

Troubleshooting guide

The on/off button light of my Philips Airfryer does not turn off

Your Philips Airfryer is always on standby mode when connect to the power outlet. Therefore, the on/off button light is always on.

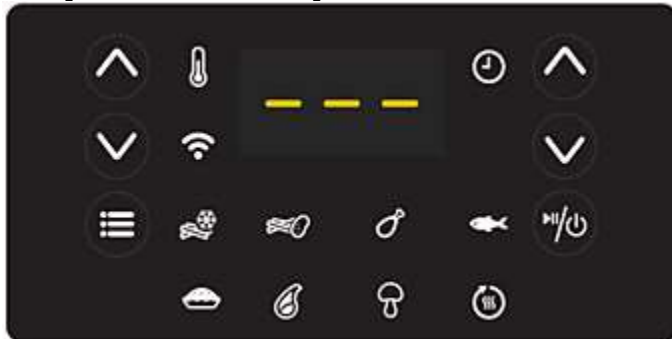
To start the cooking process, press the on/off button.

My Philips Airfryer shows dashes or an error code

If your Philips Airfryer is not turning on and is showing either blinking dashes (---) or an error code, please see below for further information.

Your airfryer is in the firmware update mode. This update can take a few minutes and the airfryer cannot be used during this time. Do not unplug the airfryer until the update is completed.

If the dashes persist after a long time, please unplug the device and plug it in again to reset it. If the update does not complete, contact us for further assistance.



My Philips Airfryer's homemade fries are not as expected

If your Philips Airfryer's homemade fries are not as expected, there might be a simple solution. Check out the steps below on how to solve it yourself.

- Choose the potato type that is suitable for making fries
- Best to fill the basket of your airfryer only with half of the total capacity for an even result
- Larger fries can get less crispy than smaller fries
- Shake the basket of your appliance 2-3 times during the air frying process

Your Philips Airfryer uses Rapid Air technology, which makes the frying process different from deep fat frying. Follow the steps below to prepare homemade fries with your airfryer:

1. Peel the potatoes and cut them into sticks.
2. Soak the potato sticks in a bowl for at least 30 minutes, take them out, and dry them with kitchen paper.
3. Pour half a tablespoon of olive oil into a bowl, put the sticks in the bowl, and mix until the sticks are coated with oil.
4. Remove the sticks from the bowl with your fingers or a kitchen utensil so that excess oil stays behind in the bowl. Put the sticks in the basket of your airfryer.
5. Fry 300-800 g of the potato sticks at 180°C for 18-25 minutes and shake the basket 2-3 times during the hot air frying process.

The food from my Philips Airfryer is not crispy or as expected

If you find that the food or snacks prepared in your Philips Airfryer are not crispy enough, follow the steps below to find out how to simply solve this yourself.

Avoid cooking a large number of snacks or too much food at one time. Smaller portions are airfried more evenly.

A good way to ensure this is to cover the bottom of your Philips Airfryer's basket with just one layer of snacks.

Use fresh, slightly floury potatoes that are suitable for making fries. If you need to store the potatoes, do not store them in a cold environment (e.g. a fridge).

If you are preparing homemade fries in your airfryer, please follow these steps:

1. Peel the potatoes and cut them into sticks.
2. Soak the potato sticks in a bowl of water for at least 30 minutes, take them out, and dry them with kitchen paper.
3. Pour a half tablespoon of olive oil into a bowl, put the sticks in the bowl, and mix until the sticks are coated with oil.
4. Remove the sticks from the bowl with your fingers or a kitchen utensil so that excess oil stays behind in the bowl. Put the sticks in the basket.
5. Fry the potato sticks at 180°C (350°F) and shake the basket halfway through the hot air frying process. Shake 2-3 times during the air frying process for a more even result.

For optimal results with your Philips Airfryer, you should use oven-ready products. Oven-ready snacks become golden brown and crispy when prepared in your airfryer.

Please choose the right temperature: Most snacks need to be prepared at 200°C (400°F), except for pastry-based snacks. Pastry-based snacks should be airfried at 180°C (350°F).

Most snacks need the preparation time indicated for the oven to become fully cooked. Preparation time for the deep fat fryer is shorter and will not lead to a well-cooked result. Please

refer to the food table in your airfryer user manual or the NutriU app for recommended cooking times per ingredient. Add some extra minutes if the food is not crispy enough (but please be careful not to burn the food).

Please note:

- Shake the basket of your Philips Airfryer halfway through the preparation process if the ingredients touch each other.
- Shake the basket 2-3 times if you prepare larger amounts of food for a more even result.
- Make sure your food is mixed well during shaking - lower layers should come on top and vice versa - so that you will achieve even results.

When preparing homemade potato dishes, breaded snacks, or meat dishes, apply some oil to get crispy results.

Also, use low-fat snack varieties where possible. It will be difficult to get a crispy result with snacks that have a high-fat percentage.

To find out how to use oil in your airfryer correctly, please follow the next tips:

- Dry the outside of the food properly before you add oil.
- Do not use too much oil, as this will make the food less crispy and more fattening.
- Meat or poultry can be lightly brushed with oil or marinated to get the crispiest results.

