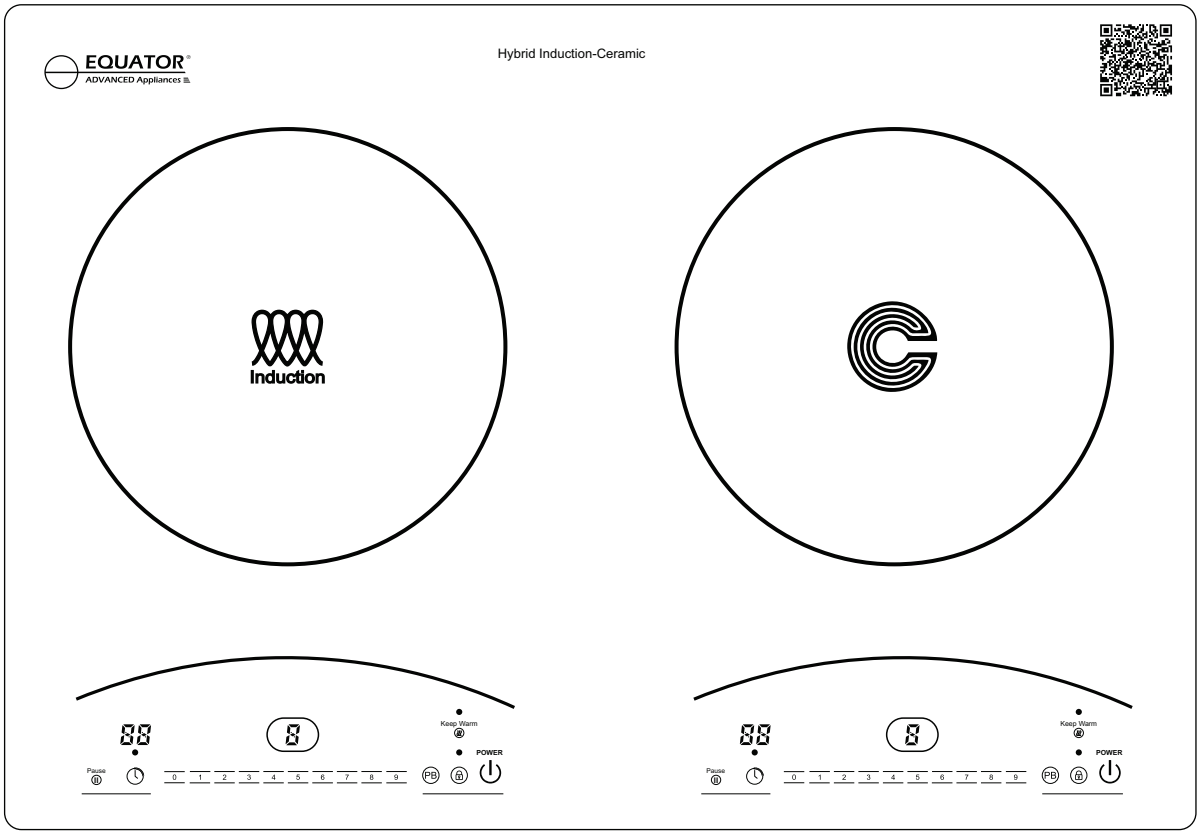
Built-In Electric Hybrid Cooktop

Model: EHC 20211/ EHC 23422 / EHC 30422 / EHC 36532



SERVICE MANUAL

READ THIS MANUAL CAREFULLY TO DIAGNOSE
PROBLEMS CORRECTLY BEFORE SERVICING THE UNIT.

Trouble Shooting For Ceramic Hob

If you encounter a problem, it often will merely be something minor. Before you call customer service, review the charts on the following pages first and you may not to call for service. If an error occurs in the control operation, a fault code will flash in the display .Record the error code and call for service.

CAUTION! Repairs should only be done by an authorized servicer. Improper repair of your appliance may result in risk of serious physical injury or death.

Problem	Possible Cause	What To Do
Surface elements will not maintain a rolling boil or cooking is slow	Improper cookware being used.	Use pans that are absolutely flat and match the diameter of the surface unit selected.
Surface elements do not work properly	Cooktop controls improperly set.	Check to be sure the correct control is set for the surface element you are using.
Scratches on cooktop glass surface	Incorrect cleaning methods being used.	Use recommended cleaning procedures. See the Cleaning and maintenance section.
	Cookware with rough bottoms being used or coarse particles (salt or sand) were between the cookware and the surface of the cooktop. Cookware has been slid across the cooktop surface.	To avoid scratches, use the recommended cleaning procedures. Make sure bottoms of cookware are clean before use, and use cookware with smooth bottoms.
Areas of discoloration on the cooktop	Food spillovers not cleaned before next use.	See the Cleaning and maintenance section.
	Hot surface on a model with a light-colored glass cooktop.	This is normal. The surface may appear discolored when it is hot. This is temporary and will disappear as the glass cools.
Plastic melted to the surface	Hot cooktop came into contact with plastic placed on the hot cooktop.	See the Glass surface -potential for permanent damage section in the Cleaning and maintenance section.
Pitting (or indentation) of the cooktop	Hot sugar mixture spilled on the cooktop.	Call a qualified technician for replacement.
Unresponsive control panel	Control panel is dirty.	Clean the control panel.
	A fuse in your home may be blown or the circuit breaker tripped.	Replace the fuse or reset the circuit breaker.

Trouble Shooting For Induction Hob

If you encounter a problem, it often will merely be something minor. Before you call customer service, review the charts on the following pages first and you may not to call for service. If an error occurs in the control operation, a fault code will flash in the display .Record the error code and call for service.

CAUTION! Repairs should only be done by an authorized servicer. Improper repair of your appliance may result in risk of serious physical injury or death.

Problem	Possible causes	What to do
The induction hob cannot be turned on.	No power.	Make sure the induction hob is connected to the power supply and that it is switched on. Check whether there is a power outage in your home or area. If you've checked everything and the problem persists, call a qualified technician.
The touch controls are unresponsive.	The controls are locked.	Unlock the controls. See section 'Using your induction cooktop' for instructions.
The touch controls are difficult to operate.	There may be a slight film of water over the controls, or you may be using the tip of your finger when touching the controls.	Make sure the touch control area is dry and use the ball of your finger when touching the controls.
The glass is being scratched.	Rough-edged cookware. Unsuitable, abrasive scourer or cleaning products being used	Use cookware with flat and smooth bases. See 'Choosing the right cookware'.
Some pans make crackling or clicking noises.	This may be caused by the construction of your cookware (layers of different metals vibrating differently).	This is normal for cookware and does not indicate a fault.

The induction hob makes a low humming noise when used on a high heat setting	This is caused by the technology of induction cooking.	This is normal, but the noise should quieten down or disappear completely when you decrease the heat.
Fan noise coming from the induction hob.	A cooling fan built into your induction hob has come on to prevent the electronics from overheating. It may continue to run even after you've turned the induction hob off.	This is normal and needs no action. Do not switch the power to the induction hob off at the wall while the fan is running.
Pans do not become hot and appears in the display.	The induction hob cannot detect the pan because it is not suitable for induction cooking. The induction hob cannot detect the pan because it is too small for the cooking zone or not properly centered on it.	Use cookware suitable for induction cooking. See section 'Choosing the right cookware'. Centre the pan and make sure that its base matches the size of the cooking zone.

Error code	Possible Cause	Remedy
E0	No Pan or did not detect the pan	Put on the pan
E2	NTC short or open	the sensor(NTC) is not fixed well
E3	High voltage	voltage is higher than 260-275V,pls make it lower
E4	Low voltage	voltage is lower than 145-160V,pls make it higher
E8	Main board got damaged	Change a main board
	Wire connected main board and control board	Connect the wire again,or change the wire
	Control board got damaged	Change a control board
	Filter board got damaged(if the rear zone and front zone show E8 together	Change the filter board

CERAMIC HOB TEMPERATURE FOR ALL MODELS										
LEVEL	1	2	3	4	5	6	7	8	9	P
TEMPERATURE(°C)	150~200	200~250	250~300	300~350	350~400	400~450	450~500	500~550	550~600	600~650

INDUCTION HOB WATT FOR EHC 20211										
LEVEL	1	2	3	4	5	6	7	8	9	P
WATT	600W intermittent heating	600W intermittent heating	600W intermittent heating	600W	700W	800W	1000W	1200W	1400W	1600W

INDUCTION HOB WATT FOR EHC 23422										
LEVEL	1	2	3	4	5	6	7	8	9	P
LEFT REAR BURNER	1000W intermittent heating	1000W intermittent heating	1000W intermittent heating	1000W	1030W	1080W	1100W	1150W	1200W	2000W
LEFT FRONT BURNER	1400W intermittent heating	1400W intermittent heating	1400W intermittent heating	1400W	1500W	1600W	1800W	2000W	2100W	2700W

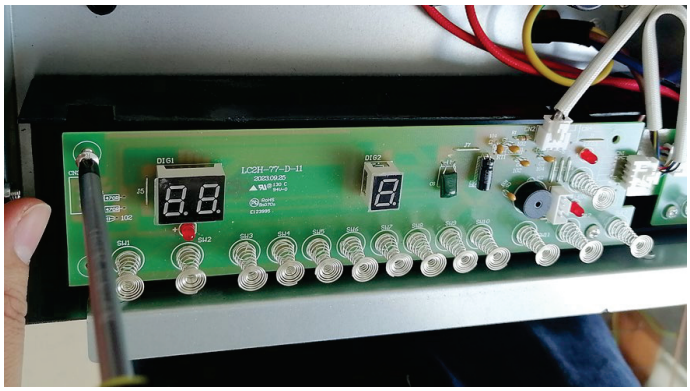
INDUCTION HOB WATT FOR EHC 30422										
LEVEL	1	2	3	4	5	6	7	8	9	P
LEFT REAR/FRONT BURNER	1000W intermittent heating	1000W intermittent heating	1000W intermittent heating	1000W	1200W	1300W	1400W	1600W	1800W	2100W

INDUCTION HOB WATT FOR EHC 36532										
LEVEL	1	2	3	4	5	6	7	8	9	P
MID BURNER	1400W intermittent heating	1400W intermittent heating	1400W intermittent heating	1400W	1500W	1600W	1800W	2000W	2100W	2700W
RIGHT REAR BURNER	800W intermittent heating	800W intermittent heating	800W intermittent heating	800W	900W	1000W	1050W	1100W	1200W	1500W
RIGHT FRONT BURNER	1000W intermittent heating	1000W intermittent heating	1000W intermittent heating	1000W	1200W	1300W	1400W	1600W	1800W	2100W

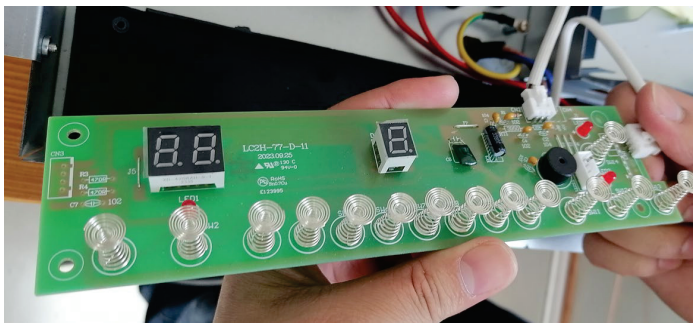
Pls be noted that parts of different models will be a bit different.
The below picts are the the sample of model EHC 20211.

Change the control board

1. Unscrew the 4 screws of the control board

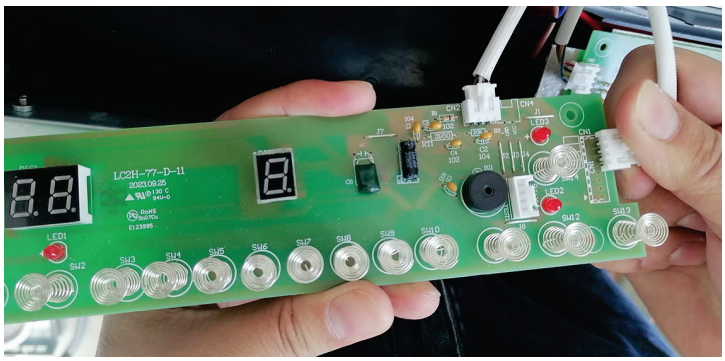


2. Pull out the wire connect on the control board.



3. Change a new control board.

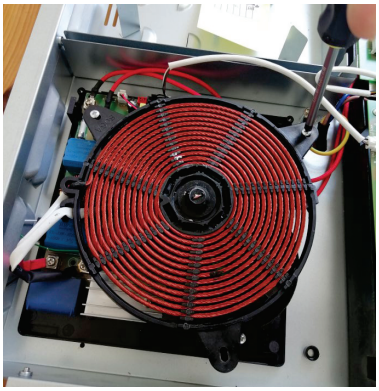
4. Connect the control board with the wires.



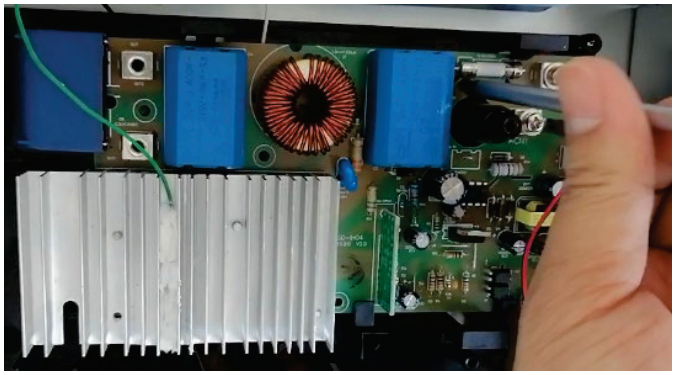
5. Tighten the screws of the control board

Change the main board

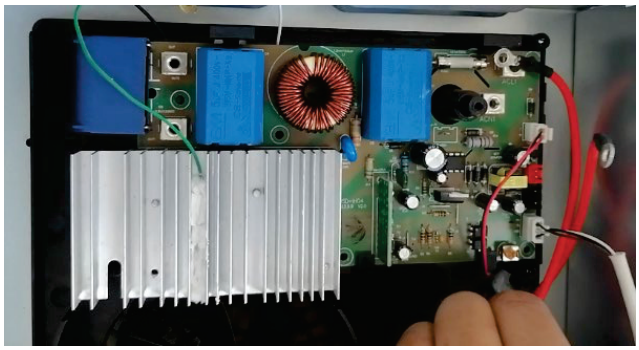
1. Unscrew the 3 screws of the coil



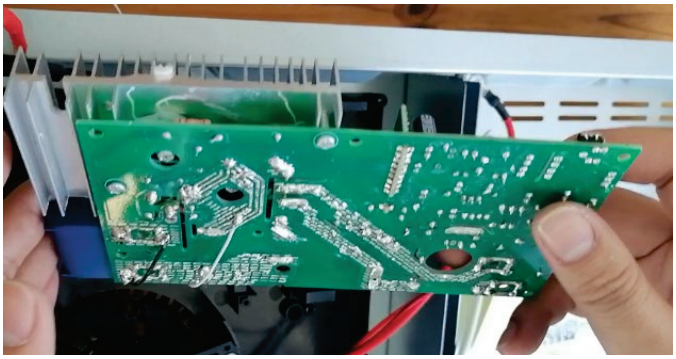
2. Unscrew the screws of the mainboard.



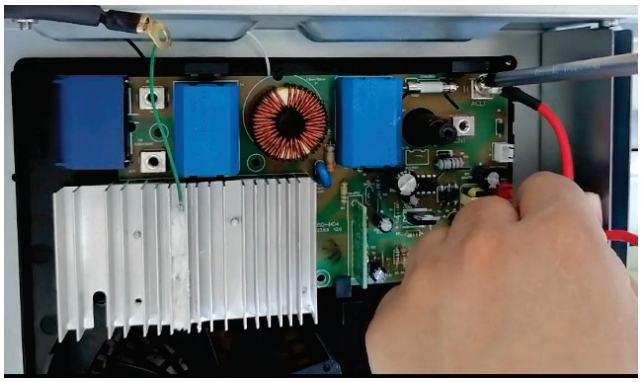
3.Pull out the wires and unscrew the wires



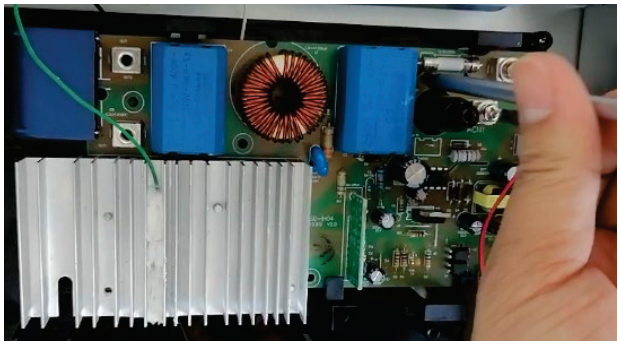
4. Change a new control board



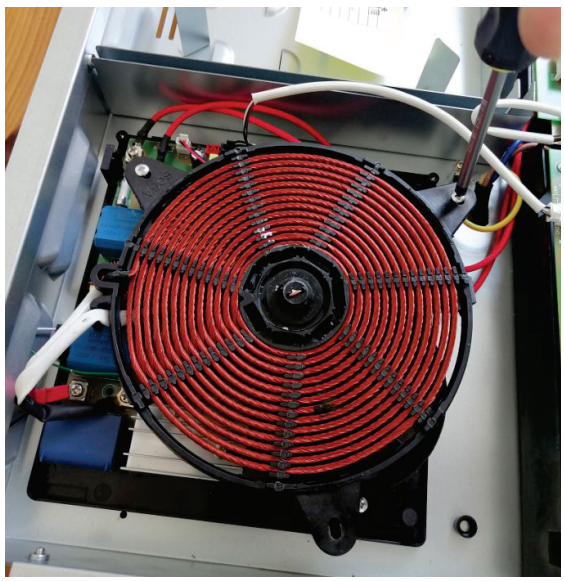
5. Screw the wires and connect the wires.



6. Tighten the screws of the main board.



7. Tigthen the coil.



Change the filter board

1. Unscrew the filter board
2. Pull out the wires
3. Change a new filter board
4. Connect the wires
5. Tighten the filter board