

## SECTION 4. TROUBLESHOOTING

### 4-1. TROUBLESHOOTING GUIDE

Problem	Cause	Correction
Power switch on but fryer completely inoperative	<ul style="list-style-type: none"> <li>Open circuit</li> </ul>	<ul style="list-style-type: none"> <li>Plug fryer in</li> <li>Check breaker or fuse at wall</li> </ul>
Pressure not exhausting at end of Cook Cycle	<ul style="list-style-type: none"> <li>Solenoid or exhaust line clogged</li> </ul>	<ul style="list-style-type: none"> <li>Turn off and allow fryer to cool to release the pressure in frypot; have all lines, solenoid, and exhaust tank cleaned</li> </ul>
Operating pressure too high	<ul style="list-style-type: none"> <li>Deadweight clogged</li> </ul>	<ul style="list-style-type: none"> <li>Turn off and allow fryer to cool to release the pressure in frypot; clean deadweight; see Preventive Maintenance Section</li> </ul>



**DO NOT OPERATE UNIT IF PRESSURE GAUGE SHOWS HIGH PRESSURE CONDITIONS. SEVERE INJURIES AND BURNS WILL RESULT. IMMEDIATELY PLACE THE POWER/PUMP SWITCH IN THE OFF POSITION, WHICH RELEASES THE PRESSURE BY ALLOWING THE UNIT TO COOL. DO NOT RESUME USE OF UNIT UNTIL CAUSE OF HIGH PRESSURE HAS BEEN FOUND AND CORRECTED.**

Pressure does not build	<ul style="list-style-type: none"> <li>Not enough product in frypot</li> <li>Metal shipping spacer not removed from deadweight</li> <li>Pressure not programmed</li> <li>Lid gasket leaking</li> </ul>	<ul style="list-style-type: none"> <li>Place full capacity product in frypot when using fresh shortening</li> <li>Remove shipping spacer; see Unpacking Instructions Section</li> <li>Check programming</li> <li>Reverse or replace lid gasket</li> </ul>
Shortening not heating	<ul style="list-style-type: none"> <li>Gas valve knob turned to the OFF position</li> <li>Drain valve open</li> <li>High temperature limit tripped</li> </ul>	<ul style="list-style-type: none"> <li>Make sure gas control valve knob is turned to the ON position</li> <li>Close drain valve</li> <li>Reset high temperature limit; see Operating Components Section</li> </ul>
Foaming or boiling over	<ul style="list-style-type: none"> <li>See Boil-Over chart on fryer and information in this manual</li> </ul>	<ul style="list-style-type: none"> <li>Follow Boil-Over procedures from chart</li> </ul>
Shortening not draining	<ul style="list-style-type: none"> <li>Drain valve clogged</li> </ul>	<ul style="list-style-type: none"> <li>Push cleaning rod through open drain valve</li> </ul>
Filter motor won't run	<ul style="list-style-type: none"> <li>Motor overheated</li> </ul>	<ul style="list-style-type: none"> <li>Reset motor; see Filter Pump Motor Protector-Manual Reset Section</li> </ul>

### NOTICE

More detailed troubleshooting information is available in the Technical Manual, available at [www.hennypenny.com](http://www.hennypenny.com), or 1-800-417-8405 or 1-937-456-8405.

## **4-2. ERROR CODES**

In the event of a control system failure, the digital display shows an error message. These messages are coded: “E-4”, “E-5”, “E-6”, “E-32”, “E-41” and “E-71”. A constant tone is heard when an error code is displayed, and to silence this tone, press any of the product buttons.

<b>DISPLAY</b>	<b>CAUSE</b>	<b>PANEL BOARD CORRECTION</b>
“E-4”	Control board overheating	Turn switch to OFF position, then turn switch back to ON; if display still shows “E-4”, the board is getting too hot; check for signs of overheating behind the control panel; once panel cools down the controls should return to normal; if “E-4” persists, have control panel replaced
“E-5”	Shortening overheating	Turn switch to OFF position, then back to ON; if display shows “E-5”, the heating circuits and temperature probe should be checked; once the unit cools down, the controls should return to normal; if “E-5” persists, have control panel replaced
“E-6”	Temperature probe failure	Turn switch to OFF position, then back to ON; if the display shows “E-6”, the temperature probe should be checked; once the probe is repaired, or replaced, the controls should return to normal; if “E-6” persists, have control panel replaced
“E-41”	Programming failure	Turn switch to OFF position, then back to ON; if display shows “E-41”, the control should be re-initialized (See Programming Section) if the error code persists, have control panel replaced
“E-71”	Pump motor relay failure or wiring problem	Replace relay if contacts are stuck closed; check wiring on POWER/PUMP switch, or at wall receptacle; L1 and N may be reversed
“E32, FAN FAIL ERROR, CHECK BLOWER, CLEAN DILUTIONBOX, CALL HENNY PENNY SERVICE”	Air pressure switch open; clogged dilution box or faulty blower; open drain switch; open high limit	Clean dilution box or replace blower if necessary; have drain switch checked; reset high limit or have high limit checked

**4-2. ERROR CODES (Continued)**

**CE Only - Along with the error codes from page 4-2, CE units have the following self-diagnostic error codes:**

DISPLAY	CAUSE	PANEL BOARD CORRECTION
“E-10”	High limit	Reset the high limit by manually pushing up on the red reset button; if the high limit does not reset, the high limit must be replaced
“E-15”	Drain switch	Close the drain, using the drain valve handle; if display still shows “E-15”, have the drain microswitch checked
“E-20A”	Air pressure switch failure (stuck closed)	Press the timer button to try the ignition process again, and if “E-20A” persists, call Henny Penny’s Service Department
“E-20B”	Draft fan or air pressure switch failure (stuck open)	Press the timer button to try the ignition process again, and if “E-20B” persists, call Henny Penny’s Service Department
“E-20C”	Left gas module failure	Press the timer button to try the ignition process again, and if “E-20C” persists, call Henny Penny’s Service Department
“E-20D”	Right module failure	Press the timer button to try the ignition process again, and if “E-20D” persists, call Henny Penny’s Service Department
“E-20E”	Both modules failure	Press the timer button to try the ignition process again, and if “E-20E” persists, call Henny Penny’s Service Department
“E-20F”	Left module no flame sense	Press the timer button to try the ignition process again, and if “E-20F” persists, call Henny Penny’s Service Department
“E-20G”	Right module no flame sense	Press the timer button to try the ignition process again, and if “E-20G” persists, call Henny Penny’s Service Department
“E-20H”	Both modules no flame sense	Press the timer button to try the ignition process again, and if “E-20H” persists, call Henny Penny’s Service Department