

**PowerXL**  
*products that excel*

**VORTEX AIR FRYER PLUS™**



# Owner's Manual

Save These Instructions - For Household Use Only

**MODELS:** HF-8096LCD-P (5 qt.) - HF-1096LCD-P (7 qt.)

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



# PowerXL® Vortex Air Fryer Plus™

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## BEFORE YOU BEGIN

The **PowerXL® Vortex Air Fryer 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.

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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 AND FOLLOW** all instructions carefully.
- 2. NEVER** immerse the Main Unit housing in water. If the appliance falls or accidentally becomes immersed in water, unplug from wall outlet immediately. Do not reach into liquid if the appliance is plugged in and immersed.
- 3. DO NOT** place the appliance on or near a hot gas or electric burner, or in a heated oven.
- 4. THIS APPLIANCE IS NOT INTENDED FOR** use by persons with reduced physical, sensory, or mental capabilities or 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. This appliance is not intended for use by children.
- Close supervision is necessary when any appliance is used by or near children.
- To protect against electrical shock, **DO NOT** immerse the cord or plugs, or expose the electrical components to water or other liquid.
- 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.
- ALWAYS** attach the plug to the appliance first, then plug the cord into the wall outlet. To disconnect, press the Power button to turn the appliance off, then remove the plug from the wall outlet.
- MAKE SURE** the appliance is properly plugged into a dedicated wall socket without any other appliances on the same outlet.
- DO NOT** place or use this appliance near water.
- DO NOT** use outdoors.
- When cooking, **DO NOT** place the appliance against a wall or within 5 inches of other appliances. **DO NOT** place anything on top of the appliance.
- ALWAYS** operate the appliance on a horizontal surface that is level, stable, and noncombustible with adequate space for airflow.
- To prevent food contact with the heating elements, **DO NOT** overfill.
- DO NOT** cover the Air Intake Vent or Hot Air Outlet Vent while the appliance is operating. Doing so will prevent even cooking and may damage the appliance or cause it to overheat.
- NEVER** pour oil into the Basket. Fire and personal injury could result.
- While cooking, the internal temperature of the appliance reaches several hundred degrees Fahrenheit. To avoid personal injury, **NEVER** place hands inside the appliance unless it is thoroughly cooled down.
- DO NOT** operate any appliance if it has a damaged cord or plug, if it is not working properly, or if it has been damaged or dropped. Return appliance to an authorized service facility for examination, repair, or adjustment.
- This appliance should be serviced **ONLY** by qualified service technicians. Contact Customer Service using the information located on the back of this manual.
- KEEP** the appliance and its power cord out of the reach of children when it is in operation or in the cooling down process.
- KEEP** the power cord away from hot surfaces. **DO NOT** plug in the power cord or operate the appliance controls with wet hands.
- To protect against electrical shock, **DO NOT** immerse cord, plugs, or expose the electrical components to water or other liquid.
- NEVER** plug the appliance into an outlet below the surface where the appliance is placed.
- DO NOT** store any materials, other than manufacturer-recommended accessories, in this appliance when not in use.
- WARNING:** To reduce the risk of electric shock, cook only using the removable containers trays, racks, etc. provided.
- DO NOT** use aerosol cooking sprays. These sprays will build up on cookware and become difficult to remove while reducing the nonstick cooking performance.
- NEVER** connect this appliance to an external timer switch or separate remote-control system.
- The use of accessory attachments not recommended by the appliance manufacturer may cause injuries.
- NEVER** use this appliance with an extension cord of any kind. A short power-supply cord is provided to reduce the risk of becoming entangled in or tripping over a longer cord.
- UNPLUG** the appliance from outlet when not in use and before cleaning. **ALLOW** to cool before handling, putting on or taking off parts, cleaning, or storing.
- DO NOT** let cord hang over the edge of table or counter surfaces.
- A fire may occur if this appliance is covered by or touching flammable material, including curtains, draperies, walls, and the like, when in operation.
- DO NOT USE** the appliance for any purpose other than described in this manual.
- NEVER** operate the appliance unattended.
- When in operation, hot air and steam is released through the Hot Air Outlet Vent. **KEEP** your hands and face at a safe distance from the Hot Air Outlet Vent and **KEEP** the Vent clear of obstructions.
- The appliance's outer surfaces may become hot during use. The Basket and Fry Tray will be hot and may release hot air and steam when opened. **WEAR** oven mitts when handling hot components or touching hot surfaces.
- DO NOT** touch hot surfaces. Use handles or knobs.
- Before using your new appliance on any countertop surface, **CHECK** with your **COUNTERTOP** manufacturer or installer for recommendations about using appliances on your 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

# IMPORTANT SAFEGUARDS

appliances should not be used directly on top of the countertop. If you are unsure, place a trivet or hot pad under the appliance before using it.

39. **DO NOT** place your appliance on a **COOKTOP**, even if the cooktop is cool, because you could accidentally turn the cooktop on, causing a fire, damaging the appliance, your cooktop, and your home.
40. Should the appliance emit black smoke, **UNPLUG IMMEDIATELY** and wait for smoking to stop. Allow the appliance to cool and wipe out excess oil and grease from the appliance.
41. **EXTREME CAUTION MUST BE USED** when moving an appliance containing hot oil or other hot liquids or when removing accessories or disposing of hot grease.
42. **DO NOT** clean with metal scouring pads. Pieces can break off the pad and touch electrical parts, creating risks of electric shock.
43. Oversized foods, metal foil packages, or utensils **MUST NOT** be inserted in the appliance as they may involve a risk of fire or electric shock. **DO NOT** overfill the appliance.
44. **NEVER** pour oil into the Basket. Fire and personal injury could result.
45. **DO NOT** expose the appliance to corrosive chemicals or vapors.



46. **DO NOT** use sharp utensils with the appliance. These implements can damage the appliance's protective non-stick coating.
47. When cleaning the appliance interior, use **ONLY** mild, nonabrasive soaps or detergents applied with a sponge or soft cloth.
48. **DO NOT** use this appliance for anything other than its intended use.
49. This appliance is for home use only. If the appliance is used improperly or for professional or semi-professional 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.
50. **SAVE** this instruction manual.



## **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 cancer and birth defects or other reproductive harm.  
For more information go to [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).

## SAVE THIS INSTRUCTION MANUAL – FOR HOUSEHOLD USE ONLY

### **CAUTION**

- When the cooking time has completed, cooking will stop and the fan will continue running for 20 seconds to cool down the appliance.
- Let the appliance cool down for approximately 30 minutes before handling, cleaning, or storing.
- The appliance is equipped with an internal microswitch that automatically shuts down the fan and heating element when the Basket is removed.
- **NEVER** rest anything on the basket while it is open.
- **DO NOT** leave the basket open for an extended period.
- **ALWAYS** ensure that nothing is protruding out of the appliance before closing the basket.
- **ALWAYS** close the basket gently; **NEVER** slam the basket closed. **ALWAYS** use the handle when opening and closing the basket.
- **NEVER** operate the appliance with the basket open.

### **Overheating Protection**

Should the inner temperature control system fail, the overheating protection system will be activated and the appliance will not function. Should this happen, unplug the appliance. Allow time for the appliance to cool completely before restarting or storing.

### **Automatic Shut-Off**

The appliance has a built-in shut-off device that will automatically shut off the appliance when the cooking time has completed. You can manually switch off the appliance by pressing the Power Button. The fan will continue running for 20 seconds to cool down the appliance.

### **Electric Power**

The appliance should be operated on a dedicated electrical outlet. If the electrical outlet is being used by other appliances, your new Appliance may not operate properly.

### **Electromagnetic Fields**

This appliance complies with all standards regarding electromagnetic fields. If handled properly and according to the instructions in this user manual, the appliance is safe to use based on scientific evidence available today.

# Appliance Specifications

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**5 Qt. - HF-8096LCD-P**



**7 Qt. - HF-1096LCD-P**

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## Technical Specifications

Model Number	Supply Power	Rated Power	Full Capacity	Temperature	Internal Dimensions	Cord Length
HF-8096LCD-P	120V~60Hz	1500W	5 qt.	90° F-400° F	15.2"(D) x 11.3"(W) x 13.5"(H)	35.4"
HF-1096LCD-P	120V~60Hz	1700W	7 qt.	90° F-400° F	15.7"(D) x 12.5"(W) x 14.4"(H)	35.4"

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# Parts & Accessories

1. FRY TRAY
2. RUBBER BUMPERS\*
3. BASKET
4. MAIN UNIT HOUSING
5. CONTROL PANEL
6. AIR INLET VENT
7. HANDLE
8. HOT AIR OUTLET VENT
9. POWER CABLE

**NOTE:** Unpack all listed contents from the packaging. Contents vary by model. Please remove any clear or blue protective film on the components before use.

\*Removing the bumpers is not recommended to avoid scratching the Basket.



**CAUTION:** Appliance may be hot. Be careful not to touch the appliance while in use. Keep the appliance away from other objects.

**IMPORTANT:** Please make sure that your **PowerXL® Vortex Air Fryer Plus™** has been shipped with the components that you ordered (some accessories may be sold separately). Check everything carefully before use. If any part is missing or damaged, do not use this product. Contact the shipper using the customer service number located on the back of this manual.

# Parts & Accessories

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Model: HF-8096LCD-P  
5-Qt. Display Panel



Model: HF-8096LCD-P  
Fry Tray and Basket





# Parts & Accessories

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Model: HF-1096LCD-P  
7-Qt. Display Panel

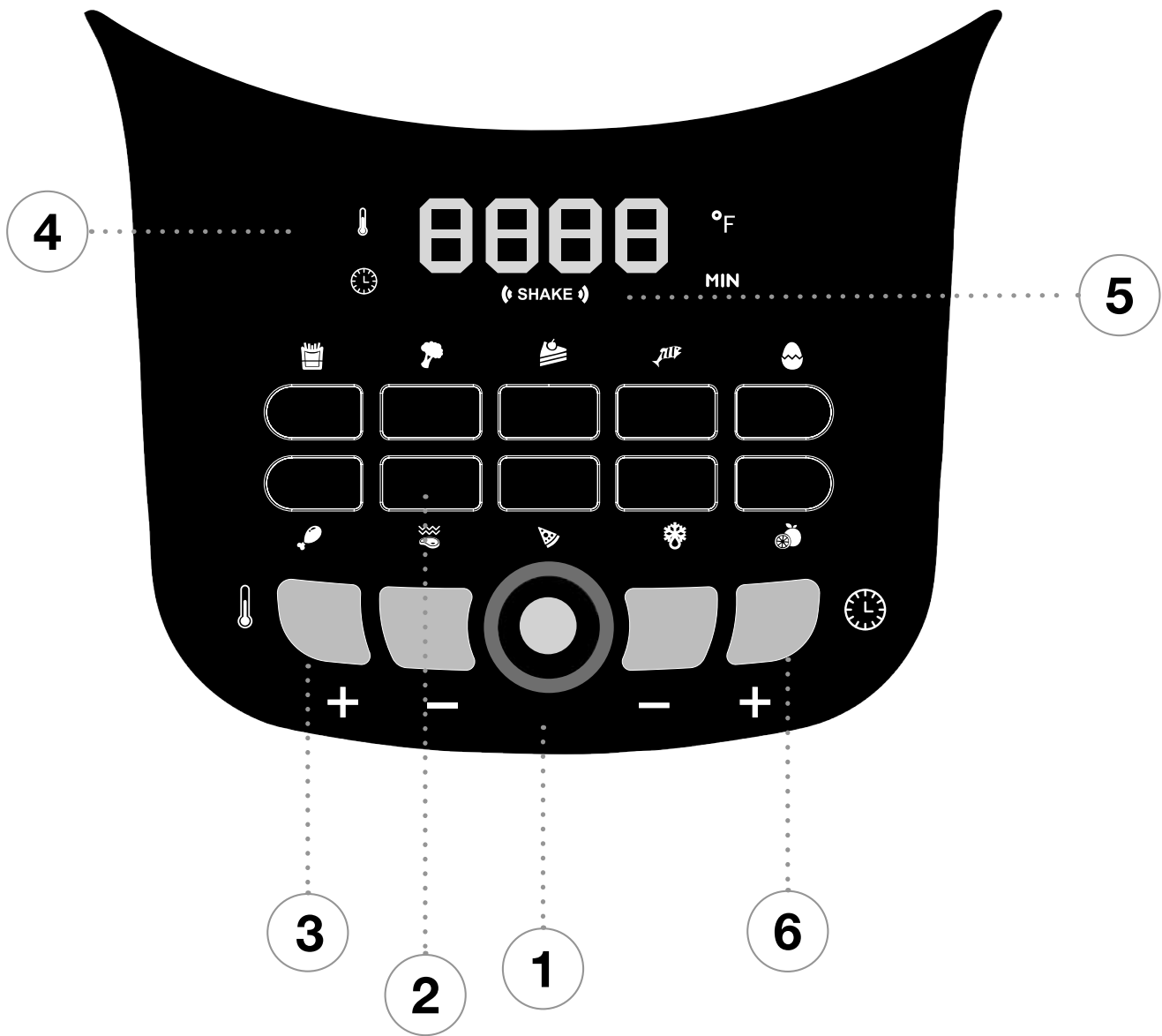


Model: HF-1096LCD-P  
Fry Tray and Basket



# Using the Control Panel

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# Using the Control Panel

**1. Power Button:** Once the Basket and Fry Tray are properly placed in the Main Unit Housing, the Control Panel will be illuminated. Pressing the Power Button once will set the appliance to a default cooking temperature of 375° F/191° C and time of 15 minutes. Pressing the Power Button a second time will start the cooking process. Pressing the Power Button during the cooking cycle will turn the appliance off.

**2. Cooking Presets:** Press the cooking preset buttons to choose from up to ten cooking presets (smaller models have fewer presets). See the Preset Chart below for the cooking times and temperatures associated with each preset. **NOTE:** The running lights on the Control Panel will illuminate when the cooking cycle begins and will stay illuminated for up to 20 seconds after the cooking cycle is complete.

**3. Temperature Control Buttons:** The + and – symbols enable you to increase or decrease cooking temperature 5° F at a time. Keeping a button held down will rapidly change the temperature. Temperature control range: 180° F–400° F/82° C–204° C (Dehydrate temperature control range: 90° F–170° F/32° C–77° C).

**4. Time and Temperature Display:**








This display will keep track of the temperature and remaining cook time.

**5. Shake Indicator:** The Shake Indicator will illuminate when the cooking cycle has reached its halfway point. This halfway timer gives you the opportunity to shake or flip your food in the appliance, which helps ensure even cooking (see the “Shaking” section).

**6. Timer Control Buttons:** The + and – symbols enable you to increase or decrease cooking time 1 minute at a time (30 minutes at a time for Dehydrate). Keeping the Button held down will rapidly change the time. Time control range: 1–60 minutes (dehydrate time control range: 2–24 hours).

## Preset Chart

Once you are familiar with the appliance, you may want to experiment with your own recipes. Simply choose the time and temperature that suits your personal taste.

Preset	Temperature	Time	Shake*	Low Fan
 Default	375° F (191° C)	15 mins.	Yes	
 French Fry	400° F (204° C)	18 mins.	Yes	
 Vegetable	380° F (193° C)	8 mins.	Yes	
 Bake	320° F (160° C)	30 mins.		On
 Fish	390° F (199° C)	10 mins.		
 Eggs	250° F (121° C)	18 mins.		
 Chicken	350° F (177° C)	40 mins.	Yes	
 Broil	400° F (204° C)	12 mins.	Yes	
 Pizza	360° F (182° C)	15 mins.		
 Defrost	180° F (82° C)	15 mins.	Yes	On
 Dehydrate	120° F (49° C)	2 hrs.		On

**\*Shake Function Programming:** Halfway through the cooking cycle, the appliance will beep five times, indicating that food can be shaken or flipped over (see the “Shaking” section).

# Instructions for Use

## Before First Use

1. Read all material, warning stickers, and labels.
2. Remove all packing materials, stickers, and labels from the appliance.
3. Before initial use, wipe the inside and outside of the appliance with a warm, moist cloth and mild detergent. Handwash all cooking accessories.
4. Place the appliance on a stable, horizontal, and level surface. Do not place the appliance on a surface that is not heat resistant. Ensure that the appliance is used in an area with good air circulation and away from hot surfaces and any combustible materials. Do not place on the stove top.
5. Before cooking food, preheat the appliance for a few minutes to allow the appliance to burn off the manufacturer's protective coating of oil. Wipe the appliance with warm, soapy water and a washcloth after this burn-in cycle.
6. Place the Fry Tray in the Basket. The Fry Tray's adjustable tray height lets you place food closer to the heating element for broiling. You can also use it to make the total size of the basket smaller when cooking smaller quantities of food.  
**NOTE:** Always use the Fry Tray with the Basket.
7. The arrows in **Fig. i** point to the Fry Tray Holders in the Basket. To use the Fry Tray closer to the heating element, position the edges of the Fry Tray on the Fry Tray Holders (see **Fig. ii**). To use the fry tray on the bottom of the Basket, rotate the Fry Tray so that the Fry Tray's edges slide past the Fry Tray Holders, and push the Fry Tray to the bottom of the Basket (see **Fig. iii**).
8. Slide the Basket into the appliance. If the Basket is placed properly, it will click into place.

**NOTE:** This appliance cooks using hot air. Do not fill the Basket with oil or frying fat. Do not put anything on top of the appliance. This disrupts the airflow and affects the cooking results.



**Fig. i**



**Fig. ii**



**Fig. iii**

# Instructions for Use

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## Using the Appliance

1. Plug the appliance into a dedicated power outlet.
2. To preheat: Push the Power Button. Press the Temperature Increase or Decrease Buttons to set the preheating temperature. Press the Time Decrease Button to set the preheating time to 3 minutes.
3. When the preheat cycle finishes, carefully pull the Basket out of the appliance and place the ingredients inside. Do not touch the Basket directly because the Basket becomes very hot during operation. Only hold the Basket by its handle.
4. Press the Power Button. Set the appropriate time and temperature for the ingredients you are cooking.
5. When the timer beeps five times, the set cooking time has elapsed. Pull the Basket out of the appliance and place it on a heat-resistant surface.
6. If the food is fully cooked, use tongs to remove food.  
**CAUTION:** Do not tilt the basket because any excess oil that has collected on the bottom of the basket will leak.
7. If the food is not fully cooked, simply slide the Basket back into the appliance and add a few minutes to the cooking time.
8. The appliance is instantly ready for preparing another batch.

# Instructions for Use

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## Shaking

To ensure even cooking, some foods require shaking or flipping during the cooking process. Some of this appliance's presets include a halfway timer, which is a timer that will beep and the Shake icon on the Control Panel will blink when the cooking cycle has reached its halfway point. At the halfway point in the cycle, remove the Basket from the appliance. Gently shake or flip the contents as needed and place the Basket back in the appliance to continue cooking.

**NOTE:** If you do not remove the Basket and shake the food, the Shake light on the Control Panel will remain illuminated.

**CAUTION:** The Basket will be hot. Wear an oven mitt during this procedure.

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## Tips

- When starting with a cold appliance, add 3 minutes to the cooking time to allow the appliance to preheat.
- Foods that are smaller in size usually require a slightly shorter cooking time than larger foods.
- Shaking smaller-sized foods halfway through the cooking process ensures that all the pieces are fried evenly.
- Adding a bit of vegetable oil to breaded items is suggested for a crispier result. When adding oil, do so just before cooking and add only a small amount onto the breaded items.
- Snacks normally cooked in an oven can also be cooked in the appliance.
- Use premade dough to prepare filled snacks quickly and easily. Premade dough also requires a shorter cooking time than homemade dough.
- You can use the appliance to reheat foods. Simply set the temperature and time to however warm you want your food.

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## Capacity Chart

Model/Size	French Fries Quantity
5 qt.	22 oz.
7 qt.	28 oz.

# General Cooking Guidelines

**NOTE:** Keep in mind that these settings are guidelines. Since ingredients differ in origin, size, shape, and brand, we cannot guarantee the best settings for your ingredients.

Food item	Size	Temperature	Cook Time	Preheat	Shake or Flip*	Spray with Oil
<b>FROZEN FOOD</b>						
French fries		400° F (204° C)	18 min		✓	
Sweet potato fries		400° F (204° C)	22 min		✓	
Chicken nuggets		400° F (204° C)	14 min		✓	
<b>CHICKEN</b>						
Breaded cutlets	6 oz	400° F (204° C)	10 min	✓	✓	✓
Wings		400° F (204° C)	25 min	✓	✓	
Chicken breast	6 oz	400° F (204° C)	8 min	✓		
<b>BEEF</b>						
Burgers	6 oz	400° F (204° C)	10 min	✓	✓	
Hot dogs	8 pc	375° F (191° C)	5 min	✓	✓	
NY strip steaks	8 oz	400° F (204° C)	12 min	✓	✓	
Meatballs, 1 inch	1.5 lb	375° F (191° C)	10 min	✓	✓	
<b>PORK</b>						
Pork chops		400° F (204° C)	12 min	✓	✓	
Sausages		350° F (177° C)	15 min	✓	✓	
<b>FISH</b>						
Salmon filets	6 oz	390° F (199° C)	12 min	✓		
Shrimp (16–20 size)	12 oz	390° F (199° C)	10 min	✓	✓	
<b>VEGETABLES</b>						
Asparagus	1 lb	380° F (193° C)	8 min		✓	✓
Broccoli	8 oz	380° F (193° C)	8 min		✓	✓
Corn on the cob	2 pc	380° F (193° C)	8 min		✓	✓
<b>PREPARED FOOD</b>						
Hard boiled eggs, shell on		250° F (121° C)	18 min			
Cake		320° F (160° C)	20 min			
Grilled cheese sandwich	1 pc	375° F (191° C)	6 min	✓	✓	

\* See the "Shaking" section.

# Troubleshooting

Symptom	Possible Cause	Solution
The PowerXL® Vortex Air Fryer Plus™ does not work	The appliance is not plugged in.	Plug the Power Cable into a wall socket.
	The appliance is plugged into an outlet that is shared with other devices.	Plug the appliance into a dedicated power outlet.
	The appliance has not been turned on by setting the preparation time and temperature.	Press the Power Button. Select a time and temperature. Press the Power Button again and cooking will begin.
	The appliance might have been turned off. If the Power button is pressed while cooking, the Auto Shut-Off mode will be triggered.	Press the Power Button. Select a time and temperature. Press the Power Button again and cooking will begin.
Food is not cooked	The Basket is overloaded.	Use smaller batches for more even frying.
	The temperature is set too low.	Raise temperature and continue cooking.
Food is not fried evenly	Some foods need to be shaken during the cooking process.	See Shaking in Instructions for Use, p. 11.
Basket will not slide into appliance properly	The Basket is overloaded.	Do not fill the Basket above the Maximum line.
	The Fry Tray is not placed in the Basket correctly.	Gently push the Fry Tray into the Basket until it clicks.
White smoke coming from appliance	Too much oil is being used.	Wipe down to remove excess oil.
	The Basket has grease residue from the previous operation.	Clean the Basket after each use.
French fries are not fried evenly	Potatoes are not prepped properly.	Consult a recipe for potato type and prep.
	Fries are not cut evenly.	Cut fries thinner or reshape fries.
	Fries are too crowded.	Spread fries out or cook a smaller batch.
	Potatoes are not rinsed properly during preparation.	Pat dry to remove excess starch.
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.
Error	E1 - Broken circuit of the thermal sensor	Call Customer Service at 1-973-287-5129
	E2 - Short circuit of the thermal sensor	



# Frequently Asked Questions

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**1. Can I prepare foods other than fried dishes with my appliance?**

You can prepare a variety of dishes, including steaks, chops, burgers, and baked goods. See the PowerXL® Vortex Air Fryer Plus™ Recipe Guide.

**2. Is the appliance good for making or reheating soups and sauces?**

Never cook or reheat liquids in the appliance.

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

Press the Power Button once or remove the Basket.

**4. What do I do if the appliance shuts off while cooking?**

As a safety feature, the appliance has an Auto Shut-Off device that prevents damage from overheating. Remove the Basket and set it on a heat-resistant surface. Remove the Power Cable from the outlet. Allow the appliance to cool down. Once cool, plug the Power Cable back into the socket. Restart by pressing the Power Button.

**5. Does the appliance need time to heat up?**

If you are cooking from a cold start, add 3 minutes to the cooking time to compensate.

**6. Can I check the food during the cooking process?**

You can remove the Basket at any time while cooking is in progress. During this time, you can shake the contents in the Basket if needed to ensure even cooking.

**7. Is the appliance dishwasher safe?**

Only the Fry Tray is dishwasher safe. The appliance itself, which contains the heating coil and electronics, should never be submerged in liquid of any kind or cleaned with anything more than a warm, moist cloth or nonabrasive sponge with a small amount of mild detergent.

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

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

# Cleaning & Storage

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Clean the appliance after each use. The Basket and the Fry Tray are coated with a special nonstick surface. Never use abrasive cleaning materials or utensils on these surfaces.

1. Remove the Power Cable from the wall socket and be certain the appliance is thoroughly cooled before cleaning.
2. Wipe the outside of the appliance with a warm, moist cloth and mild detergent.
3. Clean the Basket and the Fry Tray with hot water, a mild detergent, and a nonabrasive sponge. The Fry Tray is dishwasher safe. For difficult-to-remove food, soak in hot soapy water for 10 minutes.

**NOTE:** The rubber bumpers on the Fry Tray are part of the Fry Tray and should generally not be removed. However, if the rubber bumpers need to be cleaned, they can be removed and reattached: To remove the rubber bumpers, locate the capped end of the bumpers and push the capped end off of the Fry Tray. There will be some resistance, but keep pushing until the rubber bumpers come off of the Fry Tray. Take note of the slot on which the bumpers were sitting. To

reattach the rubber bumpers, align the hole in the rubber bumpers with the slots from which the rubber bumpers were removed. Slide the rubber bumpers all the way back onto the slot on the Fry Tray.

4. Clean the inside of the appliance with hot water, a mild detergent, and a nonabrasive sponge.
5. If necessary, remove unwanted food residue from the heating element with a soft cleaning brush.
6. Rinse the appliance with a clean, damp cloth. Use a clean, dry cloth to dry the appliance interior. Do not leave standing water in the appliance.
7. If any other service needs to be performed, contact Customer Service, using the contact information on the back of this manual.

## Storage

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



## VORTEX AIR FRYER PLUS™

### 90-Day Money-Back Guarantee

The **PowerXL® Vortex Air Fryer 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 appliance to us. In the event a replacement appliance is issued, the guarantee coverage ends six (6) months following the receipt date of the replacement appliance or the remainder of the existing guarantee, whichever is later. Empower Brands, LLC reserves the right to replace the appliance with one of equal or greater value.

#### Return Policy

If, for any reason, you would like to replace or return the product under the money-back guarantee, your order number can be used as the return merchandise authorization number (RMA). If the product was purchased in a retail store, return the product to the store or use "RETAIL" as the RMA. Return your product to the address provided below for a replacement, which will incur no additional processing and handling fees, or for the refund of your purchase price, less processing and handling. You are responsible for the cost of returning the product. You can locate your order number at [www.customerstatus.com](http://www.customerstatus.com). You can call customer service at 973-287-5129 or email [info@tvcustomerinfo.com](mailto:info@tvcustomerinfo.com) for any additional questions. 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 RMA on the outside of the package.

Send the product to the following return address:

PowerXL Vortex Air Fryer 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 973-287-5129.

#### 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**<sup>®</sup>  
*products that excel*

**VORTEX AIR FRYER PLUS**<sup>™</sup>

We are very proud of the design and quality  
of our **PowerXL<sup>®</sup> Vortex Air Fryer Plus<sup>™</sup>**.

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

To contact us,  
email us at [info@tvcustomerinfo.com](mailto:info@tvcustomerinfo.com)  
or call us at **973-287-5129**.

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PXL-VAFP\_IB\_TP\_ENG\_V2\_221122

