

Troubleshooting Guide

PROBLEM	POSSIBLE CAUSE	SOLUTION
The air fryer does not work	The appliance is not plugged in.	Plug the appliance into an earthed wall socket.
	The appliance is not turned on.	Press the On/Off button to switch on the appliance.
Fried snacks are not crispy when they come out of the air fryer.	Wrong type of snacks used.	Use oven snacks or lightly brush some oil onto the snacks for a crispier result.
	The fryer contains grease from previous use.	White smoke is caused by grease heating up inside the fryer. Make sure you clean the fryer properly after each use.
The fried ingredients are not done.	Too much food has been added to the air fryer.	Put smaller batches of ingredients in the air fryer. Smaller batches are fried more evenly.
	The set temperature is too low.	Set the temperature to the required temperature setting. (Refer to the 'Settings' section under 'Using the appliance' for a temperature reference guide).
	The preparation time is too short.	Set unit to the required preparation time (refer to the 'Settings' section under 'Using the Appliance' for a timer reference guide).
Fresh fries are fried unevenly in the air fryer.	Wrong type of potatoes used.	Use fresh potatoes and make sure they stay firm during frying.
	The potato sticks were not rinsed adequately before frying	Rinse the potato sticks properly to remove starch from the outside.
Fresh fries are not crispy when they come out of the air fryer.	The crispiness of the fries depends on the amount of oil and water in the fries.	Make sure you dry the potato sticks properly before you add the oil.
		Cut the potato sticks smaller for a crispier result.
		Add slightly more oil for a crispier result.