Kleenmaid Induction Cooktop Warranty Service

Service Agent,

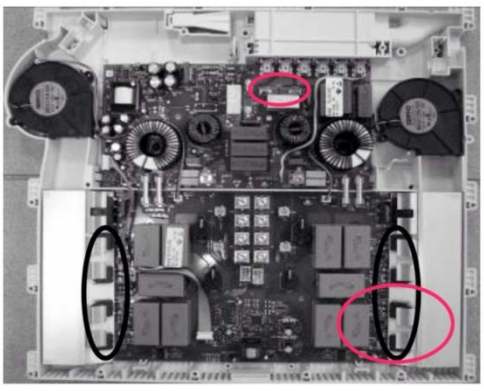
When you receive a Warranty job for a Kleenmaid induction cooktop and, upon inspection, it is a board issue, please send a report to support@kleenmaid.com.au regarding the following 3 issues so Kleenmaid can, with your recommendation, ascertain:

- the cause
- if it is under warranty and
- the appropriate fix.

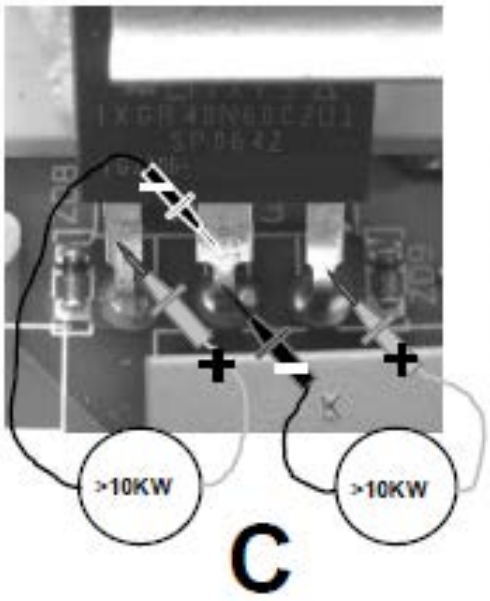
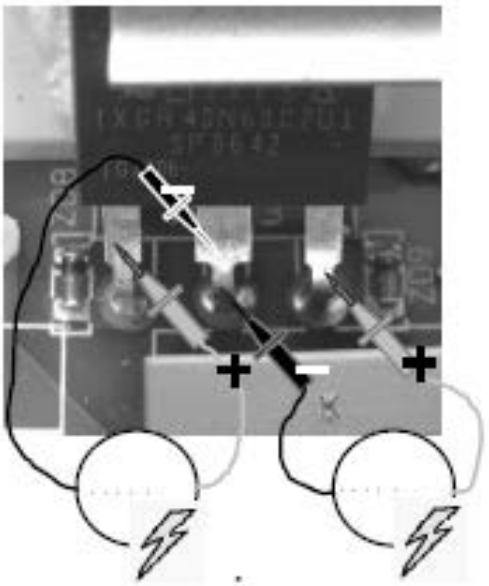
1. Cookware: is the customer using non-magnetic or magnetic cookware? Is the cookware still magnetic?
   Note: Best way to test is to see if a magnet will stick to and remain on the bottom of the cookware. No need to test all cookware but please test what the customer says they use most.

2. Ventilation: is the cooktop getting enough ventilation?
   - If a drawer is situated under the cooktop, is there at least 20 mm of space between the content of the drawer and the underside of the appliance?
   - Is the cooktop sitting on top of a non-ventilated oven or a dishwasher?
   - Is there a clearance of 760 mm minimum above the cooktop?
   - Is there a 50 mm space between the cooktop and the wall or sides?
   - Is their good air circulation coming into the unit?

3. Board:
   - What voltage is coming to unit? For your information, the unit can take 230vac +10%/-6% 50Hz.
   - What part of the board is blown? In particular, please include a photo to identify which fuses are blown and if the triads are intact or not.
   Note: Below is an example of a report and photo.



The printed fuse at the top of the board had failed (F101). The issue I feel is that the triacs on the power board had failed. I was getting readings of 0 ohms and approximately 9 ohms from the outer two legs to the middle legs. All other triacs were reading greater than 10K ohm as required including those on the smaller board. The two triacs that had failed were on the right hand side of the board on the bottom. I'm referencing this orientation from your service guide that we have for this unit. See attachment, red markings.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