

TROUBLESHOOTING

- **“ADD FOOD” appears on the control panel display .**
The unit has completed preheating and it is now time to add your ingredients.
- **“Shut Lid” appears on the control panel display .**
The lid is open and needs to be closed for the selected function to start.
- **“Plug In” appears on the control panel display .**
The probe is not plugged into the socket on the right side of the control panel. Plug the probe in before proceeding. Press the probe in until you hear a click.
- **“PRBE ERR” appears on the control panel display .**
This means the unit timed out before food reached the set internal temperature. As a protection for the unit, it can run for only certain lengths of time at specific temperatures.
- **“E” appears on the control panel display .**
The unit is not functioning properly. Please contact Customer Service at 0800 862 0453 So we may better assist you, please register your product online at ninjakitchen.co.uk and have the product on hand when you call.
- **Why is my food overcooked or undercooked even though I used the probe?**
It is important to insert the probe lengthwise into the thickest part of the ingredient to get the most accurate reading. Make sure to allow food to rest for 3-5 minutes to complete cooking. For more information, refer to the Using the Digital Cooking Probe section.
- **Why does the preheat progress bar not start from the beginning?**
When the unit is warm from previously being used, it will not require the full preheating time.
- **Can I cancel or override preheating?**
Preheating is highly recommended for best results, but you can skip it by selecting the PREHEAT button after you press the START/STOP button.
- **Should I add my ingredients before or after preheating?**
For best results, let the unit preheat before adding ingredients.
- **Why is my unit emitting smoke?**
When using the Grill function, always select the recommended temperature setting. Recommended settings can be found in the Quick Start Guide and in the Inspiration Guide. Make sure the splatter guard is installed.
- **How do I pause the unit so I can check my food?**
When the lid is opened during a cooking function, the unit will automatically pause.
- **Will the probe grip melt if it touches the hot grill plate?**
No, the grip is made of a high-temperature silicone that can handle the Ninja® Foodi® Max Health Grill & Air Fryer's high temperatures.
- **My food is burned .**
Do not add food until recommended preheat time is complete. For best results, check progress throughout cooking, and remove food when desired level of outcome has been achieved. Remove food immediately after the cook time is complete to avoid overcooking.
- **Why does the unit have a 1-9 scale for the Beef Preset?**
Perception of how well something is cooked differs. The 1-9 scale provides a wide range of options for each level of cook so you can customise to your liking.

The unit should be cleaned thoroughly after every use. Always let the appliance cool before cleaning.

