

**PowerXL™**  
*products that excel*

## VORTEX AIR FRYER



# Owner's Manual

Save These Instructions - For Household Use Only

**MODELS:** ID1502A (5 qt.), ID1702A (7 qt.)

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

Visit **TristarCares.com** for tutorial videos, product details, and more.  
*Guarantee Information Inside*



# PowerXL Vortex Air Fryer

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## BEFORE YOU BEGIN

The **PowerXL Vortex Air Fryer** 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 ALL INSTRUCTIONS.

- This appliance is not intended for use by persons (including children) with reduced physical, sensory, mental capabilities or lack of experience and knowledge unless they are given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Close supervision is necessary when any appliance is used by or near children.

#### Where to Use the Appliance

- DO NOT** place on or near a hot gas or electric burner, or in a heated oven.
- 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. 
- DO NOT** place or use this appliance near water.
- 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.
- 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 outdoors.
- DO NOT** place the appliance in any container or small confined space while the appliance is heated or in operation.
- ALWAYS** operate the appliance on a horizontal surface that is level, stable, and noncombustible with adequate space for airflow.
- Before using your appliance on any countertop surface or other fragile surface, such as a glass tabletop, **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 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.

#### Electrical Safety

- 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.
- 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.
- NEVER** immerse housing in water. If the Unit 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.
- To protect against electrical shock, **DO NOT** immerse cord, plugs, or expose the electrical components to water or other liquid.
- DO NOT** plug in the power cord or operate the appliance controls with wet hands.
- ALWAYS** make sure the plug is attached 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.
- A short power supply cord is provided to reduce the risk of entanglement or tripping over a longer cord. Longer detachable power-supply cords or extension cords are available and may be used if care is exercised in their use. If a longer detachable power-supply cord or extension cord is used:
  - The marked electrical rating of the cord set or extension cord should be at least as great as the electrical rating of the appliance.
  - The cord should be arranged so that it will not drape over the countertop or tabletop where it can be pulled on by children or tripped over unintentionally.
  - If the appliance is of the grounded type, the cord set or extension cord should be a grounding-type 3-wire cord.
- KEEP** the appliance and its power cord out of reach of children when it is in operation or in the cooling down process.
- NEVER** plug the appliance into an outlet below the surface where the appliance is placed.
- DO NOT** let the power cord hang over the edge of a table or counter, or touch hot surfaces.
- DO NOT** clean with metal scouring pads. Pieces can break off the pad and touch electrical parts, creating risks of electric shock.

#### Operational Safety

- Should the appliance emit black smoke, **UNPLUG IMMEDIATELY** and wait for smoking to stop before handling the appliance. Allow the appliance to cool and wipe excess oil and grease from the appliance.
- NEVER** operate the appliance unattended.
- 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.
- UNPLUG** the appliance from outlet when not in use and before cleaning. **ALLOW** 30 minutes to cool before handling, putting on or taking off parts, cleaning, or storing.
- 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 overheat or damage the appliance.
- 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.

# IMPORTANT SAFEGUARDS

- 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.
- The appliance's outer surfaces and accessories may become hot during use. **WEAR OVEN MITTS** when handling the appliance during and after use, and to protect against hot steam and air released when opening the appliance.
- DO NOT** touch hot surfaces. Use handles or knobs.
- 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. This appliance is not intended for deep-frying foods.
- DO NOT** overfill the appliance.
- DO NOT** store any materials, other than manufacturer-recommended accessories, in this appliance when not in use.
- DO NOT** place any of the following materials in the appliance: paper, cardboard, plastic.
- NEVER** pour oil into the appliance or accessories. Fire and personal injury could result.

#### Appliance Hazards

- DO NOT** expose the appliance to corrosive chemicals or vapors.
- DO NOT** use sharp utensils with the appliance. These implements can damage the appliance's protective non-stick coating.
- When cleaning the appliance interior, use **ONLY** mild, nonabrasive soaps or detergents applied with a sponge or soft cloth.
- 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 Tristar will not be held liable for damages. **DO NOT** use this appliance for anything other than its intended use.
- SAVE THESE INSTRUCTIONS**



## WARNING:

For California Residents

This product can expose you to 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).

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## SAVE THIS INSTRUCTION MANUAL – FOR HOUSEHOLD USE ONLY

## WARNING:

- 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** hold the handle of the basket when opening and closing the basket.
- The appliance **MUST** be operated with the Drip Tray in place, and the Drip Tray **MUST** be cleaned if it becomes more than half full.
- NEVER** operate your appliance with the basket open.
- When the cooking time has completed, cooking will stop and the fan will continue to run for 10 to 20 seconds to cool down the appliance.
- The appliance is equipped with an internal microswitch that automatically shuts down the fan and heating element when the (Basket is removed).

This appliance has a polarized plug (one size 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.

#### 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 10 to 20 seconds to cool down the appliance.

#### 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.

#### Electromagnetic Fields

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

# Appliance Specifications



5 Qt. - ID1502A



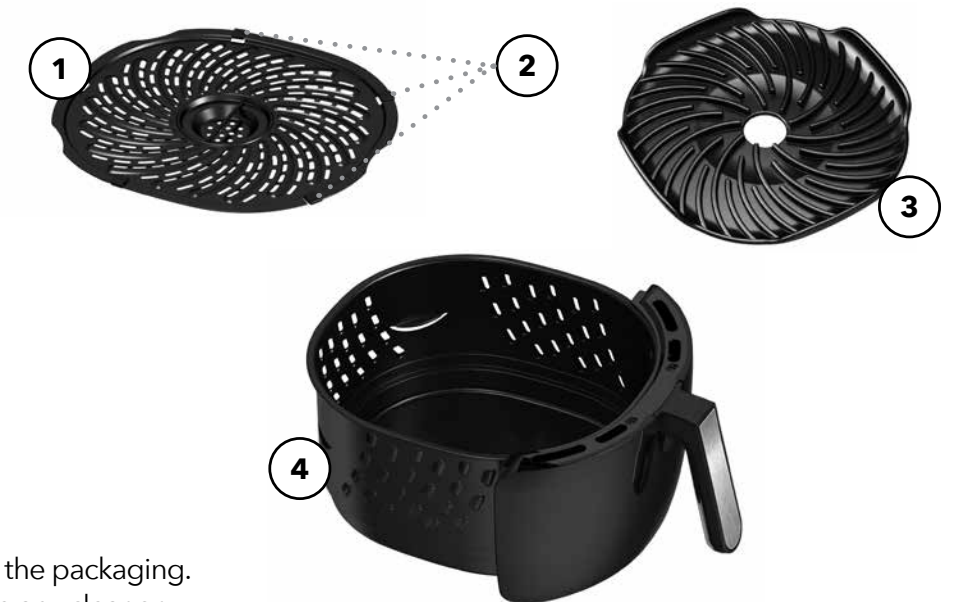
7 Qt. - ID1702A

## Technical Specifications

Model Number	Supply Power	Rated Power	Capacity	Temperature
ID1502A	120V ~60Hz	1500W	5 qt.	90° F-400° F
ID1702A	120V ~60Hz	1700W	7 qt.	90° F-400° F

# Parts & Accessories

1. FRY TRAY
2. RUBBER BUMPERS\*
3. GRILL PLATE  
(May be sold separately)
4. BASKET
5. MAIN UNIT HOUSING
6. CONTROL PANEL
7. AIR INLET VENT
8. HANDLE
9. HOT AIR OUTLET VENT
10. 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.

**IMPORTANT:** Please make sure that your *PowerXL Vortex Air Fryer* 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.



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

 **TRISTARCARES.**

To purchase other accessories for your product, go to [tristarcare.com](http://tristarcare.com)

# Parts & Accessories

Model: ID1502A  
Fry Tray and Basket



Model: ID1502A  
5-Qt. Display Panel



# Parts & Accessories

Model: ID1702A  
Fry Tray and Basket



Model: ID1702A  
7-Qt. Display Panel





# Using The Control Panel



Model: ID1702A  
7-Qt. Display Panel

# 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.
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

## 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.  
**NOTE:** Always use the Fry Tray with the Basket.
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.

## Using the Grill Plate

1. Place the Grill Plate inside the Basket.
2. Slide the Basket into the appliance. If the Basket is placed properly, it will click into place.
3. For best results, preheat the Grill Plate at 400° F/204° C for 10 minutes before placing food in the appliance.



# Instructions for Use

## 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.

## 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.

## 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	✓	✓	



# Troubleshooting

Symptom	Possible Cause	Solution
The appliance 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" section 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		Dry potato sticks properly before misting oil.
	Raw fries have too much water.	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

- 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 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

Clean the appliance after each use. The Basket, Fry Tray, and Grill Plate 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, Fry Tray, and Grill Plate with hot water, a mild detergent, and a nonabrasive sponge. The Fry Tray and Grill Plate are dishwasher safe, but hand-washing is recommended. 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.

**PowerXL**  
products that excel

VORTEX AIR FRYER

## 90-Day Money-Back Guarantee

The **PowerXL Vortex Air Fryer** 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. Tristar 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  
Tristar Products  
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 Tristar. 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.



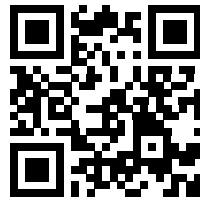
## VORTEX AIR FRYER

We are very proud of the design and quality  
of our **PowerXL Vortex Air Fryer™**.

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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.

For parts, recipes, accessories, and everything  
PowerXL, go to [tristarcares.com](http://tristarcares.com) or scan this QR code  
with your smartphone or tablet:



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



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