

Foam issuing from air vent

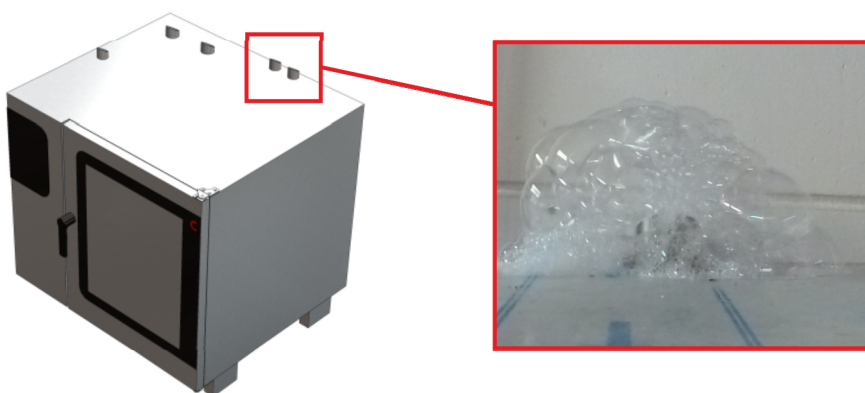
General

- These instructions are intended solely for an authorized customer service engineer.
- Inform the customer of important points relating to operation and safety.

The problem

Despite adjusting the cleaning level to the actual degree of oven soiling:

- Foam is issuing from the air vent during automatic cleaning (even for cleaning level 1);
- Foam is coming out even though original CONVOTHERM cleaning agents are being used.



About this instruction manual

This instruction manual describes the steps to be taken to stop foam issuing from the air vent during automatic cleaning.

Necessary additional instructions

These instructions are a supplement to the user and installation manuals and the servicing documentation for your appliance and must only be used in conjunction with these documents. Please refer to the manuals for technical data, intended use, design and operation and safety information.

Materials required

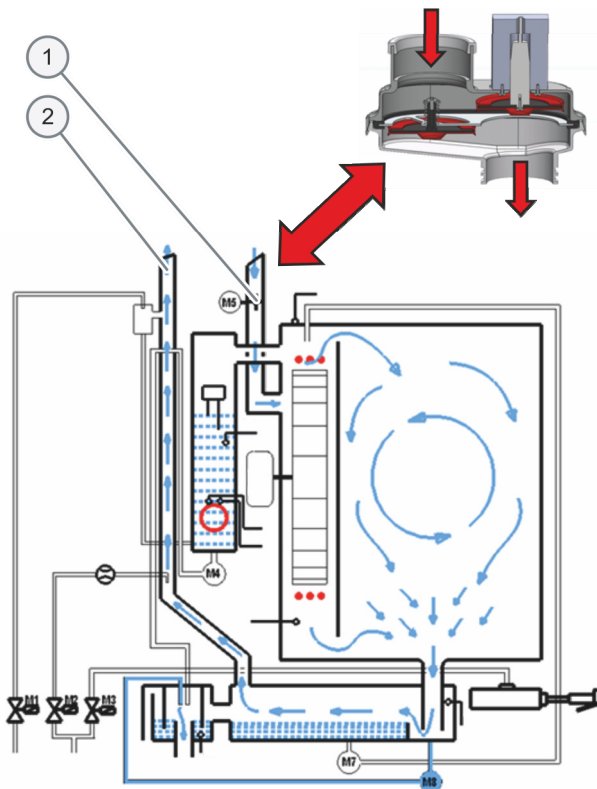
USB-stick

Requirements

Check that the following requirements have been met:





- The USB stick containing the most recent software package update is available.
- The combi steamer is ready for use.
- Only cleaning agents and care products approved by Convotherm are being used.



Position of the dehumidifier valve



Item	Name	Function
1	Dehumidifier valve	Fresh-air supply / low-pressure valve, overpressure valve
2	Vapour outlet	Lets steam escape

Solution for easyDial appliances

1.		Check that the dehumidifier valve is working properly and is not blocked by any foreign matter.
1.1		Switch on the combi steamer. You will hear the dehumidifier valve being actuated three times (mechanical sound).
2.		If you cannot hear any sound:
2.1		Open the Service program for Customer Services. To do this, press and hold for 3 seconds all three buttons at once for "Temperature", "Core temperature" and "Time".
2.2		Use the C-Dial to select diagnostic value d5.
2.3		Press the 'Time' button several times to actuate.
3.		Run a software update. <i>See the Training manual</i>
4.		After switching the appliance off and back on again, check that the software update installed successfully.
4.1		Open the Service program for Customer Services. To do this, press and hold for 3 seconds all three buttons at once for "Temperature", "Core temperature" and "Time".



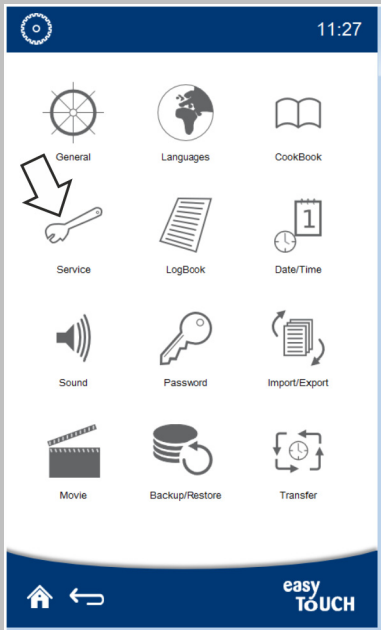
4.2		Use the C-Dial to check the following read values:
4.2a		r41: SI-board version = 2.4.4 or above
4.2b		r43: easyDial version = 2.4.4A or above

4.2c

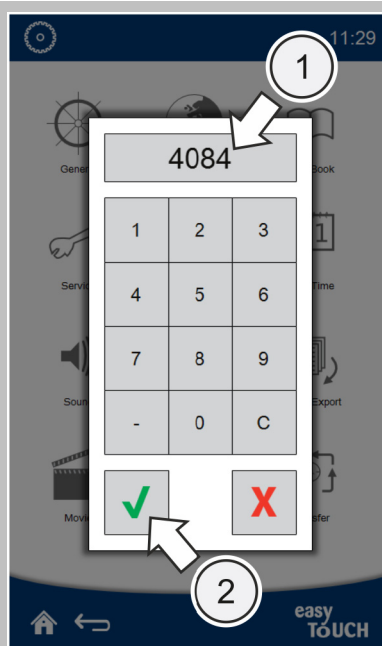


r71: Cleaning profile version = 1.9.2 or above (important!)

Solution for easyTouch appliances

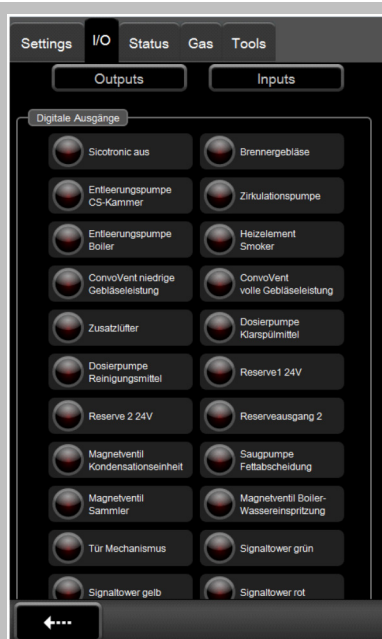
1.		Check that the dehumidifier valve is working properly and is not blocked by any foreign matter.
1.1		Switch on the combi steamer. You will hear the dehumidifier valve being actuated three times (mechanical sound).
2.		If you cannot hear any sound:
2.1		Press the 'Settings' button on the home page.
2.2		Press the 'Service' button on the 'Settings' page.

2.3



Enter (1) and confirm (2) the password for the Service menu.


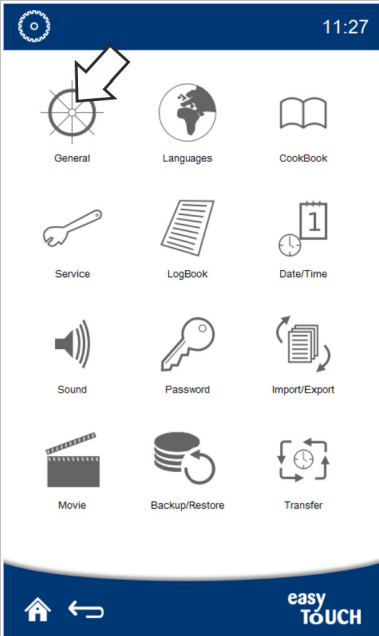
2.4

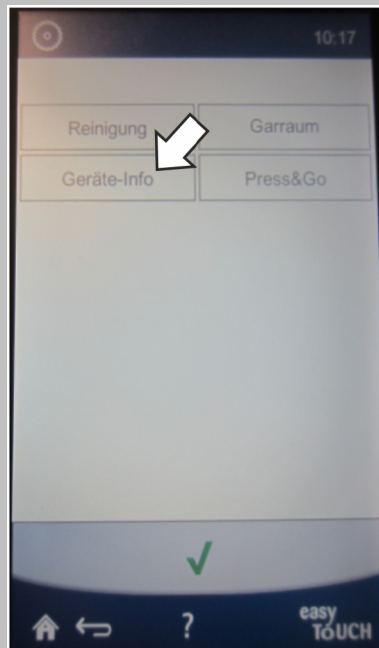


Press the 'Dehumidifier valve' button on the I/O tab.

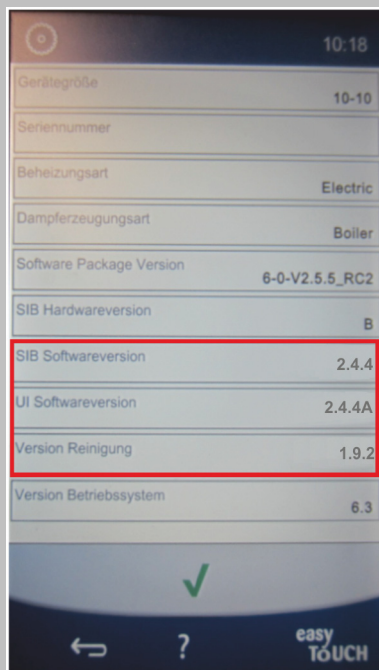
3.

Run a software update.
See the Training manual

4.		After switching the appliance off and back on again, check that the software update installed successfully.
4.1		Press the 'Settings' button on the home page.
4.2		Press the 'General' button on the 'Settings' page.

4.3


Press the 'Appliance information' button on the 'General' page.

4.4


Check the following settings on the 'Appliance information' page:

- SIB software version = 2.4.4 or above
- UI software version = 2.4.4A or above
- Cleaning version = 1.9.2 or above