



# SERVICE MANUAL RATIO 702

SM2300024

Product presentation / presentazione prodotto

## RATIO 702

PRF018388

8



### Specs

DIMENSION (mm)	70 x 40
CUT (mm)	66 x 35,5
POWER CORD / PLUG	-
USER INTERFACE	Single Slider red
COOKING ZONES	2
POWER LIMITATION	3.1 kW/ Max
BOOSTER	Booster
BRIDGE ZONES	-
KEY LOCK/ CHILD LOCK	Key Lock
TIMER	Timer / <u>Egg</u> Timer
AUTOMATIC FUNCTIONS	Warming
POWER FLOW	-
STOP & GO	Stop & GO
RECALL	-

### Plus



WARMING  
MODE



STOP & GO



TIMER



CHILD LOCK

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# SERVICE MANUAL RATIO 702

Service tool / strumenti per riparazione



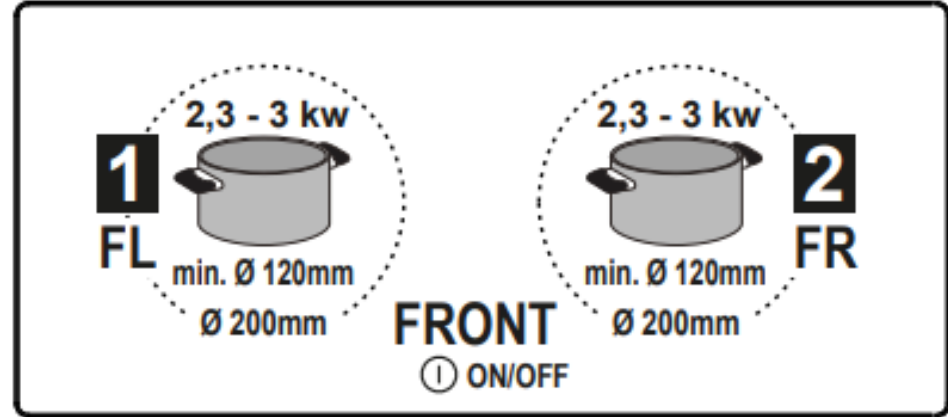
Torx 10

## 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

## HOW TO REMOVE ELECTRONIC DEVICE / COME RIMUOVERE L'ELETTRONICA

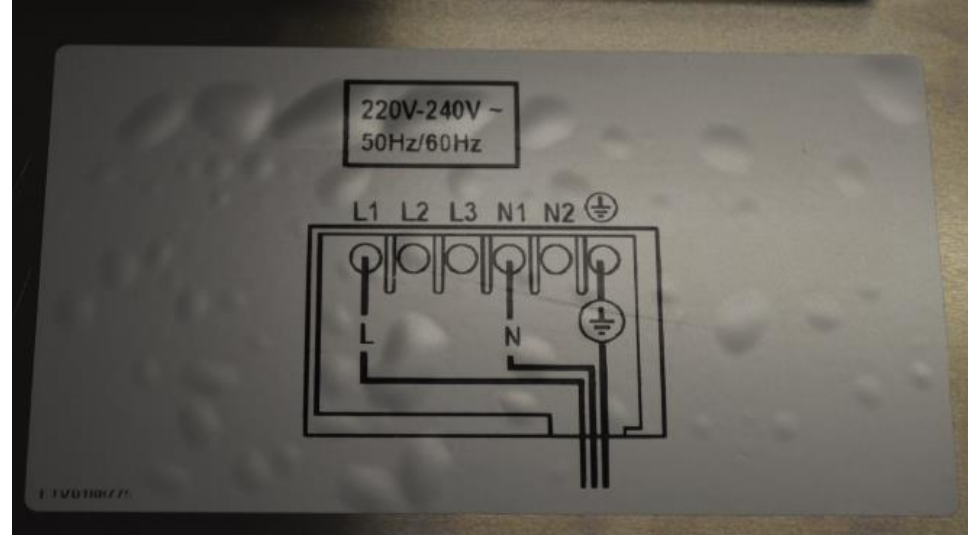


## HOW TO REMOVE ELECTRONIC DEVICE / COME RIMUOVERE L'ELETTRONICA



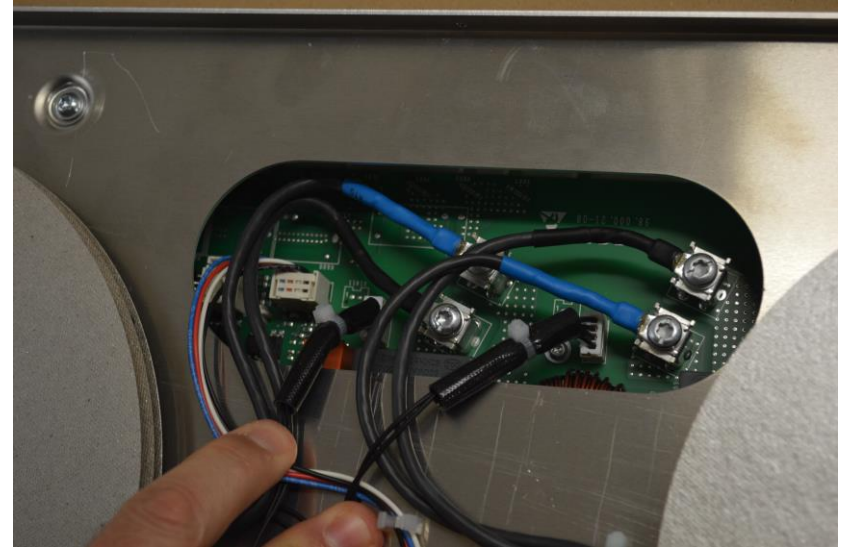
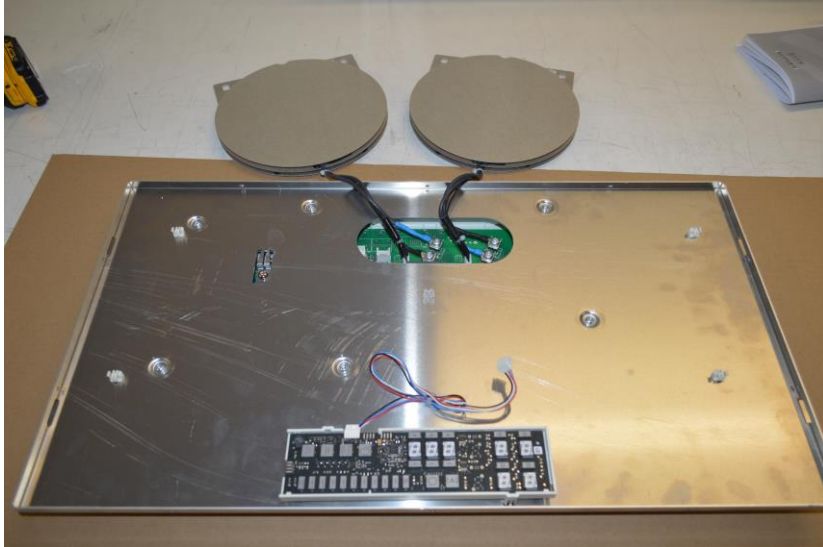


## Product presentation / presentazione prodotto



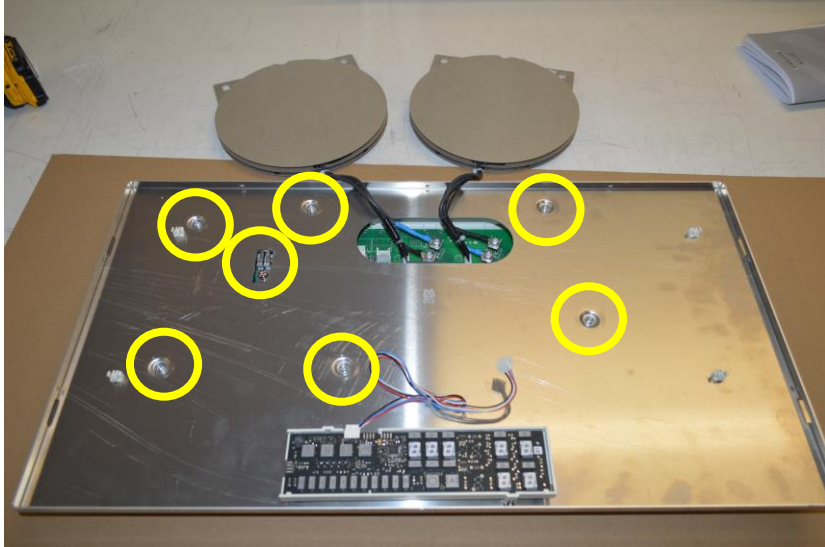
## Power supply connection / collegamento elettrico

## HOW TO REMOVE ELECTRONIC DEVICE / COME RIMUOVERE L'ELETTRONICA



Lift-up the induction coils, disconnect the user interface unscrew the induction coils / Solleva il bobine, disconnettere il cablaggio comandi e delle bobine

## HOW TO REMOVE ELECTRONIC DEVICE / COME RIMUOVERE L'ELETTRONICA



Unscrew the induction module / togliere le viti fissaggio modulo

## ERRORS LIST/LISTA ERRORI

Error Code	Meaning	Behavior	Possible Causes	Remedy
E2	Overheat of temperature sensor for cooking zone	Corresponding cooking zone is turned OFF	Empty cookware	Do not heat-up empty pots
			Wrong cookware	Use appropriate cookware
			Pot or glass temperature is too high Electronic temperature too high	Cool down system
E3	Wrong pot	Corresponding cooking zone(s) is/are turned OFF	Cookware is losing its magnetic characteristics	Use appropriate cookware
			Internal error in generator's circuitry	Replace the generator
			Pot creates on the module an improper operating point which can destroy devices, e.g IGBT.	<p>1. The error is automatically cancelled after 8s and the cooking zone can be used again. In case of further upcoming errors the pots have to be changed.</p> <p>2. Replace the generator if the error comes without a pot on the cooking zone.</p>
E4	Configuration error	Cooking zone cannot be turned ON	Induction module is not configured yet	Perform a manual configuration (see documentation of Touch Control for details)
			Induction module configuration data error	<p>Erase and re-configure cooking zone.</p> <p>If the listed points are not successful replace the module</p>

## ERRORS LIST/LISTA ERRORI

Error Code	Meaning	Behavior	Possible Causes	Remedy
E5	No communication between User Interface and Induction Generator	Cooking zone cannot be turned ON	LIN cabling or power supply cabling defective (e.g. missing line conductor)	Check cabling and power supply voltage
			No mains voltage on slave board	Check mains voltage connection on slave board
			Internal error in generator's or filter's circuitry	Replace the generator
			(Mixed version) HiLight Relay Voltage Error -Defect hardware device	Replace the generator
			Error configuration data	Erase and re-configure cooking zone.
E6	Power supply voltage is out of range (voltage and/or frequency)	Cooking zone cannot be turned ON	Power supply voltage is out of range (see technical data for details)	Check mains voltage
			Wrong mains frequency or mains voltage phase signal problem.	Check mains voltage phase signal
			Internal error in generator's circuitry	Replace the generator
E7	Internal error	Cooking zones are turned OFF	-	Replace the generator
E8	Fan failure	Corresponding cooking zones are turned OFF	Fan blocked by dust or fabrics	Clean and remove foreign bodies
			Fan or module electronics defective	Replace the generator
E9	Temperature sensor error for cooking zone	Corresponding cooking zone is turned OFF	Temperature sensor line for cooking zone is open or short-circuited	Replace inductor
		Corresponding cooking zone is turned ON on a low energy level to defrost a large amount of frozen goods	Frozen goods are cooling the temperature sensor to below 0°C as the energy level is too low	Wait until temperature sensor is heated up to a level over 0°C and choose a higher energy level to defrost

Error Code	Meaning	Behavior	Possible Causes	Remedy
EA	Internal error	Cooking zones are turned OFF	Interference or abnormal signal (e.g. EMC disturbances, condensation on PCB) detected	1. Switch off hob, remove all pots and let the hob cool down 2. If error persists: replace generator
			Hardware defect (e.g. flash or MCU wrong, defect inductor)	1. Switch off hob, remove all pots and let the hob cool down 2. If error persists: replace generator 3. If inductor is defect: replace inductor
EH	Temperature sensor stuck for cooking zone	Corresponding cooking zone is turned OFF	Not enough temperature change after switch on the hob	Cool down the glass

## 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.



 elica

The image features a high-angle, wide shot of a city skyline, likely New York City, with the Empire State Building as a prominent central landmark. The scene is overlaid with a complex geometric pattern of semi-transparent polygons in shades of red, pink, and blue. The color gradient transitions from a warm red on the left to a cool blue on the right. The Elica logo, consisting of a stylized symbol and the word 'elica' in a lowercase sans-serif font, is centered in the upper half of the image.

MetLife

WORLDWIDE