

# Troubleshooting Guide

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
<b>STOVE DOES NOT TURN ON</b>		
	Tripped breaker	Check and reset the breaker.
	Power supply disconnected	Ensure the cooktop is connected to wall power.
	Battery is depleted	Connect the stove to wall power for 5-10 minutes before resuming normal operation.
	Battery not integrated properly	Ensure battery integration matches instructions. See page 21 in the <a href="#">Installation Guide</a> .
	Stove not connected properly	Ensure installation matches instructions. See page 21 in the <a href="#">Installation Guide</a> .
	Electronics fault	Contact customer support.
<b>WI-FI IS NOT CONNECTING</b>		
	VPN is enabled on your phone	Disable VPN and try again.
	Phone or tablet is not updated	Ensure your phone or tablet has the latest update.
	QR scanning not enabled	Enable QR code scanning in device settings.
<b>THE STOVE RESPONDS IN AN UNUSUAL MANNER OR CANNOT BE OPERATED PROPERLY.</b>		
	Electronics fault	Contact customer support.
<b>COOKING SHUTS OFF AUTOMATICALLY</b>		
	Prevent overheating	Let stove cool before resuming cooking.
	Water or oil on the power button	Wipe power button clean.
	Hot cookware on display	Remove hot object. Avoid placing hot cookware on the display.
	Cookware not detected	Ensure the cookware is appropriate for induction cooking. Learn why some pans are better than others, <a href="#">here</a> .

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
<b>STOVE TURNS OFF WHEN COOKING</b>		
	Accidental power off	Wipe the power button clean. Avoid pressing during use.
	Water or oil on power button	Wipe the power button clean.
<b>SYSTEM PAUSE IS DISPLAYED</b>		
	Impulse is checking the system	No action needed. The cooktop is performing a system check and should resolve automatically. If the system remains paused for more than 5 minutes, contact customer support.
<b>FAN NOISE</b>		
	Cooling fan may automatically turn on	This is normal. There are multiple fans that automatically turn on to cool the stove. Fan noise may vary depending on power use and internal temperature.
	Cooling fan stays on after cooking or when stove is off	This is normal. All induction stoves use cooling fans. After cooking, fans may remain on to cool the system.
	Insufficient ventilation in cabinet	Airflow helps cool the system. Ensure the cooktop has sufficient ventilation. See page 13 in the <a href="#">Installation Guide</a> .
<b>COOKTOP NOISE</b>		
	Some noise is expected and normal. This can include deep buzzing, whistling, or crackling. Cookware is empty or made of different multilayer materials or used on a high power level.	Reduce the power level for this pan. Ensure the cookware is appropriate for induction cooking. See page 12 in the <a href="#">User Manual</a> and learn why some pans are better than others, <a href="#">here</a> .
	Pan has a clicking noise due to power cycling on and off. This is not a good pan for the stove.	Ensure the cookware is appropriate for induction cooking. See page 12 in the <a href="#">User Manual</a> and learn why some pans are better than others, <a href="#">here</a> .
	Debris in stove fans	Ensure installation matches instructions. Stove fans should not be exposed to avoid debris entering fans. See page 13 in the <a href="#">Installation Guide</a> .

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
<b>THE POWER LEVEL OF A COOKING ZONE IS NOT INCREASING</b>		
	<p>Cookware is not suitable for consistent heating</p> <ul style="list-style-type: none"> <li>› Cookware has a thin base</li> <li>› Cookware is too light and does not fully depress the temperature sensor.</li> <li>› Cookware material is less responsive</li> <li>› The base is smaller than 4.5" or larger than 10"</li> <li>› The base has an uneven surface or embossed logo</li> <li>› The base is partially ferromagnetic</li> <li>› The base is dirty</li> </ul>	<p>Ensure the cookware is appropriate for induction cooking. See page 12 in the <a href="#">User Manual</a> and learn why some pans are better than others, <a href="#">here</a>.</p>
	<p>Stove reached max output of 15 kW across cooking surfaces</p>	<p>Reduce total number of active burners or reduce power on one or more burners.</p>
	<p>Overheating or limited airflow</p>	<p>Let stove cool. Ensure the cooktop has sufficient ventilation. See page 13 in the <a href="#">Installation Guide</a>.</p>
	<p>Stove detected the pan is heating unusually or getting too hot</p>	<p>Reduce the power level for this pan. Ensure the cookware is appropriate for induction cooking. See page 12 in the <a href="#">User Manual</a> and learn why some pans are better than others, <a href="#">here</a>.</p>
<b>UNABLE TO REACH SET TEMPERATURE IN TEMPERATURE MODE</b>		
	<p>New technology</p>	<p>Impulse is continuing improvements to its temperature sensing technology.</p>
	<p>Boiling and simmering in Temperature Mode</p>	<p>Boiling and simmering are best in Power Mode for better results.</p>
	<p>Cookware is not suitable for consistent heating</p> <ul style="list-style-type: none"> <li>› Cookware has a thin base</li> <li>› Cookware is too light and does not fully depress the temperature sensor.</li> <li>› Cookware material is less responsive</li> <li>› The base is smaller than 4.5" or larger than 10"</li> <li>› The base has an uneven surface or embossed logo</li> <li>› The base is partially ferromagnetic</li> <li>› The base is dirty</li> </ul>	<p>Ensure the cookware is appropriate for induction cooking. See page 12 in the <a href="#">User Manual</a> and learn why some pans are better than others, <a href="#">here</a>.</p>

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
<b>TEMPERATURE READING IS NOT ACCURATE</b>		
	<p>Cookware is not suitable for consistent heating</p> <ul style="list-style-type: none"> <li>› Cookware has a thin base</li> <li>› Cookware is too light and does not fully depress the temperature sensor.</li> <li>› Cookware material is less responsive</li> <li>› The base is smaller than 4.5" or larger than 10"</li> <li>› The base has an uneven surface or embossed logo</li> <li>› The base is partially ferromagnetic</li> <li>› The base is dirty</li> </ul>	<p>Ensure the cookware is appropriate for induction cooking. See page 12 in the <a href="#">User Manual</a> and learn why some pans are better than others, <a href="#">here</a>.</p>
	<p>There is liquid or material between the cooking surface and the cookware</p>	<p>Wipe bottom of cookware and the cooking surface clean and dry before use. Do not use silicone pads or other material between the cookware base and the cooking surface.</p>
	<p>Poor contact between temperature sensor and cookware base</p>	<p>Lift and replace the pan on the temperature sensor. Sliding pans can sometimes lead to poor contact with the temperature sensor.</p>
	<p>Normal variability and new technology</p>	<p>Some temperature variability is expected. It is normal to experience a learning curve with a novel cooking mode. Impulse is continuing improvements to its temperature sensing technology.</p>
<b>TEMPERATURE READING IS NOT ACCURATE</b>		
	<p>Temperature sensor is dirty or damaged</p>	<p>See page 17 in the <a href="#">User Manual</a> for instructions on cleaning and maintenance of the temperature sensor.</p>

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
<b>FOOD IS UNDER OR OVERCOOKED AT THE EXPECTED TEMPERATURE OR POWER SETTING</b>		
	Cookware is not appropriate <ul style="list-style-type: none"> <li>- Cookware has a thin base</li> <li>- Cookware is too light and does not fully depress the temperature sensor.</li> <li>- The base is smaller than 4.5" or larger than 10"</li> <li>- The base has an uneven surface or embossed logo</li> <li>- The base is partially ferromagnetic</li> <li>- The base is dirty</li> </ul>	Ensure the cookware is appropriate for induction cooking. See page 12 in the <a href="#">User Manual</a> and learn why some pans are better than others, <a href="#">here</a> .
	Cookware is not positioned correctly	Center the pan on the cooking surface. Lift and replace the cookware on the cooking surface to ensure better temperature sensor contact.
	Boiling and simmering in Temperature Mode Boiling	Boiling and simmering are best in Power Mode for better results. See <a href="#">Quickstart Guide</a> for more tips.
<b>FOOD IS NOT EVENLY COOKED</b>		
	Cookware is not suitable for consistent heating <ul style="list-style-type: none"> <li>› Cookware has a thin base</li> <li>› Cookware is too light and does not fully depress the temperature sensor.</li> <li>› Cookware material is less responsive</li> <li>› The base is smaller than 4.5" or larger than 10"</li> <li>› The base has an uneven surface or embossed logo</li> <li>› The base is partially ferromagnetic</li> <li>› The base is dirty</li> </ul>	Ensure the cookware is appropriate for induction cooking. See page 12 in the <a href="#">User Manual</a> and learn why some pans are better than others, <a href="#">here</a> .
	Cookware is not positioned correctly	Center the pan on the cooking surface. Lift and replace the cookware on the cooking surface to ensure better temperature sensor contact.
	There is liquid or material between the cooking surface and the cookware	Wipe bottom of cookware and the cooking surface clean and dry before use. Do not use silicone pads or other material between the cookware base and the cooking surface.

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
<b>THE DISPLAY IS NOT RESPONDING OR HAS FROZEN</b>		
	Unexpected software issue	1) Turn the stove on using the power button. 2) If the above does not resolve the issue, wait until the stove has cooled and then force restart the stove. Press and hold the power button for 10 seconds.
<b>STOVE EMITS AN UNEXPECTED OR BURNT SMELL</b>		
	Overheated component	Contact customer support.
<b>SCRATCHES ON THE COOKTOP SURFACE</b>		
	Improper cleaning methods	Use recommended cleaning procedures. See page 17 in the <a href="#">User Manual</a>
	Wear and tear on surfaces	Use caution when moving cookware around. Lift and place cookware. Limit dragging cookware bases across the surface. Never put cookware or other items on the display. Use recommended cleaning procedures.