

Prática

First Troubleshooting Procedures

This guide is intended to help customers resolve the most common issues, reducing oven downtime.

Please review the sections below and follow the steps related to the issue you are experiencing.



1 Magnetron Error / CLMG Error

If the oven displays a Magnetron Error or CLMG Error, it means the microwave generator performance is low. Before confirming the need for a technician, please try the following:

- a Check that the oven air inlets are not covered or clogged with grease or dust. Blocked airflow prevents proper cooling of the magnetrons and other components. Clean the air filters if necessary.
- b Perform a thorough chamber cleaning. Microwaves act not only on the food but also on grease and moisture inside the cooking chamber. Over time, these residues can become carbonized, reflect microwaves, reduce performance, and shorten the magnetron lifespan. A deep chamber cleaning can often resolve this issue.
- c Check the voltage setting. From the main menu, go to “Settings” and enter the password “220000✓”. Make sure the voltage is set to “AUTO” or manually set to match your outlet (208 V or 240 V).
- d Have a qualified electrician verify that the outlet is supplying the correct voltage.
- e Turn the oven off, unplug it from the outlet, wait 1 minute, then plug it back in and turn it on. This resets the system and may clear the error.

2 Oven beeping with no error message or displaying “Door Open” during cooking

This issue is usually related to the door switches not being properly activated.

- a Check if anything is preventing the door from closing completely, such as food debris or grease buildup.
- b If the oven was moved by pulling on the door handle, this may have caused misalignment. In this case, contact Prática for further instructions.
- c From the main menu, go to “Settings” and enter the password “4 5 9 3 8 1✓”. Select “Inputs” and check the door switch status. When the door is closed, Switch 1 and Switch 2 should display as ON. Switch 3 can be disregarded. If Switch 1 or Switch 2 is OFF while the door is closed, the switches must be adjusted by a technician. Contact Prática for support.

3 Oven does not turn on

- a Check if the outlet is working by plugging another device into the same outlet. If the other device works, the outlet is functional.
- b Check the circuit breaker panel for a tripped breaker. Make sure the breaker is not GFCI type. If you are unsure, contact an electrician or Prática for assistance.
- c If you heard a popping sound before the oven shut off and will not turn back on, contact Prática Technical Support immediately.
- d Inspect the power cord and plug for any visible damage.

4 Oven does not heat up to temperature (stuck on preheating)

This may occur when the safety system activates to prevent overheating.

- a Check that the oven air inlets are not covered or dirty, as restricted airflow can cause overheating of electronic components. Clean the air filters if needed.
- b Verify the voltage setting. From the main menu, go to “Settings” and enter the password “220000✓”. Confirm the voltage is set to “AUTO” or matches your outlet (208 V or 240 V).
- c Have an electrician check that the outlet is supplying proper voltage.
- d If an error message appears on the screen, refer to the corresponding error section in this guide.

5 Chamber sensor error and/or IR sensor error

This error occurs when the temperature sensors are not reading correctly.

- a Look inside the oven chamber for the temperature probe (a metal rod), typically located on the upper right side of the chamber and, depending on the model, also on the bottom. Any visible physical damage may be causing the error.
- b Check for grease buildup on the probe, as this can interfere with accurate temperature readings.
- c Turn the oven off, unplug it, wait 1 minute, then plug it back in and restart the oven to reset the system.
- d Verify the oven software version. Go to “Settings”, enter the password “4 5 9 3 8 1✓”, swipe the screen, and select “Manufacturer Information”. Check the IHM firmware version and Power firmware version and compare them with the table at the end of this document.

6 CAN error

This error indicates a communication issue between the display board and other electronic components.

- a Check if the oven is running the latest software version. Go to “Settings”, enter the password “4 5 9 3 8 1✓”, swipe the screen, and select “Manufacturer Information”. Verify the IHM and Power firmware versions according to the table at the end of this document.
- b Turn the oven off, unplug it, wait 1 minute, then plug it back in and restart. This may restore communication.

7 Frequency inverter error

This error occurs when the blower motor controller is not operating properly.

- a Check that the oven software is up to date. Go to “Settings”, enter the password “4 5 9 3 8 1✓”, swipe the screen, and select “Manufacturer Information”. Verify firmware versions using the table at the end of this document.
- b Power-cycle the oven by turning it off, unplugging it for 1 minute, then plugging it back in and restarting.
- c Check that the catalyst filter is properly installed inside the chamber. Also inspect for grease buildup around the catalyst area, as this may affect the turbine, which is visible through the catalyst opening.

8 Food coming out cold

The most common cause is grease buildup inside the cooking chamber. Microwaves are absorbed by the buildup instead of the food, reducing cooking efficiency. A thorough chamber cleaning is strongly recommended.

- a Check the accessories being used. They must be clean and free of grease, and only Prática-approved accessories should be used.
- b Verify whether any recipe parameters were recently changed.
- c Avoid using 100% microwave power in the first step of a recipe for frozen products.
- d Contact Prática Chef Support to confirm that the cooking process is optimized for your product.

9 Error transferring recipes via USB

- a Check that the oven’s USB port is clean.
- b Inspect the USB flash drive for physical damage.
- c Ensure the USB drive capacity does not exceed 32 GB.
- d Confirm that the file on the USB matches the oven model:
 - “FITExportfile” for Fit Express, Fit XL, Fit ST, Fit SM
 - “CopaRocketExportfile” for Copa Express and Rocket Express
 - “ForzaExportfile” for Forza Sti

Note: The file name must remain exactly as provided. For example, “ForzaExportfile(1)” will not work. Remove any extra characters so the name reads “ForzaExportfile”.

- e Make sure there is only one file on the USB drive.

10 Oven does not connect to the internet

- a Confirm that Wi-Fi is available at the location by connecting another device to the same network.
- b Check whether the network is restricted by your IT department. If so, contact Prática for guidance.
- c Double-check the Wi-Fi password. Tap the “eye” icon to display the characters and confirm accuracy.
- d Verify the oven software version. Go to “Settings”, enter the password “4 5 9 3 8 1 ✓”, swipe the screen, and select “Manufacturer Information”. Check the IHM and Power firmware versions against the table at the end of this document.
- e Power-cycle the oven by turning it off, unplugging it for 1 minute, then plugging it back in. This may restore the internet connection.
- f If available, connect the oven directly to the network using an Ethernet cable to test whether the internet connection works properly.

Reference material:

Oven model	Firmware IHM	Firmware power
Fit Express Fit XL Fit SM	F 2.1.2	109
Fit ST	ST1.0.0	109
Forza Sti - After 2023	S1.1.0	109
Copa Express - After 2023	L1.0.6	109
Rocket Express - After 2023	L1.0.6	109
Forza STi - Before 2023	V1.0.3	108
Copa Express - Before 2023	V2.0.2	108
Rocket Express - Before 2023	V2.0.2	108

Tech support channel:

E-mail: service@praticausa.com
 Phone/text/whatsapp: (218) 748-8572

Chef Support for operational questions:

E-mail: g.almeida@praticausa.com
 Phone: (469) 830-4421

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