



MANUEL D'INSTALLATION AND INSTRUCTIONS FOR USE



Version 5.0 you 16/12/2020

NOTICED !

Before using the appliance, please read the user manual carefully and follow the operating instructions strictly. We reserve the right to change the relevant information (including design and parts) in these instructions without prior notice if the product is adapted or improved for its intended use.

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II. MAIN SYMBOLS



DANGER !

This symbol indicates hazardous situations that could result in serious injury or death.



ATTENTION !

This symbol indicates potentially hazardous situations that may result in minor or moderate injury.



WARNING!

This symbol indicates potentially hazardous situations that could result in serious injury or death.



DANGER !

This symbol indicates potentially hazardous situations that could result in serious injury or death.

III. INTRODUCTION

The **SOFRASPEED** oven significantly reduces cooking time compared to traditional ovens without compromising quality.

Defining and saving the parameters of each recipe makes repeated operations easier. It is possible to save **1024 RECIPES**.

Programmable cooking stages

Adjustable programming parameters and steps provide many combination possibilities to achieve different recipes for quality results.

Each menu can program **15 STEPS**; for each step it is possible to set the time, temperature, ventilation speed and microwave power (functionalities vary depending on the model).

Please read all sections of this manual carefully before using the oven and retain it for future reference.



WARNING!

This product is a class A product, it may cause electromagnetic interference in domestic use. The user must therefore take certain accompanying measures.



PREVENT EXPOSURE TO MICROWAVE

1. **DO NOT** open the door during the operation, this may result in a risk of exposure to microwaves.
2. **DO NOT** leave **ANYTHING** between the door seal and the gasket, do not leave any cleaner or other residue on the surface of the door seal.
3. **DO NOT** use the appliance if it is faulty. It is very important to regularly check that the door closes properly.

L Check if the door is not deformed

L Check if the hinges and the door closures are not damaged

L Check if the door seal and seal surface are intact.

Only a qualified service technician is authorized to carry out repairs.

IV. IMPORTANT SAFETY INSTRUCTIONS



WARNING!

Before using this appliance, read the operating instructions carefully and follow the safety instructions carefully to reduce the risk of burns, electric shock, fire, personal injury and prolonged exposure to microwave energy.

1. READ all instructions before using the appliance.
2. This appliance must be earthed. The earth cable must be connected to the appropriate earth socket (see "Electrical Connections");
3. The device must not be used by minors;
4. Read and follow the instructions relating to the "Protection against high-intensity microwave radiation";
5. Do not remove the cover;
6. Do not remove any parts installed inside the oven;
7. Follow the installation instructions carefully supplied with the appliance to carry out installation and set-up;
8. Only qualified personnel may perform maintenance on the device. Contact authorized service providers to inspect, repair or adjust the device;
9. Stop using the oven in the following cases: Damaged power cord/malfunction/failure and shutdown;
10. Do not put the power cord or plug in water or near a heat source;
11. Do not let the power cord hang over sharp edges of the table or get it caught in objects;
12. If the power cord is damaged, have it replaced by a qualified technician;
13. Only suitable containers may be used in the microwave oven;
14. Do not use the oven to heat liquids or foods in a closed container such as glass bottles, or eggs to avoid them bursting;
15. DO NOT USE THE OVEN WHEN EMPTY;
16. Do not block ventilation holes and slots, filters and steam vents;
17. Do not place the oven near water or use it in damp areas;
18. Do NOT use caustic products to clean the appliance, this may cause permanent damage;
19. To avoid the risk of fire in the oven chamber: a) Do not overcook; b) Do not store objects in the oven chamber; c) Before placing paper or plastic bags in the chamber, always remove the metal twist ties and monitor operation; d) If items placed in the oven catch fire, do not open the door, turn off the oven and unplug the power cord;
20. When liquid foods are heated above the boiling point, the surface of the liquid does not always show signs of boiling. Bubbles rarely appear under normal circumstances when the container is removed from the microwave. However, if the container is shaken or a spoon is placed in the liquid, it may boil over and boil over. The risk of burns is considerable in this case;
21. Avoid burns when handling hot drinks, food or containers;
22. Do not damage the control panel, door, door seal and other parts, if the door seal is damaged, have it repaired by a qualified technician;
23. Do not hang or clean clothes in the oven;
24. Before heating liquid foods, stir them to avoid violent boiling;
25. Do not heat milk bottles and infant feeding containers in the oven;
26. Do not heat wine, brandy, rum or other food containing alcohol to avoid overheating and fire;
27. The oven does not allow frying;
28. Untrained persons should not use the oven without supervision;
29. CHILDREN MUST BE SUPERVISED to avoid that they do NOT play with the appliance.

V. ADDITIONAL SAFETY INSTRUCTIONS



READ THESE INSTRUCTIONS CAREFULLY BEFORE USE

1. As with other electrical equipment, the electrical connections of this appliance should be checked at least once a year;
2. Follow the care instructions provided in this manual to clean the chamber and door seal regularly to avoid fire and leakage risks;
3. Turn off the oven every day after use; 4. Do not use the oven to dry cotton and linen;
5. Prevent food from catching fire in the cooking chamber; 6. Transfer food in flammable packaging to microwave/oven-safe containers before heating; 7. Open packaging before heating;
8. Do not use the oven to heat eggs in their shell and other similar foods to avoid them bursting;
9. Pierce or make incisions in foods with skins such as potatoes, apples, sausage, etc. before heating them in the oven;
10. Do not heat food in a container completely closed, the steam generated by the heat can cause the container to burst;
11. Remove excess fat from the container before removing it from the oven;
12. If a glass container has broken in the oven, check the food and discard it if in doubt;
13. DO NOT use the oven if: the door is stuck or does not close properly, the hinges, latch or door seal are not closed.
DO NOT use the oven EMPTY.



IN CASE OF SMOKE

- L Turn off the oven
- L Unplug the power cord
- L Do not open the door, let the fire go out in the room



DANGER !

It is forbidden to remove the filter under the oven while it is in operation because the fan is located underneath.



WARNING!

Do not leave anything under the oven because if it is in operation and the filter has inadvertently not been replaced, it could be sucked up by the fan.



ATTENTION !

Before removing and installing the grease filter, ensure that the equipment is turned off and the cooling fan stops running.

VI. TABLE OF SUITABLE CONTAINERS

The manufacturer has listed below some containers suitable under certain conditions.
Refer to the table before use.

Heat-resistant containers		
Tempered glass	CHECK	Containers with metallic decoration cannot be used
Glass ceramic	CHECK	
Pottery (glaze, ceramic)	CHECK	

Metal plate		
Metal plate (do not use any other metal containers)	CHECK	<p>Only on a grid inside the room.</p> <p>DO NOT COOK FOOD DIRECTLY ON THE LOWER WALL OF THE OVEN.</p>

Plastic containers		
Special plastic containers suitable for the oven	CHECK	<p>Do not use when the temperature reaches a certain level.</p> <p>Refer to the manufacturer's manual</p>

Dishes		
Do not use flammable containers (paper/ cardboard)	TIME/CIRCLE	
Papier d'aluminium	TIME/CIRCLE	

Other instruments		
Sealing tape, label	TIME/CIRCLE	No cooking utensils should be in the oven while it is heating.
Dishes	TIME/CIRCLE	
Temperature probe	TIME/CIRCLE	

INSTALLATION AND USE





ATTENTION !

1. *EXCESSIVE WEIGHT HAZARD. Handle the oven properly, follow all applicable national or local regulations regarding heavy objects, DO NOT CARRY THE OVEN BY THE DOOR HANDLE. This may damage the oven or cause injury. Our company is not responsible for any claims arising from the oven falling or any injuries that may result from such a fall.*
2. *When the oven is not in use, turn off the power and store the oven in a cool, dry place. cool and dry. Do not stack the oven.*

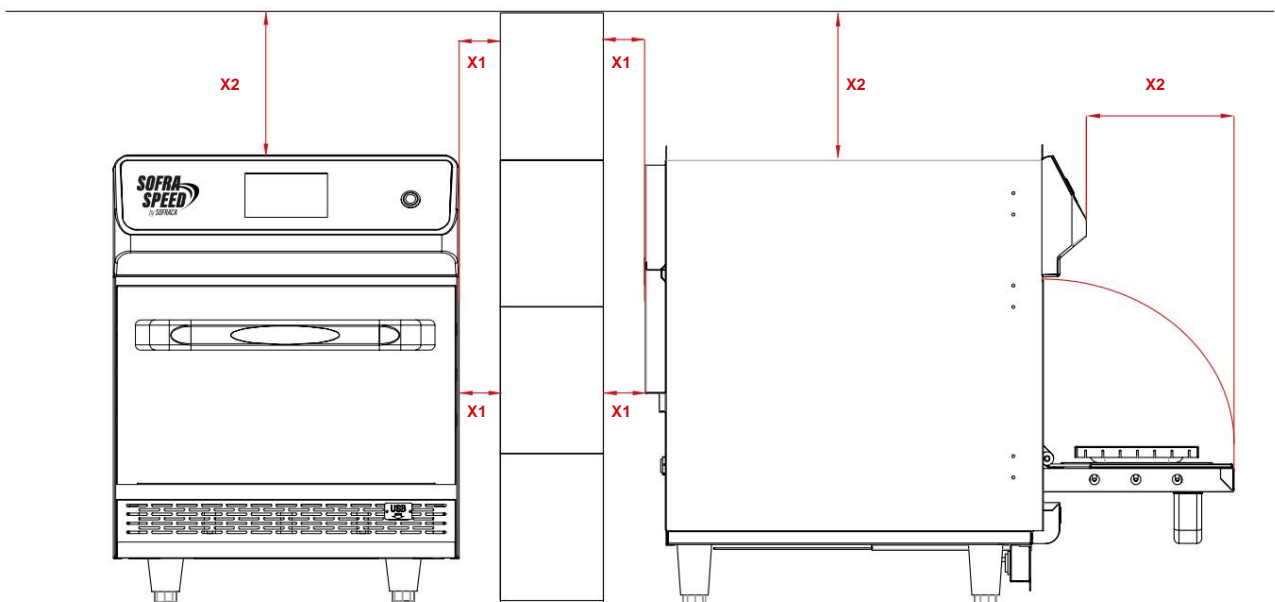
1. INSTALLATION

1.1. RECEPTION

1. Upon receipt, ensure that the device does not show any significant apparent damage.
In case of damage, contact the transport company.
2. Open the package, remove the protective tape on the top of the chamber AND the protective film.
Dispose of the packages properly.

1.2. LOCATION AND POSITION OF THE OVEN

1. Choose a location away from heat.
2. Do not place the oven near a fryer, grill, etc. If the oven is next to a heat source, place a heat shield on the top of the oven.
3. Place the oven on a non-flammable, non-slip platform. The platform should be horizontal, stable and capable of supporting the total weight of the oven.
4. Leave a space of at least 60 mm (X1) around the oven and 140 mm above the oven to allow heat to dissipate. Leave sufficient distance (X2) in front of the oven to open the door.
5. The air intake is located under the oven door. The temperature of the air entering the oven should be kept as low as possible. If the incoming air is preheated by the stove, oven, grill, fryer, etc., it may reduce the oven's performance and life.
6. Do not stick any stickers or labels on the oven except for the labels already stuck on.
and authorized by the manufacturer.



1.3. INSTALLATION OF THE POWER SUPPLY

1.3.1. POWER SUPPLY

It is strongly recommended to connect the oven to a differential protection, its decoupling current must not be less than 30 mA.

Select a standard type circuit breaker (Class B) that is sensitive to the electrical signal. A trip signal occurs when the user opens a freezer, refrigerator and other appliances (including microwaves). It is strongly recommended to use a circuit breaker (Class C) designed for products such as this oven. If multiple ovens are used, each oven must be connected to a suitable circuit breaker.

This device complies with EN61000-3-11. It may interfere with power supply systems, request authorization from the electricity supply service before connecting it. Use a low impedance power supply if necessary.

1.3.2. INSTALLATION OF THE POWER SUPPLY

First connect the appliance to the automatic circuit breaker, then to the power supply according to the diagram below.



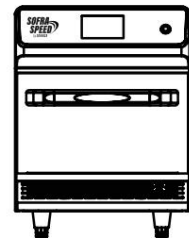
Power source



Leak Protector
(highly recommended)



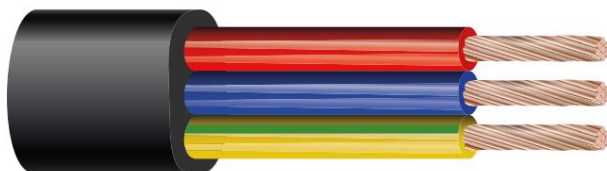
Disjoncteur automatique Four **SOFRASPEED**



1.3.3. SINGLE PHASE

The connection of the single-phase power supply is described in the illustration.

The rated current of the circuit breaker (class C) is 40 A.



■ Phase ■ Neutral ■ Earth



DANGER !

Contact a qualified electrician if in doubt about the electrical connection.

**WARNING!**

When connecting the power cable, make sure that the core wire and the power cable are connected securely. Even if the power cable is subjected to external forces, the wiring terminals must not be loose, otherwise damage may occur.

The power cable shall be sheathed and oil resistant and shall be of similar weight to that of ordinary neoprene or equivalent synthetic rubber sheathed cable. If the power cable is damaged, it shall be replaced with a cable of identical specifications.

**WARNING!**

If the power cable is outdoors, observe water and dust resistance measures

**WARNING!**

To avoid hazards caused by a worn power cord, install a ring on the power cord plug and on the hole through which it passes.

**WARNING!**

When grounding, check whether the power cable is connected to the ground terminal in case of external force action.

**DANGER !**

This appliance must be grounded or it may cause electric shock or death.

The electrical cord of the appliance must be connected to a separate electrical supply by a qualified electrician.

Each device must be equipped with a double-way isolated switch of sufficient nominal capacity and have a gap between the contacts of more than 3 mm.

**ATTENTION !**

*If the power cord is not long enough, **REPLACE** it with a power cord of sufficient length.*

DO NOT CONNECT TWO POWER CABLES TOGETHER TO CREATE AN EXTENSION CORD

**EQUIPOTENTIAL CONNECTION**

An equipotential earth point is located on the rear of the device for separate earthing (GND)

2. DEVICE SETTINGS

2.1. DEVICE PARAMETERS TABLE

MODEL	Sofra Speed
DIMENSIONS (MM)	460 x 675 x 660
ROOM (MM)	305 x 305 x 185
CAPACITY (L)	17
NET WEIGHT (KG)	64
TENSION (V)	208-240V~
FREQUENCY	50/60Hz
NOMINAL POWER (KW)	3,5
CONTROLLER	5" touch screen
MENU STORAGE	1024
COOKING STAGE	15
COOKING METHOD	Cooking with hot air + microwave + circulation of hot air from below
MICROWAVE POWER* (KW)	1,5
HOT AIR POWER (KW)	3
MICROWAVE RANGE	0-100%
VENTILATION LEVELS	10
CLASSIFICATION IPX	IPX3
MAX TEMPERATURE.	280

* Estimated microwave output power

3. FEATURES

1. ON/OFF SWITCH

The touch screen turns on. Note: The power off switch does not turn off the internal power supply.

- ### 2. TOUCH SCREEN CONTROLLER
- Refer to the "Operating Instructions" section for more information.

3. NAMEPLATE

Located on the back, it indicates the device model, serial number and power characteristics.

4. PORT USB

A USB port is located under the front door for easy modification of the device's menus.

5. VENTILATION SLOT

Located at the back. The airflow is used to cool the internal components and the steam released by the cooking chamber. DO NOT obstruct the ventilation slot, it does not cause microwave leakage into the environment.

6. AIR FILTER

Located under the oven door. It plays an essential role in air circulation, DO NOT obstruct it and follow the daily maintenance instructions.

7. DOOR HANDLE

Rigid structure allowing the oven door to be opened and closed when the handle is operated from the outside.

NEVER CARRY THE OVEN BY THE DOOR HANDLE.

8. DOOR

The door is equipped with 3 safety interlock microswitches. The door must be kept clean and in good condition. Refer to the "Care and Maintenance" section of this manual for more information.

9. CONVECTION FAN, GREASE FILTERS AND CATALYSTS

The grease filters in front of the convection fan must be kept clean and free of debris, etc. Pay special attention to them. Refer to the "Care and Maintenance" section of this manual for more information.

10. THE CHAMBER IS MADE OF STAINLESS STEEL

Refer to the instructions in the "Care and Maintenance" section of this manual.



3.1. PORT USB

The USB port is located under the front air filter.

3 steps are needed to access it easily.

STEP 1: REMOVE THE AIR FILTER

The air filter is installed with a magnetic cover

Remove it by applying slight force

STEP 2: OPEN THE USB DUST COVER

Turn left or right to open

STEP 3: INSERT A USB DRIVE to download recipes, images, etc.



STEP 1



STEP 2



STEP 3

4. OPERATION

4.1. ELECTRICAL CONNECTION

STEP 1: TURN ON POWER

3 single phase cables



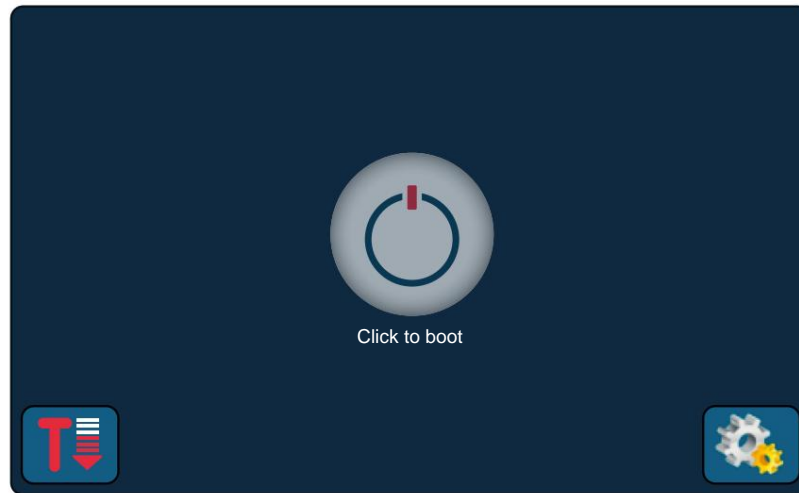
STEP 2: TURN ON THE POWER BUTTON

Activate the power button, the screen turns on and sleep mode is activated

4.2. OPERATING INTERFACE

4.2.1. INTERFACE

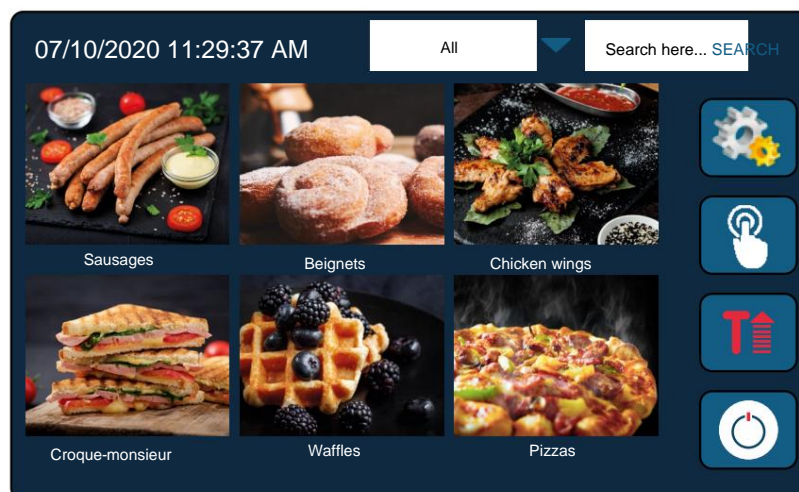
1. Turn on the power button, the screen lights up and the sleep interface is activated as suit :



In cooling mode, when the cavity temperature is higher than 70°C, follow the notification window to open the door while the fan is running; when the temperature drops to 70°C, the oven will automatically return to the standby interface. It is also possible to cancel the cooling mode by pressing



2. Press to access the main interface:





PRESS THIS BUTTON TO SET THE PREHEATING TEMPERATURE



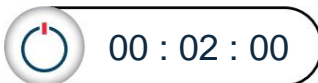
STOP BUTTON, LONG PRESS TO RETURN TO INTERFACE
ON WATCH

4.2.2. EDIT MENU

1. Click on the photo of the dish to enter the parameters:

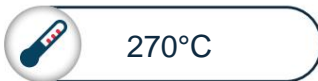


ALLOWS YOU TO DISPLAY THE PARAMETERS OF EACH STEP



00 : 02 : 00

PRESS THE CLOCK TO CHANGE THE COOKING TIME,
NO RECORDING;

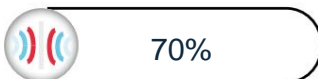


270°C

PRESS THIS BUTTON TO CHANGE THE COOKING TEMPERATURE,
WITHOUT REGISTRATION;



HOLD THIS ICON TO DISPLAY THE ACTUAL CAVITY TEMPERATURE



70%

PRESS AND HOLD THIS ICON TO CHANGE THE PERCENTAGE OF
MICROWAVE (0% - 100%, THEN RECYCLE)



PRESS THIS ICON TO SET THE FAN SPEED



PREHEATING



END OF PREHEATING, OVEN READY TO USE



TEMPERATURE HIGHER THAN PRESET, COOLING



RETURN TO MAIN INTERFACE

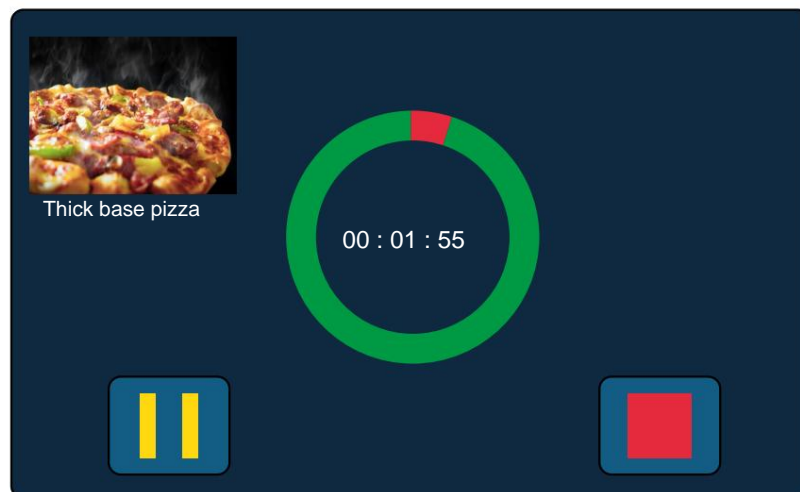


START COOKING



MICROWAVE

2. Press the cooking start button, the cooking screen opens:



PAUSE/RESUME, ALLOWS YOU TO PAUSE AND RESUME COOKING



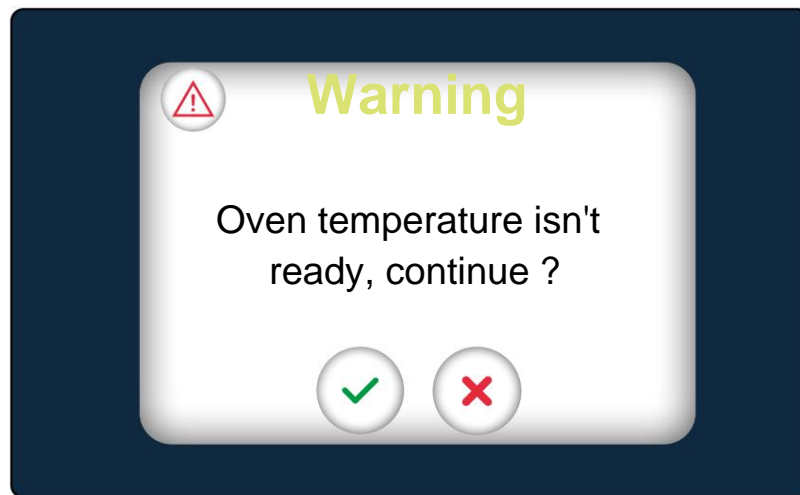
STOP, STOPS COOKING

**ATTENTION !**

Opening the door during cooking results in an audible signal and a **“DOOR OPEN”** warning message but cooking continues when the door is closed.

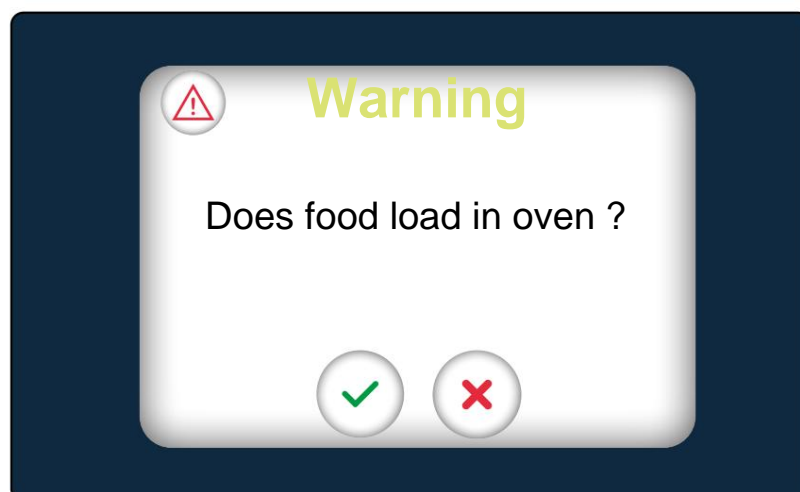
If the temperature has not reached the preset temperature, the system displays the following message:

ATTENTION: OVEN TEMPERATURE IS NOT READY, CONTINUE ?



If the button is selected without opening the door or placing food in the oven, the system displays the message:

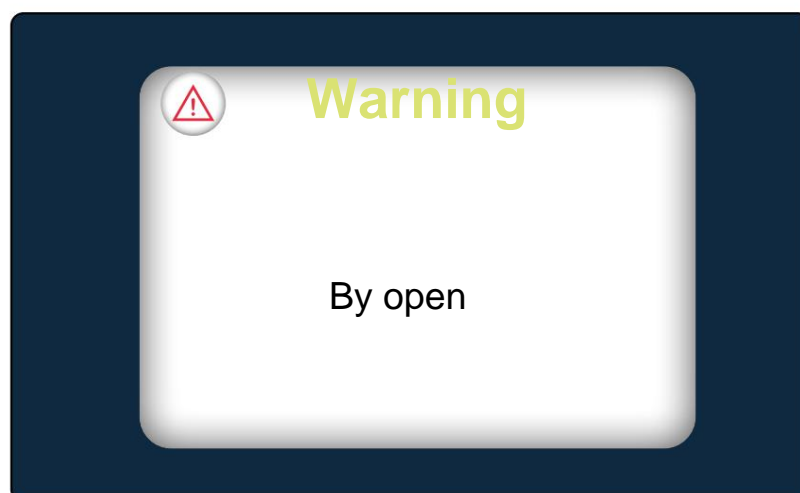
ATTENTION: IS FOOD IN THE OVEN?



At the end of cooking, the following window appears. Press “+10” to add a 10 second interval at a time: **END OF COOKING. MORE COOKING?**



When the door is opened, the following warning is displayed: **CAUTION: DOOR OPEN**



4.2.3. QUICK CUSTOMIZATION MENU



CUSTOMIZATION MODE IS USED TO TEST AND DEVELOP RECIPES,
ALL SETTINGS CAN BE CHANGED



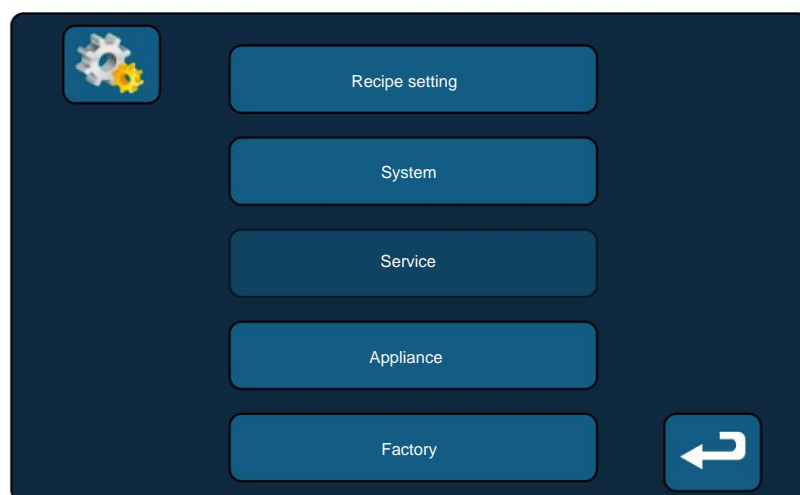
Press to add an additional cooking step.

When finished, press  to save.

4.2.4. SYSTEM SETTINGS



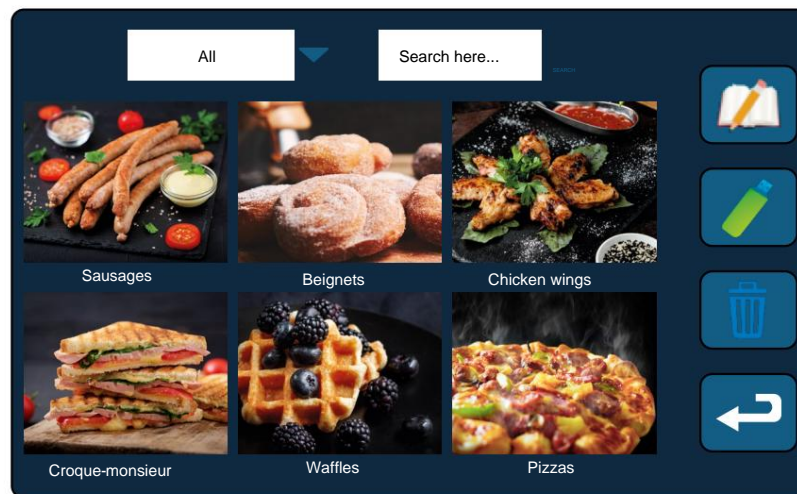
PRESS THIS BUTTON TO ACCESS THE SYSTEM SETTING INTERFACE



1. Press

Recipe setting

"Recipe Configuration" to access the following screen:



READ AND WRITE A RECIPE.

WRITE: COPY RECIPES FROM THE USB STICK TO THE OVEN; **READ:** COPY RECIPES FROM THE OVEN TO THE USB STICK

DELETE MENU

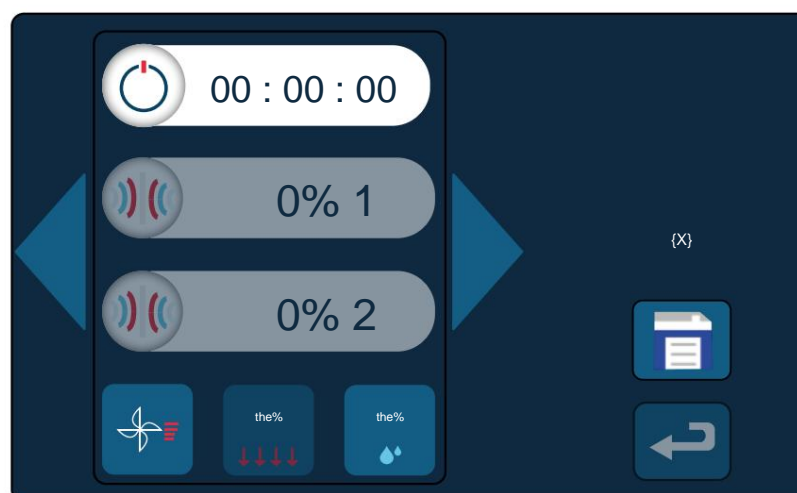


DEFINE A NEW RECIPE

By pressing



The screen below will appear to create a new recipe:



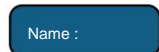
Press each of the parameters to modify them, then press to access the second cooking stage. It is possible to save a maximum of **15 cooking stages**. One to save. The following screen is displayed: Once the setting is complete, press



Press to add the photo of the dish.

Categories include breakfast, lunch, dinner and everyday.

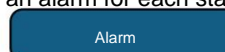
To change the recipe name, press



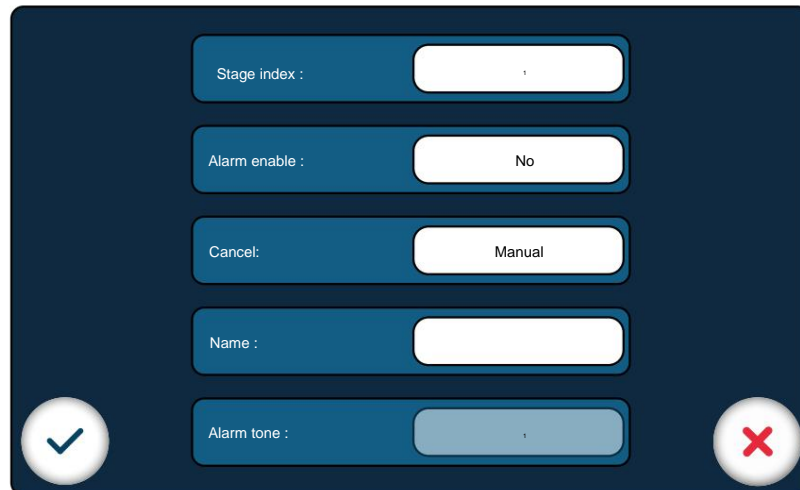
, to display the following screen:

The keyboard allows you to enter words in French, so it is possible to enter the name directly in French.


If more than 2 cooking stages are selected, it is possible to set an alarm for each stage, except for the last one. Press




follows:



The image shows a dark blue screen for configuring an alarm. It contains five input fields with labels on the left and values in white boxes on the right: 'Stage index :' with '1', 'Alarm enable :' with 'No', 'Cancel:' with 'Manual', 'Name :' with an empty box, and 'Alarm tone :' with '1'. At the bottom left is a white circular button with a blue checkmark, and at the bottom right is a white circular button with a red 'X'.

Select  to set the alarm for steps 1, 2, 3 (if there are more than 3 steps);

 "Activate alarm": press **"Yes"**;

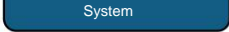
 Press to cancel the alarm manually or automatically;

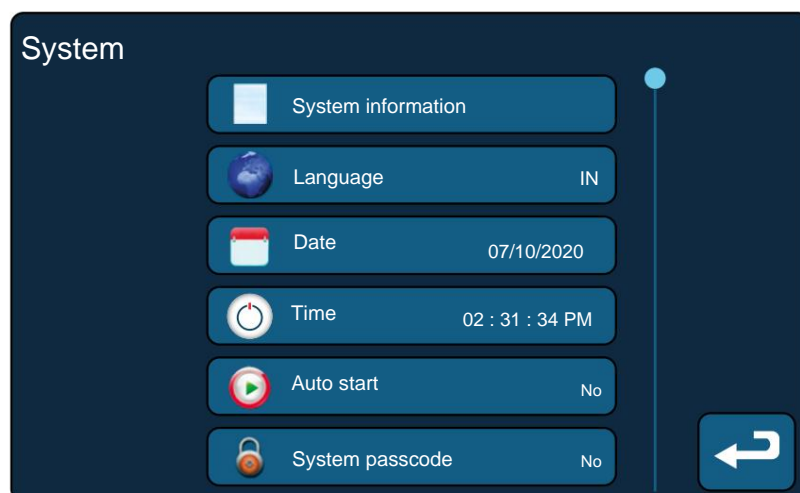
Manually: When the alarm sounds, physical action is required to stop it

Automatically: After ringing for a few seconds, the alarm will stop automatically







Press  to **change the name** of this alarm (**mandatory setting !**).

When finished, press  to save the menu.

2. Press  to access the system settings interface:



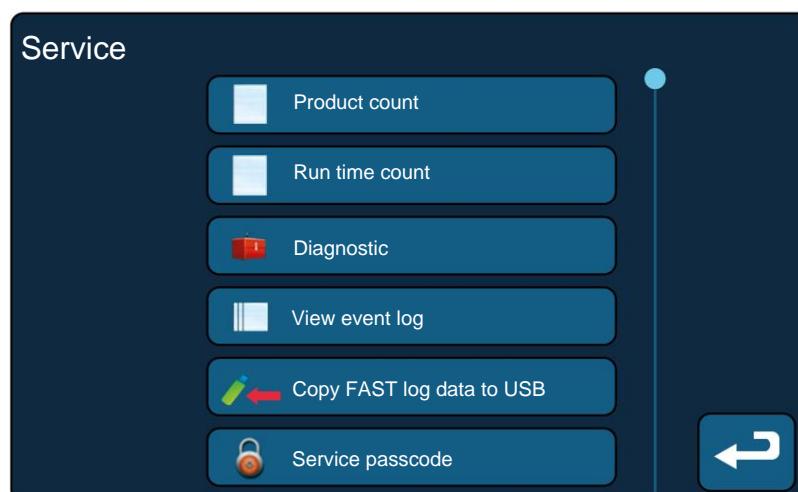
The image shows a dark blue screen titled 'System'. It contains six settings items, each with an icon on the left and a value on the right: 'System information' with a document icon, 'Language' with a globe icon and value 'IN', 'Date' with a calendar icon and value '07/10/2020', 'Time' with a clock icon and value '02 : 31 : 34 PM', 'Auto start' with a play button icon and value 'No', and 'System passcode' with a lock icon and value 'No'. A blue vertical line is on the right side of the settings list. At the bottom right is a blue button with a white back arrow.







 Language	PRESS ON  TO SELECT ENGLISH OR FRENCH
 Date	ALLOWS YOU TO CHANGE THE DATE THAT IS DISPLAYED ON THE SCREEN
 Time	ALLOWS YOU TO CHANGE THE TIME DISPLAYED ON THE OVEN
 Auto start	ALLOWS YOU TO SET AN AUTOMATIC START TIME TO PREPARE A RECIPE
 System passcode	ALLOWS YOU TO SET A PASSWORD TO ACCESS THE SYSTEM SETTINGS

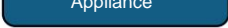
3. Press manufacturer
to get password)

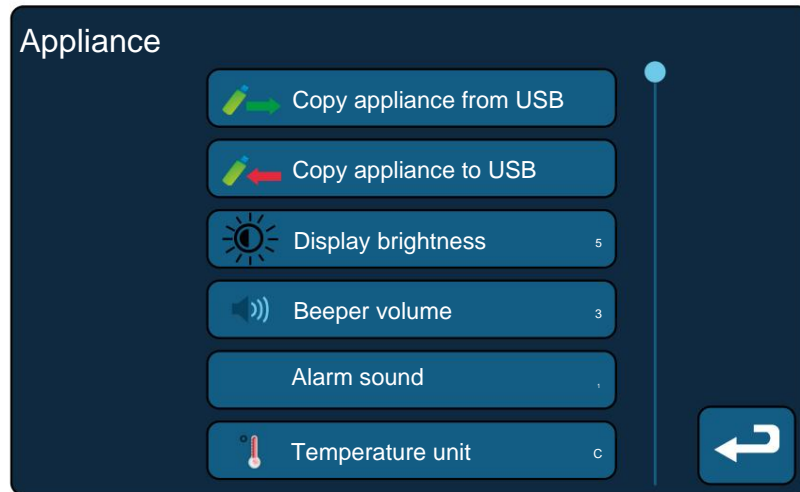
Service







***** (contact the dealer or the password is




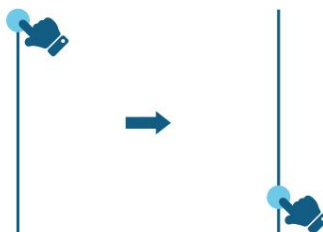
 Product count	ALLOWS YOU TO DISPLAY THE NUMBER OF USES OF EACH MENU
 Run time count	TOTAL RUNTIME OF ALL PARAMETERS, FOR EXAMPLE, POWER-ON DURATION
 Diagnostic	DIAGNOSTIC SCREEN FOR TECHNICAL MAINTENANCE OF THE DEVICE
 View event log	MALFUNCTIONS ARE RECORDED IN THIS EVENT LOG
 Copy FAST log data to USB	"QUICK LOG DATA COPY TO USB": ALLOWS YOU TO DOWNLOAD LOG DATA ON A USB STICK
 Service passcode	ALLOWS YOU TO SET PASSWORDS TO ACCESS THIS MANAGEMENT PAGE AND PREVENT UNAUTHORIZED ACCESS

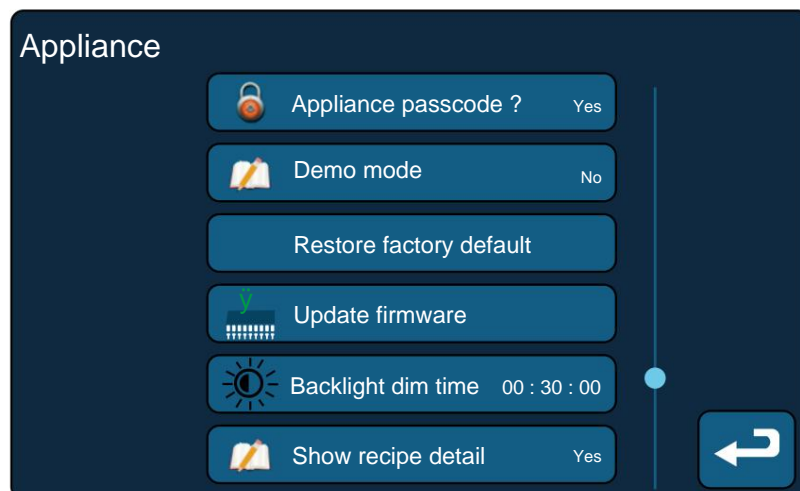
4. Press dealer  "Device", the password is ***** (contact the or manufacturer to verify password) to access the following screen:








 Copy appliance from USB	"COPY DATA FROM USB STICK TO OVEN": ALLOWS YOU TO COPY USB DATA TO THE OVEN
 Copy appliance to USB	"COPY OVEN DATA TO USB KEY": ALLOWS YOU TO COPY DATA FROM THE OVEN ON A USB KEY
 Display brightness	SCREEN BRIGHTNESS, THE HIGHER THE NUMBER, THE BRIGHTER THE SCREEN
 Beeper volume	ALARM VOLUME, THE HIGHER THE NUMBER, THE LOUDER THE VOLUME
Alarm sound	ALARM TONE
 Temperature unit	TEMPERATURE UNIT SELECTION, ALLOWS TO SWITCH BETWEEN °C AND °F
Edit recipe mage	ALLOWS YOU TO EDIT, ADD OR DELETE A RECIPE PHOTO
 Recipe passcode	"RECIPE PASSWORD": IF A PASSWORD IS SET, IT MUST BE ENTERED BEFORE ACCESSING THE RECIPE SETTINGS PAGE

Slide the button  as follows, to access the rest of the parameters:





 Appliance passcode ?	"DEVICE PASSWORD": ADMINISTRATOR PASSWORD TO ACCESS IN DEVICE SETTINGS
 Demo mode	"DMO MODE": "YES ", ONLY TOUCH SCREEN WORKS FOR DEMO, NO HEATING FUNCTION. "NO", BOTH TOUCH SCREEN AND HEATING FUNCTION WORK
Restore factory default	ALLOWS RESTORATION TO FACTORY SETTINGS
 Update firmware	"FIRMWARE UPDATE": ALLOWS YOU TO UPDATE OR REPAIR THE SOFTWARE, RESTORE, BACKUP AND RENEW APPLICATIONS
 Backlight dim time	"BRIGHTNESS TIMER": SET THE TIME TO DECREASE SCREEN BRIGHTNESS
 Show recipe detail	"SHOW RECIPE DETAILS": SELECT "NO " TO HIDE COOKING DETAILS OF THE RECIPE
Use expiration	"USE EXPIRY": ALLOWS YOU TO DEFINE THE PERIOD OF USE OF THE DEVICE. WHEN THE TIME HAS ELAPSED, ENTER THE PASSWORD TO ACCESS THE TOUCH SCREEN WORKING PAGE.

5. MAINTENANCE

5.1. MAINTENANCE INSTRUCTIONS



WARNING!

ENSURE THE APPLIANCE IS UNPLUGGED AND HAS COOLED DOWN BEFORE CLEANING

Before cleaning the oven and components, perform a cool-down procedure to avoid burns.

5.1.1. RAPID COOLING METHOD



In standby mode, press Open the oven door. The procedure stops automatically when the temperature reaches 70°C.



NOTICED !

Do not clean the oven during the cooling procedure. The procedure takes approximately 30 minutes.



WARNING!

The maximum temperature of the oven can reach 280°C, if the oven has not cooled properly, it may cause personal injury.

Purpose of the interview

To ensure optimum oven performance, clean the chamber, air filter and grease filter daily. Daily maintenance helps maintain hygiene standards and extend the life of the oven.

5.1.2. MAINTENANCE EQUIPMENT



NON-CORROSIVE OVEN CLEANER



CLEANING CLOTHS



RUBBER GLOVES RESISTANT TO THE HEAT



DUST MASK



NON-ABRASIVE NYLON SCOURING PAD



PROTECTIVE GLASSES



ATTENTION !

Wear rubber gloves when cleaning the oven.

DO NOT use sharp tools **OR** corrosive detergents on oven parts, this may permanently damage the oven.



WARNING!

*It is essential to clean your oven after **EACH** service to guarantee the hygiene and good durability of the oven.*

6. TROUBLESHOOTING

This section provides an easy reference guide to solving some common problems that may occur while using this device. The following troubleshooting information will help correct, or at least accurately diagnose, problems with the device. Although this chapter covers most of the common problems reported, problems not listed may occur.

When troubleshooting a problem, always start the elimination procedure with the simplest solution and work your way up to the most complex solution. Do not overlook obvious solutions: it can happen to anyone to forget to connect a cable or not close a door completely. Always try to clearly determine why a problem has occurred. Corrective action involves taking steps to ensure that the problem will not recur. If a controller fails due to a connection problem, check all other connections as well. If a fuse continues to blow, try to find the reason. Always keep in mind that a failure of a small component can often indicate a potential failure or malfunction of a larger component or system.



DANGER !

Disconnect the appliance during maintenance, especially when the electrical circuit is to be tested. Perform these tests with the utmost care. This appliance may have several electrical connection points. Disconnect all cables before maintenance. Inspections, checks and repairs of electrical components must be carried out only by an authorized technician.

SYMPTOM	CAUSE POSSIBLE	TREATMENT
The oven is not supplied with electricity	The main power supply is disconnected	Turn the oven on and restart it
	The oven cable is not plugged in	Check if it is plugged in
	High limit controller has tripped	The high limit controller is located on the back of the oven, reset it and restart the oven
The oven does not heat	The door is not closed properly	Remove obstacles and close the door properly
	The oven is not on	Turn on the oven and heat

SYMPTOM	CAUSE POSSIBLE	TREATMENT
The door is closed but the message "DOOR OPEN" is still displayed	Food is preventing the door from closing	Remove obstacles and close the door properly
	The door is not closed properly	Open and close the door to check if the door closes properly
	The oven lock button does not work	Contact Support
The food is not cooked properly	The oven is dirty (grease, carbon and food deposits reduce microwaves)	Clean according to instructions
	Incorrect menu selected	Check if the correct menu or program has been selected
	The food was not in the correct initial condition (refrigerated or frozen)	Check if the food is in the recommended condition before putting it in the oven
	The characteristics of the food are not correct	Check if the weight and size of the food are standard
The temperature probe is broken	The temperature probe is faulty	Contact Support
The cooking temperature is low	Check if the following parts are blocked: <ul style="list-style-type: none"> • Nozzle plate • Return air inlet • Oil filter 	Perform daily maintenance to ensure they are not blocked ⚠ Note: Glass or ceramic parts of the oven are not covered under warranty.
	The oven does not heat completely	Heat the oven to the preset temperature and leave it idle for 5 minutes
	The heating element is faulty	Contact Support
The magnetron is too hot	Cold air does not enter the oven	Remove substances and dust blocking the air filter
The fan motor is too hot	Cold air does not enter the oven	Remove substances and dust blocking the air filter

