



## Electronic Surface Element Control System (ESEC) Error Code Descriptions

When a specific error condition occurs in the ESEC system a code will be displayed in the electronic control panel. The error codes are displayed as "EO" in the left display followed by the code number in the right display. For each Error Code there is a listing of the likely cause or failure condition, as well as suggested corrective actions to be taken. Always reset the power by disconnecting or turning off the power supply for 30 seconds to see if the failure condition will clear. If the error code returns perform the steps one at a time in the order listed below to correct the specific failure condition. **NOTE: If multiple changing error codes are displayed check for disconnected wires or cables.**

### Tech Sheet Abbreviations and Terminology

EOC = Electronic Oven Control	ESEC = Electronic Surface Element Control	TST = Touch Sensor Technology (touch control glass panel)
UIB = User Interface Board	TSEC = Touch Sensor Electronic Control	RTD = Resistance Temperature Device. (Temp Probe or Temp Sensor)
VSC = Variable Speed Control	PS = Power Supply board (PS1, PS2, etc.)	TCO = Thermal Cut Out also "Thermo Disc" or "Thermal Limiter"

### Electronic Surface Element Control (ESEC) Fault Code Descriptions

Code	Condition / Cause	Suggested Corrective Action
11	Jammed key	<ol style="list-style-type: none"> <li>Verify if there is no mechanical interference in the Touch Panel area (utensil, wire, etc.). Disconnect power, wait 30 seconds, and reapply power.</li> </ol> <p><b>If fault returns:</b></p> <ol style="list-style-type: none"> <li>Verify harnesses between ESEC-UIB and the Touch Panel.</li> <li>Replace the ESEC-UIB.</li> <li>Replace the Touch Panel</li> </ol>
14	Touch Panel Tail missing	Disconnect power, wait 30 seconds, and reapply power. If fault returns: <ol style="list-style-type: none"> <li>Verify harnesses between ESEC-UIB and the Touch Panel are connected properly.</li> <li>Replace the ESEC-UIB.</li> <li>Replace the Touch Panel.</li> </ol>
15	ESEC Self Test fail	<ol style="list-style-type: none"> <li>Verify cables and connections on the ESEC-UIB are not damaged and are well installed.</li> <li>Replace the ESEC-UIB</li> <li>Replace the ESEC Power Supply board.</li> </ol>
20/27	Loss of communication with Left Zones Generator Circuit board.	<ol style="list-style-type: none"> <li>Verify communication harness between left and right side generator circuit board is not damaged and is well installed.</li> <li>Verify AC power harness is not damaged and is well installed at BPL and BPN connectors of left side generator circuit board.</li> <li>Verify ID1 jumper is well installed at BC1 connector of the left side generator circuit board (BC5 not connected).</li> <li>Verify there is no jumper installed at BC1 and BC5 connectors of the right side generator circuit board.</li> <li>Replace the left side generator circuit board.</li> </ol>
21/28	Loss of communication with Right Zones Generator Circuit Board.	<ol style="list-style-type: none"> <li>Verify AC Power harness is not damaged and is well installed at BPL and BPN connectors of right side generator circuit board.</li> <li>Verify ID1 jumper is well installed at BC1 connector of the left side generator circuit board (BC5 not connected).</li> <li>Verify there is no jumper installed at BC1 and BC5 connectors of the right side generator circuit board.</li> <li>Replace the right side generator circuit board.</li> </ol>
23	Loss of communication with both Generator Circuit Boards.	<ol style="list-style-type: none"> <li>Verify AC Power Supply at the input of the appliance is 240VAC.</li> <li>Verify communication harness going from the ESEC20 UIB and the right side generator circuit board is not damaged and is well installed.</li> <li>Replace ESEC20 UIB.</li> <li>Replace the right side generator circuit board and both communication harnesses.</li> </ol>
30/35	AC input voltage too high(30) AC input voltage too low(35)	<ol style="list-style-type: none"> <li>Verify the house voltage at the main incoming connection, the voltage should be 240VAC.</li> <li>Verify cables and connections on the left side generator circuit board are not damaged and are well installed.</li> <li>Replace the left side generator circuit board.</li> </ol>
31/ 32/ 34/ 36/ 37/ 40	Internal generator errors	<ol style="list-style-type: none"> <li>Verify cables and connections on the Left Side Generator Circuit Board are not damaged and are well installed.</li> <li>Replace the left side generator circuit board.</li> </ol>
33	Cooling fan blocked	<ol style="list-style-type: none"> <li>Verify cables and connections on the left side generator circuit board are not damaged and are well installed.</li> <li>Verify there is no mechanical interference with the fan on the left side generator circuit board.</li> <li>Replace the left side generator circuit board.</li> </ol>
38	Cooling fan not connected	<ol style="list-style-type: none"> <li>Verify fan is correctly connected at BS1.</li> <li>Replace the left side generator circuit board.</li> </ol>
39	Configuration error	<ol style="list-style-type: none"> <li>Replace the ESEC20 UIB.</li> <li>Replace both generator circuit boards.</li> </ol>
41	Induction sensor (coils) defect	<ol style="list-style-type: none"> <li>Verify if the left side inductor (coils) are connected properly (measure approx. 0 Ohm).</li> <li>Replace left side generator circuit board if 0 ohm otherwise replace the inductor (coil).</li> </ol>
42/43	General pot detection alarm (42) Pot detection sensor fail (43)	<ol style="list-style-type: none"> <li>Verify pans are the proper type (magnet sticks to the bottom of pan).</li> <li>Verify pan is not warped or rusty, pan is proper size, pan is placed correctly.</li> <li>Replace left side generator circuit board.</li> </ol>
44	Generator Circuit Board temperature warning	<ol style="list-style-type: none"> <li>Ensure customer is not using the cooktop with a dry pan at a high temperature level.</li> <li>Ensure cooktop installation is as per installation instruction (check ventilation).</li> <li>Allow zone to cool down and then continue cooking.</li> </ol>

45	Generator Circuit Board temperature alarm	<ol style="list-style-type: none"> <li>Ensure customer is not using the cooktop with a dry pan at a high temperature level</li> <li>Ensure cooktop installation is as per installation instruction (check ventilation).</li> <li>Replace left side generator circuit board.</li> </ol>
51 52/ 55 56	LF temperature sensor breaks LR temperature sensor breaks RF temperature sensor breaks RR temperature sensor breaks	<ol style="list-style-type: none"> <li>Verify induction temperature sensor is connected properly at B71 or B81 as per wiring diagram.</li> <li>Verify the inductor temperature sensor is installed properly and not damaged (measure approx. 100K Ohms at room temperature).</li> <li>Replace associate generator circuit board (left or right) as per wiring diagram.</li> </ol>
63/64/ 67/68	Element temperature sensor too hot (LF, LR, RF, RR)	<ol style="list-style-type: none"> <li>Ensure customer does not use the cooktop with a dry pan at high temperature levels.</li> <li>Verify the inductor temperature sensor is installed properly and not damaged in the proper generator (measure approx. 100k Ohms at room temperature).</li> <li>Replace associate generator circuit bard (left or right) as per wiring diagram.</li> </ol>
70 75	AC input voltage too high (70) AC input voltage too low (75)	<ol style="list-style-type: none"> <li>Verify the house voltage at the main incoming connection, the voltage should be 240VAC.</li> <li>Verify cables and connections on the right side generator circuit board are not damaged and are well installed.</li> <li>Replace the right side generator circuit board.</li> </ol>
71/72/ 74/76/ 77/80	Internal generator error.	<ol style="list-style-type: none"> <li>Verify cables and connections on the right side generator circuit board are not damaged and are well installed.</li> <li>Replace the right side generator circuit board.</li> </ol>
73	Cooling fan blocked	<ol style="list-style-type: none"> <li>1) Verify cables and connections on the right side generator circuit board are not damaged and are well installed.</li> <li>Verify there is no mechanical interference with the fan on the right side generator circuit board.</li> <li>Replace the right side generator circuit board.</li> </ol>
78	Cooling fan not connected	<ol style="list-style-type: none"> <li>Verify fan is correctly connected at BS1 of the right side generator circuit board.</li> <li>Replace the right side generator circuit board.</li> </ol>
81	Induction sensor (coils) defect	<ol style="list-style-type: none"> <li>Verify if the right side inductor (coils) are connected properly (measure approx. 0 Ohm).</li> <li>Replace right side generator circuit board if 0 ohm otherwise replace the inductor (coil).</li> </ol>
82/83	General pot detection alarm (82) Pot detection sensor fail (83)	<ol style="list-style-type: none"> <li>Verify pans are the proper type (magnet sticks to the bottom of pan).</li> <li>Verify pan is not warped or rusty, pan is proper size, pan is placed correctly.</li> <li>Replace right side generator circuit board.</li> </ol>
84	Generator Circuit Board temperature warning	<ol style="list-style-type: none"> <li>Ensure customer is not using the cooktop with a dry pan at a high temperature level.</li> <li>Ensure cooktop installation is as per installation instruction (check ventilation).</li> <li>Allow zone to cool down and then continue cooking.</li> </ol>
85	Generator Circuit Board temperature alarm	<ol style="list-style-type: none"> <li>Ensure customer is not using the cooktop with a dry pan at a high temperature level.</li> <li>Ensure cooktop installation is as per installation instruction (check ventilation).</li> <li>Replace right side generator circuit board.</li> </ol>

### ADDITIONAL ERROR (FAULT) CONDITIONS

SYMPTOM OR FAILURE	CONTROL DISPLAY	POSSIBLE CAUSE OR CONDITION	SUGGESTED CORRECTIVE ACTION
Pan does not heat up.	Normal operation	Pan too small fo proper pan detection and only works with low power.	Use larger pan or this pan on a smaller cooking zine. Refer to the owner's guide for proper pan selection.
	Flashing Power level display and pan does not heat	Pan not detected	Check whether the pots or pans are suitable for induction. Refer to owner's guide for proper pan selection.
		Inductor not correctly connected or Induction coil open.	Check the Inductor wire terminal connections. Ensure that they are properly connected and tightened. Test continuity of coil (should be less than 1 ohm).
		Distance between Inductor and glass ceramic too large.	Check whether the Inductor is properly positioned and touching the glass cooktop surface.
Individual buttons or controls cannot be used or cannot always be used.	None	<ol style="list-style-type: none"> <li>Test cables and connections.</li> <li>Touch Panel defective.</li> <li>ESEC-UIB defective.</li> </ol>	<ol style="list-style-type: none"> <li>Follow instructions for proper use of touch controls.</li> <li>Verify harness going between ESEC-UIB, J2 connector and Touch Panel, J3 connector (14 pins). Replace if defective or damaged.</li> <li>Verify there is no mechanical interference close to the Touch Panel (wires, utensils, etc.)</li> <li>Replace the Touch Panel.</li> <li>Replace the ESEC-UIB.</li> </ol>
Steady "HE" in display when cooking zone is cold and switched off.	"HE"	Temperature sensor defect.	<ol style="list-style-type: none"> <li>Test surface RTD approx. 1k ohms at room temperature. Replace surface unit if resistance is not correct.</li> <li>Replace induction control assembly.</li> </ol>
Cooking power too low or shuts down prematurely.	None	Fluids spilled or object lying on control panel keypads.	Clean up spills or remove objects. Restart cooktop in normal manner.
		Ventilation slots obstructed.	Clear vent openings
		Unsuitable pots (bottom bent).	Follow owners guide for proper pan selection.
		Distance between Inductor and glass ceramic too large.	Check whether the glass ceramic was pushed down when being screwed in position and the Inductor has been correctly positioned.
		Fan does not start.	<ol style="list-style-type: none"> <li>When setting a cooking phase greater than 0, the fan runs at a slow speed. If not, check the fan for foreign objects, remove these where appropriate.</li> <li>If necessary, replace the fan.</li> </ol>