

Product FAQ

NO SPARKING

Q1. Why glass hob no sparking?

A1.1 Please check battery box is there any battery is placed within battery box.



A1.2 If battery is placed into battery box and still no sparking, please replace it with new battery and try again OR check whether the battery is placed correctly.

A1.3 If battery is confirmed working, please listen the glass hob is there any snapping sound.

Snapping sound: <https://youtu.be/1ZK4Svbi3lo>

A1.4 If snapping sound is heard, then you may see the ignition point is sparking.

<https://www.youtube.com/watch?v=-f2kxImWgUs>



A1.5 If no snapping sound -Snapping sound: <https://youtu.be/1ZK4Svbi3lo> is heard with working battery is placed, then the ignition coil within the glass hob is faulty.

You need to call service center in order to get experienced technician to get your glass hob repaired.



A1.6 The ignition point is dirty. Use green sponge with some soap water to clean the ignition point.



A1.7 If snapping sound is heard but still no sparking is seen at the ignition point as below:



This could be due to ignition point is faulty - <https://youtu.be/xcmV1LgzAnU>
Or the ignition point wire is disconnected



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