unbalanced load 2) Problems with mains power supply 3) Moisture on power unit 4) Power unit defective
E53		Mains voltage – high voltage L3	Voltage at L3 is/was between 260V and 280V for longer than 3 seconds 1) Check mains power supply 2) Moisture on power unit 3) Replace power unit
E54		Mains voltage- low voltage L3	Voltage at L3 is/was between 176V and 198V for longer than 3 seconds 1) Check mains power supply 2) Moisture on power unit 3) Replace power unit
E55	**U1**	Mains voltage – undervoltage L3	Voltage at L3 is/was between 155V and 176V AC 1) Check mains power supply 2) Replace power unit
E56		Mains voltage – undervoltage L3	Voltage at L3 is/was lower than 155V 1) Check mains power supply 2) Replace power unit
E59		Mains voltage – calibration error	1) Replace power unit
E60		Mains connection Invalid phase connection	Phase shift between two phases is invalid. 1) When connected to Belgian power grid: Check if Software Baseline R05 or higher is installed. 2) Check mains power supply for faulty connection 3) Replace power unit
E61	**F5**	Power unit - Incorrect process data device Id	1) Reload software 2) Replace power unit
E62	**F5**	Power unit – incorrect process data checksum	1) Reload software 2) Replace power unit
E63	**F5**	Power unit – incorrect firmware checksum	1) Reload software 2) Replace power unit
E64		Power unit watchdog reset	1) Reload software 2) Replace power unit
E65	**F12**	Ambient temperature sensor on power unit - short circuit	1) Short circuit in ambient temperature sensor on power unit. Replace power unit
E66	**F12**	Ambient temperature sensor on power unit - open circuit	1) Break in ambient temperature sensor on power unit. Replace power unit
E67		12V Power Supply on power unit – too high voltage	1) Moisture on powerl unit 2) Replace power unit
E68		12V Power Supply on power unit – too low voltage	1) Moisture on powerl unit 2) Replace power unit

E69		12V/2 Power Supply on power unit – too high voltage	1) Moisture on powerl unit 2) Replace power unit
E70		12V/2 Power Supply on power unit – too low voltage	1) Moisture on powerl unit 2) Replace power unit
E71		Relais not calibrated	1) Replace power unit
E72	**F12**	Communication error power unit – induction modules	1) Check if Software Baseline R03 or higher is installed 2) Check connection with Induction modules 3) Check which induction module is not answering 4) check all connection on induction modules (coding plug, power supply, communication) 5) Replace defective induction module 6) Replace power unit
E73	**F4**	No fans for modules 1+2 detected	1) Check if fans of modules 1+2 are connected 2) Replace the fans 3) Replace the power unit
E75	**F4**	Short circuit of fan Modules 1+2	1) Check if fans of modules 1+2 are connected 2) Replace the fans 3) Replace the power unit
E76	**F4**	No fans for modules 3+4	1) Check if fans of modules 3+4 are connected 2) Replace the fans 3) Replace the power unit
E78	**F4**	Short circuit of fan Modules 3+4	1) Check if fans of modules 3+4 are connected 2) Replace the fans 3) Replace the power unit
E79	**F4**	No fans for modules 5+6 detected	1) Check if fans of modules 5+6 are connected 2) Replace the fans 3) Replace the power unit
E81	**F4**	Short circuit of fan Modules 5+6	1) Check if fans of modules 5+6 are connected 2) Replace the fans 3) Replace the power unit
E85	**A0**	Touch button permanent press	1) Check if something is on the touch area and remove it. 2) Replace control unit 3) Replace power unit
E86	**F2**	Touch button error	1) Check if something is on the touch area and remove it. 2) Replace control unit 3) Replace power unit
E87		Power unt RTC calibration error	1) Replace power unit
E88		Induction module Voltage too high	1) Check mains connection 2) If failure persists after turning mains supply Off/On: Change Induction module
E89	**F1**	Coil temperature sensor short circuit	1) Replace affected Temperature sensor and coil
E90	**F1**	Coil temperature sensor open circuit	1) Replace affected Temperature sensor and coil
E91	**F1**	Coil temperature sensor – fixed value	1) Check if problem persist after restart, if related coils is used again 2) Replace affected Temperature sensor and coil
E92	**F0**	Induction coil – Short circuit	Short circuit in coil winding. 1) Check coil connection 2) Replace coil 3) Replace induction module
E93	**F0**	Induction coil – Current out of normal range	Bad pan used or defect in coil or coil control 1) Check if error appears also with other pans 2) Replace coil 3) Replace induction module
E94		Induction coil – too high temperature	Temperature on coil is/was too high. Possible reasons: - Empty Pan used with high power setting - Pan is not even on glass surface (air between pan and glass)

			1) Check for empty or bad pan 2) Check power setting and use case
E95	**F0**	Induction coil – open circuit	No coil connected or faulty connection. 1) Check if Software Baseline R06 or higher is installed 2) Check coil connection 3) Replace coil 4) replace induction module
	A2	Induction coil – open circuit	No coil connected or faulty connection. 1) Check if Software Baseline R06 or higher is installed 2) Check coil connection 3) Replace coil 4) replace induction module
E96	**F11**	Temperature sensor Cooler 1 – short circuit	1) Short circuit in cooler temperature sensor on induction module. Replace induction module.
E97	**F11**	Temperature sensor Cooler 1 – open circuit	1) Break in cooler temperature sensor on induction module. Replace induction module.
E98	**F11**	Temperature sensor Cooler 1 – overtemperature	1) Check air input of device if it is blocked by tissues or other parts 2) Check if there is enough space for the air circulation in the kitchen furniture 3) Check if fans are blocked by dust, tissues or other parts
E99	**F11**	Temperature sensor Cooler 2 – short circuit	1) Short circuit in cooler temperature sensor on induction module. Replace induction module.
E100	**F11**	Temperature sensor Cooler 2 – open circuit	1) Break in cooler temperature sensor on induction module. Replace induction module.
E101	**F11**	Temperature sensor Cooler 2 – overtemperature	1) Check air input of device if it is blocked by tissues or other parts 2) Check if there is enough space for the air circulation in the kitchen furniture 3) Check if fans are blocked by dust, tissues or other parts
E102	**F11**	Temperature sensor Ambient – short circuit	1) Short circuit in ambient temperature sensor on induction module. Replace induction module.
E103	**F11**	Temperature sensor Ambient – open circuit	1) Break in ambient temperature sensor on induction module. Replace induction module.
E104	**F11**	Temperature sensor Ambient – overtemperature	1) Check air input of device if it is blocked by tissues or other parts 2) Check if there is enough space for the air circulation in the kitchen furniture 3) Check if fans are blocked by dust, tissues or other parts
E108		Induction module – Watchdog reset	1) Reload Software 2) Replace Induction module
E109	**F7**	Induction module – error in current measurement	Error in Measurement circuit on induction module. 1) Check for moisture or dust on induction module 2) Replace Induction module
E110		Induction coil – too high temperature on glass	Temperature on glass is/was too high. Possible reasons: - Empty Pan used with high power setting - Pan is not even on glass surface (air between pan and glass) 1) Check for empty or bad pan 2) Check power setting and use case
E111		Induction module – Multiplexer error	Error in Measurement circuit on induction module. 1) Check for moisture or dust on induction module 2) Replace Induction module
E120		Power Unit - Too high power setting	The maximum power which can be set in the user menu is/was exceeded. Possible reasons: - Pan(s) have too high power-setting, so that not all pans can be supplied with the desired power without exceeding the set maximal power. -> reduce power setting of Pan(s)
E121		Cooling not sufficient	The hob cooling is not sufficient which can be caused by: 1) Blocked air intake at the back of the hob: check for tissues or other material which can block the air intake. 2) Blocked air outlet: check if air outlet (front-side of hob) is blocked

E122		Pan not induction compatible	The Pan material or size is not compatible with the induction hob 1) Check if the Pan material is induction compatible -> check pan instruction manual or check if induction symbol is on pan or check if pan is magnetic. 2) Check if the Pan size is not too small (diameter >10cm)
E123		Inconsinstency of power on control unit	Consistence between GUI (shown pans) and power-request to the power unit is not consistent. 1) Reload Software
E124		Measured coil power does not match with set value	Inconsistency between coil power request and corresponding feedback. (Coil locked after too many tries). 1) Reload Software 2) Replace induction module
E125		Measured coil power does not match with set value	Inconsistency between coil power request and corresponding feedback. (Single error, but recovered after retry. Only for logging purpose for service) 3) Reload Software 4) Replace induction module

FAQs

How the hob reacts	Cause	Solution to problem
	Display errors	
The hob detects pans that are standing closely together as just one pan, and in the display it indicates fewer pans than are standing on the hob.	The user turns the hob on when the pans are already standing on the hob and are positioned very closely together.	Lift up the pans one after the other and wait until the hob responds to this (pan display moves or appears in dotted form) before putting them back down again. Or move the pans apart.
The hob cannot detect which pan is where and clears all the settings apart from one. It's not possible to tell which this will be. Depending where the pans are repositioned, the hob detects a single pan where there are more than one.	The user is moving more than one pan at a time.	Lift up the pans one after the other and wait until the hob responds to this (pan display moves or appears in dotted form) before putting them back down again. Only move one pan at a time.
Not all the pans that are standing on the hob are shown in the display.	Either not all the pans are suitable for use with induction hobs or two pans were moved at the same time.	Use pans that are suitable for use with induction hobs. Only move one pan at a time.
The display suddenly shows two pans, one above the over.	The user is tilting the pan, e.g. when stirring a sauce, then standing it back on the hob. The hob thinks that when a pan is tilted it's being moved. When it's put back down flat, the hob thinks that a second pan has been placed next to the first pan and so shows a second pan in the display.	Lift up the pan and wait until only one pan is shown in the display. Then set the pan down on the hob.

Two pans with the same size are shown with different sizes on the display.	Depending on the magnetic bottom side of the pan and the position of the pan it can cover 4-7 coils. The appliance cannot exactly detect the size of the pan.	Lift up the pan and set it up again Check if the whole bottom side of the pan is magnetic
Loss of performance and functionality		
The appliance does not have enough power, and often indicates that maximum power has been exceeded.	The appliance originally had a 2-phase connection and then a 3-phase connection. As a consequence, power consumption was limited to 7,400 W.	In the user settings, under Assistance functions, increase the power consumption to 11,100 W.
The GourmetGuide functions are not working properly (temperature is too high).	The user moves a pan that is using the GourmetGuide function (melting, keeping warm, reheating, simmering). It takes a certain amount of time for the temperature sensors below the glass to measure the correct temperature. During this time, the temperature in the pan can go up.	Pans being used with a GourmetGuide function should not be moved.
Within minutes of cooking, the fan is already running at full power. The fan is loud.	The kitchen cabinet provides insufficient ventilation.	When cooking, open the drawer below the hob slightly. Have your cabinet fitter rectify the problem.
It is not possible to operate the appliance and the user cannot switch off the demo mode.	The appliance was delivered with the demo mode activated.	In the user settings, under Service functions (code 6301), uncheck the demo mode option.
No good heat distribution	Coils that have bad coverage have to be shut down because of EMV regulations. Depending on the position the coverage can be better or worse. Pans without aluminum core (for example Iron cast pans) have worse heat distribution.	Replace the pan to another spot (not just a slight movement) Use pans with bigger and permanent aluminium cores (induction compatible) Software update to R10 or higher
Reference water boiling speed		Pan: WMF without cover, Diameter = 150mm Volume: 1 litter of water, 10°C to boiling point Coils: 3 coils running (green) Time: approx. 4min
Maximal power per phase		GK11TIFKZ(S) (31062) & CTI6T-31134: 3.7 kW per one-third at 11.1 kW. At 7.4 kW connection, 3.7 kW each half

		GK11TIXFKZ (31093) & CTI6T-31132: 7.4 kW on the whole cooking hob
Pan switches off for a short duration	To get a correct pan detection the cooking hob has sometimes to switch off power for a new detection	Nothing wrong
The Teppan Yaki is showed as a round pan.	Not the original V-ZUG Teppan Yaki or the Teppan Yaki is on the wrong place.	Place the Teppan Yaki vertically centric on the right or the left side of the display.
Can the Teppan Yaki be used on other cooking hobs?		The Teppan Yaki especially for the V-ZUG FullFlex. Not tested for other cooking hobs.
Cooking hob switches of while running	Pan is placed too close to the on/off button	Move pan away from the on/off button
Pan switches to 0 while running	Pan isn't induction compatible or the bottom side is less than 10cm diameter	Use pans with more than 10cm diameter Just use induction compatible pans
What is the maximal size of a pan?		As long as the pan can be placed within the marked zone and it is induction compatible it can be used.
Error messages		
The hob switches itself on and then off again, detects liquid on the display or on the ON/OFF button and displays a message. It is not possible to quit the message because the display is not responding properly.	There is some liquid on the ON/OFF button or on the display, which could have come from cleaning or from a pan boiling over.	Clean the hob and then wipe dry. Next, touch the ON/OFF button for 3 seconds. The display is recalibrated and then it is possible to quit the message.
Installation errors		
Scratches on the bottom side of the glass after removing the sealing bead	The color got removed with the knife	Don't remove the sealing bead or do it with the fingers and without other tools
Connection cable and drawer getting caught	Cable is not installed correctly	Put the connection cable and LAN cable into the brackets