

	Problem		Possible Reason	Solution	
1	Difficulty with closing the lid		Sealing ring not installed properly	Position the sealing ring well	
			Float valve in the popped-up position	Slightly press the float valve downward	
2	Difficulty with opening the lid		Pressure inside the cooker	Position the steam release handle to the venting position to release the internal pressure. Open the lid after the pressure is completely released	
			Float valve stuck at the popped-up position	Press the float valve lightly with a pen or long utensil	
3	Steam leaks from the side of the lid		No sealing ring	Install the sealing ring	
			Sealing ring damaged	Replace the sealing ring	
			Food debris attached to the sealing ring	Clean the sealing ring	
			Lid not closed properly	Open then close the lid again	
4	Steam leaks from float valve for over 2 minutes		Food debris on the float valve silicone seal	Clean the float valve silicone seal	
			Float valve silicone ring worn-out	Replace the float valve silicone ring	
5	Float valve unable to rise		Too little food or water in inner pot	Add water according to the recipe	
			Float valve obstructed by the lid locking pin	Close the lid completely, see "Getting Started" section	
6	Steam comes out from the steam release valve non-stop		Steam release valve not in sealing position	Turn the steam release handle to the sealing position	
			Pressure control fails	Contact support	
7	Display flashes "Lid"		Lid is not in the correct position for the selected program	Close the lid for pressure cooking or open the lid for sautéing	
8	Display remains blank after connecting the power cord		Bad power connection or no power	Inspect the power cord to ensure a good connection, check if the power outlet is active	
			Cooker's electrical fuse has blown	Contact support	
9	All LEDs flash with a code appearing on screen and the warning beep is ON	C1	Faulty temperature sensor	Contact support	
		C2	Faulty temperature sensor	Contact support	
			C5	Temperature is too high because inner pot is not placed into the cooker base	Insert the inner pot properly
				Temperature is too high because there is no water in inner pot	Put food and water in the inner pot

	Problem	Possible Reason	Solution
		C6	Faulty pressure sensor
		C6H	Faulty HIGH pressure sensor
		C6L	Faulty LOW pressure sensor
10	Rice is half cooked or too hard	Too little water	Adjust dry rice and water ratio according to recipe
		Lid opened too early	After cooking cycle completes, leave the lid on for 5 more minutes
11	Rice is too soft	Too much water	Adjust dry rice and water ratio according to recipe
12	The cooker beeps 5 times and displays the message "burn" after the cooking program started.	Indication of overheating. The cooker has reduced the heating temperature, and may not reach cooking pressure	Starch deposits at the bottom of the inner pot might have clogged heat dissipation. Stop the cooker and inspect the bottom of the inner pot
13	Occasional ticking or light cracking sound	The sound of power switching and expanding pressure board when changing temperature	This is normal
		Bottom of the inner pot is wet	Wipe bottom of the inner pot dry before cooking

If you experience any problems with the cooker, need technical assistance or product return information, please contact the Instant Pot support team using the methods below:

- Create a support ticket: [www.InstantPot.com/support/](http://www.InstantPot.com/support/)
- Email: [support@instantpot.com](mailto:support@instantpot.com)
- Call 1-800-828-7280 for the customer care team.

You can also find tips, videos and FAQs on [www.InstantPot.com/faq/](http://www.InstantPot.com/faq/)

The issues in the following tables do not always indicate a faulty cooker. Please examine the cooker carefully before contacting the support for repair.