

Product FAQ

FLAME IS AUTO CUT OFF

Q1. Why the burner's flame will be auto cut-off after turning on the gas valve?

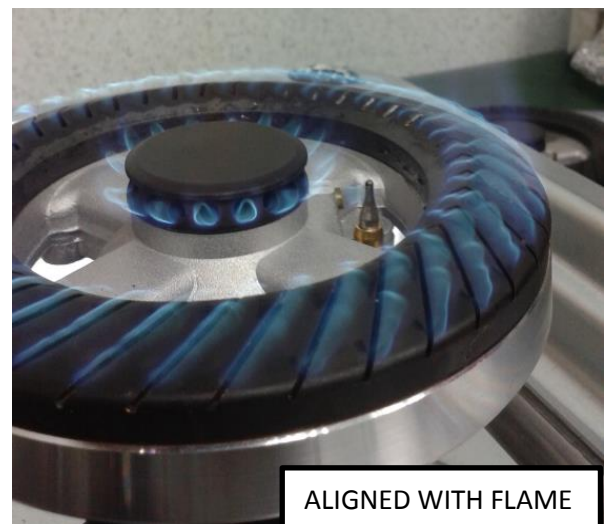
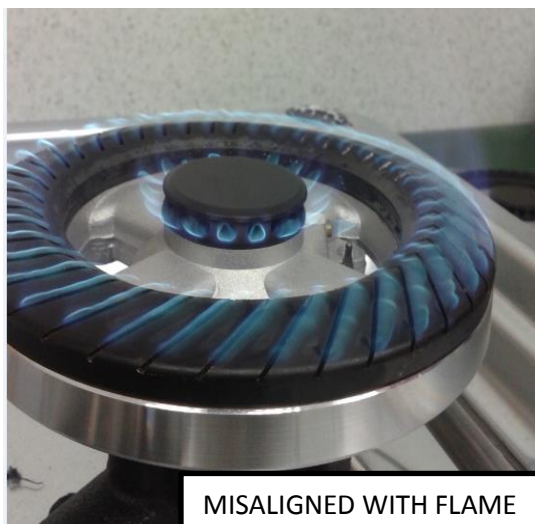
A1.1 Your gas valve turn on time not long enough, make sure you turn on and hold the gas valve about 5 to 8 seconds.

A1.2 Themocouple is faulty. You need to call service center in order to get experienced technician to get your glass hob repaired.

Video: <https://youtu.be/5wqKGqcmFcM>



A1.3 Themocouple is misaligned. You can try to adjust the themocouple into correct position.



Note: If the matter as mentioned above still exist, please call to Service Centre for further assistance.