











# Repair Flow - Kitchen Appliance - Heating devices

		Heating Device									
		Grill	Airfryer - non connected	Airfryer - connected	Air Cooker - connected	Steamer	Breakfast Toasters	Pressure cooker	Multi/Rice cooker	Tea& Boiling	Soup Makers
											
Proces step	Action										
Intake	1 Visual inspection (transport damage) <a href="#">take care for pictures</a>	x	x	x	x	x	x	x	x	x	x
	2 Check Type/serialnumber	x	x	x	x	x	x	x	x	x	x
	Log all available accessory, counter check with info from consumer	x	x	x	x	x	x	x	x	x	x
Diagnosis	1 <b>Check product for consumer complaint and main function</b> (NFF contact consumer if available run EOL or FSM test refer service manual for more details)	x	x	x	x	x	x	x	x	x	x
	2 Visual inspection <a href="#">check for loosen parts, leaking etc..</a>	x	x	x	x	x	x	x	x	x	x
	3 Opening device	x	x	x	x	x	x	x	x	x	x
Repair	4 Repairing the fault(s) encountered (view Symptom Cure)	x	x	x	x	x	x	x	x	x	x
	5 Checking any modifications (view Symptom Cure, new software, etc.)	x	x	x	x	x	x	x	x	x	x
	<b>Refer Annex tabs per family (if available)</b>	x	x	x	x	x	x	x	x	x	x
Basic Functional test	6 <b>Basic Functional test while the appliance is open</b> (linked to consumer complaint or what you may have detected)	x	x	x	x	x	x	x	x	x	x
	<i>Heating function ok and temperatures according to the specification</i>	x	x	x	x	x	x	x	x	x	x
	<i>power consumption according SM</i>	x	x	x	x	x	x	x	x	x	x
	<b>Boiling / steaming test with water</b>	o	o	o	x	x	o	x	x	x	x
	<i>check mechanical fitting of accessories that the proper click together</i>	x	x	x	X (no click function)	x	o	o	o	o	o
	<i>check that all mechanical function work properly</i>	x	x	x	x	x	x	x	x	x	x
	<i>check if lift work easily</i>	o	o	o	o	o	x	o	o	o	o
	<i>check lift went up after xx secondes acording SM</i>	o	o	o	o	o	x	o	o	o	o
	<b>Check Firmware version according SDA-xxxxx</b>	o	o	x	x	o	o	o	o	o	o
	<b>Check WIFI functionality according SM</b>	o	o	x	x	o	o	o	o	o	o
	<i>check sealing of top cover/lid for any damage</i>	o	o	o	x	o	o	x	x	o	o
	<i>check all LEDs or display elements</i>	o	x	x	x	o	o	x	x	o	x
	7 Assembly	x	x	x	x	x	x	x	x	x	x
Inspection visual	8 Do cabinet parts fit well together	x	x	x	x	x	x	x	x	x	x
	9 Check for damages	x	x	x	x	x	x	x	x	x	x
	10 Do the accessories match with the intake	x	x	x	x	x	x	x	x	x	x
Consumer complaint	11 Check the product for the consumer complaint	x	x	x	x	x	x	x	x	x	x
Quick Functional test	12 Test main basic function	x	x	x	x	x	x	x	x	x	x
Leakage	13 Did the product leak during the testing	o	o	o	x	x	o	x	x	x	x
Claim Administration	14 <b>Provide precise IRIS code, according dedicated code table for KA products. The location code from the part you have worked on MUST be completed always with the part reference from exploded view !</b> <b>Primary fault and coresponding IRIS code should be claimed first.</b>	x	x	x	x	x	x	x	x	x	x
Cleaning	16 Clean all accessories contaminated with foodstuff, water residuals or similar mediums	x	x	x	x	x	x	x	x	x	x
	17 External cleaning (housing surface)	x	x	x	x	x	x	x	x	x	x
Safety check	18 Earth leakage, Isolation test, resistor of earth wire grounding, as requested in certain country's (VDE, ISO) or H-POT TEST	x	x	x	x	x	x	x	x	x	x
	Visual	x	x	x	x	x	x	x	x	x	x
Packing	20 Packing	x	x	x	x	x	x	x	x	x	x
	21 Check completeness (accessories) according income log	x	x	x	x	x	x	x	x	x	x
	22 Neatly pack the product	x	x	x	x	x	x	x	x	x	x
Documentation	23 Info for Consumer by packed ? E.g. service brochure, FAQ, NFF letter, S/C	x	x	x	x	x	x	x	x	x	x
	24 Other instructions according S/C	x	x	x	x	x	x	x	x	x	x
Repair report	25 Is there an answer to <b>ALL</b> consumer questions / complaints (see complaint)	x	x	x	x	x	x	x	x	x	x
	26 add set statistic and give, if needed clear instruction towards consumer	x	x	x	x	x	x	x	x	x	x
	27 Is it indicated which documents are added	x	x	x	x	x	x	x	x	x	x
	28 Are there tips how to prevent issues	x	x	x	x	x	x	x	x	x	x












x=apply to fa x=apply to family, O=not

\* AF Fan, kee \* AF Fan, keep running minimum 4minutes

FSM = Factory Service Mode

EOL = End of line test

# Repair Flow - Kitchen Appliance - Motor driven devices

Repair Flow - Kitchen Appliance - Motor driven devices		Motor driven device										
		Juicers Masticater	Juice centrifugal	Choppers	Handblender	Citrus Press	Pastamaker	Kitchen Machine	Food processors	Blenders & High Speed Blenders	Mixers	Meat mincer
												
Proces stap	Action											
Intake	1 Visual inspection (transport damage) <a href="#">take care for pictures</a>	x	x	x	x	x	x	x	x	x	x	x
	2 Check Type/serialnumber	x	x	x	x	x	x	x	x	x	x	x
	Log all available accessory, counter check with info from consumer	x	x	x	x	x	x	x	x	x	x	x
Diagnosis	1 <b>Check product for consumer complaint and main function</b> (NFF contact consumer)	x	x	x	x	x	x	x	x	x	x	x
	2 Visual inspection <a href="#">check for loosen parts, leaking etc..</a>	x	x	x	x	x	x	x	x	x	x	x
	3 Opening device	x	x	x	x	x	x	x	x	x	x	x
Repair	4 Repairing the fault(s) encountered (view Symptom Cure)	x	x	x	x	x	x	x	x	x	x	x
	5 Checking any modifications (view Symptom Cure, new software, etc.) <b>Refer Annex tabs per family (if available)</b>	x	x	x	x	x	x	x	x	x	x	x
	6 <b>Basic Functional test while the appliance is open</b> (linked to consumer complaint or what you may have detected) <i>Operation of standard function ok (turning/squeezing/chopping/mixing/blending/kneading)</i> <i>Speedtest rotation according SM</i> <i>check mechanical fitting of accessories that the proper click together</i> <b>Safety:</b> Check the metal pin on drive shaft to confirm it was not pushed in, disc rotation is not wobbling after assembly <i>check that all mechanical function work properly</i> <b>Safety:</b> Device should not be switched on with turbo button when speed is set at zero <b>Safety:</b> For stand mixer, arm should not fall down automatically when pressed the release knob <i>Weightening Function according specification</i>	x	x	x	x	x	x	x	x	x	x	x
Inspection visual	8 Do cabinet parts fit well together	x	x	x	x	x	x	x	x	x	x	x
	9 Check for damages	x	x	x	x	x	x	x	x	x	x	x
	10 Do the accessories match with the intake	x	x	x	x	x	x	x	x	x	x	x
Accessoires	11 Check the product for the consumer complaint	x	x	x	x	x	x	x	x	x	x	x
Consumer complaint	12 Test main basic function	x	x	x	x	x	x	x	x	x	x	x
Quick Functional test	13 Did the product leak during the testing	x	x	x	x	x	x	x	x	x	x	x
Leakage	14 <b>Provide precise IRIS code, according dedicated code table for KA products. The location code from the part you have worked on MUST be completed always with the part reference from exploded view !</b> <b>Primary fault and coresponding IRIS code should be claimed first.</b>	x	x	x	x	x	x	x	x	x	x	x
Claim Administration	16 Clean all accessories contaminated with foodstuff, water residuas or similar mediums, <b>"no water inside the unit."</b>	x	x	x	x	x	x	x	x	x	x	x
Cleaning	17 External cleaning (housing surface)	x	x	x	x	x	x	x	x	x	x	x
Safety check	18 Earth leakage, Isolation test, resistor of earth wire grounding, as requested in certain country's (VDE, ISO) or H-POT TEST	x	x	x	x	x	x	x	x	x	x	x
Visual	19 Check the main cable / adaptor for damages	x	x	x	x	x	x	x	x	x	x	x
Packing	20 Packing	x	x	x	x	x	x	x	x	x	x	x
	21 Check completeness (accessories) according income log	x	x	x	x	x	x	x	x	x	x	x
	22 Neatly pack the product	x	x	x	x	x	x	x	x	x	x	x
Documentation	23 Info for Consumer by packed ? E.g. service brochure, FAQ, NFF letter, S/C	x	x	x	x	x	x	x	x	x	x	x
	24 Other instructions according S/C	x	x	x	x	x	x	x	x	x	x	x
Repair report	25 Is there an answer to <b>ALL</b> consumer questions / complaints (see complaint)	x	x	x	x	x	x	x	x	x	x	x
	26 add set statistic and give, if needed clear instruction towards consumer	x	x	x	x	x	x	x	x	x	x	x
	27 Is it indicated which documents are added	x	x	x	x	x	x	x	x	x	x	x
	28 Are there tips how to prevent issues	x	x	x	x	x	x	x	x	x	x	x

Date	Family	topic	Reference	removed / added	commend	version
01.09.2017		initial version v1 released				v1
		change design by grouping KA into motor devices and heating devices add few more article				
26.03.2019		groups				v2
29.03.2019		v2 released				v2
26.06.2020		v3 released				v3
17.08.2022		add Aircooker				v4
17.08.2022		addapt functional test				v4
17.08.2022		add for NFF the link towrads test modes like EOL				v4
11.04.2023		v4 released				v4
07.11.2025		v5 released				v5