

Troubleshooting

Smart Wifi, Ultra, Duo Plus, Duo, Lux, Nova Plus, Viva, Smart Bluetooth

The issues indicated do not necessarily indicate a faulty appliance. Please examine carefully before contacting the Customer Care team. You can also go to FAQs www.instantpot.com/faq/ for additional information.

Occasional ticking or light cracking sound :

1. Possible Reason: The sound of power switching and expanding pressure board when changing temperature | Solution: This is normal no action needed
2. Possible Reason: Bottom of the inner pot is wet | Solution: Wipe bottom of inner pot, and ensure heating element is dry before cooking

All LEDs flash with a code appearing on screen and the warning beep is ON :

1. Possible Reason: C1 – Faulty temperature sensor | Solution: Contact Care
2. Possible Reason: C2 – Faulty temperature sensor | Solution: Contact Care
3. Possible Reason: C5 – Temperature is too high because inner pot is not placed in the cooker base | Solution: Press Cancel and wait for heating element to cool; ensure there are no foreign objects in cooker base; insert or reposition inner pot in cooker base and re-enter commands
4. Possible Reason: C5 – Temperature is too high because there is no water in inner pot | Solution: Add at least 1 1/2 cups (325mL / 12oz) of cooking liquid to inner pot before reintroducing food
5. Possible Reason: C6 – Faulty temperature sensor | Solution: Contact Care
6. Possible Reason: C6H – Faulty HIGH pressure sensor | Solution: Contact Care
7. Possible Reason: C6L – Faulty LOW pressure sensor | Solution: Contact Care

NoPr :

1. Possible Reason: Heat element has failed | Solution: Contact Customer Care
2. Possible Reason: Not enough liquid | Solution: Begin by adding 1 1/2 cups (325mL / 12oz) of a thin cooking liquid to inner pot; add more liquid as required
3. Possible Reason: Steam release handle is in the wrong position | Solution: Turn steam release handle to “Sealing” position

Display flashes “LID” :

Possible Reason: Lid is not in the correct position for the selected program | Solution: Open and close lid; remove lid when using Sauté

LED flashes with C9 code appearing on screen :

Possible Reason: Faulty Bluetooth module. Cannot connect to mobile device via Bluetooth any-more | Solution: You can continue to use the unit without any safety concern. Press any function key (e.g. Soup) to stop the message.

Burn or Food Burn :

Possible Reason: Overheating has resulted in automatic temperature reduction; cooker will not pressurize | Solution: Starch deposits at the bottom of the inner pot may have blocked heat dissipation; turn the cooker OFF, release pressure according to the recipe, and inspect the bottom of the inner pot.

Display remains blank after connecting the power cord :

1. Possible Reason: Bad power connection or no power | Solution: Inspect power cord; ensure detachable power cord is plugged tightly into base power socket; check other appliances on same outlet
2. Possible Reason: Cooker's electrical fuse has blown | Solution: Contact Care

Rice is undercooked :

1. Possible Reason: Lid opened too early | Solution: After the cook cycle has completed, allow the cooker to sit for 5-10 minutes before venting using QR method
2. Possible Reason: Too little water | Solution: Adjust rice to water ratio

Rice is overcooked :

Possible Reason: Too much water | Solution: Adjust rice to water ratio

Yogurt is so Thin or Runny :

- ☒ Possible Reason: Milk did not pasteurize | Solution: After pasteurization has completed, check the temperature of the milk—it should reach a minimum of 161°F / 72°C
- ☒ Possible Reason: Culture added was not active | Solution: If using store-bought yogurt as a starter, make sure the cultures are *active probiotics*
- ☒ Possible Reason: Too much milk in inner pot | Solution: Run the pasteurization cycle a second time

Difficulty with closing LID :

1. Possible Reason: Sealing ring not properly installed | Solution: Reposition sealing ring, ensure it is snug behind sealing ring rack
2. Possible Reason: Float valve in the popped-up position | Solution: Gently press the float valve downward with a long utensil
3. Possible Reason: Contents in cooker are still hot enough to produce steam | Solution: Turn steam release handle towards "Venting" position, then lower lid onto cooker base slowly, allowing heat to dissipate

Difficulty with opening the LID :

1. Possible Reason: Pressure inside the cooker | Solution: Release pressure according to recipe; open lid after cooker has depressurized and float valve has dropped down
2. Possible Reason: Float valve stuck at the popped-up position due to food debris or residue | Solution A): Ensure steam is completely released by QR method, then press float valve gently with a long utensil | Solution B): Open lid cautiously and thoroughly clean float valve, surrounding area, and lid before next use

Lid stuck to inner pot :

Possible Reason: Cooling of inner pot may create suction, causing inner pot to adhere to the lid | Solution: To release the vacuum, turn steam release handle towards "Venting" position

Float valve unable to rise :

1. Possible Reason: Food debris on float valve or float valve silicone cap | Solution: Remove float valve from lid and clean thoroughly; re-install in lid and perform "Initial Test Run" to check for function; contact Customer Care
2. Possible Reason: Too little liquid in the inner pot | Solution: Check for scorching on bottom of inner pot; add 1 cup (250mL / 8oz) liquid to inner pot
3. Possible Reason: Float valve silicone cap worn, damaged or missing | Solution: Install or replace float valve
4. Possible Reason: Float valve obstructed by lid-locking mechanism | Solution: Tap float valve with a long utensil. If not resolved, turn cooker OFF and remove small parts from lid; clean thoroughly and perform "Initial Test Run" to check for function; contact Customer Care
5. Possible Reason: No heat in the inner pot | Solution: Perform "Initial Test Run" to check for function; contact Customer Care
6. Possible Reason: Inner pot base may be damaged | Solution: Check for deformation; perform "Initial Test Run" to check for function and contact Customer Care

Minor steam leaking / hissing from steam release handle during cook cycle :

1. Possible Reason: Steam release handle not in "Sealing" position | Solution: Turn steam release handle to "Sealing" position
2. Possible Reason: Cooker is regulating excess pressure | Solution: This is normal; no action required

Steam release from steam release handle / valve when in "Sealing" position :

1. Possible Reason: Not enough liquid in the inner pot | Solution: Add 1 1/2 cups (325mL / 12oz) of a thin cooking liquid to inner pot
2. Possible Reason: Pressure sensor control failure | Solution: Turn cooker OFF and contact Customer Care
3. Possible Reason: Steam release handle/valve not seated properly | Solution: Turn cooker OFF; remove and re-install steam release handle/valve

Steam leaks from side of lid :

1. Possible Reason: No sealing ring | Solution: Install the sealing ring
2. Possible Reason: Sealing ring worn or damaged | Solution: Replace the sealing ring
3. Possible Reason: Food debris attached to the sealing ring | Solution: Remove sealing ring and clean thoroughly
4. Possible Reason: Lid not closed properly | Solution: Open then close the lid again
5. Possible Reason: Sealing ring rack is warped or off-centre | Solution: Remove sealing ring from lid, check sealing ring rack for bends or warps; contact Customer Care
6. Possible Reason: Inner pot rim may be misshapen | Solution: Check for deformation and contact Customer Care

Display shows "noPr" :

Possible Reason: Working pressure is not reached during pre-heating cycle. | Solution: If the lid leaks steam, please see Problems 3, 4, 5 and 6. If there is no steam leaking and you have frozen food in the cooker, please run the current program again.

LED flashes with C9 code appearing on screen :

Possible Reason: Faulty Bluetooth module. Cannot connect to mobile device via Bluetooth any-more | Solution: You can continue to use the unit without any safety concern. Press any function key (e.g. Soup) to stop the message.

Smart cooker app cannot connect to the cooker :

Possible Reason: This is a known iOS issue with Bluetooth connections | Solution: Reboot your mobile device, unplug the cooker and plug it back on power in 20 seconds.

If you are unable to resolve the problem and/or if it persists please contact the Customer Care team for assistance:

Email: support@InstantPot.com

Call: 1.800.828.7280 x2