

F900 SERIES

User, installation, and servicing instructions

INDUCTION COUNTER TOPS (Jan 23 onwards)

<u>i9042, i9043, i9084, i9085</u>

Read these instructions before use

DATE PURCHASED:	
MODEL NUMBER:	
SERIAL NUMBER:	
DEALER:	
SERVICE PROVIDER:	_

T101082

REV.3

Published: 10/02/2023

Dear Customer,

Thank you for choosing Falcon Foodservice Equipment.

This manual can be downloaded from <u>www.falconfoodservice.com</u> or scan here.



IMPORTANT: Please keep this manual for future reference.

Falcon Foodservice Equipment HEAD OFFICE

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PREVENTATIVE MAINTENANCE CONTRACT

To obtain maximum performance from this unit regular servicing of the appliance should be undertaken to ensure correct operation, it is functioning as intended, and safe to use. We recommend servicing in accordance with SFG20 Maintenance Schedules and as a minimum, after 2,500 hours of use, or annually, whichever comes first and that a maintenance contract be arranged with an appointed service contact. Visits may then be made at agreed intervals to carry out adjustments and repairs.

The appliance MUST BE installed by a competent person in compliance with the INSTALLATION AND SERVICING INSTRUCTIONS and National Regulations in force at the time

WARNING - TO PREVENT SHOCKS, THE APPLIANCE MUST BE EARTHED.



WEEE Directive Registration No. WEE/DC0059TT/PRO

At end of unit life, dispose of appliance and any replacement parts in a safe manner, via a licensed waste handler. Units are designed to be dismantled easily and recycling of all material is encouraged whenever practicable.

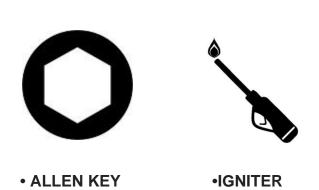
SYMBOLS



• WARNING

VIEWPORT

• FLAME



SPARK IGNITION



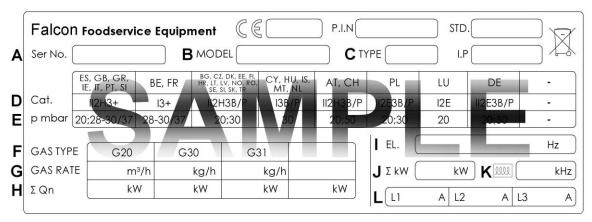
- These instructions are only valid if the country code appears on the appliance. If the code does not appear on the appliance, refer to the technical instructions for adapting the appliance to the conditions for use in that country.
- Installation must meet national or local regulations. Attention must be paid to: gas safety (installation & use) regulations, health and safety at work act, local and national building regulations, fire precautions act.
- To prevent shocks, all appliances must be earthed.
- Unless otherwise stated, parts which have been protected by the manufacturer must not be adjusted by the installer.
- Only competent persons are allowed to service or convert the appliance to another gas type.
- The installer must instruct the responsible person(s) of the correct operation and maintenance of the appliance.
- The appliance must be serviced regularly by a qualified person. Service intervals should be agreed with the service provider.
- This equipment is for professional use only and must be used by qualified persons.
- Ensure all pot/pan bases are flat and clean prior to use.
- This appliance may be discolored due to testing.
- Take care when moving an appliance fitted with castors.
- Gas appliances must have a stop cock fitted in the supply pipe work.
 The user must be familiar with the location and operation of this device in order to turn off the supply of gas in the event of an emergency.

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1.0 APPLIANCE INFORMATION

This appliance has been UKCA/CE marked based on compliance with the relevant Electrical and Electromagnetic Compatibility (EMC) Regulations/Directives for the voltages stated on the data plate.

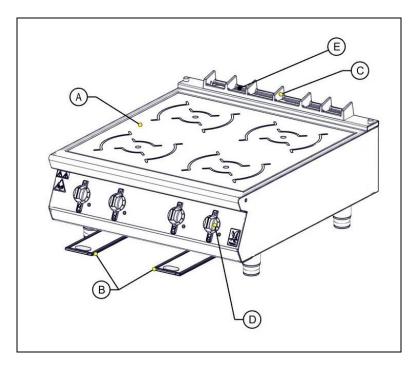


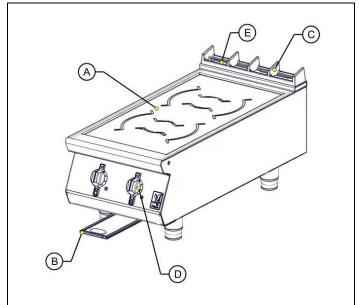
- A Serial No •
- B Model No •
- C Flue Type •
- D Gas Category •
- E Gas Pressure •
- F Gas Type •
- G Gas Rate •
- H Total Heat Input •
- I Electrical Rating •
- J Total Electrical Power •
- K Magnetic Field Frequency •
- L Electrical Phase Loading •



- IF GLASS-CERAMIC TOP IS CHIPPED, CRACKED OR BROKEN IMMEDIATELY DISCONNECT APPLIANCE FROM POWER SUPPLY AND CONTACT YOUR SERVICE AGENT.
- THE AIR INTAKE FILTER MUST BE IN POSITION DURING OPERATION IT SHOULD BE CLEANED REGULARLY AND DO NOT OBSTRUCT AIR FILTER ENTRY BELOW.
- USERS MUST BE MADE AWARE THAT INDIVIDUALS FITTED WITH A PACEMAKER SHOULD CONSULT THEIR DOCTOR IF IN A CLOSE PROXIMITY TO THIS UNIT. THIS INDUCTION UNIT EMANATES AN 18KHZ TO 20 KHZ OUTPUT THAT MAY AFFECT OLDER TYPES OF PACEMAKER.
- ON-SITE SUPERVISOR IS RESPONSIBLE TO TRAIN OPERATORS FOR OPERATING, MAINTAINING AND ENSURING THAT OPERATORS ARE MADE AWARE OF THE INHERENT DANGERS OF OPERATING THIS EQUIPMENT.
- THIS EQUIPMENT IS INTENDED FOR INDOOR USE ONLY. DO NOT INSTALL OR OPERATE THIS EQUIPMENT IN OUTDOOR AREAS.
- USE OF THE CORRECT TYPE OF PAN IS ESSENTIAL FOR CORRECT OPERATION.
- DO NOT PLACE ANY METAL OBJECTS, SUCH AS KITCHEN UTENSILS, CUTLERY, ALUMINIUM FOIL, OR PLASTIC VESSELS, ON THE GLASS-CERAMIC TOP.
- THE USER MUST ALSO BE AWARE OF POTENTIAL TO HEAT JEWELLERY AND DISRUPT ELECTRONIC EQUIPMENT PLACED OVER THE INDUCTION ZONES MAGNETIC FIELD.
- DO NOT PLACE CREDIT CARDS, ETC, ON THE GLASS-CERAMIC TOP AS DATA COULD BE WIPED OFF.
- NEVER LEAVE THE INDUCTION HOB UNSUPERVISED WHEN IN USE. THE GLASS-CERAMIC TOP MUST NOT BE USED FOR STORAGE.
- DAMAGED PANS CAN REDUCE THE APPLIANCE EFFICIENCY.
- NEVER OPERATE THE APPLIANCE WITH AN EMPTY PAN. NEVER PRE-HEAT THE PAN.
- DO NOT USE THE COOKTOP FOR FOOD PREPARATION SUCH AS CUTTING AND CHOPPING.
- NEVER STAND, SIT OR LEAN ON THE EQUIPMENT.
- THE MAXIMUM AMBIENT TEMPERATURE FOR THE INDUCTION APPLIANCE TO OPERATE MUST NOT EXCEED 40 °C [104 °F].
- DO NOT OBSTRUCT AIR VENTS, FAILURE TO PROVIDE ADEQUATE VENTILATION WILL CAUSE THE APPLIANCE TO OVERHEAT, TO REDUCE POWER, OR TO SHUTDOWN.

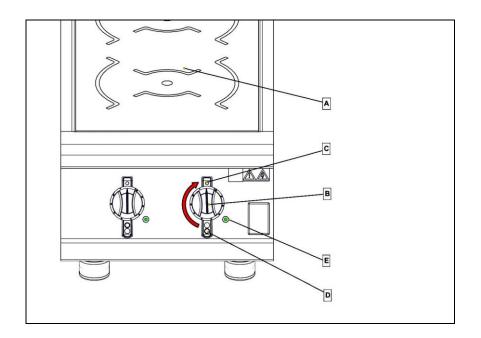
2.1 COMPONENT PARTS





- A Glass hob
- B Filter
- C Cast iron flue capper
- D Control switch
- E- Air vents

2.2 CONTROLS

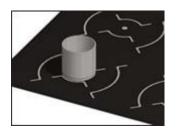


- A Cooking surface.
- **B** Control switch.
- ${\bf C}-{\sf Off}$ position
- **D** Zone indicator
- E LED

2.3 USING THE INDUCTION HOB

2.3.1 Ensure you use the correct size of pot.

<Ø120



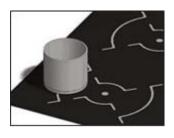




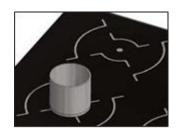
Ø120 – Ø270



2.3.2 Ensure the pots are central in the cooking zone

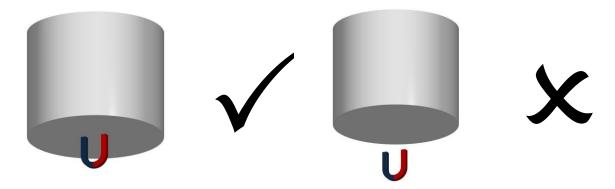




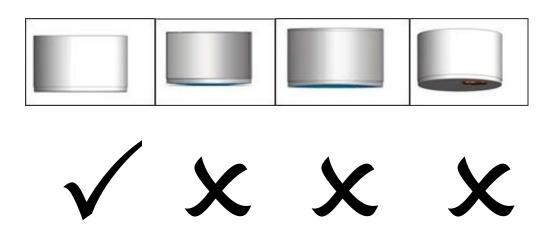




2.3.3 Ensure you use the correct type of pot



2.3.4 Ensure you use a clean flat bottom pan



2.3.5 Turn the knob to select power level, turn the appliance on. Cook mode, power level is from 1 (lowest) to 10 (Highest).

The green L.E.D will light, it means appliance is ready to use. If you remove the pot from the cooking zone the L.E.D will flash at 1 second intervals to indicate that the cooking zone is still active, pan is not detected.



Switch off the cook-top by means of the control. Do not rely on the Pan Detection as the ON-OFF control.

3.0 CLEANING AND MAINTENANCE

- 3.1 Turn off and cool down
- 3.2 Clean the glass hob with hot soapy water

CLEAN THE AIR INTAKE FILTER REGULARLY. FAILURE TO CLEAN THE FILTER REGULARLY MAY CAUSE PROBLEMS WHICH WILL NOT BE COVERED BY WARRANTY. THE AIR INTAKE FILTER MUST BE IN PLACE DURING OPERATION.



NEVER USE A HIGH PRESSURE WATER JET FOR CLEANING OR HOSE DOWN OR FLOOD INTERIOR OR EXTERIOR OF THE APPLIANCE WITH WATER.

WHEN THE SILICON SEAL IS BROKEN, WATER PENTRATION COULD CAUSE THE APPLIANCE FAILURE, ANY MULFUNCTION COULD CAUSE PERSONAL HARM.

DO NOT ATTEMPT TO REPAIR OR REPLACE ANY PART OTHER THAN THE AIR INTAKE FILTER. REFER TO THE ERROR CODE LIST TO DEBUG THE PROBLEM.

MAINTENANCE CHECK

Regular servicing of the appliance should be undertaken to ensure correct operation, it is functioning as intended, and safe to use. We recommend servicing after 2,500 hours of use, or annually, whichever comes first.

Any maintenance schedule should be carried out in accordance with SFG20 Maintenance Schedule. Should any issues with the integrity of the components be identified these should be replaced. If the appliance is not considered safe the unit should be removed from service and the responsible person advised why the unit is not safe to use and what remedial action is needed. Contents of the maintenance schedule should be agreed with the maintenance provider.

4.0 SPECIFICATION

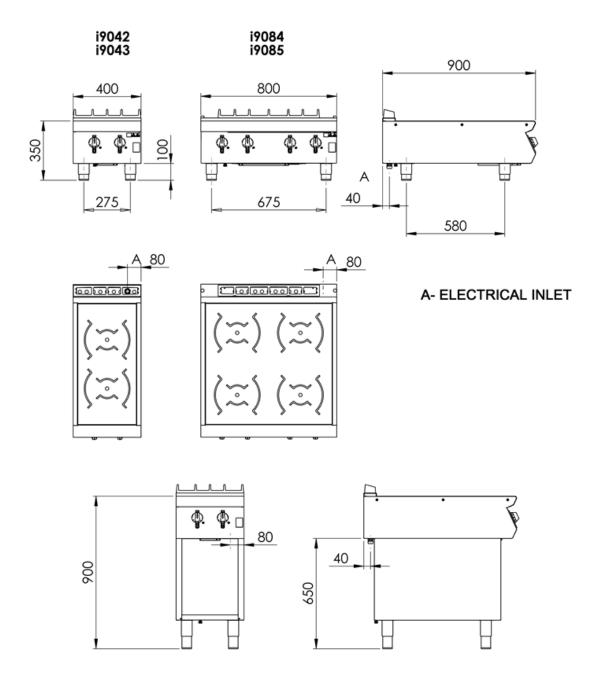
These appliances are suitable for AC supplies only.

Three phase 3 wire connection

MODEL	VOLTAGE	POWER	L1	L2	L3
19042	400V 3~	7kW	11.00A	11.00A	11.00A
19043	400V 3~	10kW	15.75A	15.75A	15.75A
19084	400V 3~	14kW	22.00A	22.00A	22.00A
19085	400V 3~	20kW	31.50A	31.50A	31.50A

5.0 DIMENSIONS / CONNECTION LOCATION

Model	Width (mm)	Depth (mm)	Height (mm)	Weight (kg)
19042	400	900	350	35
19043	400	900	350	35
19084	800	900	350	63
19085	800	900	350	63



ELECTRICAL SAFETY AND ADVICE REGARDING SUPPLEMENTARY ELECTRICAL PROTECTION

Commercial kitchens and foodservice areas are environments where electrical appliances may be located close to liquids, or operate in and around damp conditions or where restricted movement for installation and service is evident.

The installation and periodic inspection of the appliance should only be undertaken by a qualified, skilled and competent electrician; and connected to the correct power supply suitable for the load as stipulated by the appliance data label.

The electrical installation and connections should meet the necessary requirements to the local electrical wiring regulations and any electrical safety guidelines.

We recommend:-

- Supplementary electrical protection with the use of a residual current device (RCD). If an RCD is installed, it must be a type B or B+ with minimum 30mA fault current.
- Fixed wiring appliances incorporate a locally situated switch disconnector to connect, which is easily accessible for switching off and safe isolation purposes. The switch disconnector must meet the specification requirements of IEC 60947.

Your attention is drawn to:-BS 7671:2018–Guidance Note 8 - 8.13 : Other locations of increased risk

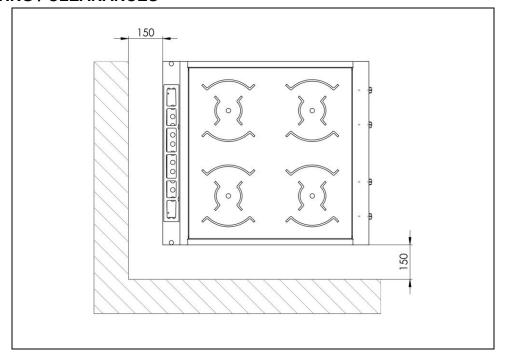
It is recognized that there may be locations of increased risk of electric shock other than those specifically addressed in Part 7 of BS 7671. Examples of such locations could include laundries where there are washing and drying machines in close proximity and water is present, and commercial kitchens with stainless steel units, where once again, water is present.

Where because of the perception of additional risks being likely, the installation designer decides that an installation or location warrants further protective measures, the options available include:

- Automatic Disconnection of Supply (ADS) by means of a residual current device having a residual operating current not exceeding 30mA;
- Supplementary protective equipotential bonding; and
- Reduction of maximum fault clearance time.

The provision of RCDs and supplementary bonding must be specified by the host organization's appointed installation designer or electrical contractor and installed by a suitably qualified and competent electrician so as to comply with Regulations 419.2 and 544.2

6.1 SITING / CLEARANCES



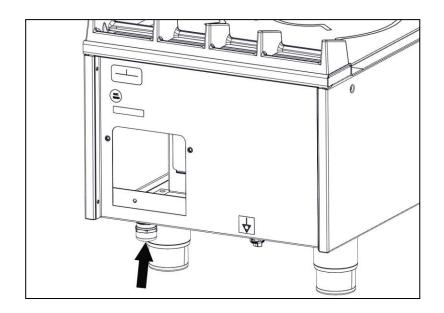


CAUTION: WALLS CLOSER THAN 150mm TO THE APPLIANCE MUST BE NON COMBUSTABLE. IF SUITING THE NECESSARY CLEARANCES TO ANY CUMBUSTIBLE WALL MUST BE THE LARGEST FIGURE GIVEN FOR INDIVIDUAL APPLIANCES INSTRUCTIONS.

THE INDUCTION UNIT MUST NOT BE INSTALLED ABOVE AN OVEN OR OTHER SOURCES OF HEAT.

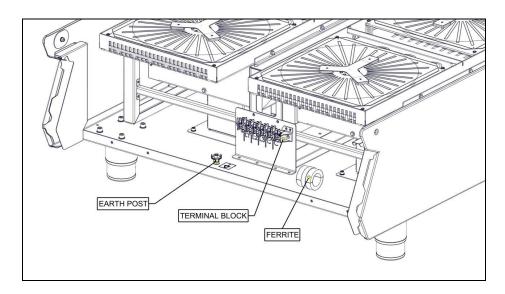
6.2 ELECTRICAL SUPPLY AND CONNECTION

- 6.2.1 Remove control panel to access the inlet terminal (see 7.1)
- 6.2.2 A suitable rated isolating switch with contact separation of at least 3mm in all poles must be installed and wiring executed in accordance with relevant regulations.
- 6.2.3 Ensure the capacitor is discharged with appropriate discharge equipment.
- 6.2.4 Mains cable entry is at unit rear, and feed through the ferrite ring.
- 6.2.5 Connect the mains wires with terminal as described below.





Main Earth wire must be connected to the provided Earth post.



The electrical connections color code is shown in the table below.

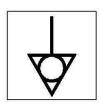
PHASE I	PHASE II	PHASE III	EARTH
Brown	Black	Grey	Green/Yellow



WARNING - ENSURE THAT CAPACITOR IS PROPERLY DISCHARGE BEFORE INSTALLATION / MAINTENANCE



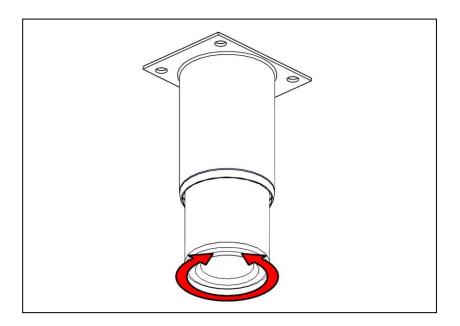
MAINS INPUT CONNECTION CABLE IS NOT SUPPLIED; SUITABLE CABLE WILL CONFORM TO CODE DESIGNATION IEC 60245-57.



This appliance is also provided with a terminal for connection of an external equipotential conductor. This terminal is in effective electrical contact with all fixed exposed metal parts of the appliance and shall allow the connection of conductor having a nominal cross-section area of up to 10mm². It is located at the rear of the unit and identified by the following label and must only be used for bonding purposes.

6.3 ASSEMBLY

6.3.1 Unpack, position appliance and level using feet adjusters as shown below.



- 6.3.2 Ensure fan intake filter is fitted and secured in position below control panel.
- 6.3.3 Connect to an electrical supply (see 6.2)

6.4 COMMISSIONING

- 6.4.1 Switch all cooking zones on to position 10.
- 6.4.2 Ensure all L.E.Ds light and begin to flash.
- 6.4.3 Place a pan suitable for induction cooker tops, filled with water, upon a cooking zone. The pan minimum diameter cannot be less than 120mm.
- 6.4.4 Ensure that corresponding L.E.D stops flashing and remains lit. This indicates that "Pan detection" feature is working.
- 6.4.5 Repeat on all different cooking zones.
- 6.4.6 Leave pots to heat until water boils and switch controls to maintain simmer.
- 6.4.7 Switch control off.

6.5 INSTRUCTION TO USER

After installation and commissioning is completed, please hand the user instructions to the user and ensure that the person/s responsible understand the instructions regarding correct operation and cleaning of the appliance.

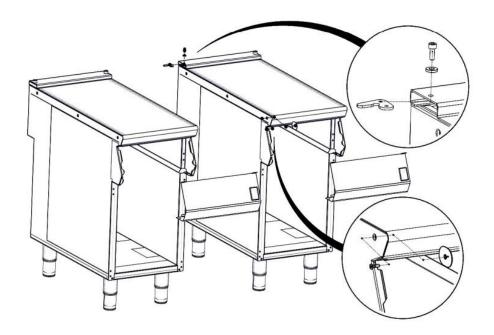


PLEASE FILL OUT THE INFORMATION TABLE ON THE FRONT COVER AFTER COMMISSIONING.

6.6 SUITING

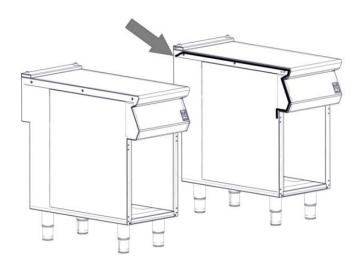
"Patent No. GB 2540131"

- 6.6.1 Before leveling and suiting units ensure the units are fully built, including all accessories and castings.
- 6.6.2 Undo the 4 fixing screws on the control panel and remove.
- 6.6.3 Remove the hob rear infill and replace with rear suiting plate and fixings.
- 6.6.4 Remove the front side panel countersunk screw and suiting plate.

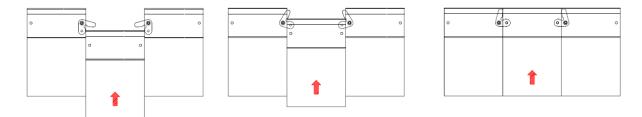


NOTE: The DLS system is designed to give a quick and easy suiting solution. If you require an improved seal between appliances we recommend you use, a food grade, high temperature silicon sealant. This can be supplied by Falcon part no – 523400021

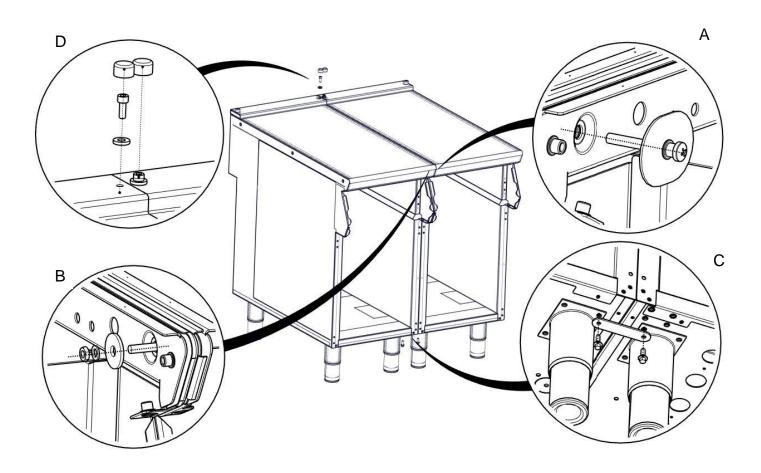
6.6.5 Run a bead of silicon 5mm from profile edge as highlighted below.



6.6.6 Slide suited units into position.



- 6.6.7 (A) Right hand unit: Screw the M5 x 40 screw (supplied in the kit) into one of the suiting plates as shown and then insert through the front fixing holes of both units.
- 6.6.8 (B) Left hand unit: Slide the penny and lock washer on to the screw and secure using the M5 nut.
- 6.6.9 (C) Remove the front bolts from feet, insert base tie plate and secure the bolts back into position.
- 6.6.10 (D) Replace fixings on the rear hob and tighten screw caps into position.



6.6.11 Replace control panel.

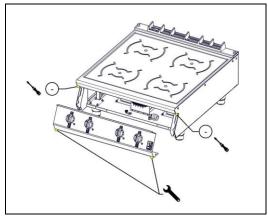
7.0 SERVICING AND CONVERSION

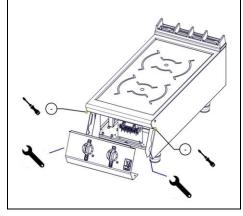
WARNING - BEFORE ATTEMPTING ANY MAINTENANCE,
ISOLATE THE APPLIANCE AT THE MAINS
ISOLATING SWITCH AND TAKE STEPS TO ENSURE
THAT IT CANNOT BE INADVERTENTLY SWITCHED
ON.



WARNING - CAPACITOR MUST BE DISCHARGED IMMEDIATELY AFTER ANY INSULATION RESISTANCE TESTING, AS CAPACITOR MAY BECOME CHARGED DURING THE TEST DUE TO HIGH VOLTAGE.

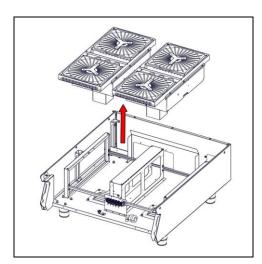
7.1 CONTROL PANEL



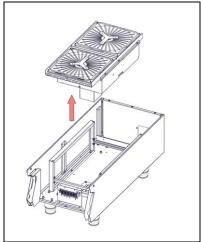


7.1.1 Remove control panel as shown above.

7.2 REMOVING THE GENERATOR 19084/19085



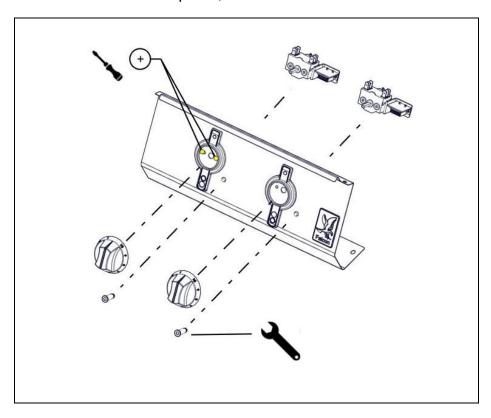
19042/19043



- 7.2.1 Remove the control panel see 7.1.
- 7.2.2 Remove the hob see 7.4.
- 7.2.3 Disconnect the power and RJ45 cables to the generator.
- 7.2.4 Lift the generator out vertically.

7.3 REPLACING CONTROL SWITCH/LED INDICATORS

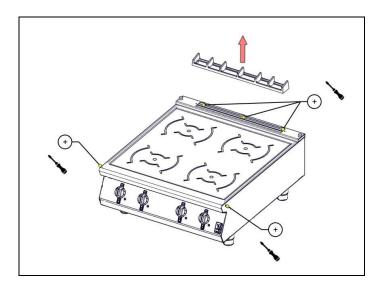
7.3.1 Remove control panel, see 7.1

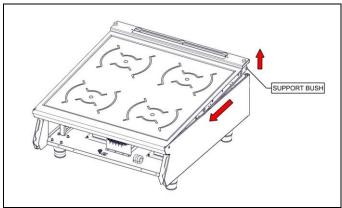


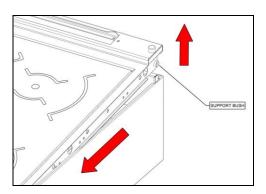
- 7.3.2 Control switch:- Identify wires that relate to switch and L.E.D attached to generator unit and disconnect.
- 7.3.3 Unscrew and remove as shown.
- 7.3.4 Re-assemble in reverse order.

Note: It is recommended that two persons carry out the procedure.

7.4 HOB ASSEMBLY







- 7.4.1 Remove the control panel see 7.1.
- 7.4.2 Remove the hob assembly as shown.
- 7.4.3 Lift rear of hob vertically to allow support bushes to become visible.

 Pull hob frame forward slightly and rest support bushes on the top returns of the side panels. Carefully pull hob forward, ensuring the frame does not come into contact with the generator coils underneath.
- 7.4.4 Re-assemble in reverse order.

Note: It is recommended that two people carry out the procedure.

8.0 FAULT FINDING

Note: Most faults can be rectified by simply switching unit off for 10 seconds. After this time, turn power back on at mains supply. If fault continues to occur after such action then please refer to the table. This will provide a solution to rectify the condition.

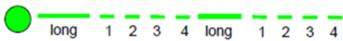
If unit fails to operate or show any operational indicators, Follow details in Error Code Table before calling a service engineer. The symptoms may indicate a failed induction generator.

ERROR CODES

DO NOT remove or attempt to repair or replace ANY part or parts of this appliance other than the air intake filter.

If an error occurs within the unit, the control panel green LEDs will flash to indicate an error code. An error code can be detected according to the duration and frequency of the LEDs blinking. LEDs blink one time long and then short regular flashes, number of short flashes represent the Error code.

For example (error code 4):



The error code list that follows will help identify the faulty component.

In the "corrective action" list, you should follow the action listed, before contacting a Service Engineer.

Troubleshooting Without Error Code

Symptom	Possible Cause	Corrective Action
Pan does not heat up on glass-top. LED is not illuminating/flashing	No power supply.	Check incoming power supply (Example, power cable plugged into the wall socket). Check kitchen main fuse box.
	Unit is turned off.	Turn control knob to an ON-position.
	Defective unit.	Only if possible and safe, disconnect the appliance from the power supply. Contact an authorized service agency. (1)
Pan does not heat up.	Pan is too small.	Use a suitable pan with bottom diameter larger than 12cm[5"].
	Pan is not placed in the centre of the hob; pan is not detected by sensor. (2)	Move the pan to the centre of the hob.
	Unsuitable pan.	Select only induction-ready cookware.
	Defective unit.	Only if possible and safe, disconnect the appliance from the power supply. Contact an authorized service agency. (1)
Poor heating, LED ring is ON	Air-cooling system is obstructed.	Verify that air vents are not obstructed. Ensure the fresh air filter is clean.
	Unsuitable pan.	Select various induction-ready cookware for induction cooking. Then compare the results.
	Ambient temperature is too high. The cooling system is not able to keep the appliance in normal operating conditions.	Verify that no hot air is taken in by the fan. Reduce the ambient temperature. The intake air temperature must be lower than 40°C [104°F].

	One phase is missing.	Check incoming power supply (Example, power cable plugged into the wall socket). Check kitchen main fuse box.
	Defective unit.	Only if possible and safe, disconnect the appliance from the power supply. Contact an authorized service agency. (1)
Appliance does not react to control	Unit is turned off.	Turn control knob to an ON-position.
knob positions	Defective control knob.	Only if possible and safe, disconnect the appliance from the power supply. Contact an authorized service agency. (1)
Overheated unit symbol is ON, fan is working	Air-cooling system is obstructed. Internal fan is dirty.	Verify that air vents are not obstructed. Ensure the fresh air filter is clean. Contact an authorized service agency
Overheated unit symbol is ON, fan does not work	Defective fan or fan control	Only if possible and safe, disconnect the appliance from the power supply. Contact an authorized service agency. (1)
Overheated unit symbol is ON	Overheated induction coil; cooking area is too hot. Overheated pan. Pan is empty.	Switch the appliance off. Safely remove pan. Wait until the appliance has cooled down before turning it ON.
Small metallic objects (e.g. spoon) are heated up in the cook zone.	Pan detection function is defective	Only if possible and safe, disconnect the appliance from the power supply. Contact an authorized service agency. (1)



- (1) If the plug is not safely accessible, the device must be switched off at the main circuit breaker.
- (2) The appliance switches off immediately.

Troubleshooting — Error Code

Blink Code	Problem	Corrective Action
	Normal Operation	Normal Operation
1	Unsuitable induction cooking pan. Internal wiring/coil connection malfunction. (2)	Check pan material. Contact an authorized service agency.
2	Unsuitable induction cooking pan. Coil overcurrent. (2)	Check pan material. Contact an authorized service agency.
3	Air-cooling system obstructed. Fan malfunction. Heat sink overheated. (2)	Let appliance cool down. Verify that air vents are not obstructed. Check and clean air filter. Contact an authorized service agency.
4	Overheated cook zone. Overheated pan detected. Sensor failure. Overheated or defective sensor. (2) Warning from overheated pan / cooking empty sensor or coil connection failed. (2)	Let appliance and/or pan cool down. Check pan material. Verify that air vents are not obstructed. Check and clean air filter. Check food in the pan or empty pan. Contact an authorized service agency.
5	Potentiometer defective.	Contact an authorized service agency.
6	Ambient temperature too high (the cooling system is not able to keep the induction appliance in normal operating conditions). Internal component overheated. (2)	Let appliance cool down. Verify that air vents are not obstructed. Check and clean air filter. Verified that no hot air is taken in by the fan. Reduce the ambient temperature. The intake air temperature must be lower than 40°C [104°F]. Contact an authorized service agency.
7	Generator component failure. (2)	Contact an authorized service agency.

8	Sensor error from heat sink/CPU. Board overheated. Ambient temperature beyond normal operating range. (2)	Verify that air vents are not obstructed. Check air filter. Reduce ambient temperature. Contact an authorized service agency.
9	N/A	N/A
10	Communication problem of the RJ/ Ethernet interface	Contact an authorized service agency.



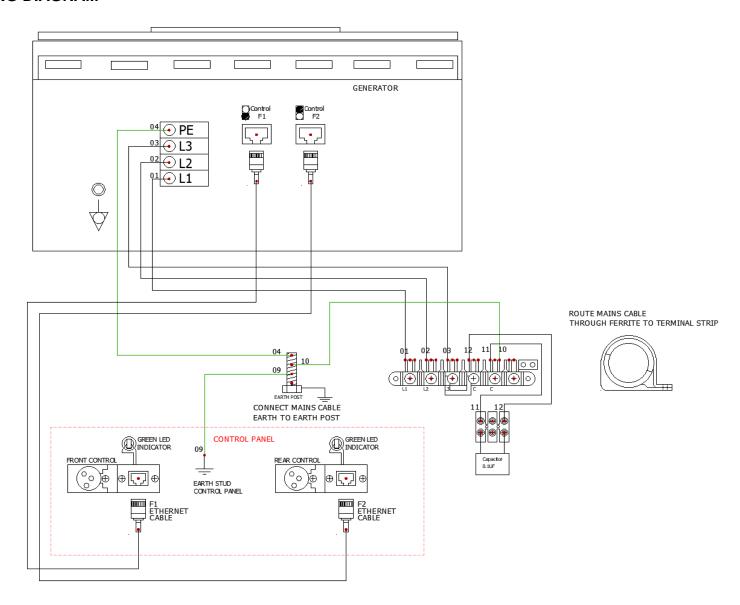
- (1) If the plug is not safely accessible, the device must be switched off at the main circuit breaker.(2) The appliance switches off immediately.

9.0 CIRCUIT / WIRING DIAGRAM

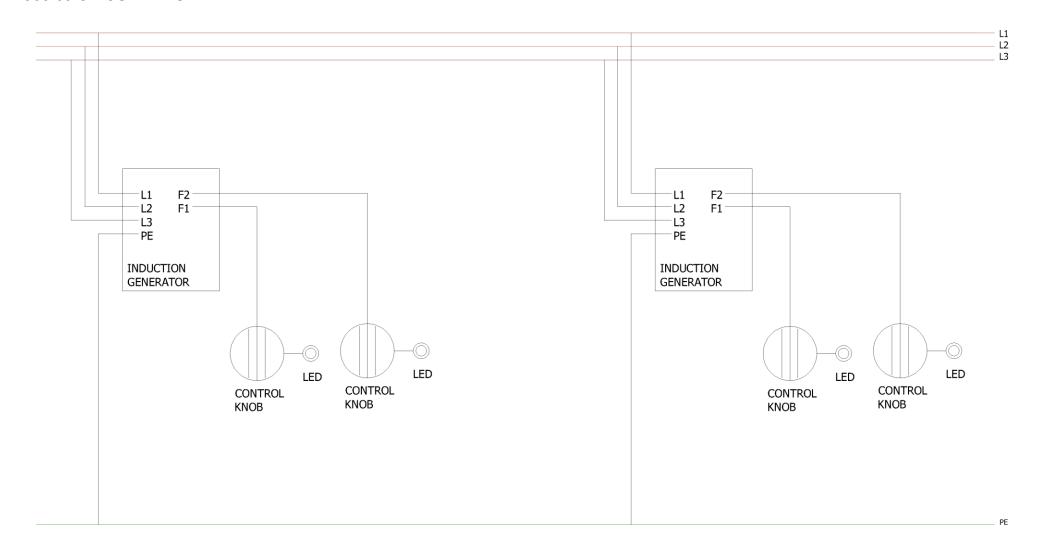
i9042/3 CIRCUIT DIAGRAM



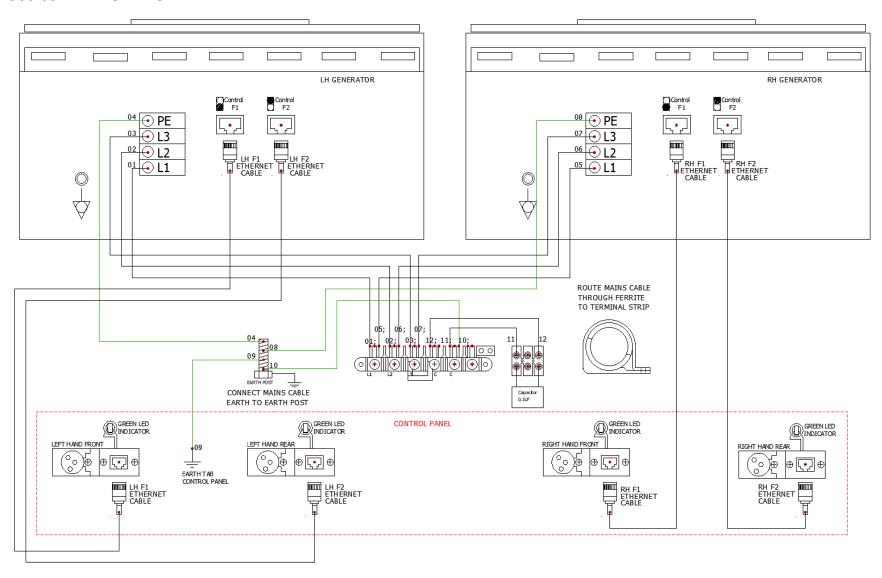
i9042/3 WIRING DIAGRAM



i9084/5 CIRCUIT DIAGRAM



19084/5 WIRING DIAGRAM



10.0 SPARE PARTS

Description	Spare No.
3.5kW Compactmodule 650 Induction Generator (I9042)	734070023
5kW Compactmodule 650 Induction Generator (I9043)	734070024
3.5kW Compactmodule 720 Induction Generator (I9084)	734250024
5kW Compactmodule 720 Induction Generator (I9085)	734250025
Control Switch	734070025
Hob control Knob	734060003
LED Indicator	734070028
0.1UF Capacitor	734070026
RJ45 Connection Cable	734070027
Air Filter Twin Zone	734070005

When ordering spare parts please quote the following;

Model Number

Serial Number

This information will be found on the data plate attached to the appliance. (see1.0)

11.0 SERVICE INFORMATION

This unit carries an extensive mainland UK warranty. The warranty is in addition to and does not change your statutory or legal rights.

The warranty policy can be found on our website which details the conditions of the warranty and the exclusions.

https://www.falconfoodservice.com/info-centre/policy



Service calls to equipment under warranty will be carried out in accordance with the conditions of sale.

Warranty calls can be made between 8:30 am and 5:00 pm weekdays only.

To ensure your warranty enquiry is handled as efficiently as possible, ensure you have the following appliance information prior to calling us:

- 1. Model number found on data plate
- 2. Serial number found on data plate
- 3. Brief description of the issue

To contact Falcon for a warranty issue dial (UK only) 01786 455 200 and select Warranty Issues from the menu.