



Philips Consumer Lifestyle

Version: A

Service Manual

Product information

- This product meets requirements regarding interference suppression on radio and TV.
- After the product has been repaired, it should function properly and has to meet the safety requirements as officially laid down at this moment.

Power / High Voltage:

Europe: 230V 50Hz - 2225W
Saudi Arabia (MEA): 220V 60Hz – 2200W
AU/NZ 240V 50Hz - 2225W

Weight and dimensions

- (Lx Wx H): 322x 433x 316 mm
- Weight of product: 7,9 kg
- Capacity basket: 1400 g
- Basket: (LxWxH) 230x220x80 mm

Design

- Color: black

Finishing

- Material of main body: Plastic

General specifications

Automatic shut-off
Cord storage
Digital screen
Dishwasher safe
Ready signal
Temperature control
Keep warm function
Recipe book & App
Preset program,
QuickClean basket
Advanced Rapid Heat
Technology: Twin TurboStar technology

Accessories – HD9950, HD9951, HD9952

Recipe booklet
Food Separator
Removable mesh
double layer grill

IMPORTANT !

We have for this product 2 suppliers, **this parts are not compatibel/interchangible !**

- Ernamas codes see page 5
- Simatelex codes see page 6
- Please check always the typeshield of the product (Made in Turkey/China)

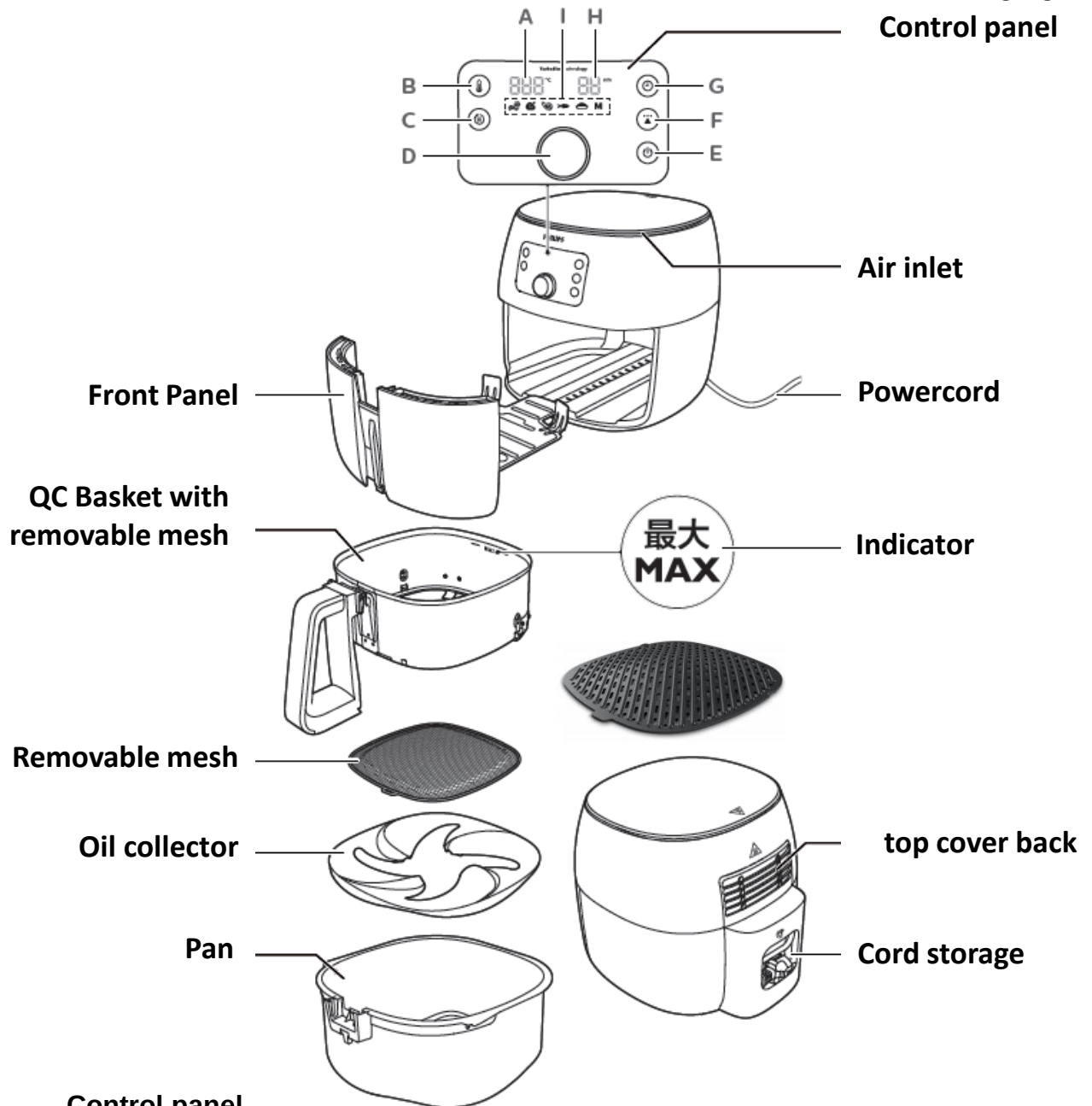
Overview

HD965x/9x

RI965x/9x

HD9762

Control panel



Control panel

A. Temperature indication

B. Temperature button

C. Keep warm button

D. QuickControl dial

E. Power On/Off button

F. Preset button

G. Timer button

H. Time indication

I. Presets: French fries/frozen snacks, chicken, meat, fish, baking and manual

ACCESSORY OVERVIEW

HD965x/9x

RI965x/9x

HD9762

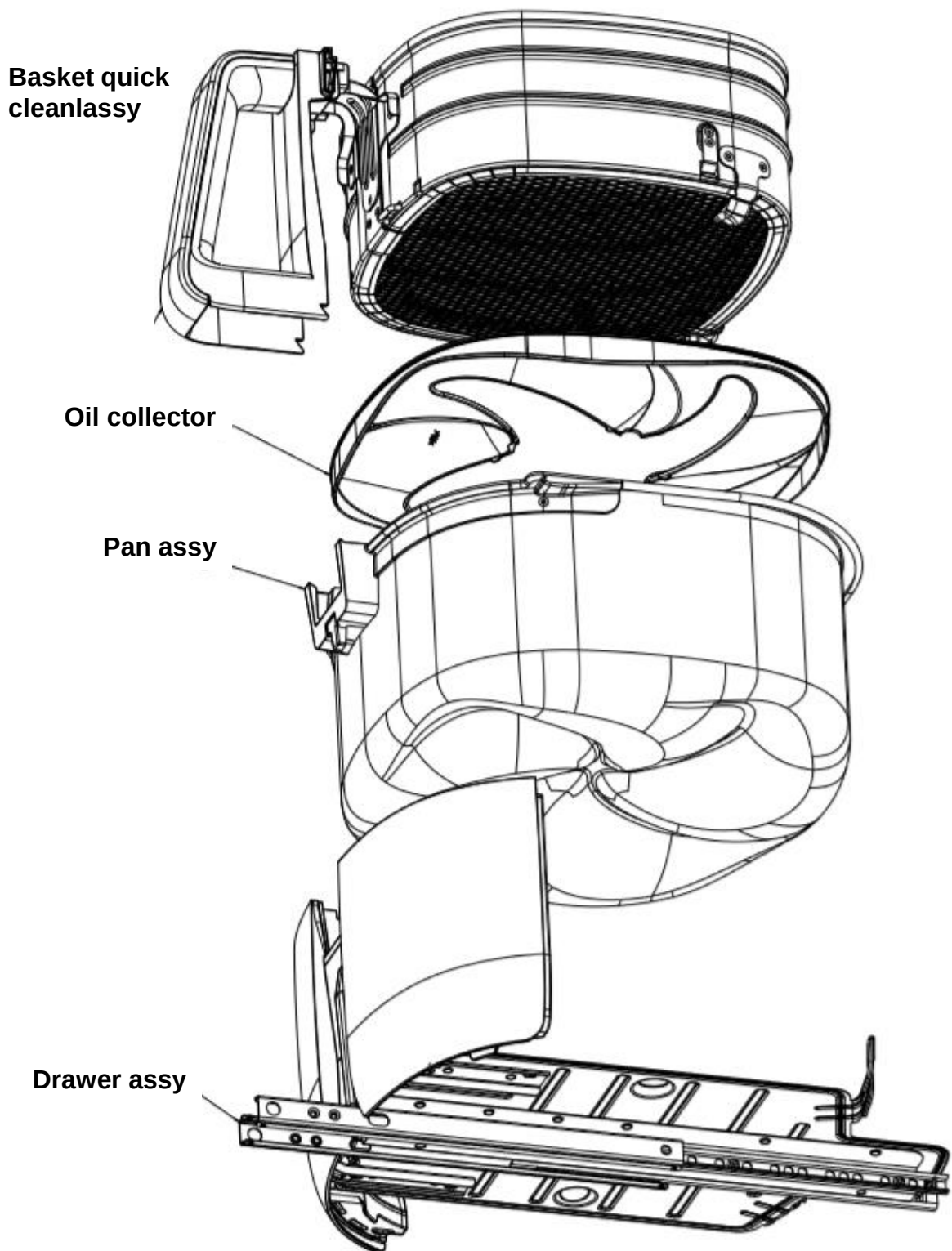
CTV/CTN /Product ID	Countries	PRODUCT		Content of Product	Dimensions (mm)
HD9950/00	Africa, Benelux, cee, DACH, France, Iberia, IIG, MET, Nordics, RCA, UK & I	Party master kit (XXL)		- Double layer accessory (XXL) - Food separator	DL: 198x215x73
HD9951/01	Africa, APAC, Greater China, India, Latam, North America	Party master kit (XXL)		- Double layer accessory (XXL) - Food separator	DL: 198x215x73
HD9951/00	Africa, Benelux, cee, DACH, France, Iberia, IIG, MET, Nordics, RCA, UK & I	Grill master kit (XXL)		- Grill bottom (XXL) - 6 skewers (XXL)	GB: 240x240 S: 213,5
HD9951/01	Africa, APAC, Greater China, India, Latam, North America	Grill master kit (XXL)		- Grill bottom (XXL) - 6 skewers (XXL)	GB: 240x240 S: 213,5
HD9952/00	Africa, Benelux, cee, DACH, France, Iberia, IIG, MET, Nordics, RCA, UK & I	Baking master kit (XXL)		- Baking accessory (XXL, 1,4kg) - Muffin Cups (9)	220x208x73mm
HD9952/01	Africa, APAC, Greater China, India, Latam, North America	Baking master kit (XXL)		- Baking accessory (XXL, 1,4kg) - Muffin Cups (9)	220x208x73mm
HD9953/00	Africa, Benelux, cee, DACH, France, Iberia, IIG, MET, Nordics, RCA, UK & I	Pizza master kit (XXL)			
HD9953/01	Africa, APAC, Greater China, India, Latam, North America	Pizza master kit (XXL)			
HD9954/01	global	Light snack master kit (XXL)		- snack cover (XXL) - tongue	
HD9955	Africa, APAC, Greater China, MET	Breakfast master kit (XXL)		- Breakfast rack (XXL) - muffin cups (4) - tongue	215 x 215 x 68 mm

3-D view (1/2)

HD965x/9x

RI965x/9x

HD9762

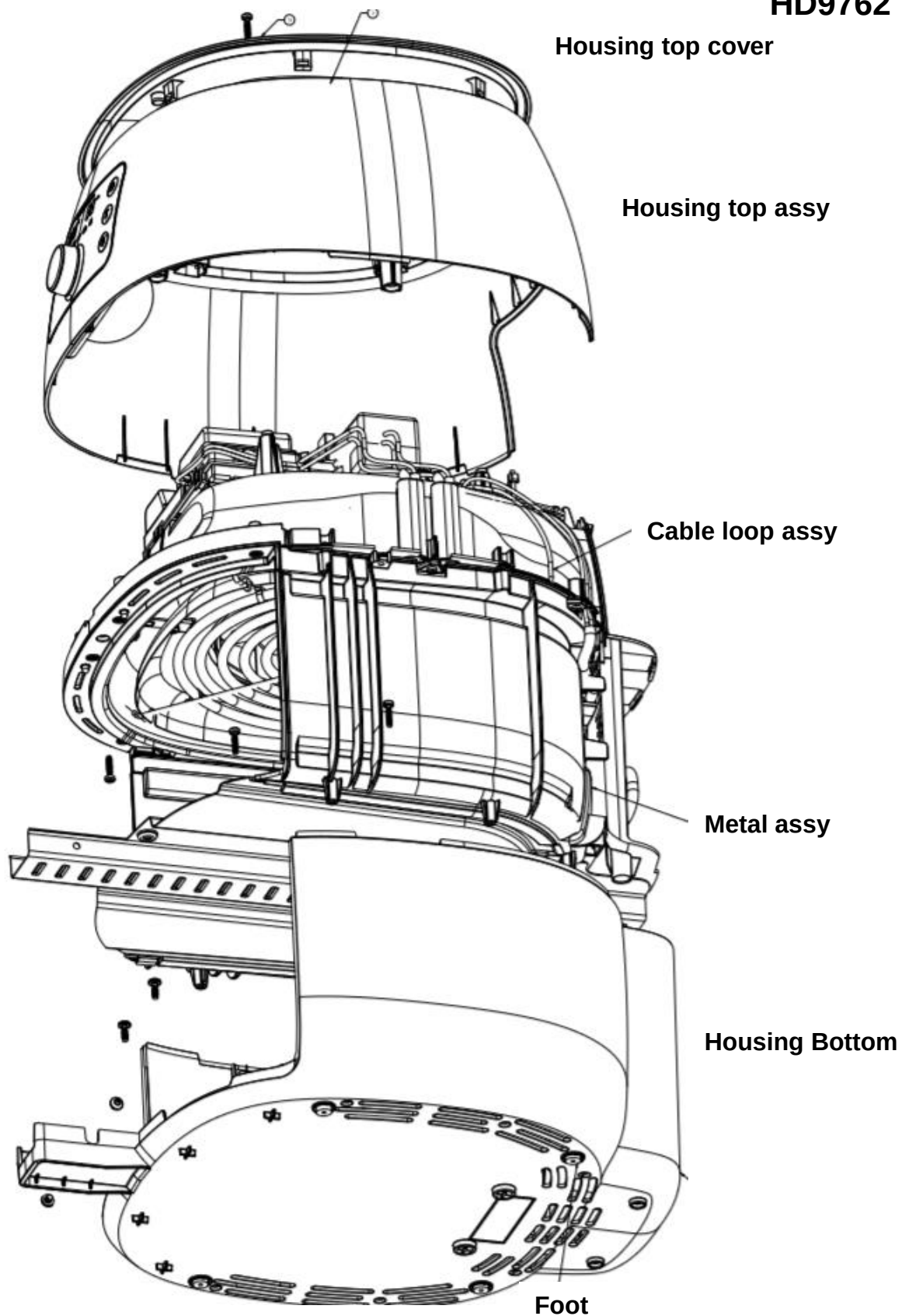


3-D view (2/2)

HD965x/9x

RI965x/9x

HD9762



TECHNICAL INFORMATIONS

Electrical shema:

1mm² for ROW,

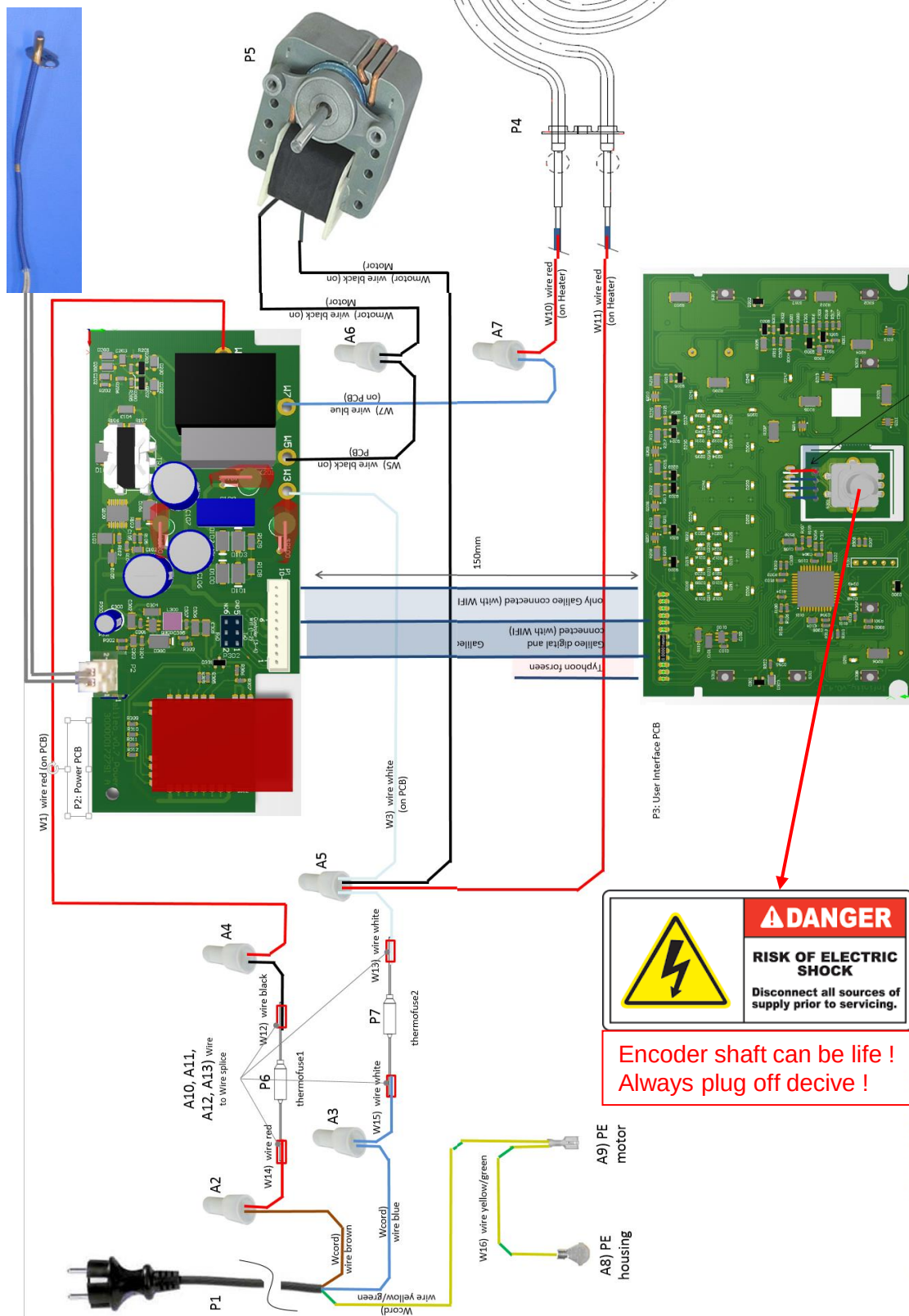
1.5mm for Low Voltage Countries

AWG16 for US

HD965x/9x

RI965x/9x

HD9762



PARTSLISTS CRP's + repair**Supplier: Ernamas****Typeshield: made in Turkey****HD965x/9x****RI965x/9x****HD9762**

Pos	Code	Description	CRP code
1	4203 036 18431	Mesh removable	CP0625/01
2	4203 036 18741	QC Basket assy (w/o mesh) black	CP0626/01
3	4203 036 18451	Oil collector (fat reducer)	CP0627/01
4	4203 036 18461	Pan	CP0628/01
37	3000 050 60181	Pan pan protection	CP1204/01
5	4203 036 18861	On/Off knob assy black	
6	4203 036 18481	double layer grill (Double Layer Tray)	
7	4203 036 18491	Rubber foot product (1 pcs.)	CP0630/01
8	4203 036 18501	Food divider incl. 4 rubber feet	CP1181/01
9	4203 036 20001	Rubber foot for Separator (1 pcs.)	
34	4203 036 23461	Grill Bottom	HD9951
39	3000 063 53471	Skewer (1 pcs.)	CP0xxx/01
10	4203 036 18871	Lid black-galileo	
11	4203 036 18881	Housing top black (1 hole)	
	3000 092 68501	Housing top black US/2 holes	
12	4203 036 18781	Base assy EU black	
	4203 036 19231	Base assy AU	
	4203 036 19241	Base assy UK/MEA	
13	4203 036 18791	Front panel assy black	
14	4203 036 18551	Heater cover support	
32	3000 050 60221	Heater cover support	pan protection
15	4203 036 18891	Top cover back	
16	4203 036 18571	Cooling fan	
17	4203 036 18581	Cooking fan assy	
18	4203 036 18591	Heating element assy 230v EU/DB	
	4203 036 18601	Heating element assy 220v MEA/SA	
	4203 036 18611	Heating element assy 240v AU	
20	4203 036 18641	Motor 230V/50 Hz for EU/DB	
	4203 036 18651	Motor 220V/60 Hz UK/MEA/SA	
	4203 036 18661	Motor 240V/50 Hz AU/NZ	
21	4203 036 18701	Cooling air cover	
33	3000 050 61041	Cooling air cover	pan protection
22	4203 036 18831	Powercord EU black	
	4203 036 18841	Powercord UK/MEA/SA 3 pin black	
	4203 036 18851	Powercord AU/NZ black	
23	4203 036 18901	Main PCBA	
25	4203 036 18911	LCD unit complete	
26	4203 036 18921	Front display incl foil	
27	4203 036 18931	LCD housing back	
28	4203 036 18941	LCD PCBA incl. Plastic holder and display knob	
30	3000 092 68541	Motor unit EU (Pos. 16, 17, 19, 20, 21 + cables) replaced	
	3000 112 11851	Motor unit EU (Pos. 16, 17, 19, 20, 21 + cables)+NTC	
	3000 084 89851	Motor unit UK/MEA (Pos. 16, 17, 19, 20, 21 + cables)	
	3000 084 89871	Motor unit AU/NZ (Pos. 16, 17, 19, 20, 21 + cables)	
32	3000 050 61051	Pan protection (5 parts)	

PARTSLISTS CRP's + repair

Supplier: Simatelex

Typeshield: made in China

HD965x/9x

RI965x/9x

HD9762

Pos	Code	Description	CRP
1	420303620271	Mesh removable	CP1183/01
2	420303621011	QC Basket (w/o mesh)	
3	420303620291	Oil collector	CP1182/01
4	420303620301	Pan	
37	420303623051	Pan pan detection – see page 10	CP1180/01
5	420303620811	On/Off knob Black	
6	420303620321	double layer grill (Double Layer Tray)	HD9950
7	420303620331	Rubber foot (1 pcs.)	
	420303622031	Rubber foot (1 pcs.) CN	
8	420303620341	food divider incl. 4 rubber feet	replaced
	420303622071	food divider incl. 4 rubber feet HD9950, HD9652	CP1181/01
34	420303623451	Grill Bottom	HD9951
39	3000 063 53471	Skewer (1 pcs.)	CP1440/01
10	420303620821	Lid black	
11	420303620831	Housing top	
	420303623071	Housing top BR	
12	420303620711	Base assy black (EU)	
	420303620721	Base assy black (UL)	
	420303620731	Base assy black (CN)	
	420303623081	Base assy black (UK/SGP) (SF)	
	420303623091	Base assy black (ANZ) (SF)	
	420303623101	Base assy black (BR HV) (NTC)	
	420303623111	Base assy black (BR LV) (NTC)	
13	420303620751	Front panel (Drawer Bottom Assy)	
14	420303620441	Pan sealing	
36	420303623001	Pan sealing	pan detection
15*	420303620451	Top cover back (105C structure) PET-PBT	see also page 13
	420303620461	Top cover back (UL) PPS	
	420303622011	Top cover back (90C structure) PET-PBT	
16	420303620471	Fan I (Large Motor fan) (Cooking Fan assy)	
17	420303620481	Fan II (Motor cooking fan)	
18	420303620491	Heating element assy HV – 230V	
	420303620501	Heating element assy LV – 120V	
	420303620511	Heating element assy HV – 220V replaced by 420303623641	
	420303623641	Heating element assy HV – 220V	
	420303623061	Heating element assy HV - 240V	
	420303623121	Heating element assy HV – 220V (BR HV)	pan detection
	420303623131	Heating element assy LV – 127V (BR LV)	pan detection
19	420303620521	Chassis Top (Heater shield silent)	incl. thermistor
	420303620531	Chassis Top (Heater shield silent) US	
	420303623011	Chassis Top (Heater shield silent)	pan detection
	300005941351	Chassis top assy incl. All cables - see page 14	
	300005291031	Chassis top with NTC	
20	420303620551	Motor 230V/50 Hz (HV - EU) replaced by below code (not compatibel)	
	300009243021	Motor 230/50 Hz (longer shaft, from yyww 2104 onwards)	
	420303620561	Motor 220V 50Hz CN	
	420303620571	Motor 120V/60 Hz	
	420303623021	Motor 240V/50 Hz (ANZ)	
	420303623031	Motor 127V 50Hz (BZ LV)	
	420303623041	Motor 220V/60 Hz (ME)	

PARTSLISTS repair
Supplier: Simatelex
Typeshield: made in China

HD965x/9x
RI965x/9x
HD9762

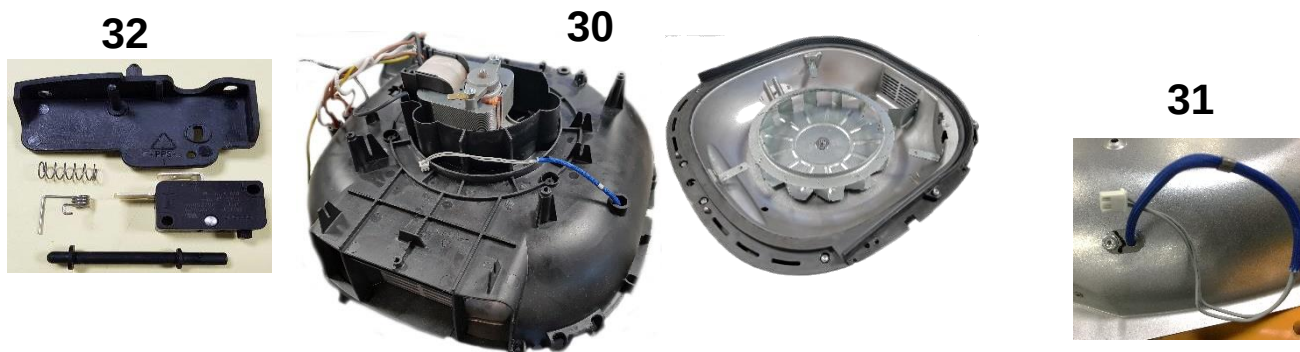
Pos	Code	Description
21	420303620601	Cooling Air Cover (Heater cover) (HV)
	420303620611	Cooling Air Cover (Heater cover) (US)
22	420303620781	Powercord EU (HV)
	420303620791	Powercord CN
	420303620641	Powercord US/CA
	420303620801	Powercord UK/MEA 3 pin
	420303622061	Powercord ANZ (SF) black
23	420303620841	Main PCBA EU
	420303620851	Main PCBA US
25	420303620861	LCD unit complete EU
	420303620871	LCD unit complete US
	420303620881	LCD unit complete RF
26	420303620891	Front display incl foil -- Degree C
	420303620901	Front display incl foil -- Degree F
27	420303620911	LCD housing back
28	420303620921	PCBA unit incl. Plastic holder + transparent knob EU
	420303620931	PCBA unit incl. Plastic holder + transparent knob US
30	420303623141	MOTOR FAN ASS'Y 240V 50Hz pan detection
	420303623151	MOTOR FAN ASS'Y 230V 60Hz pan detection
	300008771851	MOTOR FAN ASS'Y 230V 50Hz pan detection
	420303623171	MOTOR FAN ASS'Y 120V 60Hz pan detection
	420303623181	MOTOR FAN ASS'Y 127V 60Hz pan detection
	420303623191	MOTOR FAN ASS'Y 220V 60HZ pan detection
	420303623201	MOTOR FAN ASS'Y 220V 60HZ pan detection
	420303623211	MOTOR FAN ASS'Y 220V 50HZ pan detection
31	420303623221	NTC ASS'Y
32	420303623231	Pan detection switch assy
33	420303623241	TCO FUSE ASS'Y(167C) (HV)
	420303623251	TCO FUSE ASS'Y(192C) (US) 120V
	420303623261	TCO FUSE ASS'Y(192C) (BZ) 127V

422245951851 10 pcs. Of 2 wire crimp housing (CE-2)

422245951891 10 pcs. Of 3 and 4 wire crimp housing (CE-5)

Important – pan detection, from production date 2018-34 onwards

•Pos 30 can be used/exchanged only with the pan detection parts



EXPLODED VIEW (CRP's)
Below parts are for both suppliers

HD965x/9x
RI965x/9x
HD9762

1



2



3



4, 37

Incl. Knob = pan detection
See also page 20



5



6



8 – HD9950

9



34 Grill Bottom



EXPLODED VIEW (LCD unit)

HD965x/9x

RI965x/9x

HD9762

25



27



26



28



EXPLODED VIEW (repair)

HD965x/9x

RI965x/9x

HD9762

10



11



Important:

Don't use

correct version !



14



15



16



17



18



19

12



21



13



23



20



Position 15:

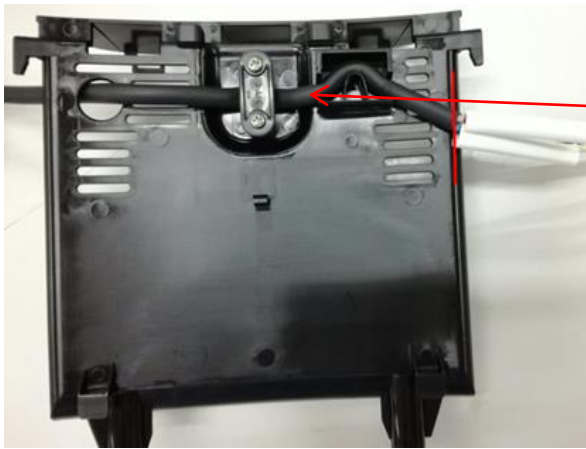
HD965x/9x

RI965x/9x

HD9762

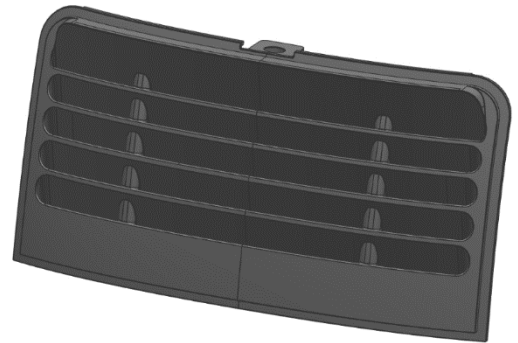
15* 420303620451 Top cover back (105C structure) PET-PBT
420303620461 Top cover back (UL) PPS

105C structure (105C Leoni power cord + Top Back Cover
420303620451 - WAYSP208048)

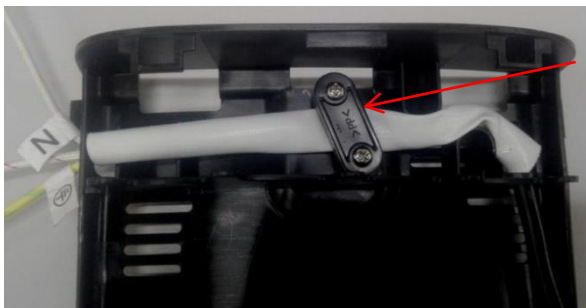


105C Cordset
is mounted
inside of
Cable Storage

Top Back Cover

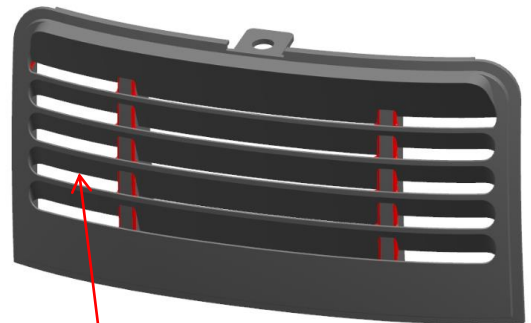


90C structure (90C NTC or SF power cord + Top Back Cover
420303620461 - WAYSP208041)



90C Cordset
with a long
sleeve tube is
mounted
outside of
Cable
Storage

Top Back Cover



With 2mm
opening

Supplier Simatelex

Chassis top



Fuse assembly

Chassis top

Thermistor assy

Repair instruction:

HD965x/9x

RI965x/9x

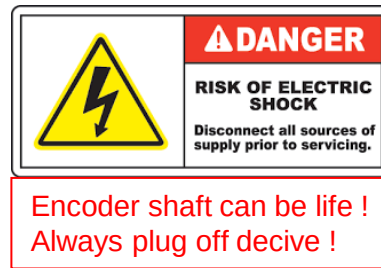
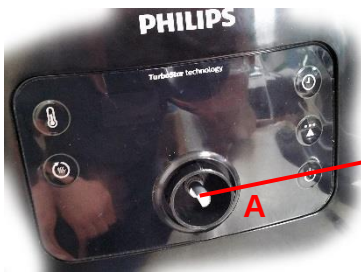
HD9762

Observe all applicable standards relating to the repair of electrical appliances.
Always disconnect the power plug from the mains before beginning repair work.

For all screws you can use a T15 torx screw drive and a flat head screw driver

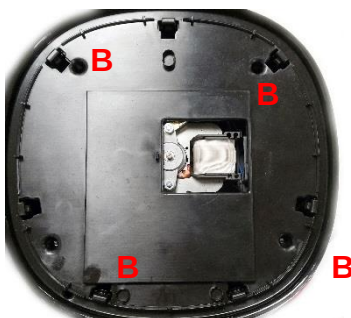
A: Opening the housing top:

1. Remove the on/off knob on the front side „A“. If the hooks of the knob are destroyed, please exchange this part.
2. Remove the cover with a small screw driver. The cover/housing must be also exchanged if the hooks or the cover/housing is damaged.
3. Open the 4 screws „B“, and also the middle screw „C“, then you can remove the housing top.



Open the cover from the by using a flat head screw driver to open the 6 click connections. The click connections are fragile and easily break when opening the cover; therefore the cover should always be replaced when damaged.

Open the 4 screws „B“
Open also the front panel,
remove the basket and remove the middle screw „C“
Then you can remove the top housing



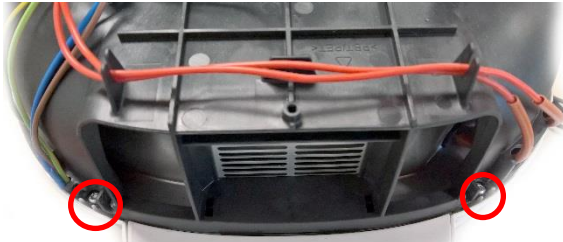
Repair instruction:

B: Exchange the heating element and cooling air cover:

HD965x/9x

RI965x/9x

HD9762



- Remove the filter cover on the back side
- Then open the 10 housing screws (T15)
- Disconnect all relevant cable connections
- Unplug also the UI panel
- Now you can remove the heater cover
- Remove also the pan sealing



- Open the next 3 screws (T15)
- Then you can remove the heating element



- Open the screw from the Fan
- Negative thread



Repair instruction:

HD965x/9x

RI965x/9x

HD9762

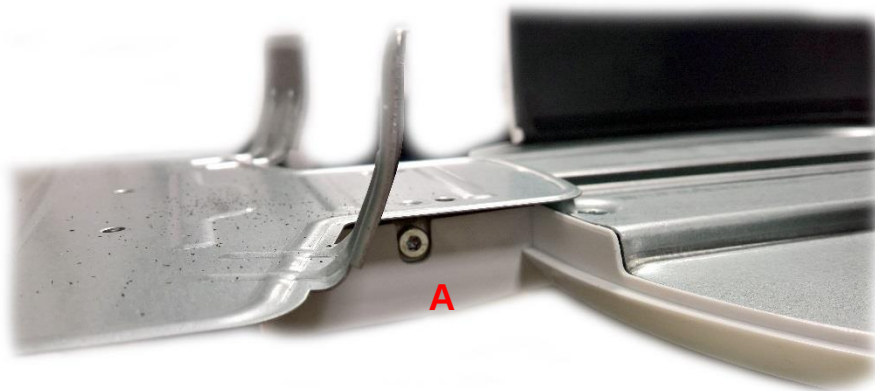
c: Exchange the motor and motor fan:

- Hold the motor axle with a screw driver
- Turn the motor fan into the right side
- Open the 3 screws on the motor side



d: Exchange the housing top assy + front panel:

- Open the drawer and remove the pan
- Unscrew the 2 screws (A) in the bottom of the drawer and slide out the drawer & slider



Repair instruction:

HD965x/9x

RI965x/9x

HD9762

e: Exchange the LCD unit:

- Disconnect the cable
- Open the 4 screws (T15)



- Open the 4 screws **A** inside the front cover
- Remove the front cover
- And then the front housing from the LCD unit



Use a flat head screw driver to open the 2 click connections **B**. The connections are fragile and easily break when opening the housings, therefore this parts should always be replaced when damaged.



Repair instruction:

HD965x/9x

RI965x/9x

HD9762

General remark for connecting the cables, see also last 2 pages:

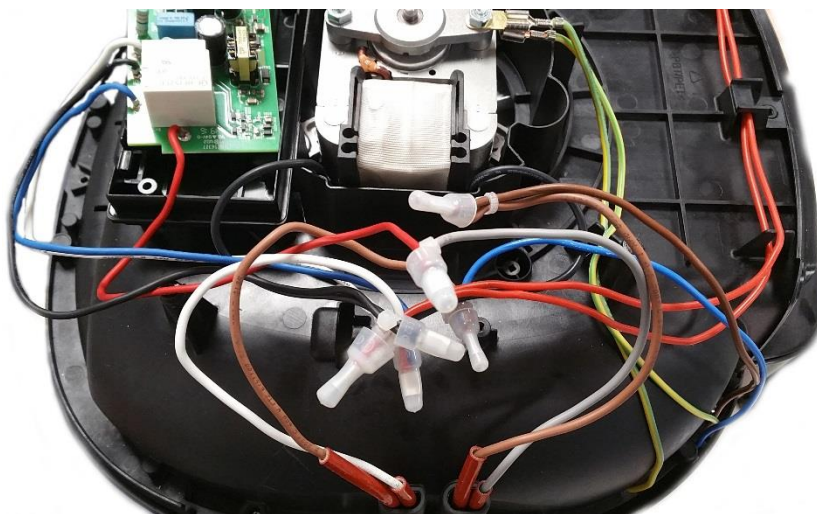
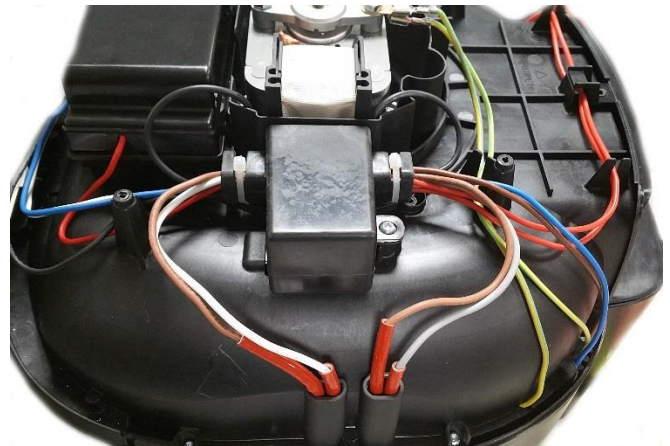
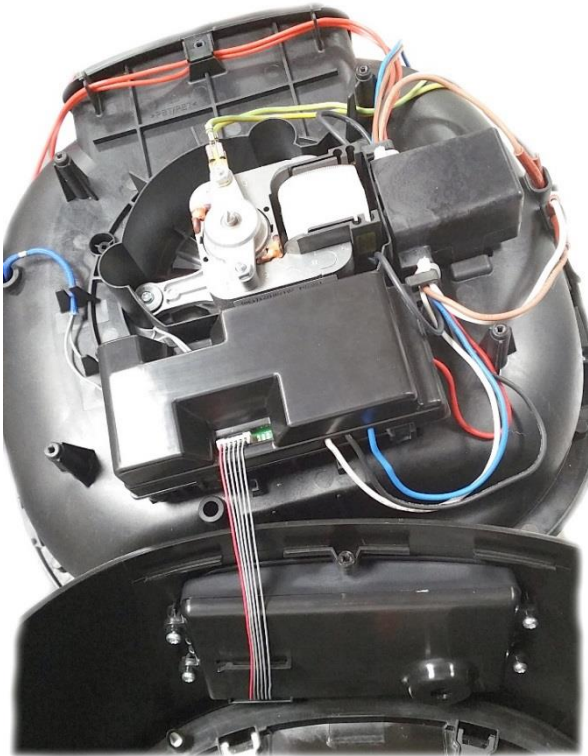
When you need to (dis)connect a wire from the crimp housing, please always connect the wires with a new 2 or 3 wire crimp housing. To crimp the housing use the tool with pressure 6 kg/cm².

Crimp instruction CE2

1. Strip wires: 16mm (0,63 in) max. 13 mm (0,51) min.
2. Twist the wires together along the entire length of the strip and insert them into the crimp housing.
3. Center the crimp tool on the sleeve
4. Crimp the housing with 6 kg/cm²

Wiring overview

When you re-assemble the appliance,
the cables must
be connected and routed
like shown in this picture.
Don't crimp the cables !



Problem	Possible cause	Solution
The outside of the appliance becomes hot during use.	The heat inside radiates to the outside walls.	This is normal. All handles and knobs that you need to touch during use stay cool enough to touch. The pan, basket, fat reducer, and the inside of the appliance always become hot when the appliance is switched on to ensure the food is properly cooked. These parts are always too hot to touch. If you leave the appliance switched on for a longer time, some areas get too hot to touch. These areas are marked on the appliance with the following icon: As long as you are aware of the hot areas and avoid touching them, the appliance is completely safe to use.
	You did not use the right potato type.	To get the best results, use fresh (slightly) floury potatoes. If you need to store the potatoes, do not store them in a cold environment like in a fridge. Choose potatoes whose package states that they are suitable for frying.
	The amount of ingredients in the basket is too big. Certain types of ingredients need to be shaken halfway through the cooking time.	Follow the instructions in this user manual to prepare home-made fries (see 'Food table' or download the free Airfryer App). Follow the instructions in this user manual to prepare home-made fries (see 'Food table' or download the free Airfryer App).

Problem	Possible cause	Solution
The Airfryer does not switch on.	The appliance is not plugged in.	When you switch on the appliance, you hear the sound of the working fan. If you do not hear this sound, check if the plug is inserted in the wall outlet properly.
I see some peeling off spots inside my Airfryer.	Several appliances are connected to one outlet. Some small spots can appear inside the pan of the Airfryer due to the incidental touching or scratching of the coating (e.g. during cleaning with harsh cleaning tools and/or while inserting the basket).	The Airfryer has a high wattage. Try a different outlet and check the fuses. You can prevent damage by lowering the basket into the pan properly. If you insert the basket at an angle, its side may knock against the wall of the pan, causing small pieces of coating to chip off. If this occurs, please be informed that this is not harmful as all materials used are food-safe.
White smoke comes out of the appliance.	You are cooking fatty ingredients and the fat reducer is not put in the pan. The pan still contains greasy residues from previous use. Breading or coating did not adhere properly to the food. Marinade, liquid or meat juices are splattering in the rendered fat or grease	Carefully pour off any excess oil or fat from the pan, place the fat reducer in the pan and then continue cooking. White smoke is caused by greasy residues heating up in the pan. Always clean the pan, basket and fat reducer thoroughly after every use. Tiny pieces of airborne breading can cause white smoke. Firmly press breading or coating to food to ensure it sticks. Pat food dry before placing it in the basket.
My display shows 5 dashes as illustrated in the picture below. 	Safety feature has been activated due to overheating of the appliance.	Unplug the appliance and let it cool down for 1 minute before plugging in again.

Guideline for contact center agents

BUSINESS CONTEXT

As a running change in production Philips has equipped the Airfryer pan of the XXL execution with a detection knob. In this way the Airfryer will know if the pan is properly placed and only will start heating up if this is the case.

Unfortunately old and new pans are not backward / forward compatible.

This PSSU helps the agent to select and order the correct pan when a customer calls for a new one.



Guideline for contact center agents

1 Issue experienced by the consumer:

If a cx has the wrong pan, the Airfryer will not start heating up or the pan does not fit.
As a preventive measure the pans are taken out of the Philips On Line Store and can only be ordered via de service channels!

2 Impact of the issue

Only happens when consumers get supplied the wrong replacement pan.
SKU's: HD963x, HD965x, HD975x, HD976x,
HD986x

3 Applicable markets

All markets.

Guideline for contact center agents

SKU Overview – Premium XXL

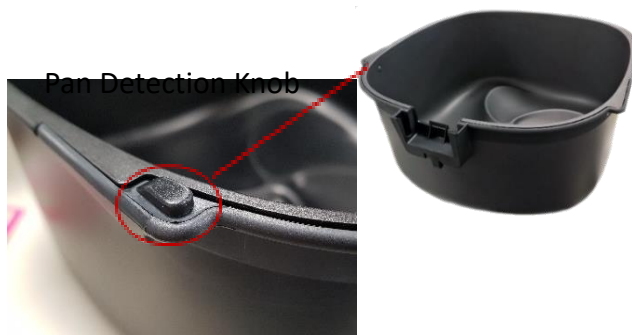


Smart HD986x



Digital HD965x / HD976x

Analog HD963x / HD975x



(new) pan
without knob



(used) pan with
knob



Guideline for contact center agents

Question Cx: I need of new Airfryer pan for my **XXL** Airfryer

Question Ax ①: What is the model #?



HD986x

This Airfryer only comes with knob.

Part number:

4203 036 23051

This part can only be ordered through Service and is currently available!

HD963x, HD965x, HD975x, HD976x

Question Ax ②: Check the type plate on the bottom; made in **TURKEY** or made in **CHINA** and check serial # and ctn

**Made in
TURKEY**

**Produced
≤1852***

Airfryer is without knob.
Part number:
4203 036 18461
This part can only be ordered through Service.

**Produced
≥1901***

Airfryer is with knob.
Part number:
3000 050 60181
*This part can only be ordered through Service, **BUT is currently not in stock!!** This can take a while!
Escalate to backline for local solution eg. full product replacement*

**Made in
CHINA**

**SEE
NEXT
SLIDE**

* MEA cut off
date = 1945

Guideline for contact center agents

HD963x, HD965x, HD975x, HD976x

Question Ax **2**: Check the type plate on the bottom; made in TURKEY or made in CHINA and check serial # and ctn

Made in CHINA

Refer to table on the left

Produced
<YYWW

Produced
=>YYWW

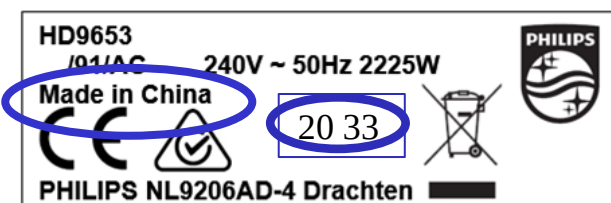
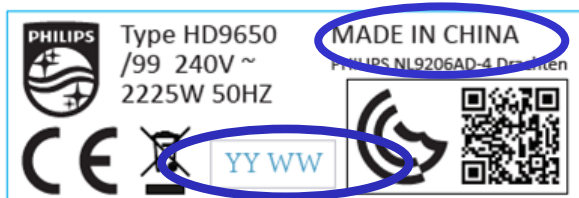
Airfryer is without knob.
Part number:
4203 036 20301
*This part can only be
ordered through Service.*

Airfryer is with knob.
Part number:
4203 036 23051
*This part can only be
ordered through Service
and is currently available!*

12NC	Country	Production Week
HD9630/21	AU	1929
HD9650/93	AU	1930
HD9651/91	AU	1924
HD9656/93	AU	1922
HD9657/92	BR	1846
HD9657/94	BR	1838
HD9651/91	CN	1927
HD9750/20	DACH	1841
HD9750/90	DACH	1841
HD9762/90	DACH	1843
HD9630/95	KR	1920
HD9650/95	KR	1843
HD9630/29	MEA – MY UK	1936
HD9630/99	MEA – MY UK	1943
HD9650/99	MEA UAE UK	1921
HD9654/91	SG-Local	1932
HD9650/91	TH	1909
HD9650/99	ZA	1921

Typeplate Information

- Information regarding “Made in xxx”
- Production week “YY WW” (19 47)



Crimping cable connection:

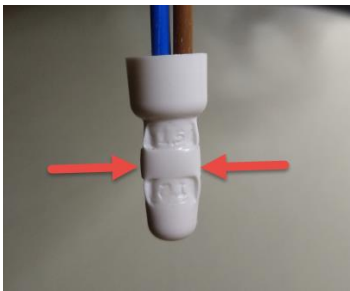
Crimped cable connection are more and more used in the assembly process. Actually used at Garment Care, Kitchen appliance, Air product and few more



What does that mean for Service ?

When ever we replace an electrical component we need to open such connection.

The easiest way is to reopen the pressed crimp housing by attacking from the side with pliers



Note: Do not cut the old crimp as this cause shortage of the cable and might be an issue afterwards.

Required tools:



Specification:

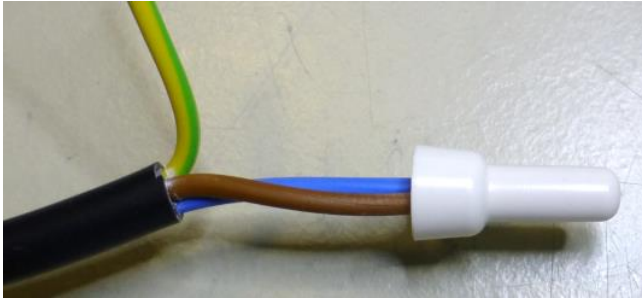
Ratchet Crimping Tool

- Tool for insulated cable connectors
- 0.5mm²
- 6mm²
- **Oval crimp**

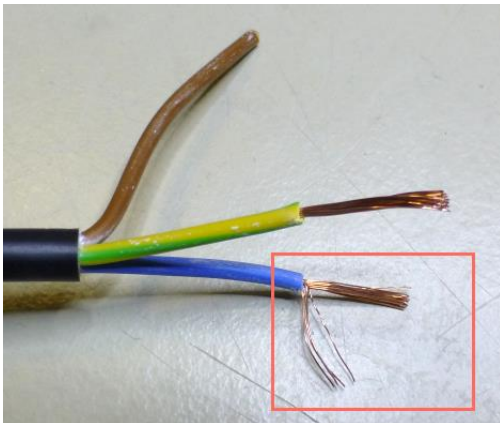
Prepare the cable:



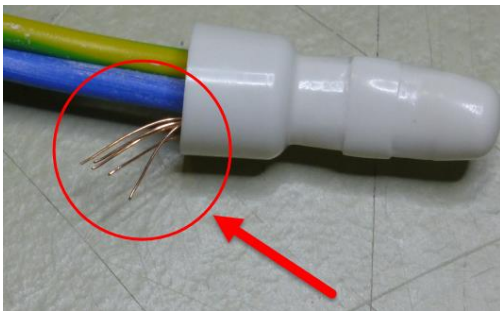
Twist the wires together along the entire lengths of the scrip



Insert the cable into crimp housing



Don't miss any single „hair“ !!!



The result of this can have serious safety impact, as wires can touch any metal part and cause electrical shock !!!!!



Center the crimp tool on the sleeve, Crimp the housing with 6 kg/cm²