



PFA TROUBLE SHOOTING GUIDE

www.perfectfry.com | [p] 802.658.6600 | 42 Allen Martin Dr, Essex Junction, VT 05452

Error Code	Error Reference	Correction	Video
<p>ERROR PLEASE CHECK/CHANGE DRAWER MOTOR</p>	 <p>The drawer is blocked from returning to the correct position.</p>	 <p>The drawer should return to be flush against the drawer assembly.</p>	
<p>ERROR PLEASE CHECK/CHANGE BASKET MOTOR</p>	 <p>The basket is not secured properly to the motor.</p>	 <p>The basket should be secured parallel to the oil vat.</p>	
<p>ERROR PLEASE CHECK/CHANGE FILTER PLACEMENT</p>	 <p>Air filter cage is not secured properly.</p>	 <p>Latch should be locked down.</p>	
<p>ERROR PLEASE CHECK/CHANGE HEATER BOX</p>	<p>The heating element is not properly connected to the machine.</p> 	 <p>The heating element should be parallel to bottom of machine.</p>	
<p>ERROR PLEASE CHECK/CHANGE SECONDARY OVERTEMP.</p>	 <p>This error code comes up when either the oil level is too low, the oil is overheated, or the connection between the heating element and the machine is dirty.</p>	<ol style="list-style-type: none"> 1. Make sure oil level is between the hot and cold lines at rear of vat. 2. Press ▲ and ▼ keys together and release to reset. 3. Allow fryer to cool and clean male and female ends of connections. 	

FOR ADDITIONAL ASSISTANCE PLEASE CALL THE PERFECT FRY TECHNICAL SERVICE HOTLINE AT 1-802-658-6600 OPTION 4



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Problem	Probable Cause	Probable Solution
Won't turn ON when you press the key	<ol style="list-style-type: none"> 1) Not plugged in 2) Circuit breaker or fuse 3) Wiring 	<ol style="list-style-type: none"> 1) Plug in fryer 2) Check circuit breaker or replace fuse 3) Make sure PERFECT FRY unit is plugged in according to its electrical specifications (see page 5 of manual)
ON but will not heat	<ol style="list-style-type: none"> 1) Connector on heater module 2) Electronics box module 	<ol style="list-style-type: none"> 1) Replace heater module 2) Replace electronics box module
Motors will not move drawer or basket.	<ol style="list-style-type: none"> 1) Basket not installed properly 2) Front panel/drawer not installed properly 3) Basket motor not working 4) Drawer motor not working 	<ol style="list-style-type: none"> 1) Make sure that the basket is installed properly (see page 13 of manual) 2) Check wiring 3) Replace motor
Outer surface is unusually hot	<ol style="list-style-type: none"> 1) Dirty grease filter 2) Air filter cartridge plugged 3) Fans not operating 	<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
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 reached end of its life 5) Drain valve is open 	<ol style="list-style-type: none"> 1) Remove some oil (when oil is cold it should not be above cold oil line inside vat) 2) Cook only frozen foods recommended for use in deep fryers; remove excess ice from food before placing food in basket 3) Do not fill food above top of basket 4) Change oil 5) Close valve
Food floats out of basket	<ol style="list-style-type: none"> 1) Too much cooking oil in vat. 	<ol style="list-style-type: none"> 1) Remove some oil; do not fill above cold oil line.
Excessive smoking	<ol style="list-style-type: none"> 1) Oil has "broken down" 2) Moisture 	<ol style="list-style-type: none"> 1) Replace the cooking oil 2) Too much moisture or ice crystals
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 with vinegar solution 2) Replace the cooking oil
Food does not come out	<ol style="list-style-type: none"> 1) Too much food was inserted using a dual load or manual drawer 2) The basket was not installed or installed correctly 3) Large volume of heavily battered product was cooked 	<ol style="list-style-type: none"> 1) Only enter the amount of food that totals one drawer full per cook cycle 2) Make sure that the basket is installed properly (see page 13 of manual) 3) Try adjusting FTS value to 5 (see page 36 of manual)
Food does not go in	<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 page 16 of manual)

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After Clearing Error Code

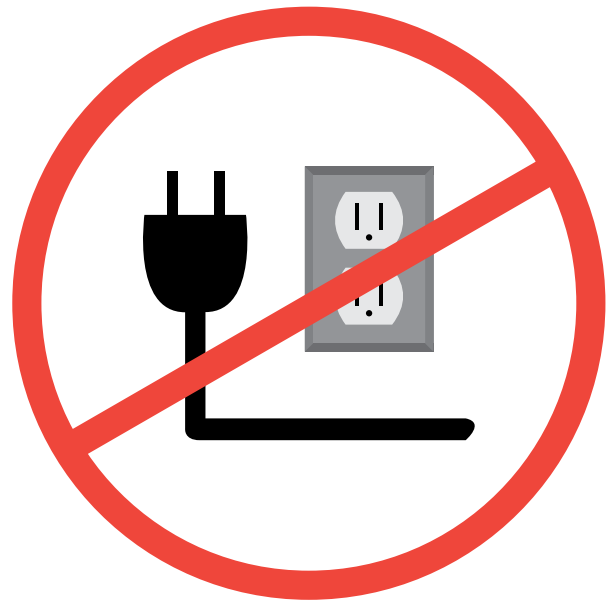
Once you have cleared the error after troubleshooting, if the unit is still alarming simply press the  and  arrows at the same time.



After resetting, ensure that the unit is powered back on. If the unit is not operational after clearing the alarm, press power key to turn off unit and enter cooldown mode. If the unit does not enter cooldown mode, allow door to stay open until oil is cool.

DO NOT UNPLUG UNIT

Do not disconnect from power if oil is hot. Unit will enter cooldown mode until oil is 121° F or less and then shut down. Shutting down prior to cooldown mode ending can possibly cause fire suppression system to engage.



FOR ADDITIONAL ASSISTANCE PLEASE CALL THE PERFECT FRY TECHNICAL SERVICE HOTLINE AT 1-802-864-0183 OPTION 4