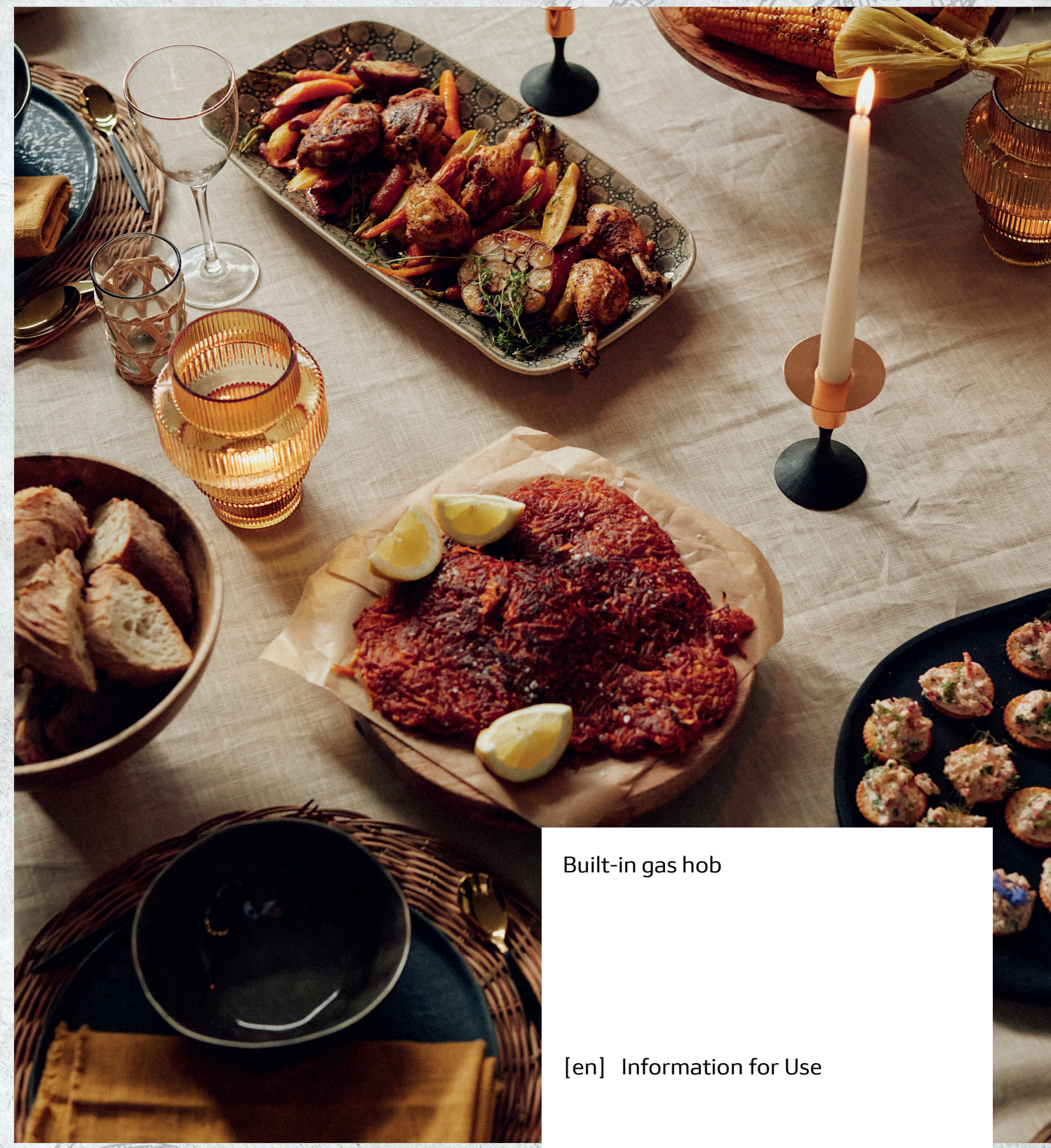
NEFF
cook. create. inspire.



Built-in gas hob

[en] Information for Use

T29RHS4..

**You can find additional information and explanations online.
Scan the QR code on the title page.**



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⚠ 1 Safety

Observe the following safety instructions.

1.1 Definition of the signal words

This is where you can find explanations for the safety signal words used in this manual.

⚠ WARNING
This indicates that death or serious injuries may occur as a result of non-observance of this warning.

ATTENTION
This indicates that damage to the appliance or other material damage may occur as a result of non-compliance with this warning.

Note: This alerts you to important information.

1.2 General information

- Read this instruction manual carefully.
- Keep the instruction manual and the product information safe for future reference or for the next owner.
- Do not connect the appliance if it has been damaged in transit.

1.3 Intended use

The appliance can only be used safely if it is correctly installed according to the safety instructions. The installer is responsible for ensuring that the appliance works perfectly at its installation location.

⚠ CAUTION – Risk of injury!
This appliance is for cooking purposes only.
- ▸ It shall not be used for other purposes, for example room heating.

Only use this appliance:
- To prepare meals and drinks.
- Under supervision. Never leave the appliance unattended when cooking for short periods.
- In a private household and in a domestic environment.
- Up to an altitude of 2000 m above sea level.

Do not use the appliance:
- On boats or in vehicles.
- as a room heater.
- with an external timer or a remote control.
- Outdoors.

Call the after-sales service if you want to convert your appliance to a different type of gas.

1.4 Restriction on user group

This appliance may be used by children aged 8 or over and by people who have reduced physical, sensory or mental abilities or inadequate experience and/or knowledge, provided that they are supervised or have been instructed on how to use the appliance safely and have understood the resulting dangers.
Do not let children play with the appliance.
Children must not perform cleaning or user maintenance unless they are at least 15 years old and are being supervised.
Keep children under the age of 8 years away from the appliance and power cable.

1.5 Safe use

⚠ WARNING – Risk of explosion!

Escaping gas may cause an explosion.

What to do if you smell gas or there are faults in the gas installation.

- ▸ Immediately shut off the gas supply or close the gas cylinder valve.
- ▸ Immediately extinguish all naked flames and cigarettes.
- ▸ Do not operate any light switches or appliance switches.
- ▸ Do not pull any plugs out of any sockets.
- ▸ Do not use any telephones or mobile phones within the building.
- ▸ Open the window and ventilate the room.
- ▸ Call customer service or the gas supplier.

Escaping gas may cause an explosion.

Small amounts of gas can collect over a longer period of time and ignite.

- ▸ Close the safety valve for the gas supply when the appliance is out of use for prolonged periods.

⚠ WARNING – Risk of poisoning!

The use of a gas cooking appliance results in the production of heat, moisture and products of combustion in the room in which it is installed. Ensure that the kitchen is well ventilated especially when the appliance is in use.

- ▸ Prolonged intensive use of the appliance may require additional ventilation, for example the increasing of mechanical ventilation where present, additional ventilation to safely remove the products of combustion to outside (external) air whilst also providing room air changes with additional ventilation.
- ▸ Consult a professional before installation of the additional ventilation.

⚠ WARNING – Risk of fire!

Leaving fat or oil cooking on an unattended hob can be dangerous and may lead to fires.

- ▸ Never leave hot oil or fat unattended.
- ▸ Never attempt to extinguish a fire using water; instead, switch off the appliance and then cover with a lid or a fire blanket.

The appliance becomes very hot.

- ▸ Never place flammable objects on the cooktop or in its immediate vicinity.
- ▸ Never store any objects on the cooktop.

The appliance will become hot.

- ▸ Do not keep combustible objects or aerosol cans in drawers directly underneath the hob.
- ▸ Never store or use combustible materials (e.g. spray cans or cleaning agents) under the appliance or in its immediate vicinity.

Hob covers can cause accidents, for example due to overheating, catching fire or materials shattering.

- ▸ Do not use hob covers.

When gas burners are in operation without any cookware placed on them, they can build up a lot of heat. The extractor hood above it may become damaged or catch fire.

- ▸ Only operate the gas burners with cookware on them.

The appliance becomes very hot, fabrics and other objects may ignite.

- ▸ Keep fabrics (e.g. garments or curtains) away from the flames.
- ▸ Never reach over the flames.
- ▸ Do not place combustible objects (e.g. tea towels or newspapers) on, next to or behind the appliance.

Escaping gas may ignite.

- ▸ If the burner does not ignite after 10 seconds, turn the control knob to the "Off" position and open the door or window in the room. do not attempt to re-ignite the burner for at least one minute.
- ▸ In the event of the burner flames being accidentally extinguished, turn off the burner control and do not attempt to re-ignite the burner for at least one minute.

Operating a burner with the power set too high results in very high temperatures being generated. This may cause flammable materials to ignite. The power level shown in the display may differ from the power level that has been set using the knob. The power level is shown in the display purely to provide additional information.

- ▸ Always set the power level according to the printing on the knob.

Food may catch fire.

- ▸ The cooking process must be monitored. A short process must be monitored continuously.

Flammable objects may ignite.

- ▸ Maintain a distance of at least 50 mm between the cookware and flammable objects.

⚠ WARNING – Risk of burns!

The accessible parts can become hot during operation.

- ▸ Small children should be kept away from the appliance.

Hob guards may cause accidents.
- ▸ Never use hob guards.

Empty cookware becomes extremely hot when set on gas burners that are operating.
- ▸ Never heat up empty cookware.

The appliance becomes hot during operation.
- ▸ Allow the appliance to cool down before cleaning.

⚠ WARNING – Risk of electric shock!

Improper repairs are dangerous.
- ▸ Repairs to the appliance should only be carried out by trained specialist staff.
- ▸ Only use genuine spare parts when repairing the appliance.
- ▸ If the power cord of this appliance is damaged, it must be replaced by the manufacturer, the manufacturer's Customer Service or a similarly qualified person in order to prevent any risk.

If the appliance or the power cord is damaged, this is dangerous.
- ▸ Never operate a damaged appliance.
- ▸ Never pull on the power cord to unplug the appliance. Always unplug the appliance at the mains.
- ▸ If the appliance or the power cord is damaged, immediately unplug the power cord or switch off the fuse in the fuse box and turn off the gas supply.
- ▸ Call customer service. →*Page 13*

An ingress of moisture can cause an electric shock.
- ▸ Do not use steam- or high-pressure cleaners to clean the appliance.

The insulation on cables of electrical appliances may melt if it touches hot parts of the appliance.
- ▸ Never bring electrical appliance cables into contact with hot parts of the appliance.

⚠ WARNING – Risk of injury!

Faults or damage to the appliance and repairs that have not been carried out correctly are dangerous.
- ▸ Never switch on the appliance if there is a fault with it.
- ▸ If the appliance is faulty, unplug the mains plug or switch off the fuse in the fuse box. Shut off the gas supply and call the after sales service.
- ▸ Always have repairs carried out to the appliance and damaged gas lines replaced by trained, specialist personnel.

Cracks or fractures in the glass surface are dangerous.
- ▸ All of the burners and each electrical heating element switch off immediately and disconnect the appliance from the power supply.
- ▸ Shut off the gas supply.
- ▸ Do not touch the surface of the appliance
- ▸ Do not use the appliance.
- ▸ Call the customer service.

Strong temperature fluctuations may cause the glass to break.
- ▸ Do not use griddle plates, clay pots, etc. for a long time at full power.
- ▸ When using the hob, avoid draughts and spilling cold liquids.

Cookware that is not the right size, or that is damaged or incorrectly positioned may cause serious injuries.
- ▸ See the notes on cookware.

When switching on the burner, sparks are generated in the ignition plugs.
- ▸ Never touch the ignition plugs while the burner is being lit.

If a control knob is too stiff to turn or it is loose, it must no longer be used.
- ▸ Contact our after-sales service immediately to have the control knob repaired or replaced.

An appliance with a cracked or broken surface can cause cuts.
- ▸ Do not use the appliance if it has a cracked or broken surface.

⚠ WARNING – Danger: Magnetism!

 Caution: Magnetic field

 Attention for persons with pacemakers

Permanent magnets are integrated in the control element bases and the control elements. Magnets may affect electronic implants, e.g. heart pacemakers or insulin pumps.
- ▸ Persons with electronic implants must stand at least 10 cm away from the magnetic control element bases and control elements.
- ▸ Never carry the control element base and the control elements on your body.

⚠ WARNING – Risk of suffocation!

Children may put packaging material over their heads or wrap themselves up in it and suffocate.
- ▸ Keep packaging material away from children.

- Do not allow children to play with packaging material.

Children may breathe in or swallow small parts, causing them to suffocate.
- Keep small parts away from children.
- Do not let children play with small parts.

2 Environmental protection

2.1 Disposing of packaging

The packaging materials are environmentally compatible and can be recycled.

- Sort the individual components by type and dispose of them separately.

2.2 Disposing of old appliance

Valuable raw materials can be reused by recycling.

1. Unplug the appliance from the mains.
2. Cut through the power cord.
3. Close the main gas tap.
4. Dispose of the appliance in an environmentally friendly manner.
   Information about current disposal methods are available from your specialist dealer or local authority.

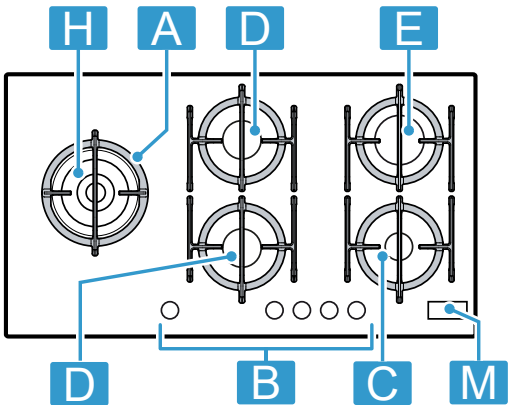


This appliance is labelled in accordance with European Directive 2012/19/EU concerning used electrical and electronic appliances (waste electrical and electronic equipment - WEEE).
The guideline determines the framework for the return and recycling of used appliances as applicable throughout the EU.

3 Hob layout

[1]	**Component**	
A	Pan support	-
B	Control knob	-
C	Economy burner	0.90 / 1.00 kW
D	Standard-output burner	1.60 / 1.75 kW
E	High-output burner	2.80 / 3.00 kW
H	Dual-wok multi-crown burner	4.60 / 5.00 kW
M	Display panel	-

T29RHS4..

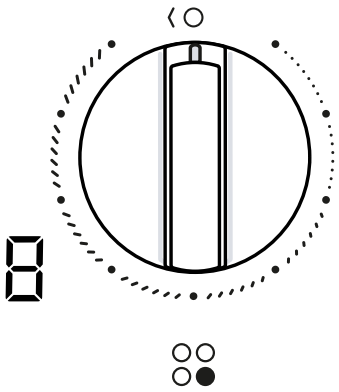


[1] The images shown in these instructions are for guidance only.

4 Basic operation of the appliance

4.1 Control knob

You can use the control knobs to set the flame height to different power levels.
The controls light up when you are in a position that differs from the ○ symbol position.

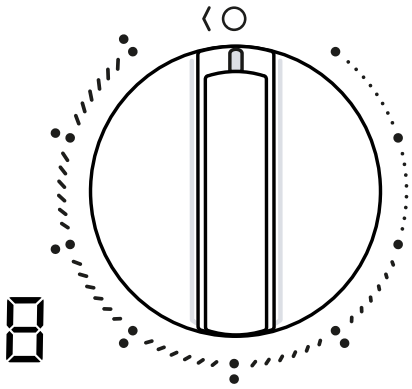


⁘	Burner assigned to the control knob.
8	Burner display.
○	Burner off.
9	Highest power setting and electric ignition of the burner.
1	Lowest power setting.

Indicator elements in the burner display	Meaning
⌐	Electric ignition.
9-1	Power levels.
0	Burner off.
H	Residual heat. The burner and the parts close to the burner are very hot.
h	Residual heat. The burner and the parts close to the burner are hot.

Dual-wok multi-crown burner

With the dual-wok multi-crown burner, you can regulate the inner and outer flames.

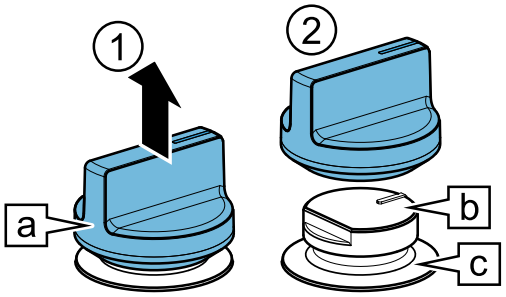


Power level	Meaning
9	Inner and outer flame on full power.
4	Outer flame on minimum, inner flame on full power.
3	Inner flame on full power. Outer flame off.
1	Inner flame on minimum power. Outer flame off.

Removable control knob

The appliance control knob can be removed.
The control knob [a] is magnetic and connected to the control knob base [b].
Pull off the control knob upwards.

Note: Never remove the control knob base [b] and its gasket [c]. Only Customer Service can reinsert the control knob base and its gasket.



To put the control knob back on, place it in its original position and press.

Tip: The magnets can interfere with magnetic data carriers, TV sets and displays. Keep magnetic data carriers, e.g., credit cards or other cards with magnetic strips, TV sets and monitors away from the device's control knob.

4.2 Control panel

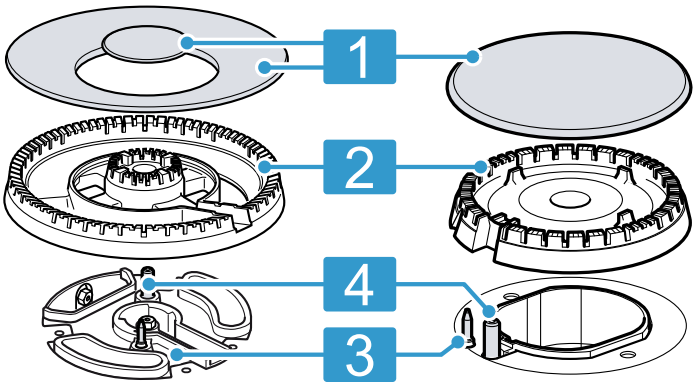
The hob has a control panel with sensors and displays for additional functions. To activate this panel, press one of the control knobs. To activate this panel, push one of the control knobs inwards.



Button/ display	Meaning
Wi-Fi	Connectivity
◷	Kitchen timer
	Ventilation control
☼	Hood light
0:00	Ventilation level/timer duration
〈 〉	Adjustment buttons

4.3 Burner

You can find an overview of the parts of the burner here.



1	Burner cover
2	Burner cup
3	Thermocouple for the flame monitoring
4	Ignition plug

4.4 Pan supports

Insert the pan supports correctly.
Place the cookware correctly on the pan supports.
Never place the cookware directly on the burner.
Always carefully remove the pan supports. When moving a pan support, the pan supports next to it may also move.

Tip: You can remove the metal residue that remains when some items of cookware are moved on the pan support by cleaning it properly.
→ *"Cleaning and servicing", Page 10*

4.5 Accessories

You can buy accessories from the after-sales service, from specialist retailers or online. Only use original accessories, as these have been specifically designed for your appliance.
Accessories vary from one appliance to another. When purchasing accessories, always quote the exact product number (E no.) of your appliance.
You can find out which accessories are available for your appliance in our catalogue, in the online shop or from our after-sales service.
www.neff-home.com

4.6 Cookware

This information has been provided to help you save energy and avoid damaging your cookware.
Use cookware that is a suitable size. The table shows the minimum and maximum base diameters (dia.) recommended for each burner.

Burner	ø min (cm.)	ø max (cm.)
Wok multi-crown burner	22	30
High output burner	20	26
Standard output burner	14	22
Economy burner	12	20

Use an additional espresso maker grid for cookware with a diameter of 12 cm.
Only use cookware with a concave base on the multi-crown burner.

- The hob must have a multi-crown burner and additional wok grid.
- The additional wok grid must be correctly inserted.

4.7 Setting Home Connect

When the appliance is switched on for the first time, an animation is activated on the 000 displays. When this animation is finished, press a knob to start setting up the Wi-Fi connection. The Wi-Fi symbol will be lit dimly for a few seconds on the control panel.
To begin the connection to Home Connect, briefly touch Wi-Fi and proceed in accordance with the information in the section .
To end the setting, switch off the hob.
You can also adjust the Home Connect setting at a different time.

4.8 Basic operation

Igniting a gas burner

The hob has automatic ignition of the burners.

ATTENTION

If you turn the control knob directly between position O and 1, malfunctions may occur.

- ▸ For this reason, never turn directly from position O to position 1 or vice versa.

1. Press the control knob for the selected burner and turn it anti-clockwise to the highest level.
   Keep the control knob pressed in.
   ✔ For all of the burners, sparks are generated and the flame ignites in the selected burner. appears in the display.
2. Wait a few seconds and release the control knob.
3. Turn the control knob to the required position.
4. If the burner does not ignite, turn the control knob to the off position and repeat the steps described above. This time, hold the control knob down for longer (up to 10 seconds).

Note
Take the following information into account to ensure that the appliance works correctly:

- The burner parts and the pan supports must be inserted correctly.

- Do not swap the burner caps around.
- The burner holes and grooves must be clean to ensure a correct flame.

Igniting a gas burner manually

In the event of a power cut, you can light the burners manually.

1. Press the control knob for the selected burner and turn it anti-clockwise to the highest level.
2. Hold a lighter or a flame (lighter, match, etc.) against the burner.

Switching off a burner

▸ Turn the control knob clockwise to ○.
✔ ▯ lights up in the display. After a few seconds, the residual heat indicator appears.

4.9 Safety system

The safety system (thermocouple) prevents the flow of gas if the flames accidentally go out. To ignite the burner, you must activate the system that enables the gas flow.

1. Ignite the burner without releasing the control knob.
✔ The flame ignites.
2. Press and hold the control knob for a further four seconds.

4.10 Software update

If the appliance is connected to Home Connect, some functions may be available with a software update. More information on the availability of additional functions can be found on the website *www.neff-home.com*

5 Home Connect

This appliance can be networked. Connect your appliance to a mobile device to control its functions via the Home Connect app or monitor its operating status.
The Home Connect services are not available in every country. The availability of the Home Connect function depends on the availability of the Home Connect services in your country. You can find information about this at: *www.home-connect.com*.
The Home Connect app guides you through the entire login process. Follow the instructions, noting the information in the Home Connect app.

Notes

- Please note the safety precautions in this instruction manual and make sure that they are also observed when operating the appliance via the Home Connect app.
→ *"Safety", Page 2*
- Operating the appliance on the appliance itself always takes priority. During this time it is not possible to operate the appliance using the Home Connect app.
- In networked standby mode, the appliance requires a maximum of 2 W.

5.1 Setting up Home Connect

Requirements

- The appliance is connected to the power supply and is switched on.
- You have a mobile device with a current version of the iOS or Android operating system, e.g. a smartphone.
- The appliance is receiving signals from the WLAN home network (Wi-Fi) at its installation location.
- The mobile device and the appliance are within range of your home network's Wi-Fi signal.

1. Scan the following QR code.

You can install the Home Connect app and connect your appliance via the QR code.

2. Follow the instructions in the Home Connect app.

5.2 Wi-Fi symbol

The Wi-Fi indicator on the control panel changes according to the status and quality of the connection and the availability of the Home Connect server.

status	Description
Lights up steadily at half brightness.	No network connection saved. Ready to add Wi-Fi network.
Flashes at half brightness.	▪ Ready to pair the device. ▪ Start of deactivation.
Lights up steadily at full brightness.	Network connection saved and Wi-Fi active.
Flashes at full brightness.	Network connection is being established.
Switched off.	Appliance is switched off.

5.3 Adding or removing a Wi-Fi home network

The following overview shows how to add or remove a Wi-Fi home network.

Wi-Fi home network status	Action
No Wi-Fi home network stored.	To add the Wi-Fi home network, briefly press .

Wi-Fi home network status	Action
The Wi-Fi home network has now been saved.	To pair another appliance, press and hold .
The Wi-Fi home network has now been saved.	To reset the Wi-Fi home network settings, press and hold . Wait for a few seconds and, when flashes, press and hold again.

5.4 Switching off the network connection

- ▸ Press and hold . If the button flashes and a signal sounds, press and hold again.
- ✔ The connection to the Wi-Fi network is switched off and the network connections are disconnected.

Note: To switch the network connection back on, see .
→ *"Adding or removing a Wi-Fi home network", Page 8*

5.5 Software update

Your appliance's software can be updated using the software update function, e.g. for the purposes of optimisation, troubleshooting or security updates.
To do this, you must be a registered Home Connect user, have installed the app on your mobile device and be connected to the Home Connect server.
As soon as a software update is available, you will be informed via the Home Connect app and will be able to start the software update via the app. Once the update has been successfully downloaded, you can start installing it via the Home Connect app if you are in your home network (Wi-Fi). The Home Connect app informs you once installation is successful.
You can find the current software version in the Home Connect app under the appliance information for the appliance.

Notes
- The software update consists of two steps.
  - The first step is downloading.
  - The second step is installation on your appliance.
- You can continue to use your appliance during downloading. Depending on your personal settings in the app, software updates can also be set to download automatically.
- Installation takes a few minutes. You cannot use your appliance during installation.
- We recommend you install security updates as soon as possible.
- The appliance must be switched off before starting the update and remain switched off until the update is complete.

5.6 Home Connect settings

Adapt Home Connect to your needs.
You can find the Home Connect settings in the basic settings for your appliance. Which settings the display shows will depend on whether Home Connect has been set up and whether the appliance is connected to your home network.

5.7 Remote diagnostics

Customer Service can use Remote Diagnostics to access your appliance if you contact them, have your appliance connected to the Home Connect server and if Remote Diagnostics is available in the country in which you are using the appliance.

Tip: For further information and details about the availability of Remote Diagnostics in your country, please visit the service/support section of your local website: *www.home-connect.com*.

5.8 Data protection

Please see the information on data protection.

The first time your appliance is registered on a home network connected to the Internet, your appliance will transmit the following types of data to the Home Connect server (initial registration):
- Unique appliance identification (consisting of appliance codes as well as the MAC address of the installed Wi-Fi communication module).
- Security certificate of the Wi-Fi communication module (to ensure a secure data connection).
- The current software and hardware version of your appliance.
- Status of any previous resetting to factory settings.

This initial registration prepares the Home Connect functions for use and is only required when you want to use the Home Connect functions for the first time.

Note: Please note that the Home Connect functions can only be utilised with the Home Connect app. Information on data protection can be retrieved in the Home Connect app.

6 Hob-based hood control

If the hob and the extractor hood are Home Connect-compatible, connect the two appliances to Home Connect and follow the instructions in the app.

Notes
- Using the controls on the extractor hood always takes priority. It is not possible to use the hob-based hood control during this time.
- You can only connect to the extractor hood via the Home Connect app.

6.1 Controlling the extractor hood via the hob

In the Home Connect app, you can configure the settings for the extractor hood operation.

Setting the fan

1. Press .
2. Use 〈 or 〉 to select a setting.
   You can select the following settings:

0	Fan off

1	Fan setting 1
2	Fan setting 2
3	Fan setting 3
P1	Intensive mode 1
P2	Intensive mode 2
A	Automatic mode

Note: Available depending on extractor hood model.

✔ The fan is switched on.

Setting the hood lighting

You can switch the hood light on and off using the hob's control panel.

1. To switch the lighting on, touch ☼.
2. To switch the lighting off, touch ☼ again.

7 Cleaning and servicing

7.1 Cleaning recommendations

⚠ **WARNING – Risk of burns!**
The appliance becomes hot during operation.

▸ Allow the appliance to cool down before cleaning.

Clean all parts of the appliance after each use.
Dry all parts of the appliance thoroughly after cleaning.

Tip: Read the information regarding the cleaning agents.

Component	Recommended cleaning method	Notes
Appliance surface	1. Clean using a sponge, warm water and soap, or a mild degreaser. 2. Then wipe it with a damp cloth and dry it with a microfibre cloth.	▪ The control elements can be removed for easier cleaning. Never remove the base for the control elements or its gasket. → *"Removable control knob", Page 6* ▪ Do not clean it in the dishwasher or immerse it in water, as this may damage it. ▪ Do not use abrasive or corrosive products, such as citric acid, vinegar, aggressive cleaning agents or glass ceramic cleaners.
Control elements	Clean using a damp sponge cloth and hot soapy water.	▪ The control elements can be removed for easier cleaning. Never remove the base for the control elements or its gasket. → *"Removable control knob", Page 6* ▪ Do not clean it in the dishwasher or immerse it in water, as this may damage it. ▪ Do not use abrasive or corrosive products, such as citric acid, vinegar, aggressive cleaning agents or glass ceramic cleaners.
Pan supports	**Cleaning by hand:** Scrub with a non-metallic brush or a non-scratching scouring sponge and warm soapy water. **Cleaning in the dishwasher:** 1. Pre-clean the pan supports if they are particularly dirty. 2. Use cleaning agents recommended by the dishwasher manufacturer. 3. As soon as the washing process is finished, remove the pan supports from the dishwasher and remove any residual moisture.	**Note:** The pan supports may discolour during use and cleaning. This discolouration does not affect their usability.
Burner	Scrub with a non-metallic brush or a non-scratching scouring sponge and warm soapy water.	▪ Do not clean in the dishwasher. ▪ Do not mix up the burner covers. ▪ Gently move the burner cover back and forth until it locks into the projections on the burner.

Component	Recommended cleaning method	Notes
Thermocouples/ignition plugs	Clean using a small non-metallic brush.	▪ Clean carefully. Thermocouples and ignition plugs are sensitive. ▪ Do not moisten the thermocouple and the ignition plug. If there is excessive moisture, the burner may not light.

7.2 Cleaning product

You can obtain suitable cleaning products from after-sales service or the online shop *www.neff-home.com*.

ATTENTION
Unsuitable cleaning products may damage the surfaces of the appliance.
- ▸ Do not use harsh or abrasive detergents.
- ▸ Do not use any industrial soap or cleaning agents.
- ▸ Do not use steel wool or scouring sponges.
- ▸ Do not use a knife or sharp objects to remove dried-on food remnants from the hob.
- ▸ Do not use a knife or sharp objects to clean the connection between the glass and the burner panels, the metal frames or the glass/aluminium plates for cleaning.
- ▸ Do not use steam-cleaning appliances.

8 Troubleshooting

You can rectify minor faults on your appliance yourself. Read the troubleshooting information before contacting after-sales service. This will avoid unnecessary costs.

Tip: Permanently connect your appliance to the Home Connect app to automatically receive software updates. This allows errors to be eliminated, performance to be improved and new functions to be made available.

⚠ **WARNING – Risk of injury!**
Improper repairs are dangerous.
- ▸ Repairs to the appliance should only be carried out by trained specialist staff.
- ▸ If the appliance is defective, call Customer Service.
  → *"Customer Service", Page 13*

⚠ **WARNING – Risk of electric shock!**
Improper repairs are dangerous.
- ▸ Repairs to the appliance should only be carried out by trained specialist staff.
- ▸ Only use genuine spare parts when repairing the appliance.
- ▸ If the power cord of this appliance is damaged, it must be replaced by the manufacturer, the manufacturer's Customer Service or a similarly qualified person in order to prevent any risk.

8.1 Normal behaviour during operation

This behaviour is normal for the appliance:
- ▪ Slight hissing noise from the ignited burner.
- ▪ Release of odours when using the appliance for the first time. These odours disappear after a short time.
- ▪ An orange flame is normal. This is due to dust in the environment, spilled liquids, etc.
- ▪ Popping noise a few seconds after the burner is switched off. This is caused by switching on the safety system.
  → *"Safety system", Page 8*

8.2 Malfunctions

Fault	Cause and troubleshooting
The general electrical operation is impaired.	The circuit breaker is faulty. ▸ Check the circuit breaker in the fuse box.
	The circuit breaker or one of the residual-current circuit breakers has been triggered. ▸ In the fuse box, check whether the circuit breaker or one of the residual-current circuit breakers has been triggered.
	The mains plug of the power cord is not plugged in. ▸ Connect the appliance to the power supply.
	There has been a power cut. ▸ Check whether the lighting in your room or other appliances are working.
Automatic ignition is not working.	Food remnants or dirt are located between the ignition plug and the burner. ▸ Clean the space between the ignition plugs and burners.
	Burner parts are wet. ▸ Carefully dry the burner parts.

Fault	Cause and troubleshooting
Automatic ignition is not working.	The burner parts are positioned incorrectly. ▸ Correctly position the burner parts.
	The appliance is not earthed or has not been connected correctly, or the earth cable is damaged. ▸ Contact an electrician.
The burner flame is not uniform.	The burner parts are positioned incorrectly. ▸ Correctly position the burner parts.
	Openings on the burner are soiled. ▸ Clean and dry the openings on the burner.
Burner flames are large or unstable.	The gas reaches the appliance at excessive pressure. **1.** Switch off the appliance. **2.** Contact an approved installer and have them check the regulator of the gas cylinder or liquid gas tank. **Tip:** To prevent damage due to excessive pressure, you can install an overpressure safety device that limits or cuts off the gas supply if the regulator of the gas cylinder or liquid gas tank fails.
The gas does not appear to be flowing normally or there is no gas being produced at all.	The gas supply has been shut off by the intermediate valves. ▸ Open the intermediate valves.
There is a smell of gas in the kitchen.	The control knob is open. ▸ Close the control knob.
	The gas pipe to the appliance is leaking. **1.** Close the main gas tap. **2.** Ventilate the room. **3.** Immediately call an authorised installer, who can inspect the gas system and issue an installation certificate. **4.** Do not use the appliance until you are sure that gas is not leaking from the installation or the appliance.
The burner switches off as soon as you release the control knob.	Control knob not pressed down long enough. **1.** Keep the control knob pressed down for a few seconds after ignition. **2.** Press the control knob down firmly.
	Openings on the burner are soiled. ▸ Clean and dry the openings on the burner.
The power level indicator in the display continually deviates from the power level that was selected using the control knob.	Incorrect calibration of the electronics. ▸ Carry out the calibration in accordance with the installation instructions.
F3, *F4*, *F5*, *F6*, *F7*, *F8*, *F9* light up in the display.	Electronics fault. **1.** Disconnect the hob from the mains. **2.** Wait a few seconds before reconnecting it. **3.** If the indicator continues to light up, contact the after-sales service.
Home Connect is not working properly.	Different causes are possible. ▸ Go to *www.home-connect.com*.
The hood control is not working properly.	The hood control functions do not switch on. ▸ Resetting and re-pairing the settings of the Wi-Fi home network
Animations on the *000* displays	In certain circumstances, the hob can perform self-maintenance tasks, e.g. a firmware update, optimisation or troubleshooting. ▸ Wait until the process is complete and only then switch the hob on.

8.3 Access to product information

To solve any problems with your appliance, determine the serial number (E no.), the production number (FD) and the counter number (Z no.) using the following steps:

Requirement: The hob must be switched off.

1. To switch on the hob, press one of the knobs inwards.

2. Within the next 10 seconds, touch and hold ◷ for 4 seconds.

Product information	Display
Customer service directory	*0 1.*
Production number	*Fd*
Production number 1	*02-*

Product information	Display
Production number 2	05

✔ The first four displays provide the product information. To view the individual displays, touch ◷.

3. Press and hold ◷ to leave the menu.

9 Customer Service

Function-relevant genuine spare parts according to the corresponding Ecodesign Directive can be obtained from Customer Service for a period of at least 10 years from the date on which your appliance was placed on the market within the European Economic Area. Furthermore, our Customer Service will continue to provide you with other function-relevant and storable genuine spare parts for up to 15 years from the date on which your appliance was placed on the market.
For more information, please contact our Customer Service team.

Note: Under the terms of the manufacturer's warranty the use of Customer Service is free of charge.

Detailed information about the warranty period and the warranty conditions in your country is available via the QR code on the enclosed document on service contacts and warranty conditions, from our customer service or on our website.

You can find the contact details for our customer service via the QR code on the enclosed document on service contacts and warranty conditions or on our website. You can find the information required as per Regulations (EU) 66/2014 and (EU) 2023/826 online at *www.neff-home.com* on the product and service pages for your appliance, in the area of user manuals and additional documents.

9.1 Product number (E-Nr.), production number (FD) and consecutive numbering (Z-Nr.)

If you contact Customer Service, you will require the product number (E-Nr.), the production number (FD) and the consecutive numbering (Z-Nr.), which you can find on the appliance's rating plate.
Make a note of your appliance's details and the Customer Service telephone number to find them again quickly.

10 Information regarding Free and Open Source Software

This product includes software components that are licensed by the copyright holders as free software or open source software.
The applicable licence information is stored on your home appliance. You can also access the applicable licence information via your Home Connect app: "Profile -> Legal information -> Licence Information". [1] You can also download the licence information on the brand product website. (Please search on the product website for your appliance model and additional documents). Alternatively, you can request the relevant information from ossrequest@bshg.com or BSH Hausgeräte GmbH, Carl-Wery-Str. 34, 81739 Munich, Germany.
The relevant source code will be made available on request.
Please send your request to ossrequest@bshg.com or BSH Hausgeräte GmbH, Carl-Wery-Str.34, 81739 Munich, Germany.
Subject: „OSSREQUEST“
The cost of performing your request will be charged to you. This offer is valid for three years from the date of purchase or at least as long as we offer support and spare parts for the relevant appliance.

11 Declaration of Conformity

BSH Hausgeräte GmbH hereby declares that the appliance with Home Connect functionality conforms to the essential requirements and other relevant provisions of Directive 2014/53/EU.
A detailed RED Declaration of Conformity can be found online at *www.neff-home.com* among the additional documents on the product page for your appliance.

CE

Hereby, BSH Hausgeräte GmbH declares that the appliance with Home Connect functionality is in compliance with relevant statutory requirements. [2]
A detailed Declaration of Conformity can be found online at *www.neff-home.com/uk* among the additional documents on the product page for your appliance. [2]

[1] Depending on the appliance specifications
[2] Only applies to Great Britain

UK
CA

2.4 GHz band (2400–2483.5 MHz): Max. 100 mW
5-GHz band (5150–5350 MHz + 5470–5725 MHz): max. 130 mW

	BE	BG	CZ	DK	DE	EE	IE	EL	ES
	FR	HR	IT	CY	LI	LV	LT	LU	HU
	MT	NL	AT	PL	PT	RO	SI	SK	FI
	SE	NO	CH	TR	IS	UK (NI)			
5 GHz WLAN (Wi-Fi): For indoor use only.									

AL	BA	MD	ME	MK	RS	UK	UA
5 GHz WLAN (Wi-Fi): For indoor use only.							

11.1 Statement of Compliance for Great Britain

The full Statement of Compliance according to the Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023 can be found online at www.neff-home.com/uk/ among the additional documents on the product page for your appliance.

Product type
This statement of compliance covers the products described in this information for use whose model identifier group is seen on the title page. The full model identifier is made up of the characters before the slash in the product number (E no.) which can be found on the rating plate. Alternatively, you can also find the model identifier in the first line of the UK Energy Label.

Name and address of manufacturer
BSH Hausgeräte GmbH, Carl-Wery-Strasse 34, 81739 München, Germany
This statement of compliance is prepared by the manufacturer.

The manufacturer, BSH Hausgeräte GmbH deems that it has complied with

- provision 5.1-1 of ETSI EN 303 645 v3.1.3 and, where relevant, provision 5.1-2 of ETSI EN 303 645 v3.1.3;
- provision 5.2-1 of ETSI EN 303 645 v3.1.3;
- provision 5.3-13 of ETSI EN 303 645 v3.1.3.

Support period
BSH Hausgeräte GmbH will provide security updates that are necessary to maintain the main functions free of charge until at least 28/02/2036.

12 Access additional information about the device

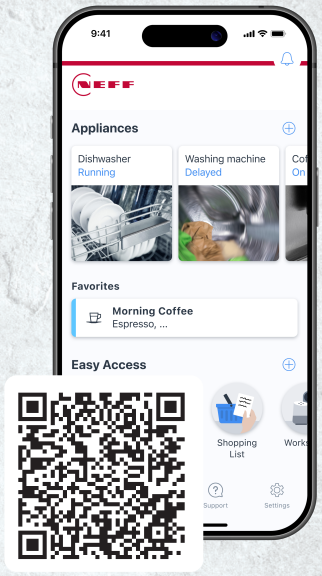
A digital version of the information for use is available on the website, with more detailed information on:

- Suitable cookware
- Recommended settings for cooking
- Cleaning and maintenance
- Environmental protection and saving energy



You can find additional information and explanations online.
Scan the QR code on the title page or visit the sections on your appliance and Customer Service at *www.neff-home.com*.

Neff Home Connect App



Connect your home appliance today and enjoy the following benefits:

- **Is the hob switched off? Check your hob from anywhere using the app.**
- **Focus entirely on cooking. The extractor hood starts automatically when you begin cooking. (Compatible extractor hood required)**
- **Choose from our great range of recipes.**

Valid within Great Britain:
Imported to Great Britain by
BSH Home Appliances Ltd.
Grand Union House
Old Wolverton Road
Wolverton, Milton Keynes
MK12 5PT
United Kingdom

Register your product online
neff-home.com

BSH Hausgeräte GmbH
Carl-Wery-Straße 34
81739 München, GERMANY

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en