

# Troubleshooting Guide

## **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, there could be several reasons. Follow the following tips and tricks.

Too many snacks or items cooked at the same time

Avoid cooking a large amount 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 Airfryer basket with just one layer of snacks.

Fresh homemade fries not correctly prepared

If you are preparing homemade fries, 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 in 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. If the above solution did not help to solve your problem, please contact our Customer Care team.

Non oven-ready food, snacks or fries have been used

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

The temperature set is not correct

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).

The preparation time chosen is not correct

Most snacks need the preparation time indicated for the oven to become fully cooked. Preparation times for the deep fat fryer are shorter and will not lead to a well-cooked result. Most snacks need between 6 and 10 minutes to cook. Add some minutes extra if the food is not crispy enough (but please be careful not to burn the food!).

Shake the basket halfway through the preparation process if the ingredients touch each other. Shake 2-3 times if you prepare larger amounts of food for a more even result.

Oil or fat has not been used correctly

When you make home-made breaded snacks, do not forget to mix oil into the bread crumbs. Also, use low-fat snack varieties where possible. It will be difficult to get a crispy end result with snacks that have a high fat percentage.

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

### **The coating of my Philips Airfryer's pan or basket peels off**

If you notice that the coating of your Philips Airfryer is peeling off, there can be a reason. Please read along the following lines to solve this yourself.

The coating has been damaged by incidental scratching

Some spots can appear inside the pan or basket of your Philips Airfryer due to incidental scratching or touching of the coating (e.g. during cleaning with harsh cleaning tools and/or while inserting the basket). This is not harmful in any way as all materials used in your Philips Airfryer are food-safe.

**Note:** Please avoid cleaning your airfryer with harsh cleaning tools (e.g. metal scrubbers, hard brushes) and insert the basket gently.

### **White smoke comes out of my Philips Airfryer**

If white smoke comes out from your Philips Airfryer, please find out below how to simply solve this yourself.

Food with high-fat content has been used

If you use food with high-fat content, please stop cooking and use a full hand of kitchen paper to soak up the oil on the bottom of the pan of your Philips Airfryer or pour off any excess oil. After

that, you can continue cooking.

If you cook food with high-fat content very often, you can use one of the accessories below depending on the model you have:

- A snack cover
- A splatter-proof lid
- A variety basket

**Note:** White smoke does not harm your Philips Airfryer or the cooking process.

The fat reducer is not in the pan while cooking fatty ingredients

If your airfryer came with a fat reducer accessory, you should always use it while cooking fatty ingredients. This fat reducer accessory will prevent the formation of white smoke.

If you forgot to put the fat reducer in your Philips Airfryer before you start cooking, place the fat reducer in the pan and then continue cooking.

The pan still contains greasy residues from previous use

Greasy residues from previous use can cause white smoke coming from your airfryer. In this case, please stop cooking and carefully remove residues from the pan of your airfryer. To prevent this from happening again, please clean the pan, basket, and heating element of your Philips Airfryer thoroughly after every use.

Breading or coating did not adhere properly to the food

Thin pieces of breading can cause white smoke coming out from your airfryer. In this case, firmly press breading or coating to food to ensure it sticks to the food.

Light ingredients are sucked into the heating element

The heating element locates in the inside upper area of your airfryer. Due to the strong airflow, light ingredients (e.g. a slice of toast, vegetable or fruit chips) may get to the heating element. Please remove the food from the heating element after the appliance cooled down.

**Note:** To prevent smoke when cooking light ingredients, you can use one of the accessories below depending on your airfryer model:

- A snack cover
- A splatter-proof lid
- A variety basket

### **My Philips Airfryer homemade fries are not as expected**

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

Things to consider when making home-made fries

- Choose the potato type that is suitable for making fries
- Best to bake the fries in portions of up to 500 grams for an even result
- Best to fill the basket of your Philips Airfryer only 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

Preparing homemade fries with your Philips Airfryer

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 Philips 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 in 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 Philips 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.

### **My Philips Airfryer makes a noise**

If your Philips Airfryer makes a noise, please find out below how to simply solve this yourself.

The fan is on

If the noise you hear sounds like a fan rotating very fast, this is normal.

Your Philips Airfryer has a fan inside which helps to keep its internal parts cool while the appliance is on.

This noise can be up to 65 dB (decibel), or as loud as the noise an average vacuum cleaner would make.

In this case, do not worry, there is nothing wrong with your airfryer.

There is something loose inside

If the noise is louder or different than the usual sound you hear from the fan (such as a fluttering or shuffling noise), then there is a part that is loose inside your Philips Airfryer.

In this case, please contact us for further assistance.

### **My Philips NutriU app closed or crashed**

If your Philips NutriU App is crashing, we are here to help. Find out below how to easily solve this yourself.

#### Old version installed

If you have an old version installed, your NutriU app might not be working as it should.

Please, make sure to download and install the latest version of the app.

#### Unexpected error

If your NutriU app crashed and you do have the latest version installed, then your app is experiencing an unexpected error. To solve this, please restart your phone.

If the problem persists after restarting your phone, then we recommend you reinstalling the app (completely uninstalling it and then installing it again).

### **My Philips NutriU app does not open**

If your Philips NutriU app does not open, there might be a simple solution. Discover here how to solve it yourself.

#### Non compatible operating system

Please verify if your device and its operating system (OS) are compatible with [the Philips NutriU app](#).

#### There is a bug

If you checked and your device is compatible with the app (as indicated above) but the app does not open, then there is a bug with the app.

In this case, contact us. We will need to know your OS version (iOS, Android, installed version) and your device model.

### **I cannot select images or take a photo for my Philips NutriU App recipe**

If you cannot take a photo for a Philips NutriU app recipe or select images from the library, we are here to help you. Follow the following tips and tricks.

The camera permissions are not enabled

Please check if your camera permissions are enabled.

You can check this in your device settings (usually under the section privacy, under the section camera, or directly within the app management).

There is a problem with your camera

If your camera permissions are enabled but you still cannot take a photo for a Philips NutriU recipe, please check that your camera works properly when taking a common picture.

If you cannot take a common picture, then there is a problem with your camera.

If you are able to take common pictures and your camera permissions are checked, please contact us. To help you, we will need to know your OS version (iOS, Android, installed version) and your device model.

### **My Philips Airfryer does not heat up**

If your Philips Airfryer is on but does not heat up, find out the reasons and solutions below to simply solve this yourself.

No time has been set

If no cooking time is set, your Philips Airfryer will not heat up. Please, make sure to select the cooking time you desire before starting to cook.

The temperature is set too low

If you set your Airfryer to cook at 40°C (104°F) then it could seem that it is not heating up (especially when the environment temperature is similar to this). Please check the temperature set in your Philips Airfryer and increase it if needed.

The heater is broken

If the previous solutions do not solve the issue, then the heater of your Philips Airfryer might be broken. In this case, please contact us for a solution.

### **My Philips Airfryer does not switch on**

If your Philips Airfryer does not switch on, please read our troubleshooting advice below to simply solve this yourself.

**Too many appliances are plugged into the same socket**

If too many appliances are plugged into the same socket, then your Philips Airfryer might not work. Please, unplug the other appliances or use another socket.

### The plug is not properly inserted into the socket

Please make sure the plug of your airfryer is correctly inserted into the socket.

### The timer has been set for 5 minutes or less

Depending on the timer setting you have, your Philips Airfryer can be switched on or switched off. If the timer was set below 5 minutes, then it could be that your airfryer does not switch on.