

Induction Range Troubleshooting

The following tables cover troubleshooting the symptoms, problems and solutions for Vollrath Induction Ranges.

SYMPTOMS	QUESTIONS/PROBABLE CAUSES
No Power	Is the unit plugged in?
	Have you checked the breaker, and re-set it?
	Did you unplug the unit and plug it back in?
	Did the unit ever have power?
	Have you verified power to that outlet?
	Has the unit been opened or tampered with in any way?
Unit Flashing Steady "1"	Does the unit shut off after about 1 minute? (Every induction unit has an automatic shut down if there is no pan on the glass after about 1 minute, the unit will shut down for safety purposes)
	Is the cookware magnetic? Have you tested it with a magnet?
	Did the unit ever work with this cookware?
	In order to test the functionality of the unit, we recommend that trying a piece of cast iron cookware on this unit to verify that it is sensing the material on the glass. If the unit senses the cast iron and works appropriately, the cookware the customer is trying to use is not induction-ready.
Unit has Unrecognizable Codes/ All Lights are Blinking	Have you unplugged the unit, and plugged back in?
	If the flashing persists, unit must come in for repair.
Broken Glass	Discontinue use immediately to avoid electrical shock.
	Unit must come in for NON-WARRANTY repair.
Cut or Melted Power Cord	Discontinue use immediately to avoid electrical shock.
	Unit must come in for NON-WARRANTY repair.
Unit is Heating Utensils	This unit is engineered for small item detection. It is not recommended that any items be placed on the surface of the glass other than the pan. Some items can be detected by the magnetic field, causing them to heat up.
Fan Not Working	Have you unplugged the unit and plugged it back in again?
	Is the unit getting proper air flow?
	Is there grease/grime blocking the fan guards which cover the fan on the back or bottom of the unit?
	If fan continues not to work, unit must come in for repair.
Unit Works Briefly and Then Shuts Down	Is there a fault code on the display (F-1, F-2, F-4, F-6, F-7, F-8)?
	Has the unit been installed properly (especially if this is a drop in unit)? Is there proper air-flow to the unit inside the cabinet? Drop in units have specific guidelines as to how they are to be installed to allow proper air-flow and operation of the unit. It is recommended that there be 4" of space around the unit and 3" of space at the bottom of the unit that is installed inside a cabinet.
Pacemaker Precaution	Studies have shown that the induction element presents no danger. However, as a precaution for persons using a pacemaker, please keep 12" from the unit while operating.

F-CODES SYMPTOMS AND PROBABLE CAUSES	
"F-1" on the Display	<p>F-1 is an indication that the unit is over-temperature inside. It can be caused by blocked or restricted air ventilation, malfunctioning cooling fan, or unit too close to an external excessive heat source. This is a sensor that is attached to the heatsink inside the unit that detects when there is an over temperature issue inside the unit and automatically shuts the unit down.</p> <p>What to do:</p> <ol style="list-style-type: none"> 1. Have customer clear any cooling obstructions or relocate the unit away from excessive heat source. 2. Place the cookware in the center of the designated cooking zone. 3. Unplug to reset the unit. Wait to let the unit cool down. Then try to start again.
"F-2" on the Display	F-2 Is an over-temperature issue. SEE INSTRUCTIONS ON F-1.
"F-3" on the Display	<p>F-3 is an indication that a capacitor has failed. Unit must come in for service.</p> <p>What to do:</p> <ol style="list-style-type: none"> 1. Unplug the unit to re-set it. If "F-3" repeats, or no power, unit must come in for service.
"F-4" on the Display	F-4 is an over-temperature issue. SEE INSTRUCTIONS ON F-1.
"F-5" on the Display	F-5 is an over-temperature issue. SEE INSTRUCTIONS ON F-1.
"F-6" on the Display	F-6 indicates that the internal sensor is unplugged from the circuit board. (This can only happen, if the unit has been tampered with). Unit must come in for service.
"F-7" on the Display	F-7 is an over-temperature issue. SEE INSTRUCTIONS ON F-1.
"F-8" on the Display	F-8 is an over-temperature issue. SEE INSTRUCTIONS ON F-1.
"F-9" on the Display	<p>F-9 is an indication that the cookware is not induction-ready.</p> <p>Is the cookware magnetic? Have you tested it with a magnet?</p> <p>Did the unit ever work with this cookware?</p> <p>In order to test the functionality of the unit, we would recommend that you try a piece of cast iron cookware on this unit to verify that it is sensing the load on the glass. If the unit does sense the cast iron and works appropriately, the cookware the customer is trying to use is not induction-ready.</p>

