

## Built-in Cooktops

### Software problem “appliance does not switch off”

1. **Appliances concerned** (list is sorted ascending, according to decoration numbers)

PNC	Model	Decoration Number	Ref.
941 592 730	EHS8881O	604	330546130/7
941 689 347	JCK741R	733	330546130/7
941 591 499	GKT/56RC	734	330546130/7
941 591 501	SGKT56RC	734	330546130/7
941 591 502	GKT/56R	735	330546130/7
941 591 500	GKWT56RC	736	330546130/7
941 591 505	GKT/75RC	738	330546130/7
941 591 507	GKT/75R	739	330546130/7
941 591 506	GKWT75RC	740	330546130/7
941 591 494	GK58TCCN	741	330546130/7
941 591 495	GK58TCPLCN	741	330546130/7
941 591 496	GK58TCO	742	330546130/7
941 591 497	GK69TCCN	744	330546132/3
941 591 498	GK69TCO	745	330546132/3
941 591 503	GK78TCCN	746	330546130/7
941 591 504	GK78TCO	747	330546130/7
941 054 496	66300KF-AN	753	330546130/7
941 054 497	96300KA-MN	754	330546130/7
941 689 009	TGK58HICO	755	330546130/7
949 591 214	QHC645K	01A	330546130/7
949 591 212	QHC641X	01A	330546130/7
949 591 213	QHC645X	01B	330546130/7
949 591 210	TVE6802N	02A	330546133/1
949 591 578	DEK2430-UR	03G	330546130/7
949 591 194	66030K-MN	04A	330546130/7
949 591 249	66030K-MN	04A	330546130/7
949 591 579	DEK2440-UR	04G	330546130/7
949 591 245	66200K-MN	05A	330546130/7
949 591 245	66200K-MN	05B	330546130/7
949 591 195	6630K-MN	06A	330546130/7
949 591 575	KT6420I	06F	330546130/7
949 591 196	66100K-MN	07A	330546130/7
949 591 576	KT7420I	07F	330546130/7
949 591 179	66301KF-N	08A	330546130/7
949 591 251	66301KF-N	08A	330546130/7
949 591 519	66301KF-N	08A	330546130/7
949 591 241	66300K-IN	09A	330546130/7
949 591 241	66300K-IN	09B	330546130/7
949 591 246	79200KF-N	10A	330546132/3
949 591 246	79200KF-N	10B	330546132/3
949 591 198	V144DS/2	11A	330546130/7

PNC	Model	Decoration Number	Ref.
949 591 229	DEK2440-UR	12B	330546130/7
949 591 233	DEK2445-AL	13B	330546132/3
949 591 236	ZKT663LN	14A	330546130/7
949 591 237	ZKT663LX	14A	330546130/7
949 591 238	ZKT663LALU	14A	330546130/7
949 591 461	ZKT663LALU	14A	330546130/7
949 591 463	ZKT663LX	14A	330546130/7
949 591 240	EHS6631P	15A	330546130/7
949 591 199	EHS6636X	16A	330546130/7
949 591 200	EHS6641P	17A	330546130/7
949 591 202	EHS6691X	18A	330546130/7
949 591 203	EHS6691U	18A	330546130/7
949 591 205	EHS7631P	19A	330546133/1
949 591 204	EHS7621X	20A	330546133/1
949 591 211	QHC641K	21A	330546130/7
949 591 212	QHC641X	21A	330546130/7
949 591 247	QHC619X	22A	330546130/7
949 591 215	QHC646	23A	330546130/7
949 591 587	79301KF-N	23F	330546132/3
949 591 216	QHC742X	24A	330546132/3
949 591 216	QHC742X	24B	330546132/3
949 591 595	66201KF-N	24F	330546130/7
949 591 516	66300K-IN	25A	330546130/7
949 591 221	KT6420X	25G	330546130/7
949 591 523	CVH273N	28D	330546130/7
949 591 631	66400KF-AN	31F	330546130/7
949 591 235	ZKT656LX	32B	330546130/7
949 591 226	DEK2430-AL	33B	330546130/7
949 591 227	DEK2430-RF	33B	330546130/7
949 591 228	DEK2430-UR	34B	330546130/7
949 591 230	DEK2435-AL	35B	330546132/3
949 591 231	DEK2435-RF	35B	330546132/3
949 591 232	DEK2435-UR	36B	330546132/3
949 591 234	DEK2445-UR	37B	330546132/3
949 591 223	DEK2450-AL	38B	330546130/7
949 591 224	DEK2460-AL	39B	330546130/7
949 591 225	DEK2460-UR	40B	330546130/7
949 591 267	ZKT661LX	41B	330546130/7
949 591 473	TVE9803N	42C	330546130/7
949 591 474	TVE8903N	43C	330546133/1
949 591 316	JCK641E	56A	330546130/7
949 591 317	JCK641A	56A	330546130/7
949 591 322	JCK641EW	57A	330546130/7
949 591 391	76301KFE-N	58B	330546130/7
949 591 398	EHS6640X	63B	330546130/7
949 591 330	EHS6646X	67A	330546130/7
949 591 392	ZKT863LX	69B	330546130/7
949 591 565	EHS7680X	72C	330546133/1
949 591 318	JCK641I	80A	330546130/7
949 591 318	JCK641I	80B	330546130/7
949 591 319	JCK841E	81A	330546130/7
949 591 319	JCK841E	81B	330546130/7
949 591 320	JCK881	82A	330546130/7
949 591 320	JCK881	82B	330546130/7

PNC	Model	Decoration Number	Ref.
949 591 321	JCK891E	83A	330546133/1
949 591 590	EHS8671P	85C	330546130/7
949 591 586	TVE8803N	87C	330546130/7
949 591 178	66301K-MN	U01	330546130/7
949 591 250	66301K-MN	U01	330546130/7
949 591 201	EHS6651P	U03	330546130/7
949 591 206	EHS7691X	U15	330546133/1
949 591 207	EHS7691U	U15	330546133/1
949 591 182	76301K-MN	U24	330546130/7
949 591 253	76301K-MN	U24	330546130/7
949 591 183	76301KF-N	U25	330546130/7
949 591 520	76301KF-N	U25	330546130/7
949 591 180	66300KF-AN	U44	330546130/7
949 591 252	66300KF-AN	U44	330546130/7
949 591 521	66300KF-AN	U44	330546130/7
949 591 181	79301KF-MN	U46	330546132/3
949 591 273	79301KF-MN	U46	330546132/3
949 591 217	QHC745X	U47	330546132/3

## 2. Problem description

Despite the direct switching off of the cooktop by the main switch, cooking zones may still be active although this is not indicated in the display.

This problem may arise in input electronics with software version <1.8.

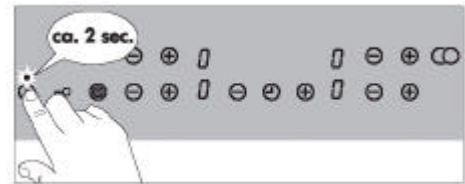
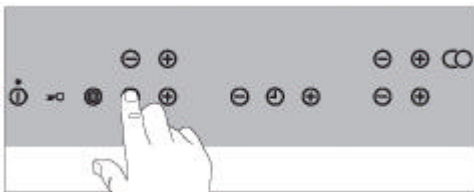
Cooktops with induction and 5 cooking zones are not affected.

A safe operation is possible until the input electronic will be exchanged.

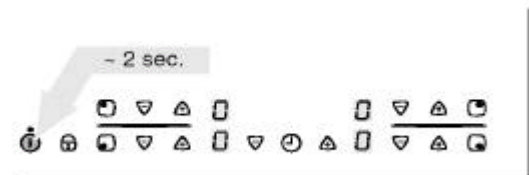
- First, reset all cooking zones separately to 0 using the cooking level selector sensor. The display indicators of all cooking zones indicate 0.
- Next, switch off the cooktop by the main switch.

### Panel layouts depending on brand

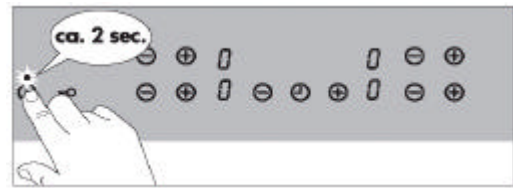
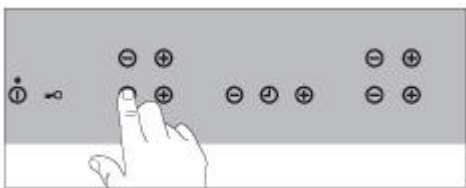
#### JUNO



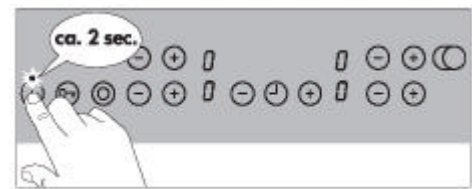
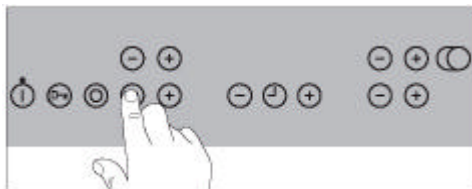
Electrolux



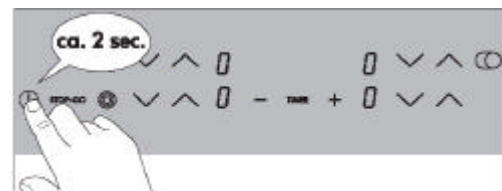
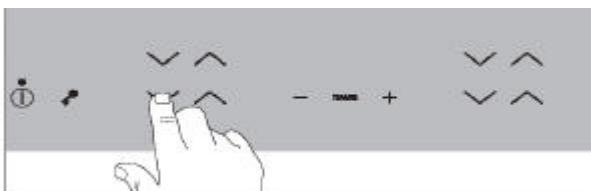
Husqvarna



Zanussi



AEG





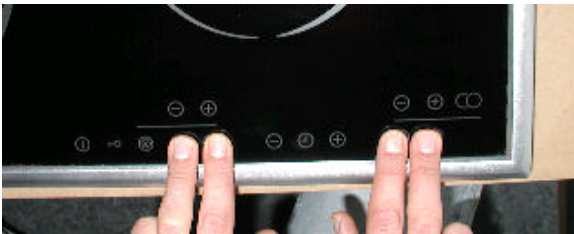
### 3. Checking of software version by the service mode

Way of procedure: Service mode for inquiry of software version.  
The appliance must be in OFF position.

- a) Actuate the main switch until the display goes out again.



- b) Touch and keep touched both cooking level selector sensors of the front cooking zones simultaneously. After the second signal sound press the sensor field "timer" **immediately** (figure 3).



The front left cooking zone display indicates "s" for Service Mode.

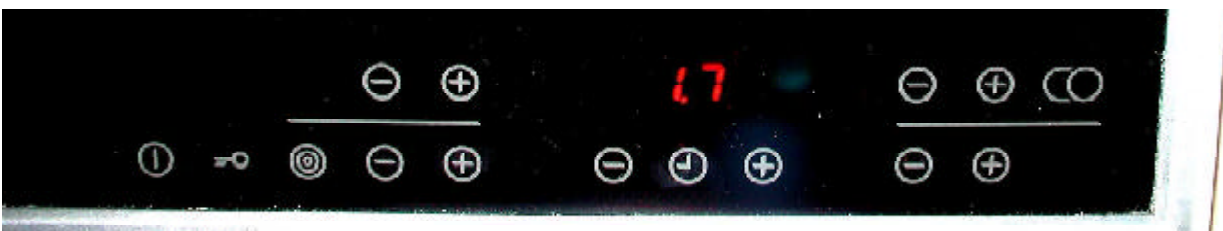
- c) Start "Service Mode" with the appropriate sensor field, cooking level selector "+" or "−" of the indication "s".



When "Service Mode" was selected, a test routine will start. This routine takes 15 sec. – all LEDs are lit.



At the end of the test routine, the timer display indicates the software version of the input electronic.

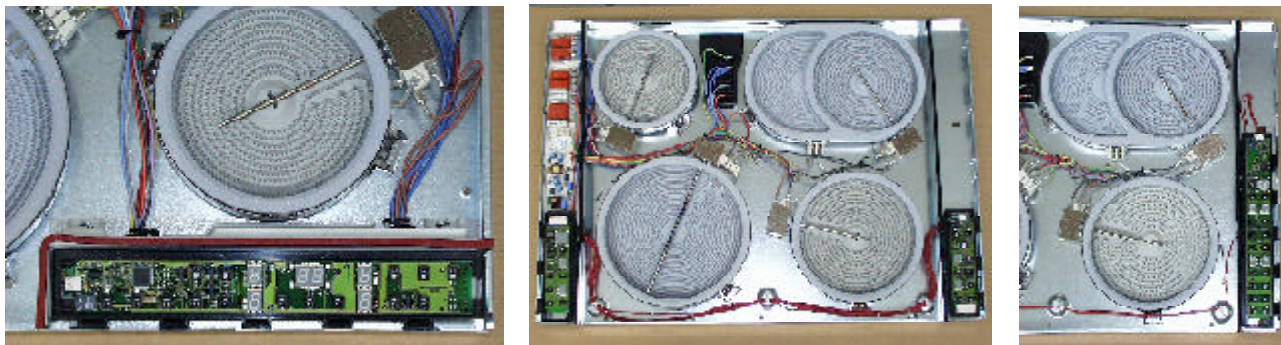


After this test program has run down the electronic will turn into "OFF" position. The appliance can be operated again normally.

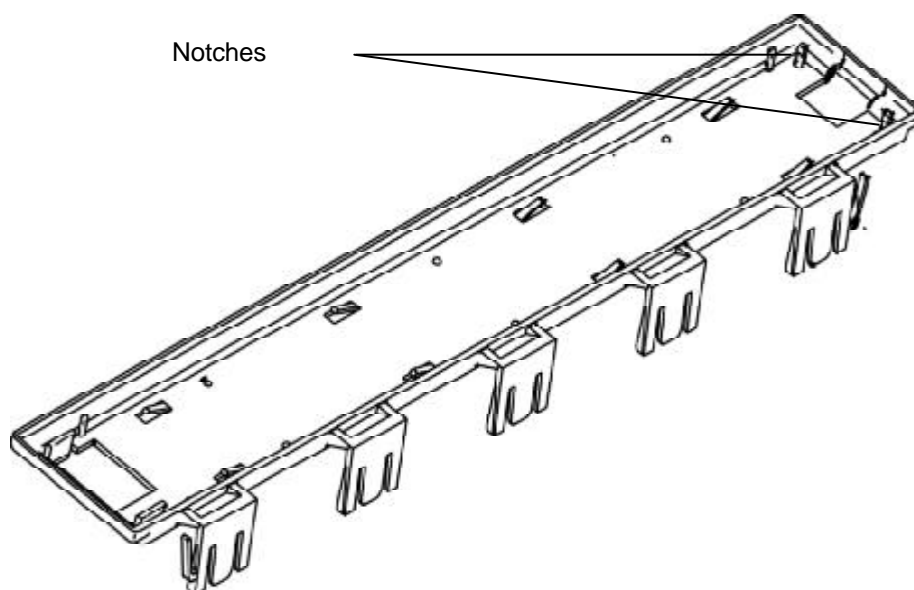
#### 4. Problem recovery

The problem recovery is to install an input electronic with software version 1.8. . Look up the required spare part number from the table under point 1.

You may find the following installation variants of input electronics. But the dismounting respectively installation of the input electronics is the same with all variants.



Attention, important information: During the dismounting respectively installation of the input electronic please regard that a breaking of the notches fixing the input electronic will be prevented. Please look up the spare part numbers of the casing from the spare part documentation.



**Attention:** Return the dismounted electronics to the particular service stations!

In doing so, pay attention to:

1. Mark packing and electronic with the sticker enclosed with the spare part.
2. Enter order data in information sheet and enclose it to the disassembled part.

**Important:** In order to get an evaluation in our quality system you basically have to use the component code 724 and the defect code 31.

**Attention: Return the dismantled electronics to the particular service stations!**

Note: Look out ESD! Electrostatic discharge

As the input electronic is not protected internally against static electricity, you have to ensure during dismantling respectively installation that a dissipation of potential to the casing of the appliance will take place in order to neutralize a possible charging and to prevent a damaging of the input electronic. This is possible by touching the cooktop tray.

All dismantled input electronics must be protected against ESD immediately with the original packing.

Dismounting resp. installation

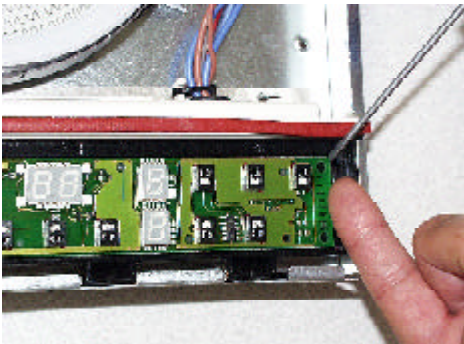
After removing the connecting screws between cooktop tray and frame the cooktop glass incl. frame can be removed. Now you have access to the input electronic.

- Figure 1: Remove both locking hooks of the support frame  
 Figure 2: Lift and remove the input electronic from the support frame  
 Figure 3: Disconnect the connecting line

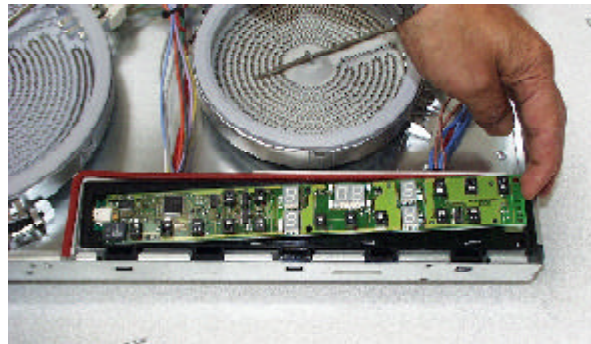
Now you can remove the input electronic of the built-in cooktop.  
 The installation of the "new" input electronic, version 1.8, is to be made in reversed order.

Installation information fig. 4: Shift in the input electronic into the guidance of the support frame to the stop.

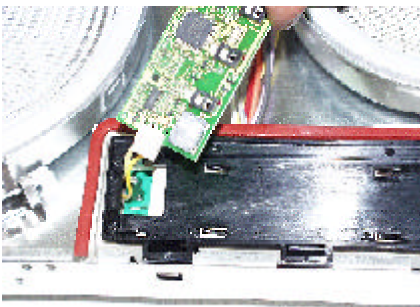
Installation information fig. 5: Presentation of electronic not in end position. Correct, see figure 1. Please pay attention that the input electronic is locked in end position by both locking hooks of the support frame.



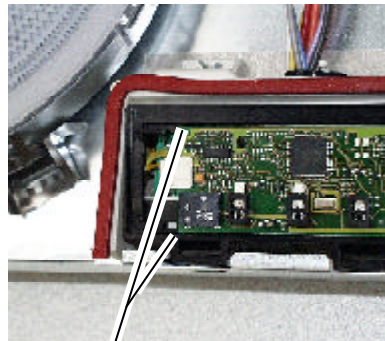
Pic. 1



Pic. 2

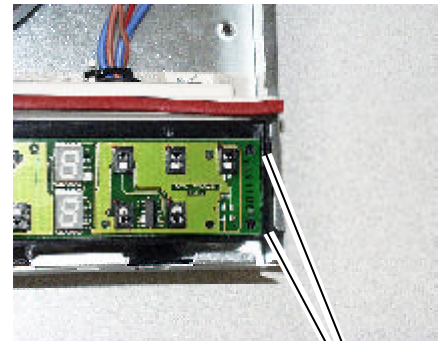


Pic. 3



stop

Pic. 4



Pic. 5

notches