

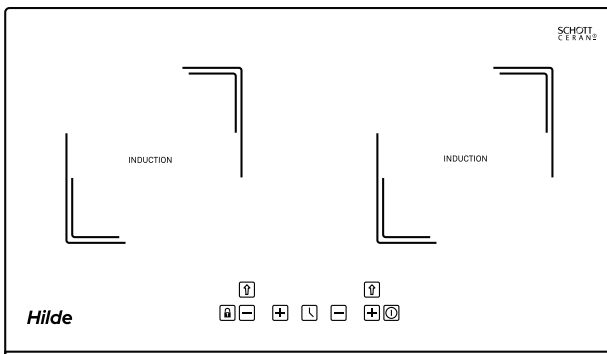
# Hilde

INSTALLATION AND OPERATION MANUAL

HI-3102/ HI-7102/ HI-6103/

HCI-7182

INDUCTION HOB



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To all, please provide this manual to the user without fail.

*Thank you very much for your purchase of our induction hob.*

**Before using this appliance for the first time, please read this manual thoroughly** to install, operate and care for the appliance correctly and safely.

This manual contains instructions related to installation, use and maintenance of the appliance.

Please register your product warranty at:

[www.hilde.com.sg](http://www.hilde.com.sg)

# SAFETY PRECAUTIONS

## When unpacking

- Do not use the appliance if there are obvious signs of transportation damage.
- If the power supply cord is damaged, it must be replaced by the manufacturer, its service agent or qualified technician to avoid hazard.
- Please ensure that young children do not play with plastic bag packaging.

## Usage

- This appliance is for home food preparation only. Do not use the appliance other than its specific purpose.
- This appliance is not intended for use by young children or infirm persons without supervision.
- Do not leave the appliance unattended during operation.
- Do not use the appliance as a work surface or as a storage surface
- It is dangerous to modify any part of this appliance. Tampering with electrical connections or mechanical parts can cause operation faults and may put the user at risk.
- Installation and repair should only be attempted by qualified technician.
- Flammable or combustible objects such as aerosol cans should not be stored near the appliance.
- Accessible parts may become hot during use. Keep small children away from the appliance.
- Do not heat unopened food containers as build-up of pressure may cause container to burst and result in injury.
- Do not use aluminum foil, aluminum liners, aluminum containers on the appliance.
- Never leave appliance unattended at high heat settings. Boil-over causes smoking and greasy spillovers may ignite.
- Switch off the cooking zone after each use.
- Keep away plastic or aluminum objects or products with high sugar content from the appliance. If placed on hob surface while still hot, they may cause damage to the hob surface.
- Do not use if appliance is faulty or cooktop is cracked to avoid possibility of electric shock. Contact a qualified technician immediately for repair and service.
- To avoid damaging the hob surface and cookware, ensure that cookware do not boil dry.
- Clean the appliance with caution. If a wet sponge or cloth is used to wipe spills on a hot cooking area, be careful to avoid steam burn or marks on the hob surface.
- Never use steam cleaners or pressure cleaners on the appliance.
- Always make sure that the pan handles are turned inwards to avoid accidental burns.
- Always disconnect the unit from the power supply before carrying out any cleaning or maintenance work on the appliance
- Ensure that power supply cord of other electrical appliances do not come into contact with the hot parts of the hob.
- Multiple plugs and extension cables must not be used. Overloading is dangerous and may cause fire hazard.

# SAFETY PRECAUTIONS

## Disposal

- This appliance and its packaging are environmentally friendly and recyclable. Please help us to care for the environment by disposing the packaging in a proper manner and recycling any old appliances.
- Before disposing an old appliance, disconnect it from the power supply and cut the power supply cord to prevent hazards.

*Note:* The manufacturer will not be held liable for any damages resulting from improper installation nor failure to adopt proper safety measures during installation and operational use of the appliance.

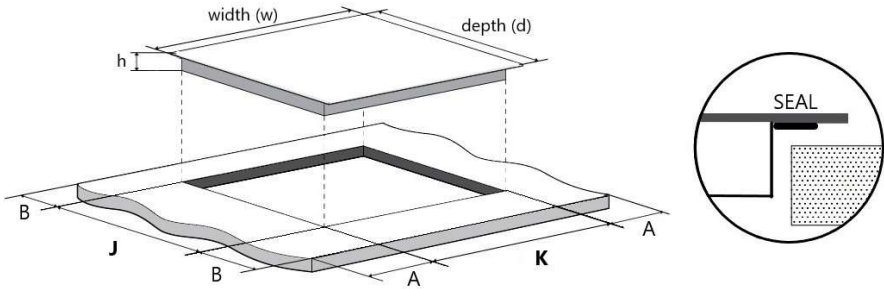
# PRODUCT SPECIFICATIONS

Model	HI-3102	HI-7102	HI-6103	HCI-7182
<b>Voltage</b>	220-240V~	220-240V~	220-240V~	220-240V~
<b>Frequency</b>	50-60Hz	50-60Hz	50-60Hz	50-60Hz
<b>No. of Cooking Zones</b>	2	2	3	2
<b>Power of Cooking Zones</b>	Front: 1.8kW/2.4Kw Back: 1.2kW/1.5kW	Left center: 1.8/2.4kW Right center: 1.8/2.4kW	Front left: 1.8/2.2kW Rear left: 1.2/1.5kW Center right: 2.0/2.3kW	Left center: 1.1/2.2kW Right center: 1.8/2.4kW
<b>Total Power</b>	3600W	3600W	5900W	3600W
<b>Appliance Dimension</b>	310*520*62mm	730*420*62mm	590*520*62mm	730*420*62mm
<b>Cut-out Dimension</b>	270*490mm	680*380mm	560*490mm	680*380mm

Note: Power plug is not included.

If needed, please use power plug in accordance with local standards only.

# PRODUCT SPECIFICATIONS



Model No.	K(mm)	J(mm)	w(mm)	d(mm)	h(mm)	B(mm)	A(mm)
HI-3102	270	490	310	520	62	50	60
HI-7102	680	380	730	420	62	50	60
HI-6103	560	490	590	520	62	50	60
HCI-7182	680	380	730	420	62	50	60

Measurements in mm.

## Minimum requirements

Min. 50mm from hob cut-out to back wall.

Min. 60mm from hob cut-out to side wall.

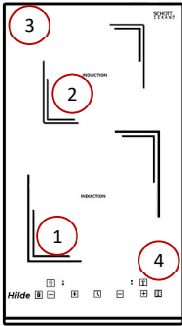
Min. 70mm from the bench top with a fitted drawer underneath.

Min. 55mm from the bench top with a fitted oven Underneath.

Min. 30mm from back cabinet for ventilation gap.

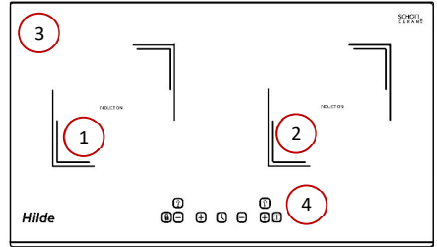
# PRODUCT SPECIFICATIONS

## HI-3102

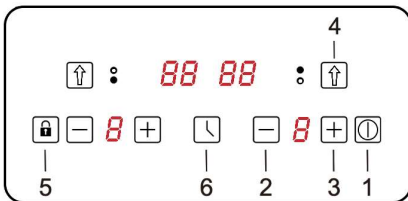


1. Front: 1.8kW/2.4kW  $\Phi$ 210mm
2. Back: 1.2kW/1.5kW  $\Phi$ 160mm
3. Schott Ceran Glass Panel
4. Control Panel

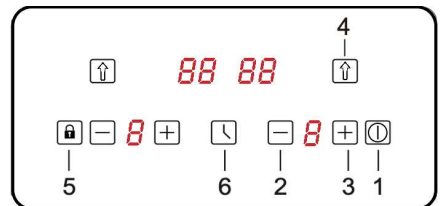
## HI-7102



1. Left: 1.8kW/2.4kW  $\Phi$ 210mm
2. Right: 1.8kW/2.4kW  $\Phi$ 210mm
3. Schott Ceran Glass Panel
4. Control Panel



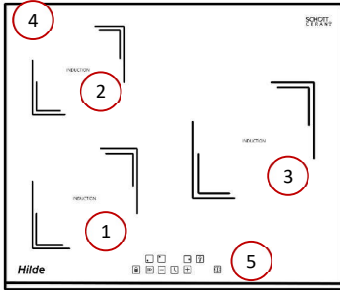
1. ON/OFF Control
2. Decrease power level
3. Increase power level
4. Boost function



5. Child lock
6. Timer

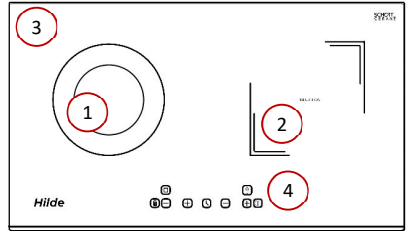
# PRODUCT SPECIFICATIONS

## HI-6103

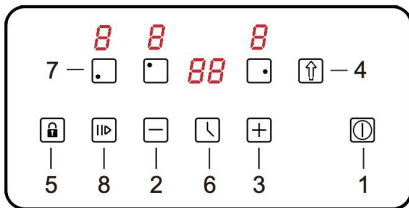


1. Front left: 1.8/2.2kW  $\Phi$ 180mm
2. Rear left: 1.2/1.5kW  $\Phi$ 160mm
3. Center right: 2.0/2.3KW  $\Phi$ 210mm
4. Schott Ceran Glass Panel
5. Control Panel

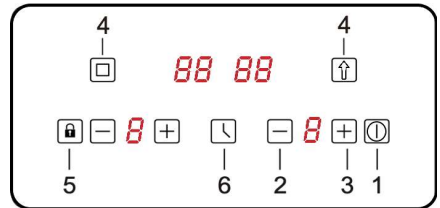
## HCI-7182



1. Left: 1.1/2.2kW  $\Phi$ 140/215mm
2. Right: 1.8/2.4kW  $\Phi$ 210mm
3. Schott Ceran Glass Panel
4. Control Panel



1. ON/OFF Control
2. Decrease power level
3. Increase power level
4. Boost function/ Dual Zone



5. Child lock
6. Timer
7. Zone selection
8. Pause

# INSTALLATION

## CAUTION

- This appliance shall only be serviced by authorized personnel.
- This appliance is to be installed only by an authorized person according to the current local regulations and in observation of the manufacturer's instructions.
- Incorrect installation, for which the manufacturer accepts no responsibility, may cause personal injury or damage.
- Always disconnect the cooktop from mains power supply before carrying out any maintenance operations or repairs

## WARNING

- The adhesive which bonds the plastic laminate to the furniture must withstand temperatures not less than 150 °C to avoid delamination.
- The appliance must be housed in heat resistant units.
- The walls of the units must be capable of resisting temperatures of 75°C above room temperature.
- The cooktop can be built into a working surface 30 to 40 mm thick and 600 mm deep.

In order to install the induction hob into the kitchen fixture, a hole with the dimensions shown in Figure 8.1 has to be made, keeping in consideration of the following:

- The cooktop shall not be installed directly above a dishwasher, fridge, freezer, washing machine or clothes dryer, as the humidity may damage the cooktop electronics.
- If the cooktop is installed above an oven, the oven shall be provided with cooling fan. The two appliances need to be with independent connections.
- The induction hob must be kept no less than 60 mm away from any side wall. The rear wall must be at least 50 mm from the hob (Figure 8.1).
- There must be a distance of at least 650 mm between the hob and any wall cupboard or extractor hood positioned immediately above (Figure 8.2)
- The coatings of the walls of the unit or appliances near the cooktop must be heat resistant.

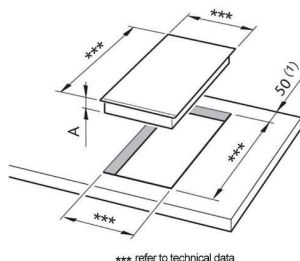


Figure 8.1

A	50mm	from the top of countertop to bottom metal cover
	60mm	from the top of countertop to terminal block

(1) 50 mm between the back side of the cut-out and the back of the countertop

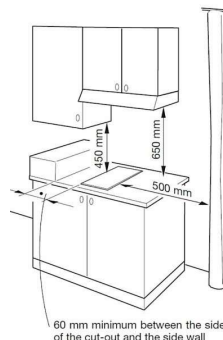


Figure 8.2

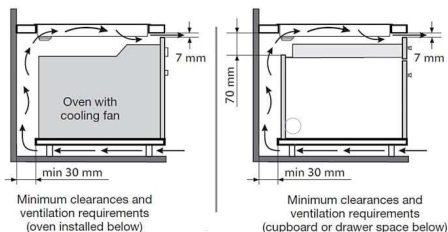


Figure 8.3



# INSTALLATION

## SECURING THE COOKTOP

Each cooktop is supplied with a strip of seal and a set of brackets and screws to fasten it on units with a working surface from 3 to 4 cm deep.

The kit includes 2 brackets B and 2 screws A.

1. Open the unit packaging.
2. Turn the hob upside down and rest the glass side on a cloth.
3. Spread the seal [02] around the edge of the hob. (Refer to Figure 9.1)
4. Put bracket B into the mountings; tighten screw A. (Refer to Figure 9.2)
5. Make sure that the brackets are mounted correctly.
6. Put the cooktop into the hole cut into the unit and position it correctly. (Refer to Figure 9.3)
7. The bracket will stick with the worktop.

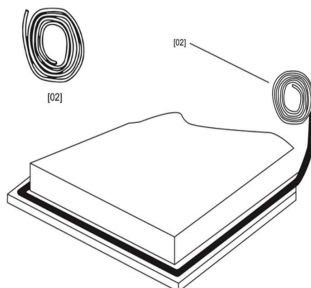


Figure 9.1

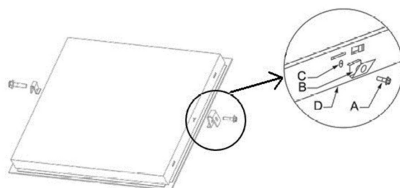


Figure 9.2

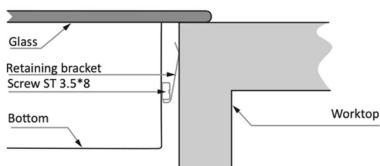


Figure 9.3

**Note:** Installation and repair should be attempted by qualified technical personnel only.  
The manufacturer will not be held liable for any damages resulting from improper installation nor failure to adopt proper safety measures during installation and operational use of the appliance.

# ELECTRICAL CONNECTION

**IMPORTANT:** Installation must be carried out according to the manufacturer's instructions. Incorrect installation may cause harm and damage to people, animals or property, for which the manufacturer accepts no responsibility. Before carrying out any work on the electrical section of the appliance, it must be disconnected from the mains.

Connection to a good earth wiring system is absolutely essential, otherwise for CLASS II rating. The manufacturer accepts no responsibility for any inconvenience caused by failure to comply with this rule.

## Electrical Requirements

- Connection to the electric power supply must be carried out by a qualified technician and following the appropriate safety regulations.
- The appliance must be connected to the mains checking that the voltage corresponds to the value given in the rating plate and that the electrical cable sections can withstand the load specified on the plate.
- If the hob is supplied without plug, fit a standard device which is suitable for the power absorbed by the appliance and in conformity with the local rules in force.
- A suitable isolating switch providing full disconnection from the mains power supply shall be incorporated in the permanent wiring, mounted and positioned to comply with the local wiring rules and regulations. The isolating switch must be of an approved type and provide a 3 mm air gap contact separation in all poles.
- The power supply cable must not touch the hot parts and must be positioned so that it does not exceed 50°C above ambient.
- Once the appliance has been installed, the power switch must always be in an accessible position.

**N.B. For connections to the mains power supply, never use adaptors, reductions or multiple power points as these may overheat and catch fire.**

In the event that installation should require modifications to the mains supply wiring system, it is recommended that a qualified technician be called to carry out substitution.

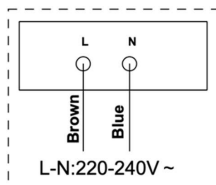
The technician will also have to verify that the cross-section of the electric cables on the power point match the appliance's power rating.

**If the hob surface is cracked, disconnect the appliance from the mains and contact the after-sales service.**

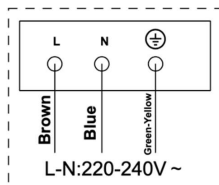
**!** Replacing the power cord must be done by a qualified electrician in accordance with the instructions supplied by the manufacturer and in compliance with established electrical regulation.

**!** Descriptions and illustrations in this booklet are given as simply indicative. The manufacturer reserves the right, considering the characteristics of the models described here, at any time and without notice, to make eventual necessary modifications for their construction or for commercial needs.

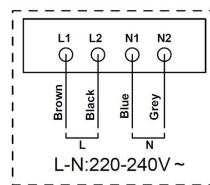
## WIRING DIAGRAM



For HI-3102



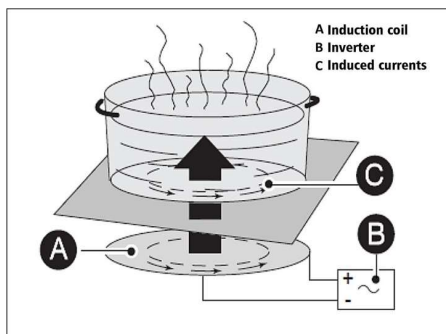
For HI-7102, HCI-7182



For HI-6103

# INDUCTION COOKING

Induction cooking uses induction heating to directly heat a cooking vessel.



An induction coil is located under each cooking zone. When an induction element (cooking zone) is switched on, the electronic circuit unit (inverter) powers up the induction coil. An alternating electric current flows through the coil, which produces an oscillating magnetic field. This magnetic field continuously changes in terms of frequency and intensity, and creates induced currents in the base of the cookware and heats it up. The heat is directly transferred to the food being cooked. The cooking zone is heated up indirectly by the heat given off by the cookware.

Thus, induction heat makes the cookware a direct source of heat, featuring a high level of efficiency with extremely low energy loss.

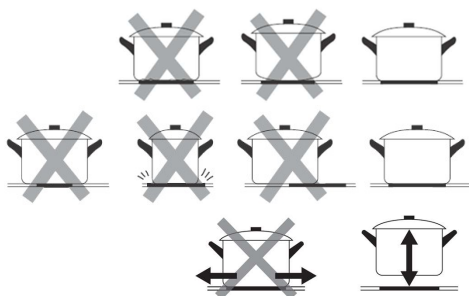
An induction cooking zone only works when a cookware **made of ferromagnetic material** is placed on it. See “**Choosing suitable cookware**” in this manual.

- Induction cooking automatically recognizes the size of the cookware. i.e. heat is only generated in the area covered by the base of the cookware.
- If there is no cookware placed on the cooking zone, or if the cookware is incompatible, there will be no power emitted by the induction coil.
- If the cookware is placed partially on the coil, or if the base diameter is smaller than the coil, the internal sensors will reduce power to the coil.
- If the cookware is taken off the cooking zone when the hob is switched on, the display will show "U". See 'Pan Sensor' in this manual (page 16).

# CHOOSING SUITABLE COOKWARE

Use cookware made from ferromagnetic materials which are compatible with induction. We recommend cookware made from cast iron, steel or stainless-steel cookware designed for induction cooking. Cookware made by the following materials is not suitable: pure stainless steel, aluminum or copper without a magnetic base, glass, wood, porcelain, ceramic, and earthenware.

Size of burner (mm)	The minimum base of cookware (diameter /mm)
160	120
180	140
210	180



Do not use cookware with jagged edges or a curved base.

Make sure that the base of your pan is smooth, sits flat against the glass. Always center your pan on the cooking zone

Always lift pans off the hob – do not slide, or they may scratch the glass.

## To test the compatibility of the cookware:

- Hold a magnet to the base of the cookware. If the magnet sticks, then it is suitable to use on induction hob.
- If you do not have a magnet: Turn on the hob and place the pan with water inside on a cooking zone at any power level. If it doesn't flash 'U' in the display and the water is heating, the pan is suitable. If it flashes 'U', the cookware is unsuitable to use.

## To obtain best results:

- Cookware with thick flat bases should be chosen for the benefit of uniform heat distribution. Avoid using cookware with rough or deformed based.
- Always use pans with a diameter large enough to cover the cooking zone fully to achieve even cooking and more efficient heat distribution.

Suitable Cookware Includes	Unsuitable Cookware Includes
<ul style="list-style-type: none"> <li>• Steel cookware with magnetic base or designed for induction cooking</li> <li>• Enamel coated steel (with or without non-stick coating)</li> <li>• Cast iron</li> </ul>	<ul style="list-style-type: none"> <li>• Steel cookware with non-magnetic base</li> <li>• Aluminum or copper</li> <li>• Glass, ceramics, earthenware</li> </ul>

# COOKING ADVICE

This appliance is programmed with 9 power levels.

The following power levels should be taken as a guide only. A higher power level setting is required when using deep pans, cooking large food quantities, or cooking without a lid. Select a lower power setting for smaller food quantities.

Power level range	Cooking mode	Suitable for
1 - 2	<ul style="list-style-type: none"> <li>• Keeping warm</li> <li>• Melting</li> </ul>	<ul style="list-style-type: none"> <li>• Keeping cooked foods warm, warming small quantities of liquid</li> <li>• Melting butter, chocolate, sauces, thickening sauces</li> </ul>
2 - 3	<ul style="list-style-type: none"> <li>• Simmering</li> <li>• Reheating</li> </ul>	<ul style="list-style-type: none"> <li>• Soup simmering</li> <li>• Reheating ready-cooked meals</li> </ul>
3 - 4	<ul style="list-style-type: none"> <li>• Steaming</li> <li>• Braising</li> <li>• Light frying</li> </ul>	<ul style="list-style-type: none"> <li>• Steaming vegetables, fish</li> <li>• Braising meat, fish, vegetables etc</li> <li>• Lightly fried eggs, omelettes</li> </ul>
4 - 5	<ul style="list-style-type: none"> <li>• Gentle boiling</li> </ul>	<ul style="list-style-type: none"> <li>• Cooking dumplings, potatoes</li> <li>• Stews and soups</li> <li>• Making porridge</li> </ul>
6 - 7	<ul style="list-style-type: none"> <li>• Gentle frying</li> </ul>	<ul style="list-style-type: none"> <li>• Frying sausages, meat, vegetables etc</li> <li>• Crepes, frying pancakes etc</li> </ul>
7 - 8	<ul style="list-style-type: none"> <li>• Heavy frying</li> </ul>	<ul style="list-style-type: none"> <li>• Cooking on a high flame and browning (roasts, steaks, fillets etc)</li> </ul>
8 - 9	<ul style="list-style-type: none"> <li>• Deep frying, searing</li> <li>• Boiling</li> </ul>	<ul style="list-style-type: none"> <li>• Deep frying Chips, searing meat etc</li> <li>• Boiling large quantities of water, cooking pasta</li> </ul>

## Environmental Tips

- Switch off the cooking zones before the end of cooking time to take advantage of residual heat.
- Residual heat can be used for keeping food warm.
- Place lids on the cookware whenever possible to minimize heat loss.
- Cookware base size and cooking zone should be of same size for better heat efficiency.
- Select a smaller cookware size if cooking small food quantities. A smaller pan size uses less energy than a larger pan with small food quantities.
- Lift cookware into positions on the hob. Sliding them can cause scuffs and scratches on the hob surface.

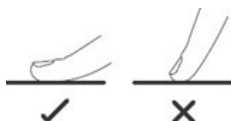
## Using for the First Time

New appliances have a slight smell on first use. The unpleasant odour that is often detected during initial use is caused by the burning of protective substances used during the manufacturing process. The odour emitted does not indicate a faulty appliance nor is harmful to health.

### Remove packaging material

Ensure that all packaging material is removed before using the hob for the first time.

## Using the Touch Controls



The controls respond to touch, so you don't need to apply any pressure. Use the ball of your finger, not its tip.



You will hear a beep each time a touch is registered.

Make sure the controls are always clean, dry, and that there is no object (e.g. a utensil or a cloth) covering them. Even a thin film of water may make the controls difficult to operate.



# OPERATING INSTRUCTIONS




## Switching ON/OFF the hob

The hob must be switched on before any of the cooking zones can be used.

- To switch on the hob, press ON/OFF key .
- A 'signal' sounds and power indicator light is displayed (on standby mode). If no function is selected within 1 minute after switching on, the hob automatically switches itself off for safety reasons.
- To switch off the hob, press the ON/OFF key  and power indicator goes off.

## Switching on the cooking zones

Each cooking zone is controlled by a cooking zone selector and power level select key  and .


- To start operating a cooking zone, touch the corresponding zone selector key (i.e. ).
- Set the desired power level (between 0-9) for the selected cooking zone using  or  keys.
- The default power level setting is level '5'.

## Tips: Power Sharing between cooking zones

- For simultaneous cooking on two zones, we recommend the use of cooking zones located on opposite sides of the hob. If using several cooking zones on the same time, the power management shares the maximum available power between these cooking zones.

- If only one cooking zone is powered on, it can be utilized at its maximum power (level 9). As soon as the other cooking zone is turned on, the power management will not allow all zones to operate at full power but will alternate power between the two or three cooking zones. The change will be visible on the displays. The last command given to a cooking zone takes priority on the power setting.


## Switching off the cooking zones


- To switch off a cooking zone, use the corresponding control key and progressively press the  key until the hob is switched off.

## BOOST function


The power function makes more power available to the induction cooking zones that can be used to temporarily boost the normal maximum power for a cook zone.


- To use Boost function:

Press the zone selector key (i.e. ).

Press Boost key , display will show 'P'.


- To cancel Boost function:


Choose the zone under Boost (i.e. .


Press the power select key  to cancel Boost,

## Child Lock function

The child lock function prevents unintentional changing of settings. Any operation on the control functions will not work until the hob is unlocked.

- To activate, press the lock key . The display on timer key shows 'Lo'.

- To deactivate, press and hold the lock key  for 3 seconds. The 'Lo' goes off and hob is unlocked.

 When the hob is in lock mode, all keys are disable except ON/OFF. You can always turn the hob off with the ON/OFF key in an emergency, but you shall need to unlock the hob first in the next operation.

## Minute Minder:

You can use the timer as a minute minder while the cooking zones do not operate

To operate:


- Turn on the hob, using the on/off key.
- Press the timer key to operate this function
- Press on the power level key selector to set the time (00 to 9:99 minutes)
- When the time has ended the buzzer will beep for 30 seconds and display will show " - "
- To deactivate the minute minder, press the timer key to adjust the time to 0:00.


# OPERATING INSTRUCTIONS






## Count Down Timer

Use the countdown timer to set how long you want the cooking zone to operate

- Set the countdown timer only after you have selected the cooking zone
- The selection of timer function is only possible when the cooking zones are active and the heat setting is set

- To set the cooking zone press on the corresponding zone selector key (i.e. ) that you wish to set the timer.

- To activate the countdown timer, press the timer key  to operate this function

- Press  or  of the power level key selector to set the desired minutes (0 to 9). Press the timer key  once or twice, to switch between dozens of minutes and hours. Then press  or  of the power level key selector to set the desired time.


- The indicator of the cooking zone starts to blink.


- To see the remaining time press on the corresponding zone selector key, the display will show the remaining time.

- When the time is set, the countdown will begin and the display will show the remaining time.

- There will be a red dot in the right bottom corner of the power display to indicate which are the cooking zones is having this function turn on.

- When the countdown function comes to an end the corresponding zone will be switch off automatically.

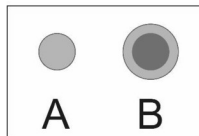
- To deactivate the countdown time, press on the corresponding zone selector key (i.e. )

- Press the timer key selector  to adjust the time to 00. The indicator of the cooking zone goes off.


## Using the dual zone (for Combi HCI-7182)


If your hob is equipped with an extendable zone, it can be used in the following modes:

- A: Center zone – only first heating unit is turned on
- B: Extended zone (Center + Outer) – Both first and second heating circuits are turned on



- Upon selecting the cooking zone, only the center zone will be turned on, to activate the outer zone:

1. Select a cooking zone with the extendable zone function.
2. Touch the extendable zone key , the indicator display will show “= ”

- To cancel the outer zone, touch the zone selection key, then press the extendable zone key  to turn off the second heating circuit, then select the desired power level by touching the power adjusting keys.

# OPERATING INSTRUCTIONS

## Safety Feature

### Pan sensor

Each cooking zone is equipped with a pan sensor.

The cooking zone emits heat only when a suitable cookware is placed on it.

The display shows "U" if:

- The cookware is incompatible for induction cooking.
- The base diameter of cookware is too small.
- The cookware is not centrally placed in the cooking zone.
- The hob will switch to 'Standby mode' with display shows '--' after 1 minute; if no operation implemented, the hob will switch off 1 minute later.

### Automatic switch off

This hob is equipped with a safety switch which automatically switches off the cooking zones after they have been in continuous operation at different power levels.

- Suppose the front cooking zone is set to level 8, the cooking zone will switch off after 2 hours of continuous operation, while the back cooking zone set to level 2 will switch off after 6 hours of continuous operation.

Power levels	Cooking zone switches off after
1, 2, 3	8 hours
4, 5, 6	4 hours
7, 8, 9	2 hours

### Residual heat warning

When switching off a cooking zone, if the temperature of the zone is too warm to be touched, the display will show "H".

- Avoid touching the hob surface over the cooking area.
- Please pay special attention to children.

"H" is turned off when the cooking zone temperature drops below a preset temperature.

### Useful Tip

- Always place cookware on the cooking zone before switching on the appliance.
- Take care to keep the control panel clean and never place the pans on the control panel sensors.
- The electronic unit beneath it could be damaged.



# MAINTENANCE AND CARE

**⚠ Always ensure the appliance is disconnected from the main power supply before carrying out any cleaning or maintenance activities.**

## **Cleaning the appliance**

The appliance should be cleaned regularly, preferably after each use.

- Do not use abrasive or corrosive cleaning agents as these may scratch the surface.
  - Avoid using hard, abrasive brushes or sponges.
  - Never use steam cleaners or pressure cleaners on the appliance.
  - Clean the hob with a damp soft cloth using a mild detergent or suitable ceramic and stainless steel hob cleaner.
  - Do not apply cleaner when the hob is still hot as this could result in marking on the surface. Wipe dry with a soft dry cloth. Ensure that all cleaner residues are removed as residues can burn onto the appliance next time it is used and could cause possible damage to the surface.
  - To remove more stubborn dirt, or if any sugary deposits are melted on the hob during cooking, remove the spills as soon as possible with a special scraper while the surface is still hot. Allow the appliance to cool down, and then clean the hob as described above.  
\*Scraper for glass ceramic can be purchased from specialized shops.
- 
- Allow the appliance to cool down to room temperature before cleaning. Use a soft cloth to dry surfaces that have been cleaned with water to avoid water marks.
  - To avoid food or liquid residues forming deposits on the appliance surface, remove stains or spills as soon as possible without waiting for the appliance to cool.

**Note:** The manufacturer will not be held liable for any damages resulting from improper installation nor failure to adopt proper safety measures during installation and operational use of the appliance.

# TROUBLE-SHOOTING

Listed below are common problems encountered by users and suggested ways to resolve them. If in doubt, feel free to reach out to our customer service team on [www.hilde.com.sg](http://www.hilde.com.sg) and we will further advise on the next steps. If problems still persist after the checks, please reach out to Hilde Service Care Team for further assistance.

**For service calls**, please provide the model number of your appliance and note that it is necessary to provide your proof of purchase for warranty purposes.

<b>Problem</b>	<b>Solution</b>
The hob does not work.	Check that the main switch is turned on and any plug or power cable is properly inserted in the electrical outlet.
The hob gives off a smell when used for the first time	This is a normal occurrence. Please read 'Using for the First time' in this manual (page 13).
The cooking zones not switching on or are not functioning	Check if more than 10 seconds have passed since the appliance was switched on.  Check if the child lock function is activated.  Check if several sensor keys were touched simultaneously. Touch only one sensor key at a time.
The hob gives off a "buzzing sound" or "humming noise"	Some cookware may produce a "buzzing sound" during induction cooking on higher power settings. This is a normal occurrence.  The noise is a result of vibrations caused by induced currents. The sound will decrease or cease altogether when the power setting is reduced.
The appliance produces a "whirring sound"	The hob has a ventilation cooling fan to help extend the life of the appliance. When the hob is used extensively, the fan comes on and creates a "whirring sound". The fan may continue to run after the appliance has been switched off. This is a normal occurrence.
Pans cannot be detected	Please read "Choosing the Suitable Cookware" in this manual (page 12).

# FAILURE CODE AND INSPECTION

## Error code for ceramic zone

Failure Code	Possible Causes	What to do
E0 & repeated beep warning.	Overheating protection: the hob is over heated.	Stop cooking till the internal temperature back to normal. Please contact after sales service to check the hob if there is PCB failure.
E1	Open circuit failure of thermocouple	Please contact after sales service.

## Error code for induction zone

Failure Code	Possible Causes	What to do
E1	Signal lost (PCB failure)	Please contact the after sales service.
E2/E3	Abnormal high/Low input voltage	Stop cooking and wait until input voltage back to normal. If not please contact service center.
E4/E5/E6	Thermistor failure.	Please contact the after sales service.
E7	Abnormal high temperature (dry burning)	Cut off power, wait for 30min and switch on. If still not working, please contact service.
E0	IGBT Overheat	Check if the fan is still working. If not please contact service center to repair.
EE	Display PCB failure.	Please contact service center.



### WARNING:

Do not disassemble the unit by yourself in case of any dangers.  
Please reach out to Hilde Service Care Team for assistance if needed.

# *Hilde*

[www.hilde.com.sg](http://www.hilde.com.sg)

The Company reserves the right to change the information of this installation and operation manual at any time without prior notice. In the event that any changes are made, the revised information shall be posted on [www.hilde.com.sg](http://www.hilde.com.sg) immediately. Please check the latest information posted herein to inform yourself of any changes.