

SECTION 5. TROUBLESHOOTING

5-1. TROUBLE SHOOTING GUIDE

Problem	Cause	Correction
POWER switch ON but fryer completely inoperative	<ul style="list-style-type: none"> • Open circuit 	<ul style="list-style-type: none"> • Plug fryer in • Check breaker or fuse at supply box
Shortening will not heat but lights are on.	<ul style="list-style-type: none"> • Open high limit circuit Error message “E10” • Drain valve open Error message “E15” 	<ul style="list-style-type: none"> • Reset high limit per High Limit Temperature Control Section • Turn drain valve handle to closed position
Foaming or boiling over of shortening	<ul style="list-style-type: none"> • Water in shortening • Improper or bad shortening • Improper filtering • Improper rinsing after cleaning the fryer 	<ul style="list-style-type: none"> • At end of Cook Cycle, drain shortening and clean • Use recommended shortening • Refer to the procedure covering filtering the shortening • Clean and rinse the frypot, then dry thoroughly
Shortening will not drain from frypot	<ul style="list-style-type: none"> • Drain valve clogged with crumbs 	<ul style="list-style-type: none"> • Open valve, force cleaning brush through drain
Filter switch on, motor does not run	<ul style="list-style-type: none"> • Motor thermal protector tripped 	<ul style="list-style-type: none"> • Reset thermal switch per section on Filter Pump Motor Protector – Manual Reset

NOTICE

More detailed troubleshooting information is available in the Technical Manual, available at www.hennypenny.com, or 1-800-417-8405 or 1-937-456-8405.

5-2. ERROR CODES

In the event of a control system failure, the digital display will show an "Error Message." These messages are coded: "E4", "E5", "E6", "E10", "E15", "E20", "E-31", "E41", "E46", "E54", E-70-A & B and "E92". A constant tone is heard when an error code is displayed, and to silence this tone, press any button.

DISPLAY	CAUSE	PANEL BOARD CORRECTION
"E-4"	Control board overheating	Turn switch to OFF position, then turn switch back to ON. if display shows "E-4", the control board is getting too hot; check the louvers on each side of the unit for obstructions
"E-5"	Shortening overheating	Turn switch to OFF position, then turn switch back to ON; if display shows "E-5", the heating circuits and temperature probe should be checked
"E-6 A"	Temperature probe open	Turn switch to OFF position, then turn switch back to ON; if display shows "E-6", check the temperature probe; to replace, refer to Technical Manual
"E-6 B"	Temperature probe shorted	Turn switch to OFF position, then turn switch back to ON; if display shows "E-6" check the temperature probe; to replace, refer to Technical Manual
"E-10"	High limit	Reset the high limit by manually pushing up on the reset button; if high limit does not reset, high limit must be replaced; refer to Technical Manual
"E-15"	Drain switch failure	Close drain, using the drain valve handle; if display still shows "E-15", check the drain microswitch; refer to Technical Manual
"E-41", "E-46"	Programming failure	Turn switch to OFF, then back to ON; if display shows any of the error codes, try to reinitialize the control (Special Program Section) if error code persists, replace the control board; refer to Technical Manual

5-2. ERROR CODES
(Continued)

DISPLAY	CAUSE	PANEL BOARD CORRECTION
“E-20 A”	Vacuum switch failure (stuck closed)	Press the timer button to try the ignition process again; if “E-20 A” persists check vacuum switch; refer to Technical Manual
“E-20 B”	Draft fan or vacuum switch failure (stuck open)	Press the timer button to try the ignition process again; if “E-20 B” persists, check vacuum switch or the blower motor; refer to Technical Manual
“E-20 C”	Ignition modules	Press the timer button to try the ignition process again; if not responding “E-20 C” persists, check the ignition module, the spark ignitor, or the I/O board; refer to Technical Manual
“E-20 D”	Pilots not lit or no flame sense	Press the timer button to try the ignition process again; if “E-20 D” persists, check the ignition module, the I/O board, or the flame sensor; refer to Technical Manual
“E-31”	Elements up- Electric units only	Lower elements into frypot
	Fan switch jumper wire missing	Check for jumper wire on 12-pin connector & add if missing
“E-54”	PCB component failure	Turn switch to OFF position, then turn switch back to ON; if “E-54” persists, have PCB replaced
“E-70A”	Fan switch jumper missing	Have jumper wire checked on 12 pin connect to panel
“E-70B”	MV jumper missing	Have jumper wire checked on connectors to panel
“E-92”	24 VAC fuse on I/O open	24 VAC fuse on I/O board open; check for shorted component in 24-volt circuit (i.e., hi limit, drain switch, air switch)