



SERVICE MANUAL RATIO 302 PLUS

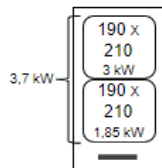
SM2300020

SERVICE MANUAL RATIO 302 PLUS

Product presentation / presentazione prodotto

RATIO 302 PLUS

PRF018386



Specs

DIMENSION (mm)	29 x 52
CUT (mm)	27 x 49
POWER CORD / PLUG	<u>included</u>
USER INTERFACE	Single Slider red
COOKING ZONES	2
POWER LIMITATION	3.1 kW/ Max
BOOSTER	Booster
BRIDGE ZONES	1 bridge
KEY LOCK/ CHILD LOCK	Key Lock
TIMER	Timer / <u>Egg</u> Timer
AUTOMATIC FUNCTIONS	Warming
POWER FLOW	-
STOP & GO	YES
RECALL	-

Plus



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Service tool / strumenti per riparazione



Torx 10

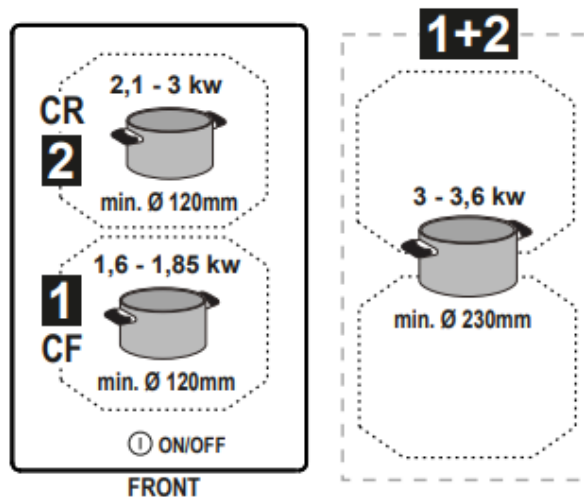
HOW TO REMOVE ELECTRONIC DEVICE / COME RIMUOVERE L'ELETTRONICA



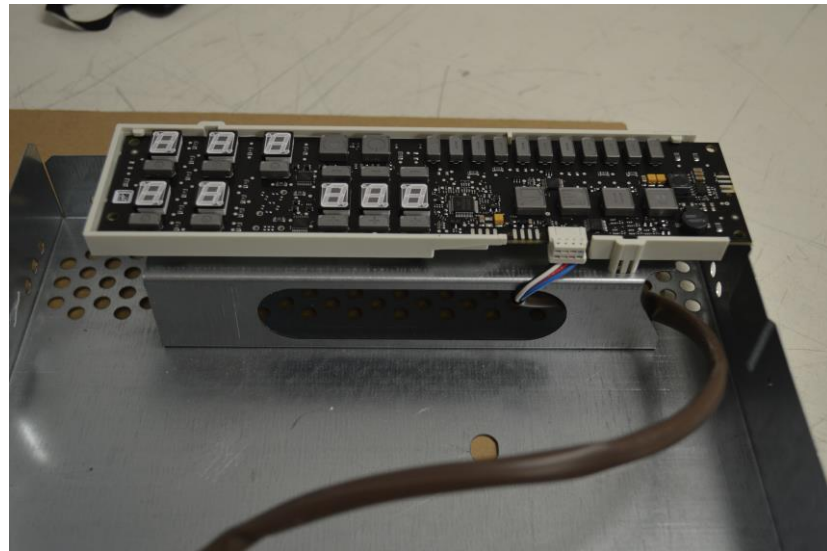
Remove the perimetrical screws to induction module and user interface, lift up der glass cover / rimuovere le viti perimetrali per accedere modulo d'induzione e comandi, sollevare il pannello vetro

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After replacing components check correct position of wiring and components / Dopo la sostituzione dei pezzi controllare il corretto posizionamento dei cavi e componenti

ERRORS LIST/LISTA ERRORI

Error code	Description	Possible causes	Remedy
C	The cooking zone can be configured if a static „C“ is shown.	No error, the user is in the service menu.	A suitably pan must be placed on the relevant cooking zone.
C/-	The cooking zone will be configured if a flashing „C“ is shown. After a successful configuration the relevant display shows „-“. If „-“ is not displayed check the possible causes of the E/5.	User is in the service menu, no error.	Wait for the symbol „-“, or abort the configuration activities by pressing the select key and the „C“ will not flash anymore.
E	A flashing „E“ on each cooking zone indicates that all configs will be deleted	User is in service menu, no error.	Manual configuration
E / 2 (error code different for some UI)	Temperature limits are exceeded	Pot or glass temperature is too high NTC → electronic temperature too high	System must cool down
E / 3	Unsuitable pot , e.g. loss of the magnetic characteristics because of temperature in the bottom.	On the module a pot creates an improper operating point which can destroy devices, e.g. IGBTs.	1. The error is automatically cancelled after 8 s and the cooking zone can be used again. In case of further upcoming errors the pot has to be replaced. 2. The module has to be changed if the error comes without a pot on the cooking zone.
E / 4	Unconfigured induction module (all induction module answer to UI, but any element is related to the effected cooking zone.)	Induction module is not configured.	Delete the hob configuration and activate the manual configuration. Start the UI service menu to configure the induction module. If the listed points are not successful replace the module.

Error code	Description	Possible causes	Remedy
E / 5	No communication between UI and induction module	No power supply of induction module Bad cabling or defect	Check power and LIN connections. If connection is OK, replace the module
E / 6	Main power disturbance	1. Failure in main power frequency detection 2. Overvoltage	Check main power voltage and frequency, if ok replace the module
E / 7	Non assignable failure		Replace module or User Interface
E / 8	Fan failure	Fan or control electronic is defect	Replace the module
E / 9	Defective temperature probe on inductor	Sensor signal out of valid range; sensor or electronic is defect.	Replace the module
E / A	Hardware defect of induction module	Defect hardware device detected by the self-check of the module	Replace the module
E / C	Configuration failure	2 cooking zones are dedicated to the same element of the UI	Delete the actual configuration Manual configuration with service menu
E / H	Fixed sensor value (test function for T probe on inductor)	Not enough temperature change (10 K) within 5 min after switch on the hob	System must cool down
No functionality and no displaying	Overvoltage on the switch mode power supply (no functionality)	400 V connection	Disconnect and correct the power line connection

ERRORS LIST/LISTA ERRORI

Error Code	Meaning	Behavior	Possible Causes	Remedy
ER03	Continuous key activation detected	Cooktop switches off after 10 sec	Water or cookware placed on TC's SmartKiis	Remove water or cookware from the glass
ER20	Internal error inside TC	Cooktop switches off	-	Replace TC
ER21	Over temperature	Cooktop switches off	Temperature sensor on TC has detected a temperature > 85 °C	Let the cooktop cool down (error disappears if temperature is < 75°C) Check heat insulation of the TC
ER22	Internal error inside TC	Cooktop switches off after 3.5 - 7.5 sec	-	Replace TC
ER31	Configurations inside Touch Control and induction are incongruent	ER31 is displayed continuously	The configuration data inside the induction generator is different from the configuration inside the TC	Replace TC. If error is still occurring, replace the induction generator.
ER35	Internal error inside TC	Cooktop switches off	-	Replace TC
ER36	Internal error inside TC	Cooktop switches off	-	Replace TC
ER42	Secondary power supply implausible	the display is connected to the 13,2 V by an DC/DC converter	Can be a broken wire on the LIN-cable. Can be broken the TouchControl.	Check the 13,2 V at the Slim. If the 13,2V are not there check the cabling. If the 13,2 V are available replace the TouchControl.
ER47	No communication to at least one LIN subscriber	ER47 is displayed continuously	LIN cable damaged No power voltage supply for LIN subscriber LIN subscriber defective	Check and replace LIN cabling Check power supply voltage Replace TC or induction generator.

