

PowerXL
products that excel

AIR FRYER GRILL PLUS™



Owner's Manual

Save These Instructions - For Household Use Only

MODEL: B-AFO-002G-1

When using electrical appliances, basic safety precautions should always be followed.
Do not use the **PowerXL® Air Fryer Grill Plus™** until you have read this manual thoroughly.



PowerXL® Air Fryer Grill Plus™

BEFORE YOU BEGIN

The *PowerXL® Air Fryer Grill Plus™* will provide you many years of delicious family meals and memories around the dinner table. But before you begin, it's very important that you read this entire manual, making certain that you are totally familiar with this appliance's operation and precautions.

Appliance Specifications

Model Number	Supply Power	Rated Power	Capacity	Temperature
B-AFO-002G-1	120V ~60Hz	1500W	Up to 930 Internal Cubic Inches	200° F–450° F

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IMPORTANT SAFEGUARDS

WARNING

PREVENT INJURIES! CAREFULLY READ ALL INSTRUCTIONS BEFORE USE!

When using electrical appliances, always follow these basic safety precautions.

1. Read all instructions carefully to prevent injuries.
2. This appliance is **NOT INTENDED** for use by persons with reduced physical, sensory, or mental capabilities or a lack of experience and knowledge unless they are under the supervision of a responsible person or have been given proper instruction in using the appliance. **DO NOT** leave unattended with children or pets. **KEEP** this appliance and cord away from children. Anyone who has not fully read and understood all operating and safety instructions contained in this manual is not qualified to operate or clean this appliance.
3. **ALWAYS** place the appliance on a flat, heat-resistant surface. Intended for countertop use only. **DO NOT** operate on unstable surface. **DO NOT** place on or near a hot gas or electric burner or in a heated oven. **DO NOT** operate the appliance in an enclosed space or under hanging cabinets. Proper space and ventilation is needed to prevent property damage that may be caused by steam released during operation. Never operate the appliance near any flammable materials, such as dish towels, paper towels, curtains, or paper plates. **DO NOT** let the cord hang over the edge of the table or counter or touch hot surfaces.
4. **CAUTION HOT SURFACES:** This appliance generates extreme heat and steam during use. Proper precautions must be taken to prevent the risk of personal injury, fires, and damage to property.
5. **DO NOT** use this appliance for anything other than its intended use.
6. **WARNING:** To reduce risk of electric shock, cook only using the removable containers, trays, racks, etc. provided.
 - a) Do not touch hot surfaces. Use handles or knobs.
 - b) To disconnect, turn the timer to off. Then, remove the plug from the electrical outlet.
 - c) A fire may occur if the appliance is covered or touching flammable material, including curtains, draperies, walls, and the like when in operation. Do not store any item on top of the appliance when in operation.
7. The use of accessory attachments **NOT RECOMMENDED** by the appliance manufacturer may cause injuries.
8. **NEVER** use an electrical outlet below the counter.
9. **NEVER** use with an extension cord. A short power supply cord is provided to reduce the risk of becoming entangled in or tripping over a longer cord.
10. **DO NOT** use the appliance outdoors.
11. **DO NOT** operate if the cord or plug are damaged. If the appliance begins to malfunction during use, immediately unplug the cord from the power source. **DO NOT** USE OR ATTEMPT TO REPAIR A MALFUNCTIONING APPLIANCE. Contact Customer Service for assistance (see the back of the manual for contact information).
12. **UNPLUG** the appliance from the outlet when not in use and before cleaning. Allow the appliance to cool before attaching or removing parts.
13. **NEVER** immerse the housing in water. If the appliance falls or accidentally becomes immersed in water, unplug from the electrical outlet immediately. Do not reach into liquid if the appliance is plugged in and immersed. Do not immerse or rinse cords or plugs in water or other liquids.
14. The appliance's outer surfaces may become hot during use. Wear oven mitts when handling hot surfaces and components.
15. When cooking, **DO NOT** place the appliance against a wall or against other appliances. Leave at least 5 inches of free space on the top, back, and sides and above the appliance. **DO NOT** place anything on top of the appliance.
16. **DO NOT** place the appliance on stove top surfaces.
17. This appliance is intended for normal household use only. It is **NOT INTENDED** for use in commercial or retail environments. If the appliance is used improperly or for professional or semiprofessional purposes or if it is not used according to the instructions in the user manual, the guarantee becomes invalid and Empower Brands, LLC will not be held liable for damages.
18. **ALWAYS** unplug the appliance after use.
19. **EXTREME CAUTION** must be used when moving an appliance containing hot oil or other hot liquids.
20. **USE EXTREME CAUTION** when removing trays or disposing of hot grease.
21. **DO NOT** clean with metal scouring pads. Pieces can break off the pad and touch electrical parts, creating a risk of electric shock. Use non-metallic scrub pads.
22. Oversize foods or metal utensils **MUST NOT** be inserted in the appliance as they may create a fire or risk of electric shock.
23. **EXTREME CAUTION** should be exercised when using containers constructed of material other than metal or glass.
24. **DO NOT** store any materials, other than manufacturer-recommended accessories, in this appliance when not in use.
25. **DO NOT** place any of the following materials in the appliance: paper, cardboard, plastic.
26. **DO NOT** cover the Drip Tray or any part of the appliance with metal foil (except when our recipe instructs to wrap the Crisper Tray/Pizza Rack with foil). This will cause overheating of the appliance.

IMPORTANT SAFEGUARDS

27. Before using your new appliance on any countertop surface, check with your countertop manufacturer or installer for recommendations about using appliances on our surfaces. Some manufacturers and installers may recommend protecting your surface by placing a hot pad or trivet under the appliance for heat protection. Your manufacturer or installer may recommend that hot pans, pots or electrical appliances should not be used directly on top of the countertop. If you are unsure, place a wood, silicone, or other heat-resistant cutting board under the appliance before using it.

28. Please do not place your appliance on a hot cooktop because it could cause a fire, damaging the appliance, your cooktop, or your home.



WARNING:

For California Residents

This product can expose you to chemicals including Di(2-ethylhexyl)phthalate, which is known to the State of California to cause birth defects or other reproductive harm. For more information, go to www.P65Warnings.ca.gov.



WARNING

- **NEVER** put anything on top of the appliance.
- **NEVER** cover the air vents on the top, back, and side of the cooking appliance.
- **ALWAYS** use oven mitts when removing anything hot from the appliance.
- **NEVER** rest anything on the door while it is open.
- **DO NOT** leave the door open for an extended period.
- **ALWAYS** ensure that nothing is protruding from the appliance before closing the door.
- **ALWAYS** close the door gently; **NEVER** slam the door closed. **ALWAYS** hold the handle of the door when opening and closing the door.



CAUTION: Attaching the Power Cord

- A short power supply cord is provided to reduce the risk of becoming entangled or tripping over a longer cord.
- **Do not use an extension cord with this product.**
- Plug the power cord into a 2-prong wall outlet with no other appliances on the same outlet. Plugging other appliances into the outlet will cause the circuit to overload.
- This model is designed for use with a 2-prong grounded 120V dedicated electrical outlet only. **Do not use with any other electrical outlet or modify the plug.**
- This appliance has a polarized plug (one blade is wider than the other). To reduce the risk of electric shock, this

plug is intended to fit into a polarized outlet only one way. If the plug does not fit fully into the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. Do not attempt to modify the plug in any way. To disconnect, turn any control to off and then remove the plug from the wall.

Electric Power

If the electrical circuit is overloaded with other appliances, your new appliance may not operate properly. It should be operated on a dedicated electrical circuit.

IMPORTANT

- Before initial use, hand wash the cooking accessories. Then, wipe the outside and inside of the appliance with a warm, moist cloth and mild detergent. Next, preheat the appliance for a few minutes to burn off any residue. Finally, wipe the appliance out with a wet cloth. **CAUTION:** Upon first use, the appliance may smoke or emit a burning odor due to oils used to coat and preserve the heating elements.
- The appliance must be operated with the Drip Tray in place, and any food or grease must be removed from the Drip Tray if the Drip Tray becomes more than half full.
- Never operate your appliance with the door open.
- Never put the Baking Pan (or any other accessory) directly on the top of the lower heating elements.

SAVE THESE INSTRUCTIONS – FOR HOUSEHOLD USE ONLY

Parts & Accessories



NOTE: Unpack all contents from the packaging. Contents vary by model. Check all packaging material carefully for parts. Please remove any clear or blue protective film on the components.

Parts & Accessories

- 1. MAIN UNIT:** Features sturdy stainless steel construction throughout. Cleans easily with a damp sponge or cloth and a mild detergent. Avoid harsh, abrasive cleaners. **NEVER** submerge this appliance in water or liquids of any kind.
- 2. DOOR HANDLE:** Always use the handle and avoid touching the Glass Door. The door may become very hot during the cooking process and can cause injury.
- 3. CONTROL PANEL:** Contains the Control Buttons and Knobs (see the “The Control Panel” section).
- 4. GLASS DOOR:** Sturdy, durable tempered glass keeps heat in and helps ensure even heat distribution to food. **NEVER** cook with this door in the open position.
- 5. DRIP TRAY:** Place in the bottom of the appliance just **below** the heating elements. Never use this appliance without the Drip Tray. The Drip Tray may become full when cooking juicy foods. When the Drip Tray becomes more than half full, empty it.

To empty the Drip Tray while cooking: While wearing oven mitts, open the door and slowly slide the Drip Tray out of the appliance. Empty the Drip Tray and return it to the appliance. Close the door to finish the cooking cycle.

- 6. PIZZA RACK:** Use for toasting breads, bagels, and pizzas; baking; grilling; and roasting.
- 7. CRISPER TRAY:** Use for cooking oil-free fried foods and broiling. Quantity may vary.
- 8. BAKING PAN:** Use for baking and reheating various foods. Deeper oven-safe pans and dishes may be used in the appliance.
CAUTION: When baking or cooking with baking pans and dishes, always place them on a rack. Never cook anything directly on the heating elements.
- 9. GRILL PLATE:** Use for grilling steaks, burgers, veggies, and more.

Adjustable Tray Positions

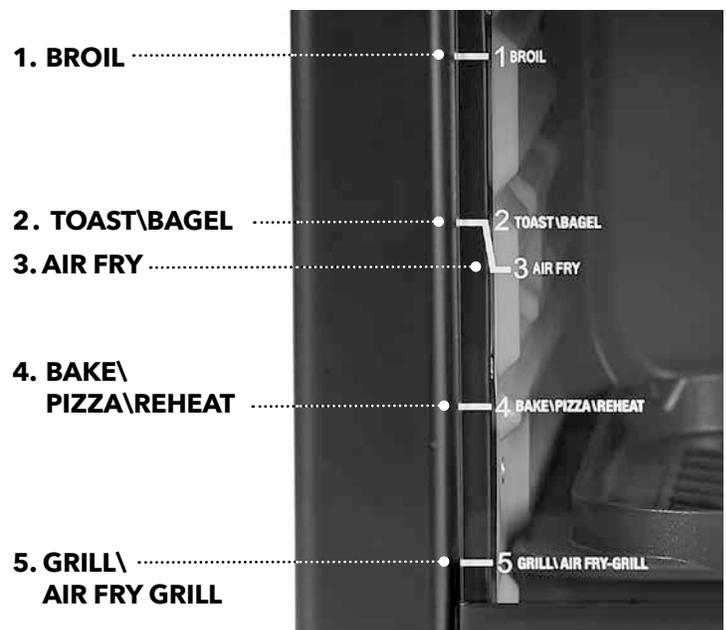
The Crisper Tray, Pizza Rack, and Grill Plate can be inserted into any of the three positions between the heating elements in the appliance.

IMPORTANT: The Drip Tray must be kept below the heating elements in the appliance at all times when cooking food.

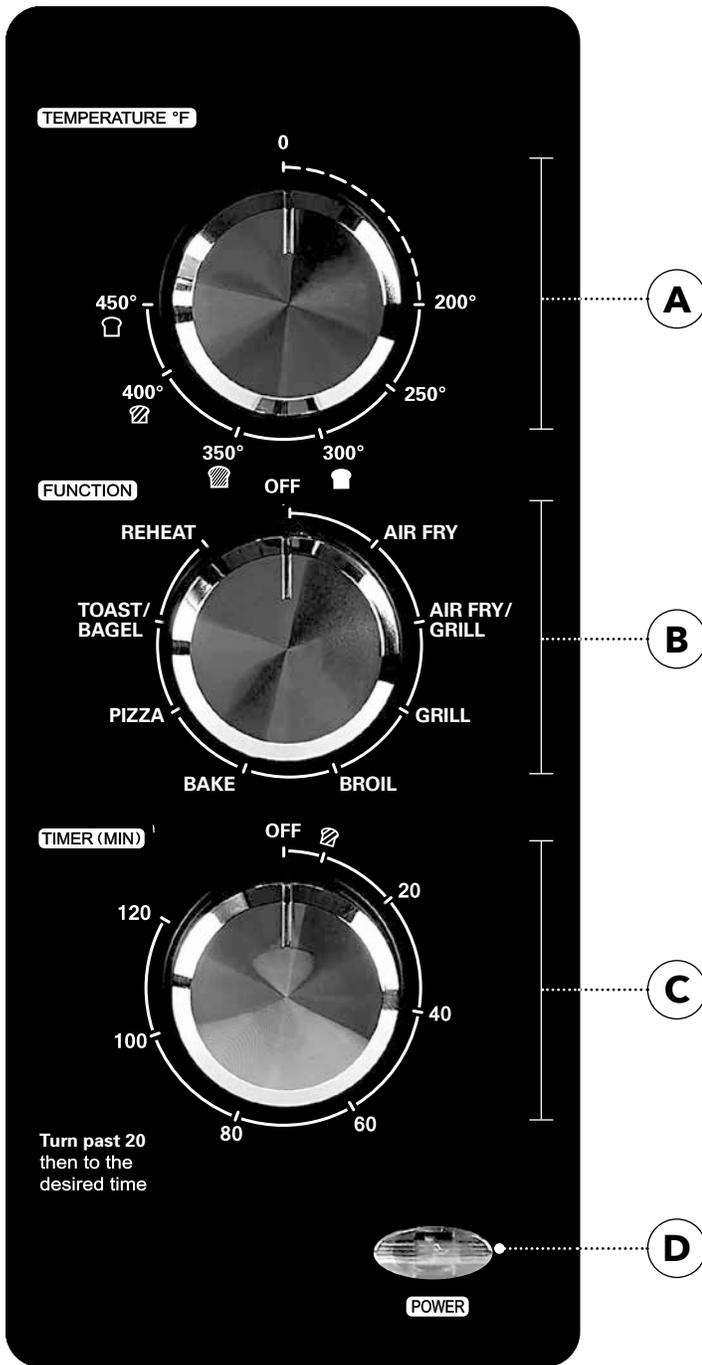


WARNING

The metal components of this appliance will get extremely hot during use. Great care should be taken to avoid personal injury. Wear protective oven mitts or gloves.



The Control Panel



- A. TEMPERATURE/DARKNESS CONTROL KNOB:** Use to set the desired cooking temperature. Temperature control range: 200° F-450° F.
- B. FUNCTION KNOB:** Use to set a cooking function. Different cooking functions activate the air frying fan and different heating elements (see the "Cooking Function Information" section). A cooking function must be set in order for the cooking process to begin.

- C. TIME CONTROL KNOB:** Use to set the desired cooking time. Time control range: 1-120 minutes. "Turn past 20 then to the desired time" appears near the Time Control Knob on the Control Panel. This marking indicates that when setting a cooking time less than 20 minutes, you should first set the cooking time to 20 minutes. Then, turn the Time Control Knob to the desired cooking time.

TO TOAST:

1. Use the Temperature/Darkness Control Knob to select your desired darkness.

-  - Light
-  - Medium
-  - Medium-Dark
-  - Dark

2. Select Toast/Bagel on the Function Knob.
3. Turn the Time Control Knob past the 20-minute mark and then back to the toast icon.

The timer will sound when the cooking process is complete.

- D. POWER LIGHT:** When a cooking mode and the timer have been set, the light will turn on. Once the timer has expired, the light will turn off.

Using the Accessories

Using the Pizza Rack

1. Insert the Drip Tray below the bottom heating elements (at the very bottom of the appliance [see Fig. i]).
2. Use the markings on the door to choose the shelf position recommended for your recipe. Insert the Pizza Rack into the desired slot (see Fig. ii) and then place your food on the Pizza Rack.



Using the Baking Pan

1. Insert the Drip Tray below the bottom heating elements (at the very bottom of the appliance [see Fig. i]).
2. Use the markings on the door to choose the shelf position recommended for your recipe. Insert the Pizza Rack into the desired slot (see Fig. ii).
3. Place your food on the Baking Pan. Then, place the Baking Pan on the Pizza Rack (see Fig. iii).



Using the Accessories

Using the Crisper Tray

1. Insert the Drip Tray below the bottom heating elements (at the very bottom of the appliance [see Fig. i]).
2. Use the markings on the door to choose the shelf position recommend for your recipe. Place food on the Crisper Tray and insert the Tray into the desired slot (see Fig. iv).

NOTE: When using the Crisper Tray or Pizza Rack to cook food with a higher moisture content, use the Baking Pan below the Tray or Rack to catch any dripping juices.



Using the Accessories

Using the Grill Plate

1. Insert the Drip Tray below the bottom heating elements (at the very bottom of the appliance [see Fig. i]).
2. Place food on the Grill Plate and insert the Plate into Shelf Position 5 (see Fig. v).

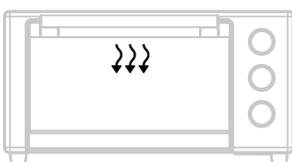
NOTE: To prevent spillage, never let grease or oil build up while cooking. It is recommended to drain the the grease or oil in a container so the Grill Plate does not overflow.



Accessory Capacities

Accessory	Function	Capacity
Pizza Rack	Varies	12 lb. (5443 g)
Crisper Tray	Air Fry	10 lb. (4536 g)
Grill Plate	Grill	6 4-oz. burgers

Cooking Function Information

Mode	Description	Info	Heating Element Used
Air Fry	High-speed convection cooking used to replace deep frying. Great for cooking breaded items using superheated air with little to no oil.	<ul style="list-style-type: none"> • Uses the Crisper Tray in Position 3. • Heats from the side and bottom heating elements. • The Air Frying Fan is on. 	
Air Fry/Grill	Get outdoor grilling results using the Grill Plate with the added benefit of superheated air cooking your food quickly and evenly.	<ul style="list-style-type: none"> • Uses the Grill Plate in Position 5. • Heats from the side and bottom heating elements. • The Air Frying Fan is on. 	
Grill	Char-grill food on the nonstick Grill Plate. Get even cooking with the top and bottom heating elements.	<ul style="list-style-type: none"> • Uses the Grill Plate in Position 5. • Heats from the top and bottom heating elements. • The Air Frying Fan is on. 	
Broil	Melts cheese on burgers or cooked items, sears small cuts of meat, and cooks open-faced sandwiches.	<ul style="list-style-type: none"> • Uses the Pizza Rack and/or the Baking Pan in Positions 1 and 2 (the Rack/Pan should be close to the top heating element for best results). • Heats from the top heating element. • The Air Frying Fan is not used. 	

Cooking Function Information

Mode	Description	Info	Heating Element Used
Bake/Pizza	<p>Cook perfect pastries with convection cooking. Cook cakes, pies, cookies, or any other baked goods.</p> <p>Perfect for cooking homemade or frozen pizza. Crisps the dough while melting the cheese from the top.</p>	<ul style="list-style-type: none">• Uses the Pizza Rack in Position 4. You can also add a baking tray (muffin tray, loaf pan) if desired.• Heats from the top and bottom heating elements.• The Air Frying Fan is on. <ul style="list-style-type: none">• Uses the Pizza Rack in Position 5.• Heats from the top and bottom heating elements.• The Air Frying Fan is on.	 <p>The diagram shows a toaster oven with three heating elements on the top and three on the bottom. Above the top elements are three right-pointing chevrons (↘↘↘) and below the bottom elements are three left-pointing chevrons (↙↙↙), indicating convection. On the right side, there are three circles representing the heating elements.</p>
Toast/Bagel	<p>Used to brown and crisp bread on both sides. Great for sliced loaves, English muffins, bagels, rolls, and frozen waffles.</p>	<ul style="list-style-type: none">• Uses the Pizza Rack in Position 2.• Use the Time Control Knob to select the desired darkness (Light, Medium, Medium-Dark, or Dark). Toasts up to 6 slices of loaf bread at once.• Heats from the top and bottom heating elements.• The Air Frying Fan is not used.	 <p>The diagram shows a toaster oven with three heating elements on the top and three on the bottom. Above the top elements are three right-pointing chevrons (↘↘↘) and below the bottom elements are three left-pointing chevrons (↙↙↙), indicating convection. On the right side, there are three circles representing the heating elements.</p>
Reheat	<p>Used to heat prepared meals without searing.</p>	<ul style="list-style-type: none">• Uses the Pizza Rack in Position 4.• Heats from the top and bottom heating elements.• The Air Frying Fan is on.	 <p>The diagram shows a toaster oven with three heating elements on the top and three on the bottom. Above the top elements are three right-pointing chevrons (↘↘↘) and below the bottom elements are three left-pointing chevrons (↙↙↙), indicating convection. On the right side, there are three circles representing the heating elements.</p>

Cooking Function Information

Internal Temperature Meat Chart

Use this chart and a food thermometer to ensure that meat, poultry, seafood, and other cooked foods reach a safe minimum internal temperature.

*For maximum food safety, the U.S. Department of Agriculture recommends 165° F for all poultry; 160° F for ground beef, lamb, and pork; and 145° F, with a 3-minute resting period, for all other types of beef, lamb, and pork. Also review the USDA Food Safety Standards.

Food	Type	Internal Temp.*
Beef & Veal	Ground	140° F (70° C)
	Steaks, roasts: medium	145° F (70° C)
	Steaks, roasts: medium rare	135° F (57° C)
Chicken & Turkey	Breasts	165° F (75° C)
	Ground, stuffed	165° F (75° C)
	Whole bird, legs, thighs, wings	165° F (75° C)
Fish & Shellfish	Any type	145° F (63° C)
Lamb	Ground	160° F (70° C)
	Steaks, roasts: medium	140° F (70° C)
	Steaks, roasts: rare	130° F (55° C)
Pork	Chops, ground, ribs, roasts	160° F (70° C)
	Fully cooked ham	140° F (60° C)

Tips

- Large sizes or quantities of food may require a longer cooking time than smaller sizes or quantities.
- Flipping or turning food halfway through the cooking process ensures that the food is evenly cooked.
- Adding a bit of vegetable oil to fresh potatoes is suggested for a crispier result. When adding oil, do so just before cooking and add only a small amount onto the potato.
- Snacks normally cooked in an oven can also be cooked in the **PowerXL® Air Fryer Grill Plus**.
- Use premade dough to prepare filled snacks quickly and easily. Premade dough also requires a shorter cooking time than homemade dough.
- A baking tin or oven dish can be placed on the rack inside the **PowerXL® Air Fryer Grill Plus** when cooking foods such as cakes or quiches. Using a tin or dish is also recommended when cooking fragile or filled foods.

Instructions for Use

Before First Use

1. Read all material, warning stickers, and labels.
2. Remove all packing materials, labels, and stickers.
3. Wash all parts and accessories used in the cooking process with warm, soapy water. Hand-washing is recommended.
4. Wipe the inside and outside of the cooking appliance with a clean, moist cloth. Rinse with a warm, moist cloth. Never wash or submerge the cooking appliance in water.
5. Before cooking food, preheat the appliance for a few minutes to allow the manufacturer's protective coating of oil to burn off. Wipe the appliance with warm, soapy water and a dishcloth after this burn-in cycle.

Instructions

1. Place the appliance on a stable, level, horizontal, and heat-resistant surface. Ensure that the appliance is used in an area with good air circulation and away from hot surfaces, other objects or appliances and any combustible materials.
2. Ensure that the appliance is plugged into a dedicated power outlet.
3. Insert the Drip Tray below the bottom heating elements (at the very bottom of the appliance).
4. Select the cooking accessory for your recipe.
5. Place food to be cooked in appliance and close the door.
6. Use the Function Knob to select a cooking function.
7. Use the Temperature/Darkness Control Knob to set the cooking temperature.
8. Use the Time Control Knob to set the cooking time. When setting a cooking time less than 20 minutes, first set the cooking time to 20 minutes. Then, turn the Time Control Knob to the desired cooking time.*

The cooking cycle will begin and the Power Light will illuminate when all three settings (temperature, cooking function, and time) are set.

NOTE: When using the Toast function, use the Temperature/Darkness Control Knob to select your desired darkness. Then, select Toast/Bagel on the Function Knob. Finally, turn the Time Control Knob past the 20-minute mark and then back to the toast icon.

9. When the cooking process is complete and the cooking time has elapsed, the timer will sound and the Power Light will darken. When you are done cooking, ensure that the Temperature/Darkness Control Knob, Function Knob, and Time Control Knob are turned to the "OFF" position.

CAUTION: All surfaces inside and outside of the appliance will be extremely hot. To avoid injury, wear oven mitts. Allow at least 30 minutes for the appliance to cool before attempting to clean or store the appliance.

*The timer will not activate unless the Time Control Knob is turned past the 20-minute mark. When setting a cooking time less than 20 minutes, be sure to set the correct time once the timer is activated to avoid overcooking food.

Cleaning & Storage

Cleaning

Clean the *PowerXL® Air Fryer Grill Plus* after each use. Remove the power cord from the electrical outlet and be certain the appliance is thoroughly cooled before cleaning.

1. Wipe the outside of the appliance with a warm, moist cloth and mild detergent.
2. To clean the door, gently scrub both sides with warm, soapy water and a damp cloth. **DO NOT** soak or submerge the appliance in water or wash in the dishwasher.
3. Clean the inside of the appliance with hot water, a mild detergent, and a nonabrasive sponge. Do not scrub the heating coils because they are fragile and may break. Then, rinse the appliance thoroughly with a clean, damp cloth. Do not leave standing water inside the appliance.
4. If necessary, remove unwanted food residue with a nonabrasive cleaning brush.
5. Caked-on food on accessories should be soaked in warm, soapy water to remove the food easily. Hand-washing is recommended.
6. The Grill Plate may be difficult to remove from the *PowerXL® Air Fryer Grill Plus* once the Grill Plate becomes hot due to heat expansion. To remove the Grill Plate, use an oven mitt to hold the appliance's base and another oven mitt to hold the Grill Plate while carefully removing the Grill Plate from the appliance. Removing the Grill Plate from the appliance is easier once the appliance cools down.
7. Any other service should be performed by an authorized service representative.

Storage

1. Unplug the appliance and let it cool thoroughly.
2. Make sure all components are clean and dry.
3. Place the appliance in a clean, dry place.

Troubleshooting

Problem	Possible Cause	Solution
The appliance does not work.	The appliance is not plugged in.	Plug the power cord into a dedicated electrical outlet.
	The appliance has not been turned on by setting the preparation time and temperature.	Set the temperature and time.
	The appliance is plugged into an outlet that is shared with other devices.	Plug the appliance into a dedicated electrical outlet.
Food not cooked.	The appliance is overloaded.	Use smaller batches for more even cooking.
	The temperature is set too low.	Raise the temperature and continue cooking.
Food is not fried evenly.	Some foods need to be turned during the cooking process.	Check halfway through process and turn food if needed.
	Foods of different sizes are being cooked together.	Cook similar-sized foods together.
	If using multiple trays or racks, they need to be rotated.	Rotate the accessories from top to bottom and vice versa.
White smoke is coming from the appliance.	Oil is being used.	Wipe down to remove excess oil.
	Accessories have excess grease residue from previous cooking.	Clean the components and appliance interior after each use.
French fries are not fried evenly.	Wrong type of potato is being used.	Use fresh, firm potatoes.
	Potatoes were not blanched properly during preparation.	Use cut sticks and pat dry to remove excess starch.
	Too many fries are being cooked at once.	Cook less than 2 ½ cups of fries at a time.
Fries are not crispy.	Raw fries have too much water.	Dry potato sticks properly before misting oil. Cut sticks smaller. Add a bit more oil.

Frequently Asked Questions

1. Does the appliance need time to heat up?

Preheating is needed when you are cooking from a cold start. Add 3 minutes to the cooking time to compensate when preheating is necessary.

2. Is it possible to shut off the appliance at any time?

To turn off the appliance, turn the Temperature/Darkness Control Knob, Function Knob, and Time Control Knob to "OFF" to stop the cooking cycle. When the Power Light has darkened, unplug the appliance.

3. Can I check the food during the cooking process?

You can check the cooking process at any time by looking through the glass door.

4. What happens if the appliance still does not work after I have tried all the troubleshooting suggestions?

Never attempt home repair. Contact the marketer and follow the procedures set forth by the manual. Failure to do so could render your guarantee null and void.

5. Why is the grill not working?

Set the cooking temperature to 450° F.
Set the Function Knob to Air Fry/Grill or Grill.
Set the cooking time by turning the Timer Dial past the 20-minute mark and then to the desired cooking time.



AIR FRYER GRILL PLUS™

90-Day Money-Back Guarantee

The **PowerXL® Air Fryer Grill Plus** is covered by a 90-day money-back guarantee. If you are not 100% satisfied with your product, return the product and request a replacement product or refund. Proof of purchase is required. Refunds will include the purchase price, less processing and handling. Follow the instructions in the Return Policy below to request a replacement or refund.

Replacement Guarantee Policy

Our products, when purchased from an authorized retailer, include a 1-year replacement guarantee. If your product or component part does not perform as expected, the guarantee extends only to the original purchaser and is not transferable. If you experience an issue with one of our products within 1 year of purchase, return the product or the component part for replacement with a functionally equivalent new product or part. The original proof of purchase is required, and you are responsible to pay to return the unit to us. In the event a replacement unit is issued, the guarantee coverage ends six (6) months following the receipt date of the replacement unit or the remainder of the existing guarantee, whichever is later. Empower Brands, LLC reserves the right to replace the unit with one of equal or greater value.

Return Policy

To receive a refund or replacement under the money-back guarantee, you must return the product to us at your expense. To return the product, call customer service at 1-973-287-5126 or email info@tvcustomerinfo.com and request a return merchandise authorization number. Pack the product carefully and include in the package a note with (1) your name, (2) mailing address, (3) phone number, (4) email address, (5) reason for return, and (6) proof of purchase or order number, and (7) specify on the note whether you are requesting a refund or replacement. Write the return merchandise authorization number on the outside of the package.

Send the product to the following return address:

PowerXL Air Fryer Grill Plus
Empower Brands, LLC
500 Returns Road
Wallingford, CT 06495

If the replacement or refund request has not been acknowledged after two weeks, please contact Customer Service at 973-287-5126.

Refund

Refunds requested within the money-back guarantee timeframe will be issued to the payment method used at purchase if the item was purchased directly from Empower Brands, LLC. If the item was purchased from an authorized retailer, proof of purchase is required, and a check will be issued for the item and sales tax amount. Processing and handling fees are non-refundable.

PowerXL[®]
products that excel

AIR FRYER GRILL PLUS[™]

We are very proud of the design and quality of our
PowerXL[®] Air Fryer Grill Plus[™].

This product has been manufactured to the highest standards.
Should you have any questions, our friendly customer service staff
is here to help you.

Email us at info@tvcustomerinfo.com
or call us at **973-287-5126**

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