



TECHNICAL SERVICE PROTOCOL

PERECTFRY.COM | 42 ALLEN MARTIN DR., ESSEX JCT., VT

You can request warranty service for your Perfect Fry unit by contacting the Middleby Advantage Contact Center either by phone or email.

The contact center operating hours are **8AM-12AM EST daily including weekends and holidays.**

To arrange by phone, call **847-481-6675**

To arrange by email, send to techservice@partstown.com

For **ESCALATION situations: FHSescalations@partstown.com**

When requesting warranty service, the following information will be needed.

- Location Name
- Location Address
- Contact Name
- Contact Number
- Contact Email
- Model Number
- Serial Number
- Issue Being Reported





CHECK OIL LEVEL

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**INCORRECT
OIL LEVEL**



**CORRECT
OIL LEVEL**

GOOD PRACTICE

- Ensure oil level is checked at least daily.
- If frying large volumes of product, check oil level frequently.

NOT GOOD

- If oil level is too HIGH or LOW, it can affect product taste.
- If oil level is too LOW, it can trigger a safety shut off of the fryer, causing down time.
- If oil level is too HIGH, it can lead to oil spilling over and affect cook times.



PROPER OIL FILL





ELEMENT CABLE PULL RETENTION

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NEVER leave the element cable pull unsecured.

Doing so may result in a **jammed or damaged basket**, and/or **basket motor failure**.



ALWAYS ensure the cable pull is held behind the retainer clip during frying operation.

**ELEMENT CABLE PULL
RETENTION VIDEO**





Steps for the Exchange of Air Filter

Failure to follow these steps properly may result in **clogged main fan and pressure switches, increased grease/oil odor, and increased body panel temperatures**

- Ensure air filter cartridge is replaced at least every 2 months (depending on usage).
- Overused air filters may lead to costly failures of fryer parts.
- Only buy Perfect Fry OEM air filter replacements. Imitations are known to fail.

NOTE: Using non-OEM filters will void warranty

PERIODIC MAINTENANCE

Air Filter Cartridge Replacement

- Replace the air filter cartridge at least once every 2 months, more often for higher volume usage. Replacement is safer and easier when the fryer is cool rather than hot.
- Only PERFECT FRY filters may be used in your Perfect Fry unit



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Steps to replace air filter cartridge

1. Open front panel by turning latches
2. Release latch on air filter cage, and remove air filter cage and air filter cartridge from filter compartment
3. Remove old used air filter cartridge from air filter cage.
4. Wipe air filter cage clean.
5. Fit air filter cage over new air filter cartridge and write date on cartridge. (↑↑ Arrows up)
6. Install air filter cage and new air filter cartridge firmly back into filter compartment and latch in place.
7. Close front panel and latch shut.

AIR FILTER EXCHANGE VIDEO





FORCING BASKET POSITION

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DO NOT manually adjust the position of the basket!



THESE ARE EXAMPLES OF ACTIONS THAT MUST BE **AVOIDED**

This can throw off the position calibration causing issues with the loading and dispensing of food. Manually repositioning the basket can cause jamming or damage to the unit.





**UNSECURED
DOOR LATCH**



**SECURED
DOOR LATCH**

ENSURE both door latches (top & bottom) are fully engaged.
FAILURE to fully latch may cause shovel drawer and/or basket to jam causing fryer down time.



SECURE DOOR LATCH





POWER ON/OFF PROTOCOL

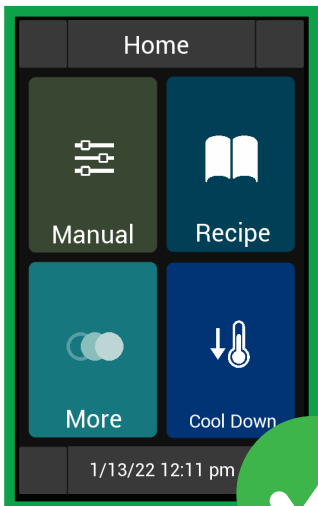
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This is a **CIRCUIT BREAKER** on the back of the unit. **NOT** an on/off switch.

NEVER POWER-DOWN THE UNIT WITH THIS SWITCH.

Doing so may **damage** sensitive components



Press **“COOL DOWN”** on the **CONTROL SCREEN** to propely power-down the unit.

Doing so allows the unit to **PROPERLY cool down** and prevents damage to sensitive components



POWER DOWN VIDEO





SHOVEL DRAWER INSTALLATION

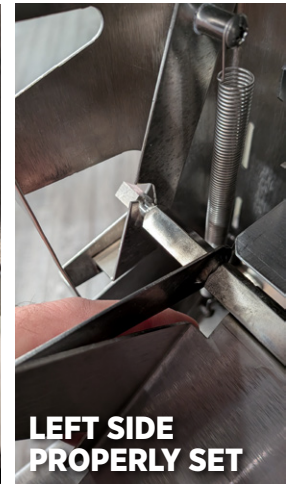
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Steps For Installing Shovel Drawer

Failure to follow these steps properly may result in **jamming of fry basket, basket motor failure or jamming and overcurrent of drawer load motor**

- Ensure the shovel drawer is placed into the hole (right side) and the slot (left side) on the door of the fryer.
- While sliding the shovel drawer into position, ensure the 'ears' fall within the drawer.
- Take proper care when cleaning the shovel drawer in the wash sink to ensure the part is not bent.

Visual References



SHOVEL DRAWER INSTALLATION VIDEO





TEMPERATURE PROBE

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Build-up of grease and food particles will cause inconsistent results in food quality.

Not cleaning can lead to failure of fryer components.



ALWAYS ensure the Temperature Probe is cleaned regularly.





WHEN UPDATING THE FRYER SOFTWARE OR SETTINGS

INSERT USB:

Only when the procedure prompts you to

At the end of the procedure the control will restart to finalize the installation



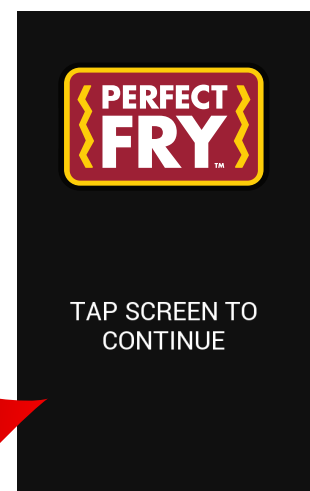
NEVER REMOVE THE USB DRIVE WHILE THE UNIT IS REBOOTING OR DURING INITIAL POWER UP

ALWAYS wait for the control to return to the startup splash screen before removing the USB

Removing the USB during reboot may damage the controller



Splash Screen





WHEN TO REPLACE THE AIR FILTER

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Air Filter Exchange Timing

Failure to monitor may result in **clogged main fan and pressure switches, increased grease/oil odor, and increased body panel temperatures**

- Replace at least every 2 months (more often for higher volume usage).
- Overused air filters may lead to costly failures of fryer parts.
- If the filter is much heavier than a new one, then it's filled with oils and likely time to exchange.
- Only buy Perfect Fry OEM air filter replacements. Imitations are known to fail.

NOTE: Using non-OEM filters will void warranty

Watch for these common error codes

- Main Fan Speed Low
- Air Flow Switch Closed



**IF YOUR FILTER LOOKS
LIKE THIS, IT'S TIME TO
EXCHANGE**



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PFA TROUBLESHOOTING GUIDE

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Front Panel is Open!

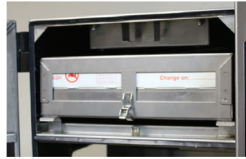
Error alerts are presented in Yellow at the top of the screen. Selecting the message will bring up more details or clear the message. Selecting OK from the detail screen will dismiss the alert. The message will reappear if the condition persists.

ERROR CODES

ERROR REFERENCE

CORRECTION

AIR FILTER NOT DETECTED



AIR FILTER CAGE IS NOT INSERTED OR SECURED PROPERLY



FILTER SHOULD BE INSERTED AND LATCH LOCKED DOWN. ENSURE REAR CLIP OF METAL AIR FILTER HOUSING ENGAGES.

GREASE FILTER SWITCH OPEN



GREASE FILTER IS NOT REGISTERED AS BEING INSTALLED PROPERLY



CHECK FILTER IS INSTALLED CORRECTLY. THE MAGNET ON THE GREASE FILTER MUST ACTIVATE THE SWITCH.

MAIN FAN ERRORS

- Main Fan Speed Low
- Main Fan Current High
- Main Fan Current Low
- Main Fan Inrush High

MAIN FAN IS NOT RUNNING PROPERLY



ENSURE FRONT AND REAR VENTS ARE NOT OBSTRUCTED. CLEAN GREASE FILTER AND CONFIRM AIR FILTER IS PROPERLY SEATED UNDER REAR CLIP AND LATCHED IN THE FRONT. ENSURE PROPER ORIENTATION OF FILTERS. ENSURE OEM FILTER IS USED.
LOW SPEED: TURN OFF THE UNIT USING THE CIRCUIT BREAKER AT THE REAR OF THE UNIT. KEEP BREAKER OFF FOR 10-15s AND REPOWER UNIT. INITIATE THE START-UP SEQUENCE. IF ISSUE PERSISTS CONTACT SERVICE TECHNICIAN
CURRENT HIGH, LOW, OR INRUSH HIGH: TURN OFF THE UNIT, INSPECT MAIN FAN COMPARTMENT FOR DEBRIS OR OBSTRUCTION OF THE FAN, CLEAN AS NEEDED. REPOWER THE UNIT AND INITIATE THE START-UP SEQUENCE. IF ISSUE PERSISTS CONTACT SERVICE TECHNICIAN

AIR FLOW SWITCH CLOSED

AIR FILTER CHAMBER PRESSURE IS OUT OF RANGE

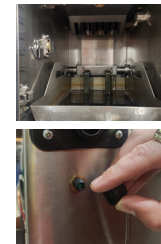


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TEMP/ELEMENT SW OPEN



HEATING ELEMENT IS NOT CORRECTLY POSITIONED, OR THE UNIT HAS OVERHEATED



ENSURE ELEMENT IS FULLY SEATED IN THE OIL VAT - HORIZONTAL POSITION. ERROR TYPICALLY PRESENTS AFTER CLEANING AND IMPROPER REASSEMBLY. IF UNIT WAS OPERATING WHEN MESSAGE PRESENTS, ALLOW FRYER TO COOL, CHECK THAT OIL LEVEL IS BETWEEN THE LINES MARKED ON THE OIL VAT, AND ATTEMPT TO RESET THE HIGH LIMIT ON REAR OF FRYER. THIS IS A PUSHBUTTON UNDER THE SCREW-ON CAP.

DRAWER MOTOR ERRORS

- Drawer Mtr Current Low
- Drawer Mtr Current High
- Drawer Mtr Inrush Low
- Drawer Mtr Overrun



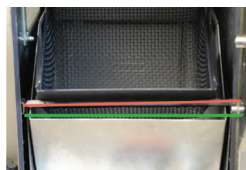
THE DRAWER IS NOT MOVING/POSITIONING CORRECTLY



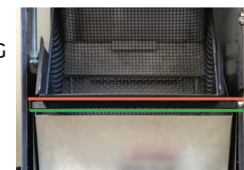
ENSURE THE DRAWER IS UNOBSTRUCTED AND INSTALLED PROPERLY. THE DRAWER SHOULD RETURN TO A FLUSH POSITION AGAINST THE DRAWER ASSEMBLY WHEN HOMED. RESTART UNIT TO REATTEMPT HOMING POSITION.

BASKET MOTOR ERRORS

- Basket Mtr Current Low
- Basket Mtr Current High
- Basket Mtr Inrush Low
- Basket Mtr Overrun



THE DRAWER IS NOT MOVING/POSITIONING CORRECTLY



ENSURE THE BASKET IS UNOBSTRUCTED AND INSTALLED PROPERLY. THE BASKET SHOULD BE SECURE AND PARALLEL TO THE OIL VAT. RESTART UNIT TO REATTEMPT HOMING POSITION.



PFA TROUBLESHOOTING GUIDE

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PROBLEM	PROBABLE CAUSE	PROBABLE SOLUTION
Screen does not come ON	<ol style="list-style-type: none"> 1. Unit is not plugged in 2. Supply breaker/fuse is off/blown 3. Circuit breaker at top rear of unit is in OFF position 	<ol style="list-style-type: none"> 1. Plug in fryer 2. Check that supply breaker/fuse is functional 3. Check circuit breaker at top rear of unit is in ON position
Fryer is ON but will not heat	<ol style="list-style-type: none"> 1. An error is preventing frying 2. Faulty element 	<ol style="list-style-type: none"> 1. Check for onscreen error messaging and address as outlined. If no message is onscreen, review history log under "Other" menu for recent errors. 2. Contact service provider
Motors will not move, drawer or basket	<ol style="list-style-type: none"> 1. Basket is not installed properly. 2. Front panel/drawer not installed properly 3. Basket and/or drawer motor is not working 	<ol style="list-style-type: none"> 1. Ensure basket is properly installed (see manual), turn off unit for 10s using circuit breaker at rear, then restart unit. 2. Ensure drawer is properly installed (see manual), turn off unit for 10s using circuit breaker at rear, then restart unit. 3. Contact service provider
Outer surface is unusually hot	<ol style="list-style-type: none"> 1. Dirty grease filter 2. Air filter cartridge is plugged 3. Fan is not operating correctly 	<ol style="list-style-type: none"> 1. Remove and clean grease filter 2. Replace air filter cartridge 3. Check rear of fryer for air flow from venting louvers
Cooking oil spills into spill tray, excessively	<ol style="list-style-type: none"> 1. Too much oil in vat 2. Too much ice or water in food 3. Too much food in basket 4. Oil has "broken down" 5. Drain valve is open 	<ol style="list-style-type: none"> 1. Remove some oil (when oil is cold, oil level should be at, or below, cold oil line) 2. Cook only frozen foods recommended for use in deep fryers; remove excess ice from food before placing food in basket 3. Reduce amount of product loaded 4. Replace the cooking oil 5. Close valve
Food floats out of basket	<ol style="list-style-type: none"> 1. Too much oil in vat 	<ol style="list-style-type: none"> 1. Remove some oil (when oil is cold, oil level should be at, or below, cold oil line)
Excessive smoking	<ol style="list-style-type: none"> 1. Oil has "broken down" 2. Too much moisture in vat 3. Oil level is too low 	<ol style="list-style-type: none"> 1. Replace the cooking oil 2. Cook only frozen foods recommended for use in deep fryers; remove excess ice from food before placing food in basket 3. Ensure oil level fully covers elements, when cold, level should be approximately at COLD oil line. when heated, level should be approximately at HOT oil line.
Excessive foaming	<ol style="list-style-type: none"> 1. Soap residue 2. Oil has "broken down" 	<ol style="list-style-type: none"> 1. Rinse parts in vinegar solution 2. Replace cooking oil
Food does not unload	<ol style="list-style-type: none"> 1. Too much food was inserted in drawer 2. The basket was not installed or installed incorrectly 3. Large volume of heavily battered product was cooked 	<ol style="list-style-type: none"> 1. Reduce amount of product loaded 2. Make sure that the basket is installed properly. 3. Try adjusting shake settings for recipe/unit
Food does not load	<ol style="list-style-type: none"> 1. Too much food was inserted. 2. Front panel is not closed properly. 3. Drawer shovel was not installed correctly. 	<ol style="list-style-type: none"> 1. Do not overfill the drawer. 2. Close front panel fully, and latch closed. 3. Install drawer shovel properly (see manual).
Temp Probe Failure	Temperature probe feedback is erroneous	Call for service
Probe Wiring Error	Temperature probe is malfunctioning	Call for service