



# Installation, Operating and Servicing Instructions

## Phoenix Twin Zone Induction Hob PHEH01

Please make a note of your product details for  
future use:

Date Purchased: \_\_\_\_\_

Model Number: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Dealer: \_\_\_\_\_

\_\_\_\_\_

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## IMPORTANT INFORMATION

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Read these instructions carefully before using this product, paying particular attention to all sections that carry warning symbols, caution symbols and notices. Ensure that these are understood at all times.

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### **WARNING!**

This symbol is used whenever there is a risk of personal injury.

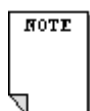
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### **CAUTION!**

This symbol is used whenever there is a risk of damaging your Lincat product.

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### **NOTE:**

This symbol is used to provide additional information, hints and tips.

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**KEEP THIS MANUAL FOR FUTURE REFERENCE**

## WARNINGS AND PRECAUTIONS



This appliance must be installed, commissioned and serviced by a qualified person in accordance with national and local regulations in force in the country of installation.

If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified person.

Ensure that the plug/socket is accessible at all times.

Strip plastic coating and clean the appliance before use.

During operation parts may become hot - avoid accidental contact.

Disconnect this appliance before servicing, maintenance or cleaning.

**If the ceramic glass surface is cracked, immediately disconnect the appliance from the supply.**



Caution symbol: Non-ionising electromagnetic radiation (magnetic field)



Warning symbol: Dangerous voltage (live parts at a working voltage exceeding 250v)

The ceramic glass is very strong but do not slam pans down onto it and be careful not to scrape pans along the surface.

## TECHNICAL DATA

	<b>PHEH01</b>
Width (mm)	350
Depth (mm)	705
Hob height (mm)	146
Cooking area w x d (mm)	600 x 340
Hob	2 zones
Hob rating per zone (kW)	1.85, boost 3.0
Hob rating per pair zones (kW)	3.7
Total electrical power rating (kW)	3.7
Electrical supply 1 Supply 1N□+E 230V 50-60Hz Current Rating (Amps)	16
Net weight (kg)	12
Packed weight (kg)	15
Shipping volume (m3 )	
IPX Protection	IPX4

# CHECK LIST OF ENCLOSURES

Warranty card
Instructions manual

## INSTALLATION AND COMMISSIONING

This appliance must be earthed.

If replacing the plug connect the terminals as follows:

Green and Yellow wire	Earth	E
Blue wire	Neutral	N
Brown wire	Live	L

Supply cords shall be oil resistant, sheathed flexible cable not lighter than ordinary polychloroprene or equivalent elastomer sheathed cord (code 60245 IEC 57)

Install this appliance on a level surface ensuring all vents are unobstructed. Any adjacent partitions, walls or furniture must be of non-combustible material. To avoid heat damage to the induction module do not place this appliance next to hot appliances such as ranges and griddles without following the minimum distances stated. A 100mm B 1000mm – see Fig 1. Any heat damage through not following the siting instructions will void the warranty of this appliance.

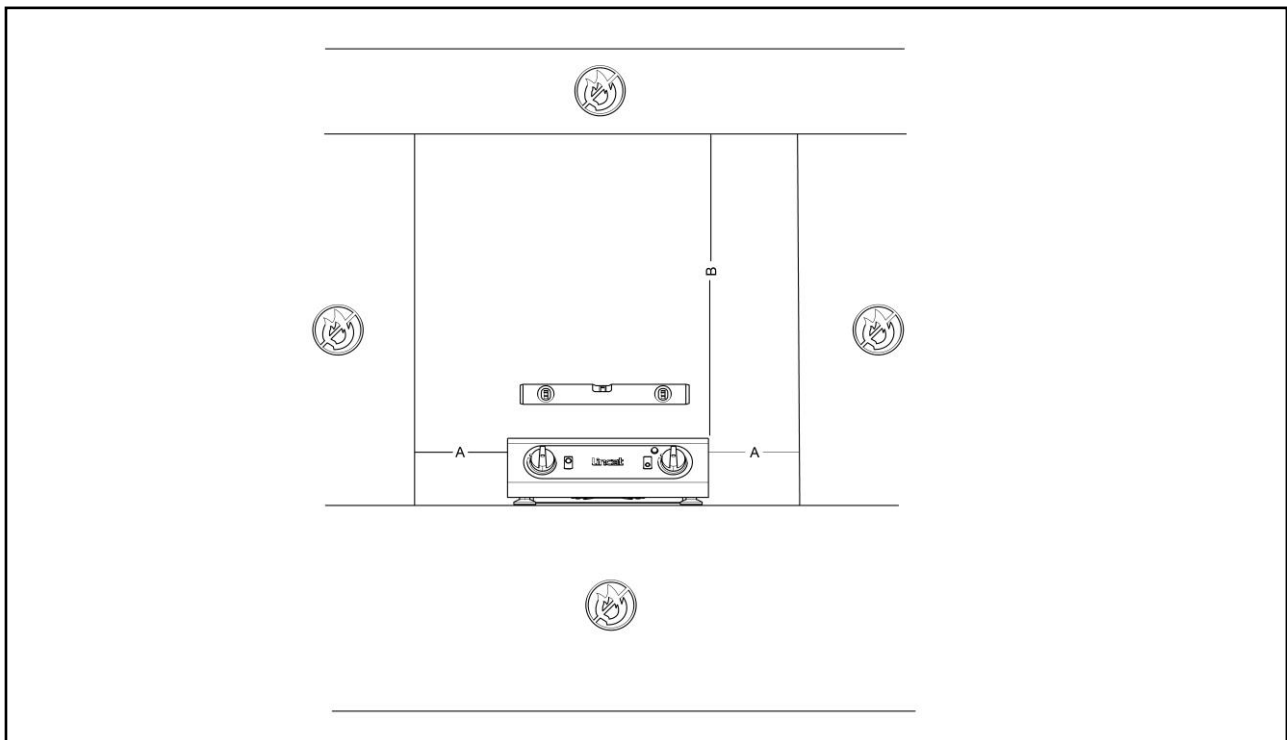


Fig 1

Do not block or restrict the inlet filters on the appliance. Restricted airflow will result in reduced performance.

Keep means of electrical isolation accessible at all times.

A circuit breaker of type C, of suitable rating should be fitted.

Install the appliance on a level surface ensuring all vents are unobstructed. Any adjacent partitions, walls or furniture must be of non-combustible material. To avoid heat damage to the induction module do not place this appliance next to hot appliances such as ranges and griddles without following

### Power Ratings

Model	kW	Amps	Supply
PHEH01	3.7	16.0	1N~+E 230V 50-60Hz
Heat input rear zone, normal	1.85	8.0	
Heat input rear zone, boost	3.0	13.0	
Heat input front zone, normal	1.85	8.0	
Heat input front zone, boost	3.0	13.0	
Max total heat input cannot exceed 3.7kW			

## OPERATING INSTRUCTIONS

Only qualified or trained personnel should use this appliance.

The green neon indicates power to the unit.

Do not block or restrict the inlet filters or vents on the appliance. Restricted airflow will result in reduced performance.

Do not place metal objects, aluminium foil and plastic vessels on the ceramic surface, and do not use the surface for storage.

Rings, watches and similar objects could get hot when in close proximity to the hob surface.

Only use pans of the size and type recommended in the info given below.

Users with heart pacemakers should consult with the manufacturer of the pacemaker or their doctor.

### Induction cooking and pan selection

With induction cooking, heat is produced directly in the base of the pan. The system comprises a ceramic glass hob surface with an induction coil beneath, which generates an alternating magnetic field. When a pan with a magnetic base is placed on the cooking zone, eddy currents are created in the pan base leading to the production of heat. The pan heats extremely quickly.

The quality of the cookware is important to the efficiency of induction cooking. The pan base must be flat with good heat distribution.

Suitable pans are made from cast iron, enamelled steel and stainless steel with a magnetic base. Unsuitable pans are glass, earthenware, aluminium, copper and non-magnetic stainless steel. Use pans of the size and type recommended. Operation of the pan detection system is dependent on the size of the pan and its material. Power from the induction coil to the pan will vary and is dependent on size and pan material.

### **Recommended pan base diameters**

	Rear zone
Minimum pan	120mm
Maximum coil diameter	250mm
Nominal coil diameter	180mm

The pan should be located concentrically over the glass target ring. If the inner ring of the ceramic glass is visible around the pan, the pan is too small.

It is normal for induction generators to make buzzing, whistling and clicking noises, especially on lower power settings.

**If the ceramic glass surface is cracked, immediately disconnect the appliance from the supply.**

### **Use**

Rotate the control knob to the required power level setting.










After use, switch the hob zone off by means of the control knob. Do not rely on the pan detectors.

Fans may continue to operate after controls are switched to zero. This is normal.

## Hob control settings

Constantly variable power level settings are available via the rotary control knob. There are a number of features available to you to enhance your appliances productivity.

The following symbols are observed through the ceramic glass:

	Low temperature hold
	Power level setting (1-9)
	Power boost function
	Automatic heat up control
	Control lock function
	Pan detection (no pan present)
	Residual heat display
	Error codes - generator
	Error – rotary control (lightning symbol)

**Fig 2**

## Melt, Keep warm and Simmer functions

The first three settings on the control knob are low temperature control functions. One bar is melt to heat the pot to 45°C, two bars is 70°C and three bars is 94°C. These temperatures are approximate and depend on the pan quality and volume of product.

## Power level settings

9 power level settings are available. The table gives the percentage of maximum power for each setting with the time limit for operation at that power.

Power level	Low temp hold	1	2	3	4	5	6	7	8	9
% of power	---	3%	6%	11%	15%	19%	31%	45%	64%	100%
Time limit (mins)	120	360	360	300	300	240	90	90	90	90

## Power boost function

Power boost is activated by turning the control clockwise from level 9. Only one coil can be boosted at a time.

The power boost will run for a maximum of 10 minutes before reverting to level 9. It may be boosted again, providing the system internal temperatures are satisfactory.

## Automatic heat-up control (AHC)

When activated, the AHC will give maximum power (level 9) to a coil for a preset time before reducing to a lower power level set by the control. To activate, the control is turned anticlockwise from the 'Off' position briefly whilst the 'A' symbol illuminates: the control is then turned clockwise to set the 'final' required power (1-8). The display reverts to the 'A' symbol and the hob will run at maximum power for the time shown in the table, before reducing power to the 'final' setting.

Power level setting	1	2	3	4	5	6	7	8
Preset time (secs)	40	72	120	176	256	432	120	192

## Control lock function

This function prevents unwanted operation of the hob. When the control lock is active, the 'L' symbol is displayed. It is activated and de-activated by turning either control knob anticlockwise to the control lock position and held for approximately 5 seconds.

## Pan detection function

This prevents the coils being turned on without a pan being present, and also turns off the coil as soon as a pan is removed. If the pan is of the wrong material for induction equipment, the 'no pan present' symbol is displayed. After use, switch off the hob via the control and do not rely on the pan detector.

## Residual heat display

When the temperature of the hobtop exceeds 60°C after removal of a pan, the 'H' symbol displays, indicating a hot surface. (Refer also to the error codes section). Whilst the residual heat display is showing, leaving the appliance connected to the power supply allows the cooling fans to continue to operate. When the 'H' symbol is extinguished, switch off the power supply.




## Error codes

There are numerous 'E' symbol error codes identifying issues within the system which are primarily of use when reporting a fault to the Service Department at Lincat. Some errors can be cleared by turning the control off, or completely turning off and unplugging the appliance before reconnecting.

The 'lightening' symbol reports errors due to the control knob circuit, i.e. if a control knob is turned anticlockwise and held in excess of 30 seconds in the 'control lock' position, the system may assume a 'stuck control' and display this symbol.

A situation such as a blocked air filter or vent, failed cooling fan or insufficient air flow to a confined installation, may cause the generator to overheat, resulting in the 'H' symbol being displayed. Replacing the air filter, cooling fan or ensuring an adequate air flow will rectify the issue.

Error code	Description	Possible cause of error	Remedy
Er 03 and continuous tone or 	continuous sensor activation; TC turn off after 10 sec	Water or cookware on the glass over the touch control sensors	Clean the control surface, remove objects on the sensors
Er 20	Flash memory – TC error	µC- defective	Replace TC
Er 22	Button evaluation defective, UI shuts off after 3.5-7.5 sec	Short or open circuit in the area of the button sensor	Replace TC
Er 31	Incorrect configuration data or deviation between generator and TC	New configuration of the induction generator required	New configuration (Service menu)
Er 36	NTC value defective on TC; UI turns off	Short or open circuit of NTC	Replace TC
Er 47	Communication error between TC and induction	No or erroneous LIN communication! (Slave does not answer to request of master)	Connection cable not correctly plugged in or defective.
U 400	Continuous tone Power supply on inlet to high	Incorrect connection of the cooktop	Correct power supply connection
E / 2	Excess temperature of the induction element	Overload of cooktop or empty boiled cookware	Let system cool down.
E / A	Error on the power board	Component failure	Replace power board
E / 6	Error on power board or supply element	No power supply of the power element or error on power board	1. check wiring 2. check filter board 3. replace power board
E / 8	Incorrect fan speed	Error on fan left or right	Air exhaust blocked, e.g. by paper Replace Defective fan
E / 9	Defective temperature sensor on inductor		Replace inductor Replace power board

# CLEANING



Isolate from the power supply and allow to cool.

Do not use a water jet or steam cleaner, and do not immerse this appliance.

Clean all panels with warm water and mild detergent, do not use abrasive materials. Do not wet electrical components. Dry with a soft cloth.

Clean the ceramic glass with a scraper or Vileda CERAN cleaning sponge – use a few drops of a suitable cleaner on a paper towel or the rough side of the sponge. Wipe with a damp cloth and dry with a clean cloth.

Check the air filter and replace if contaminated (see Component Replacement).

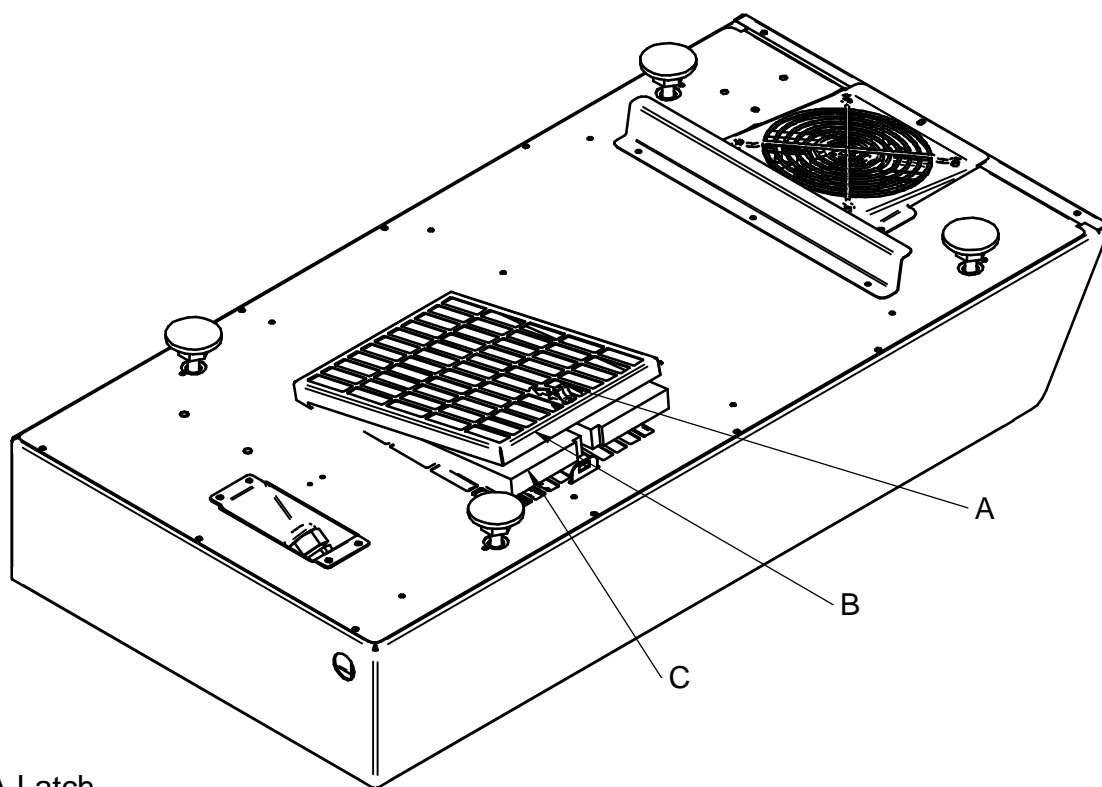
**Plastic, aluminium foil or sugary food must be scraped of the ceramic glass immediately. If these substances melt they can damage the surface.**

# SERVICING, MAINTENANCE AND COMPONENT REPLACEMENT

## Replacement of air filter

Cool the appliance and disconnect from supply. Turn the hob on its back or side without scratching the cooking surface.

Push the slide latch (Fig 3) and lift the filter cover away from the base. Replace the used filter with a new one. Reverse the procedure to re-fit the cover. Do not operate the appliance without a filter, as dirt and grease could be drawn into the electronics, impairing safe operation.



- A Latch
- B Cover
- C Filter

**Fig 3**

All other servicing, maintenance and component replacement on this appliance should be carried out by one of our recommended service engineers.

## FAULT FINDING

Please refer to the Service Help Desk number on the final page of this manual.

## SPARE PARTS LIST

Part Number	Description
FE10	Foot
FG03	Fanguard
FI33	Filter pad
KN523	Control knob
NE43	Neon
S/R0079	Cooling fan

## SERVICE INFORMATION

For help with the installation, maintenance and use of your **Lincat** equipment, please contact our service department:

**☎ UK: 01522 875520**

For non-UK customers, please contact your local Lincat dealer

All service work, other than routine cleaning should be carried out by one of our authorised service agents. We cannot accept responsibility for work carried out by other persons.

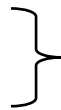
To ensure your service enquiry is handled as efficiently as possible, please tell us:

Brief details of the problem

Product code

Type number

Serial number



All available on serial plate

Lincat reserve the right to carry out any work under warranty, given reasonable access to the appliance, during normal working hours, Monday to Friday, 08:30 to 17:00.

### **GUARANTEE**

This unit carries a comprehensive UK mainland 2 year warranty. The guarantee is in addition to, and does not diminish your statutory or legal rights.

The guarantee does not cover:

Accidental damage, misuse or use not in accordance with the manufacturer's instructions

Consumable items (such as filters, glass, bulbs, slot toaster elements and door seals.)

Damage due to incorrect installation, modification, unauthorised service work or damage due to scale, food debris build-up, etc.

The manufacturer disclaims any liability for incidental, or consequential damages. Attendance is based on reasonable access to the appliance to allow the authorised technician to carry out the warranty work.

Service calls to equipment under warranty will be carried out in accordance with the conditions of sale. Unless otherwise specified, a maximum of 15 minutes of administrative time, not spent directly carrying out servicing work, is provided for within the warranty. Any requirement for staff attending the call to spend greater time than 15 minutes due to administrative requirements, such as on health and safety risk assessments, will be chargeable at the prevailing rate.