

Operator Troubleshooting - Broaster Pressure Fryers

Broaster Company is committed to providing top quality equipment and service to each Operator who purchases a Broaster Pressure Fryer.

Broaster Pressure Fryers are known in the industry for being the most durable and reliable units. With time all units, no matter the manufacturer or type of equipment will need service and preventative maintenance.

When an issue arises with your Broaster Pressure Fryer, there are some steps an Operator can take before calling in a service technician.

Please remember to always follow and observe all safety measures set forth in your Operations Manual.

If the issue persists after following the outlined steps, please call your local authorized Broaster Distributor for service.



Never boil water in unit. Boil-out is not recommended.

Always remember to wear proper protection when handling hot oil or performing maintenance on any unit. Always follow all safety procedures and abide by all safety warnings outlined in Operations Manual.

Additional assistance can be found at: help.broaster.com

Heating Issues - Electric Unit

Issue

Unit is not heating - temperature is not rising. Electric Unit

Troubleshooting Steps

Ensure the unit is on the Cook Tab for SmartTouch, Toggle switch to “cook” for Temp & Time Controller.

Turn unit OFF then ON.

You should hear 2 loud clicks.

If you get a “Heater Fault” on SmartTouch Controller or “CHEC” on Temp & Time Controller, call for Service.

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Heating Issues - Gas Unit

Issue

Unit is not heating - temperature is not rising.

Troubleshooting Steps

Ensure the unit is on the Cook Tab for SmartTouch, Toggle switch to “cook” for Temp & Time Controller.

Turn unit OFF then ON and check to see if the pilot and burner lite.

- An igniter should glow for just a few seconds, then the pilot should light, then the main burner.

If igniter doesn't glow, make sure the wires are plugged into the gas valve properly.

- If all wires are plugged in properly, call for Service.

If the igniter glows, but no pilot lights.

- Check that the manual shut-off valves in the gas lines are all open.
- Make sure that the gas line is properly connected to the back of the unit.
- Ensure that there are no fans causing an air current under the unit.

If issue persists, call for Service.

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Pressure Issues

Issue

Unit is not building pressure into the green area on the pressure gauge.

Pressure Valve is not closing.

Troubleshooting Steps

Make sure that enough product is being cooked.

- At least 6 mixed pieces for the Broaster 1800 or 10 mixed pieces for the Broaster 2400.

Make sure that oil is up to proper temperature.

Check that the O-Ring is clean, without any nicks, cuts or flat spots, and properly installed on the cover.

Check that the O-Ring groove is clean.

Determine where the steam is escaping.

- If coming from exhaust stack before up to pressure of 8 PSI, open and close valve several times in an attempt to clear debris from the valve.

If issue persists, call for Service.

Make sure that drain valve handle is all the way closed.

- Handle should point straight to the right.

If issue persists, call for Service.



Filter Motor & Filtering Issues

Issue

If the filter motor is not running.

Troubleshooting Steps

Turn pump switch to off.

Press red reset button on the back of the motor.

- You must press the button firmly to reset the motor.

If issue persists, call for Service.

If the motor is just humming, but not running.

Try turning the filter on and off several times from the Filter Tab on the SmartTouch Touch Screen Controller, or the toggle switch on the Temp-N-Time Controller, to get motor running.

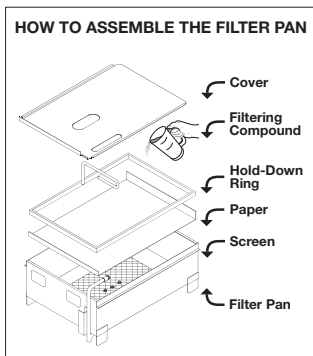
If issue persists, call for Service.

Motor is running, but is not bringing up the oil from the filter pan.

Make sure filter pan is clean and components are installed properly. (Figure A)

- With filter tube on the pan fully inserted into suction line.

Figure A



Check that the O-Ring on the filter tube is clean, without any nicks, cuts or flat spots, and properly installed on the filter tube.

Check for suction at the suction line.

- Remove filter pan, turn pump on and place thumb over suction line.
- If no suction, call for Service.
- If suction is present, clean out filter pan and try again with fresh filter paper and media.
- Make sure that filter screen is under the filter paper.

If issue persists, call for Service.

Drain Valve is not opening.

Make sure that Pressure Valve is in the “Open” position.

If issue persists, call for Service.

Oil is not draining.

Make sure drain valve is open.

- Orange handle should be pointing straight up.



Use ram-rod to push crumbs through the drain valve

- All crumbs must be removed every time you filter to ensure the drain valve remains clear.
- If the unit has just been cleaned, or if the filtering is long overdue, it might take considerable force to remove the obstruction.

If issue persists, call for Service.

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Touch Screen Issues

Issue

Buttons on the screen are unresponsive.

Troubleshooting Steps

Turn power switch to Off.

Turn power switch to On while holding one finger on the middle of the screen.

- Calibrate Screen will appear.

Press small red box at upper left-hand corner of screen for one second.

- Box will move to upper right-hand corner of screen.

Press red box again for one second.

- Box will move to lower left-hand corner of screen.

Press red box again for one second.

- Calibrate Screen will disappear and be replaced by the "Check Oil Level" screen.

If issue persists, call for Service.

Screen is completely blank.

Check that Power Switch is turned to On position.

Check that the power cord is plugged into proper receptacle.

Check that the circuit breaker isn't tripped.

If issue persists, call for Service.

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Error Codes - Temp-N-Time Controller

Code	Issue	Troubleshooting Steps
CHEC	Gas valve not set to ON position	Turn ON.
	Pilot light will not light	Turn ON manual gas shut off valve.
	Oil temperature not rising properly	Turn power switch to Off. Call for Service.
FAIL	Controller Failure	Turn power switch to Off. Call for Service.
HI	Oil temperature too high	Turn power switch to Off. Call for Service.
PROB	Temperature sensor probe failure	Turn power switch to Off. Call for Service.

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Error Codes - SmartTouch Controller

Code	Issue	Troubleshooting Steps
Probe Fault	Probe Error	Turn power switch to Off. Call for Service.
HI Temperature	Oil temperature too high	Turn power switch to Off. Call for Service.
Internal Fault	Internal Controller Fault Detected	Turn power switch to Off. Call for Service.
Heater Fault	Gas valve could be switched off	Turn ON.
	No gas is present	Turn ON manual gas shut off valve.
	Oil temperature not rising properly	Turn power switch to Off. Call for Service.
C1 Fault (Electric Fryers)	Electrical Fault Detected	Turn power switch to Off. Call for Service.