Frequently Asked Question

What do I do if an error code appears on my Westinghouse Induction Cooktop?

(Only applicable for models WHIC01K & WHIC02K)

*Figures and illustrations on all artworks are provided for reference only and may differ from the actual product appearance.

*Product design and specifications may be changed without notice.

What it means if your Induction Cooktop is showing an error code

An error code may appear for a wide variety of reasons based on the environment the cooktop is being used in, any damage the cooktop has taken and the pot or pans being used on the cooktop. Whilst some error codes are simple to solve, others may be terminal for the unit.

It is important to note that these error codes are designed to prevent the appliance to operate in unsafe conditions, whether that be a danger to the unit itself or to the user.

Understanding what the error code is and why it is showing is crucial to fixing the issue. Below is a breakdown of all the error codes of which the WHIC01K & WHIC02K models are built to detect and present.

E0 - Cookware Not Detected

An E0 code will present when the appliance can not detect a suitable pot or pan on it's induction zone/s. That being said there are many circumstances that can cause an E0 code, below are the most common circumstances;

- The pot or pan is not induction capable.
- The pot or pan is induction capable, but it has not yet been placed onto the induction zone/s.
- The pot or pan is induction capable, however it is too small for the appliance (minimum size of the induction base is 12cm in diameter).
- The pot or pan is induction capable, but has had it's induction base scratched or damaged.

Always ensure the pot or pan has been placed on the induction zone/s before turning on the appliance, and ensure great care is taken with the base of your induction cookware.

T**o check whether your cookware is induction capable or not**, simply place a magnet onto the base of the cookware. If the magnet sticks to the base, then it is induction capable. This is due to the method of induction cooking, as it will create a magnetic field between the copper coil in the appliance and the induction base of the pot or pan.

E2 - Circuit Damage

An E2 code will present when the electrical circuit within the appliance is disrupted. Unfortunately an E2 code means that the appliance is no longer functional and operation should not be attempted again. If the unit is within warranty, contact your place of purchase to arrange a replacement if applicable.

E3 & E4 - Voltage is too High or Low

An E3 or E4 code will present when the appliance is not receiving the correct voltage from the power supply it is connected to. The WHICO1K & WHICO2K are designed to suit the standard 220-240V for Australian homes.

Should an E3 or E4 code present itself on your unit, do not attempt to operate the appliance once more. Contact a qualified electrician to asses your home's electrical supply.

E5 - Ceramic Plate is too Hot

An E5 code will present when the vitro-ceramic glass top of the appliance begins to overheat. Whilst the glass top itself can withstand extreme heat, the copper coil and other components within the unit cannot. Therefore, if the glass top is to get so hot that it begins to impact the internal components, the appliance will halt operation and show this E5 error code. Many factors can play culprit to this occurring, such as the thickness of the pot or pan base that you are using, the ambient temperatures and ventilation in the room.

Should an E5 code present itself on your unit, remove the pot or pan from the appliance and allow it to cool down for 5-10 minutes before attempting to operate again. If attempting to operate again, ensure that the appliance is placed in a well ventilated area and the air vents on the sides of the unit are not covered or obstructed.

E6 - Circuit Board Overheated

An E6 code will present when the appliance's circuit board begins to overheat. As the circuit board is a crucial component to most appliances, it is crucial to ensure this does not over heat or serious damage can be done to the unit.

Should an E6 code present itself on your unit, remove the pot or pan from the appliance and allow it to cool down for 5-10 minutes before attempting to operate again. If attempting to operate again, ensure that the appliance is placed in a well ventilated area and the air vents on the sides of the unit are not covered or obstructed.

The information provided here is for general information use only. Ensure to assess your specific situation and apply what is correct for your given circumstances.