

# TECHNICAL INFORMATION

## Troubleshooting Guide

Symptom	Probable cause	Diagnosis	Solution
1. The appliance doesn't turn on. Completely out of service	1.1 The appliance has not been plugged or no power in the electrical installation	1.1.1 Check the connection to the power supply	1.1.1.1 Connect to the power supply
		1.1.2 Check the power supply voltage	1.1.2.1 Restore the correct voltage in power supply
	1.2 RFI fuse has been blown or RFI malfunction <i>*Models with RFI separate the digital programmer (PCB)</i>	1.2.1 Check the fuse continuity	1.2.1.1 Replace the fuse by another one with the same specifications IT-16-008
		1.2.2 Check the RFI Filter is working properly	1.2.2.1 Replace the RFI filter
	1.3 Digital Programmer (PCB) input fuse blown <i>*Models with RFI integrated in PCB</i>	1.3.1 Check the fuse continuity	1.2.1.1 Replace the fuse by another one with the same specifications
	1.4 Digital Programmer (PCB) malfunction	1.4.1 Proceed with the auto test procedure and individual switch test procedure	1.4.1.1 Replace the PCB
2. Light doesn't work. Everything works correctly but the light never turn on.	2.1 The lamp has blown	2.1.1 Check the lamp bulb	2.1.1.1 Replace the lamp
	2.2 The lamp transformer is damage <i>* Models with lamp transformer separated from the PCB</i>	2.2.1 Check the lamp transformer output (11,5V AC)	2.2.1.1 Replace the lamp transformer
	2.3 PCB malfunction	2.3.1 Check the lamp transformer input voltage (230V AC) <i>* Models with lamp transformer separated from the PCB</i>	2.3.1.1 Replace the PCB
		2.3.2 Display "Lamp" or after check the point "2.1" with a negative result <i>* Models with lamp transformer integrated in the PCB</i>	2.3.2.1 Replace the PCB



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3 – Doesn't heat in microwaves functions. Everything works correctly but the appliance doesn't generate microwaves.	3.1 – HV (high voltage) transformer is damage	3.1.1 – Check the HV transformer ( <a href="#">link</a> )	3.1.1.1 – Replace the transformer <a href="#">IT-16-002</a>
	3.2 – HV diode is damage	3.2.1 – Check the HV diode ( <a href="#">link</a> )	3.2.1.1 – Replace the HV diode <a href="#">IT-16-004</a>
	3.3 – HV capacitor is damage	3.3.1 – Check the HV capacitor ( <a href="#">link</a> )	3.3.1.1 – Replace the HV capacitor
	3.4 – Magnetron is damage	3.4.1 – Check the magnetron ( <a href="#">link</a> )	3.4.1.1 – Replace the magnetron <a href="#">IT-16-001</a>
	3.5 – Security thermostat (140°C) is damage	3.5.1 – Check the continuity of the thermostat with the magnetron at ambient temperature	3.5.1.1 – Replace the thermostat
	3.6 – Monitor Microswitch damage	3.6.1 – Verify the continuity between contacts (N.O.) when microswich is actuated.	3.6.1.1 – Replace the microswitch
	3.7 – PCB malfunction	3.7.1 – Check connections to PCB	3.7.1.1 – Replace the PCB
4 – Doesn't heat in grill functions. Everything works correctly but the appliance doesn't activate the grill heater.	4.1 – Grill heater damaged	4.1.1 – Check the grill element measuring the ohm value. Should present a value around 35Ω.	4.1.1.1 – Replace the grill heater
	4.2 - Security thermostats damage (90° or 140°)	4.2.1 - Check the continuity of the thermostats at ambient temperature.	4.2.1.1 - Replace the thermostats



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4 – Doesn't heat in grill functions. Everything works correctly but the appliance doesn't activate the grill heater.	4.3 – PCB malfunction	4.3.1 – Check PCB output	4.3.1.1 – Replace the PCB
5 - Doesn't heat in convection functions (oven mode). Everything works correctly but the appliance doesn't activate the convection heater.	5.1 – Convection heater damaged	5.1.1 – Check the convection element measuring the ohm value. Should present a value around 33Ω.	5.1.1.1 – Replace the convection heater
	5.2 - Security thermostat damage (150°)	5.2.1 - Check the continuity of the thermostat at ambient temperature.	5.2.1.1 - Replace the thermostat
	5.3 – PCB malfunction	5.3.1 - Check PCB output	5.3.1.1 – Replace the PCB
6 – Turntable motor doesn't rotate	6.1 – Turntable motor is damage	6.1.1 – Check the turntable motor measuring the ohm value between terminals. Should present a value around 14,2KΩ.	6.1.1.1 – Replace the turntable motor
	6.2 – PCB malfunction	6.2.1 -Check PCB output	6.2.1.1 – Replace the PCB
7- Don't allow the start order and the light is always on	7.1 – Door hook broken and the came in the security position	7.1.1 – Check the door hook and the cam position IT-16-015	7.1.1.1 – Replace the inner door frame or place the cam in functional position IT-16-012
	7.2 – Door misalignment	7.2.1 – Check door position	7.2.1.1 – Adjust the door in correct position IT-16-007
	3.6 – Microswitch damage	3.6.1 – Verify the continuity between contacts (N.O.) when microswich is actuated.	3.6.1.1 – Replace the microswitch



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8 – After work approximately 2 minutes in microwaves function, stops heat the food for a long period	8.1 – Tangential ventilator motor is damage or the turbine blocked	8.1.1 – Check the motor measuring the ohm value between terminals. Should present a value around 66Ω. Check the turbine free movement.	8.1.1.1 – Replace the ventilator motor or release the turbine
	8.2 – PCB malfunction	8.2.1 – Check PCB output	8.2.1.1 – Replace the PCB
9 – Convection motor doesn't work * The bottom of the cavity with a yellow tone	9.1 – Motor damage or fan blocked	9.1.1 - Check the motor measuring the ohm value between terminals. Should present continuity on the coil. Check the fan free movement.	9.1.1.1 – Replace the ventilator motor or release the turbine
	9.2 – PCB malfunction	9.2.1 – Check PCB output	9.2.1.1 – Replace the PCB
10 - Tangential ventilator motor is always working	10.1 – Magnetron temperature sensor is damage or disconnected	10.1.1 – Check the sensor connection and if isn't in open circuit	➤10.1.1.1 – Reconnect or replace the sensor
	10.2 – PCB malfunction	10.2.1 – Check PCB output	10.2.1.1 – Replace the PCB
11 – The oven heats up but it takes too long to reach the maximum temperature	11.1 – The electromagnetic actuator damage	11.1.1 – Check the actuator measuring the ohm value between terminals.	11.1.1.1 – Replace the electromagnetic actuator
	11.2 – Flap mechanical stuck	11.2.1 – Check the flap free movement	11.2.1.1 – Release the flap
	11.3 – PCB malfunction	11.3.1 – Check PCB output	11.3.1.1 – Replace the PCB



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12 - The display is indicating "ERC" and "ERM"	12.1 Defective temperature sensor (open circuit)	12.1.1 Measure ohmic value of the sensor $R_{25^{\circ}\text{C}} = 100\text{k} \pm 5\%$	12.1.1.1 Replace cavity temperature sensor

"LAMP" – This message appears in the display when the lamp is damaged. This message appears when there's an action that should turn the light on.  
 "HOT" – This message appears in the display when the temperature of the PCB is higher than 95°C. All the loads are turned off except the tangential blower.  
 "ERC" – This message appears in the display if the temperature sensor of the cavity has a malfunction.  
 "ERM" – This message appears in the display if the temperature sensor of the magnetron has a malfunction.

