

## DIAGNOSTIC MODE

Diagnostic mode allows the Service Technician to determine the cause of the failure. In diagnostic mode only the last error code is displayed.

To initiate diagnostic mode, the unit must be in the “**LOCK**” mode. Then, press and hold the universal “**OFF**” keypad for 5 seconds. The cooktop controls will now enter into diagnostic Mode.

In diagnostics mode, zone LED bars will illuminate and display the last error code logged.

**NOTE:** If no errors were recorded, no LED’s will be illuminated. Unit will beep, and return to “OFF” mode.

**NOTE:** If the “OFF” keypad is not released after 7 seconds, the diagnostic mode will be cancelled and the unit will return to the “OFF” mode.

**NOTE:** If any other input signals are detected from the keypad, the unit will not enter diagnostic mode.

**NOTE:** When in diagnostic mode all heating units are off.

**NOTE:** The unit will exit diagnostic mode if no inputs are detected from the keypad in 20 seconds.

**NOTE:** If the “OFF” keypad is pressed again anywhere within the diagnostic program, the unit returns to the “LOCK” mode of operation.

**NOTE:** There will be no audible signals during the diagnostic mode.

## INTERPRETING HEX DECIMAL CODE

The zone bar light uses the first four LED’s from the right (LED 16), to left (LED 1), to display the HEX DECIMAL code used to determine the error code. Each LED has a corresponding numeric value that needs to be added together to determine the corresponding error code. (See Figure 5.1)

When the sum of the corresponding numeric value of the illuminated LED totals 10 - 13, then a letter is assigned in place of that sum.

**Example: 10 = A; 11 = B; 12 = C; 13 = D.**

**NOTE:** The troubleshooting guide list the corresponding illuminated LED’s.

(See Figure 5.2)

**NOTE:** Error code may appear in either display or both simultaneously.

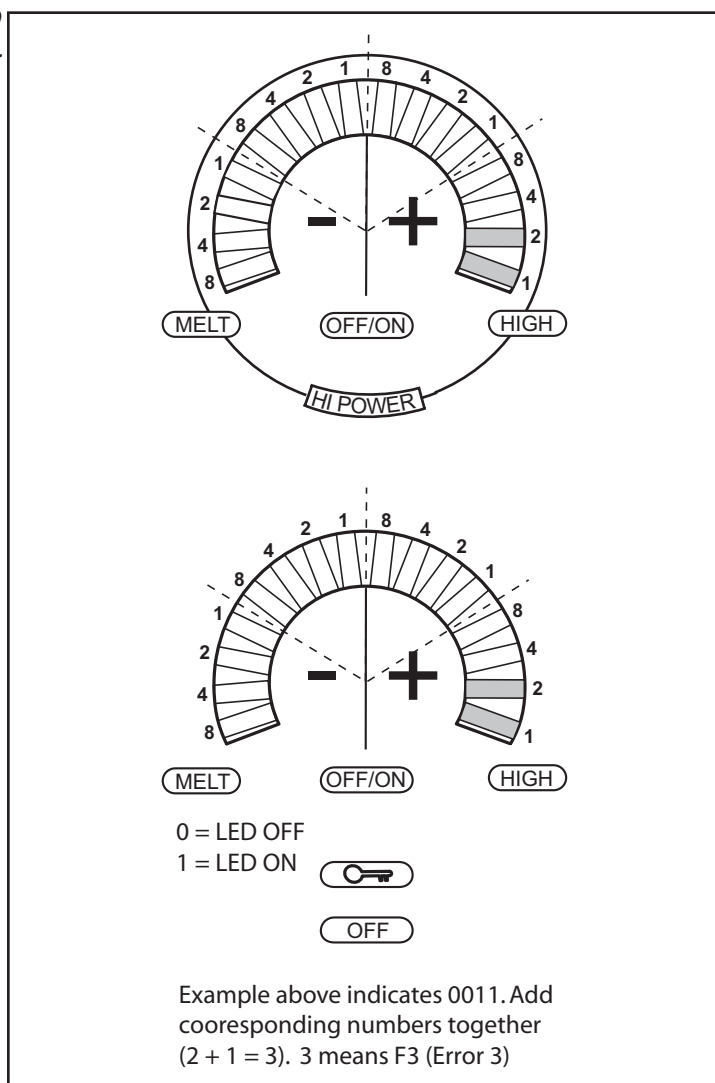


Figure 5.1. Example of Error Code F3.

**TROUBLESHOOTING GUIDE**

ERROR CODE	LED ON				POSSIBLE CAUSE	CORRECTIVE ACTION
	13	14	15	16		
F1	0	0	0	1	Shorted Temperature Sensor on front Cooking Zone	Check connection. Replace front element
F2	0	0	1	0	Open Temperature Sensor on front Cooking Zone	Check connection. Replace front element
F3	0	0	1	1	Shorted Temperature Sensor on rear Cooking Zone	Check connection. Replace rear element.
F4	0	1	0	0	Open Temperature Sensor on rear Cooking Zone	Check connection. Replace rear element.
F5	0	1	0	1	Shorted Temperature Sensor as check on transistors	Check connections. Replace generator.
F6	0	1	1	0	Open Temperature Sensor as check on transistors	Check connections. Replace generator.
F7	0	1	1	1	Temperature of electronics exceeded 158°F (70 ° C) during operation.	Check installation of unit. Check for proper ventilation.
F8	1	0	0	0	If the Temperature Sensor's are interchanged during the assembly or after a service call.	Verify and correct Temperature Sensor connections.
F9	1	0	0	1	Mains voltage Vrms < 180 V.	Check Line Voltage Replace Control Board
FA	1	0	1	0	Time out communication	Replace Generator Assy.
FB	1	0	1	1	Check sum error	Replace Generator Assy.
FC	1	1	0	0	Boost Led Error	Replace Control Board
FD	1	1	1	0	Lock Led Error	Replace Control Board

Figure 5.2. Troubleshooting guide.

**NOTE:** If the unit is not working and no error codes are recorded, the likely cause is the control board or Generator assembly. In this circumstance replace both control board and Generator assembly together.