

# TROUBLESHOOTING GUIDE

Problem	Possible cause	Solution
The airfryer does not work.	The appliance is not plugged in.	Plug the power cord (6) into an electrical outlet.
		You did not tap START button.
	The appliance is defective.	Contact customer service at 800-365-6133 ext. 120/107/105
Air fryer keeps returning to standby mode while you are trying to program time/temperature.	During time/temperature selection process, if START button is not pressed within 3 minutes, the unit will automatically turn off and go into standby mode.	Do not wait more than 3 minutes after making your selections to tap START button.
Food not completely cooked/fried.	There is too much food in the basket (13).	Use smaller batches of food in the basket (13). Small batches of food will cook more evenly.
	The cooking temperature is set too low.	Increase the temperature setting. Check "Cooking Time Chart" found in this manual.
	The cooking time is too short.	Increase the time setting. Check "Cooking Time Chart" found in this manual.
Food cooked is uneven.	Certain foods need to be stirred/mixed mid-way through the cooking process.	Foods that overlap inside the basket (13) need to be stirred mid-way through cooking. Go to section: 'During the Cooking/Frying Process' in this manual.
Fried snacks are not crispy.	You used a type of snacks meant to be prepared in a traditional deep fryer.	Use oven snacks or lightly brush some oil onto the snacks for a crispier result.
I cannot close the Top Cover (9) properly.	The basket (13) is too full.	Do not fill the basket (13) above the MAX level.
	The basket (13) is not aligned correctly.	Make sure the handle bracket (14) is flush with the pan (12).
	The pan (12) is not properly placed into air fryer.	Make sure pan handles (11) are not blocking the top cover (9).
White smoke is emitted out of the appliance during use.	You are preparing food with a high oil content.	When cooking with oily foods, oil will drain into the pan (12). When the air fryer heats up, the pan heats up the oil and produces white smoke. This does not adversely affect the air fryer or your cooking process.
	The pan has built-up oil residue from previous uses.	White smoke is caused by oil leftover in the pan (12). Make sure to thoroughly clean the pan (12) after every use.

Home-made french fries are coming out unevenly cooked.	Your potatoes are not fresh or are frozen.	Make sure to use fresh and firm potatoes. Not frozen potatoes for home-made french fries.
	Potato strips were not thoroughly rinsed prior to frying.	Thoroughly rinse sliced potato to remove all starch prior to frying.
Your home-made french fries are not crispy after air frying.	Crispy results are directly linked to the amount of oil and water content of the fresh potato strips.	Potato strips need to be thoroughly dried before adding oil.
		Slice potato strips thinner if you want them crispier.
		Use a bit more oil on the potato strips prior to frying if you want crispier results.