

# Instant<sup>TM</sup>

## VORTEX<sup>TM</sup> PLUS

### 10 Litre Air Fryer Oven



#### Getting Started Guide


- 2 Important Safeguards
- 6 Product, Parts & Accessories
- 7 Getting Started
- 9 Control Panel
- 12 Cooking
- 14 Rotisserie Cooking
- 17 Care, Cleaning & Storage
- 18 Warranty
- 20 Contact Information

Full Manual, How-to Videos and Recipes available online at  
[instantpot.com.ph](http://instantpot.com.ph), [instantpot.com.sg](http://instantpot.com.sg), [instantpotmy.com](http://instantpotmy.com)

# IMPORTANT SAFEGUARDS

At Instant Brands™ your safety always comes first. The Instant™ Vortex™ Plus family was designed with your safety in mind, and we mean business. Visit our official website to learn about this appliance's safety mechanisms.


When using electrical appliances, basic safety precautions should always be followed:

1. READ ALL INSTRUCTIONS, SAFEGUARDS, AND WARNINGS BEFORE OPERATING THE APPLIANCE. FAILURE TO FOLLOW THESE SAFEGUARDS AND INSTRUCTIONS MAY RESULT IN INJURY AND/OR PROPERTY DAMAGE.
2. The appliance's outer surfaces may become hot during use. Do not touch hot surfaces. Wear proper hand protection when handling hot components. Extreme caution must be used when moving the appliance. Let the appliance cool to room temperature before handling or moving.
3.  **CAUTION** To protect against the risk of electrical shock, do not immerse power cord, plug, or the appliance in water or other liquid.
4. Do not rinse the appliance under tap.
5. The cooking chamber contains electrical components. To avoid electrical shock, do not put liquid of any kind into the cooking chamber.
6. This appliance is NOT to be used by children or by persons with reduced physical, sensory, or mental capabilities. Close supervision is necessary when this appliance is used near children and these individuals. Children should not use or play with this appliance.
7. Unplug from the outlet when not in use, as well as before adding or removing parts or accessories, and before cleaning. To unplug, grasp the plug and pull from the outlet. NEVER pull on the power cord.
8. Avoid making contact with moving parts.
9. Inspect the appliance and power cord regularly. Do not operate any appliance with a damaged cord or plug or after the appliance malfunctions, or is dropped or damaged in any manner.  
For assistance, contact the Customer Care Team at our official website.



Read this manual carefully and completely, and retain for future reference.  
Failure to adhere to safety instructions may result in serious injury.


# IMPORTANT SAFEGUARDS

10. Do not use any accessories or attachments not authorised by Instant Brands™. The use of attachments not recommended by the manufacturer, may cause a risk of injury, fire or electric shock.
11. For household countertop use only. Do not use outdoors. Not for commercial use.
12. Do not place the appliance on any kind of stovetop, or in a heated oven; heat from an external source will damage the appliance.
13. Do not let power cord contact hot surfaces or open flame, including a stovetop.
14. Do not use appliance for anything other than intended use.
15. Proper maintenance is recommended after each use. Refer to **Care, Cleaning & Storage**. Let the appliance cool to room temperature before cleaning or storage.
16.  **CAUTION** Spilled food can cause serious burns. A short power-supply cord is provided to reduce the hazards resulting from grabbing, entanglement and tripping. Keep appliance and cord away from children. Never drape cord over edge of table or counter, never use power outlet below counter, and never use with an extension cord.
17. Do not attempt to repair, replace, alter, or modify components of the appliance. This may cause electric shock, fire and/or injury, and will void the warranty.
18. Do not tamper with any of the safety mechanisms.
19. Do not use the appliance in electrical systems other than 220-240V~ 50-60Hz. Do not use with power converters or adapters.
20. Do not overfill the appliance or accessories. Overfilling may cause food to contact the heating element, which may result in fire and/or personal injury.
21. Do not cover the cooling vents while the appliance is in operation. Doing so will prevent even cooking and may cause damage to the appliance.
22. Never pour oil into the cooking chamber. Fire and personal injury could result.



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# IMPORTANT SAFEGUARDS




23. While cooking, the internal temperature of the appliance reaches several hundred degrees. To avoid personal injury, never place unprotected hands inside the appliance until it has cooled to room temperature.
24. When cooking, do not place the appliance against a wall or against other appliances. Leave at least 13 cm of free space on the back, sides, and above the appliance. Do not operate the appliance on or near combustible materials such as tablecloths and curtains. Do not place anything on top of the appliance.
25. When in operation, hot air is released through the cooling vents. Keep your hands and face at a safe distance from the cooling vents and take extreme caution when removing the accessories from the appliance.
26. Should the unit emit black smoke, press Cancel and unplug the appliance immediately. Wait for smoking to stop before opening the door, then clean the appliance thoroughly.
27. Do not leave the appliance unattended while in use.
28. Never connect this appliance to an external timer switch or separate remote-control system.
29. Use extreme caution when removing hot accessories from the cooking chamber or disposing of hot grease.
30. Oversized foods and/or metal utensils must not be inserted into the cooking chamber as they may cause risk of fire and/or personal injury.
31. Do not store any materials, other than the included accessories, in the cooking chamber when not in use.
32. Do not place any combustible materials in the cooking chamber, such as paper, cardboard, plastic, Styrofoam or wood.
33. Do not use appliance accessories in any other appliance including microwave ovens, toaster ovens, convection or conventional ovens, ceramic, electric, induction or gas cooktops, or outdoor grills.
34.  **CAUTION** Use extreme caution when moving an appliance containing hot oil or other hot liquids.

## SAVE THESE INSTRUCTIONS.



Read this manual carefully and completely, and retain for future reference.  
Failure to adhere to safety instructions may result in serious injury.

# IMPORTANT SAFEGUARDS







|  |
|--|
|  <b>WARNING</b>   |
| To avoid injury, read and understand instruction manual before using this machine.   |
|  <b>WARNING</b>   |
| Electrical shock hazard. Use grounded outlet only. DO NOT remove ground. DO NOT use an adapter. DO NOT use an extension cord. Failure to follow instructions can cause electrical shock and/or serious injury. |
|  <b>WARNING</b>   |
| THE FAILURE TO FOLLOW ANY OF THE IMPORTANT SAFEGUARDS AND THE IMPORTANT INSTRUCTIONS FOR SAFE USE IS A MISUSE OF YOUR APPLIANCE THAT CAN VOID YOUR WARRANTY AND CREATE THE RISK OF SERIOUS INJURY.             |

## Special Cord Set Instructions

As per safety requirements, a short power supply cord is provided to reduce the hazards resulting from grabbing, entanglement and tripping.

This appliance has a 3-prong grounding plug. To reduce the risk of electric shock, plug the power cord into a grounded (earthed) electrical outlet that is easily accessible.

## Product Specifications

|   |   |   |   |   |   |
|---|---|---|---|---|---|
|  |  |  |  |  |  |
| Model:<br>Vortex Plus 10  | 1400-1600W  | 220-240V~<br>50-60Hz  | 10 Litres   | 7.7 kg  | cm: 33.6L x 33.6W x 36.5H   |

## Find Your Model Name and Serial Number

Find both of these on the rating label on the back of the air fryer oven, near the power cord.

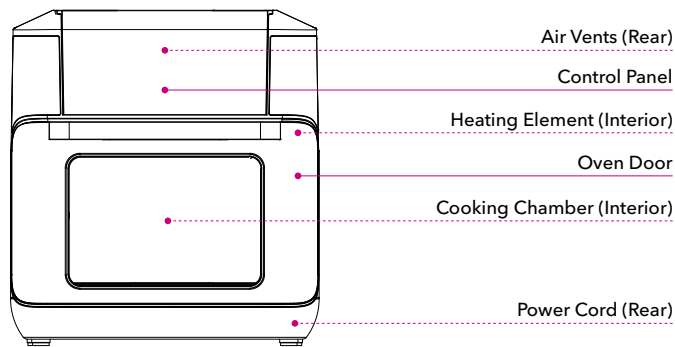


Read this manual carefully and completely, and retain for future reference.  
Failure to adhere to safety instructions may result in serious injury.

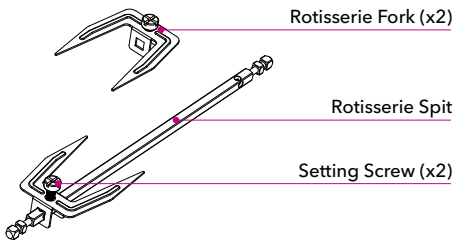
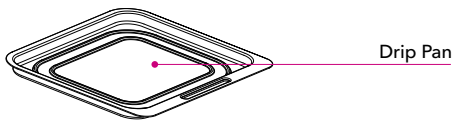
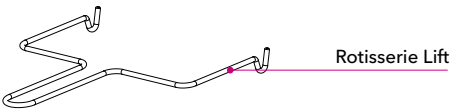
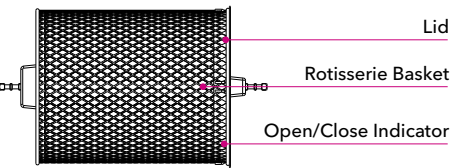
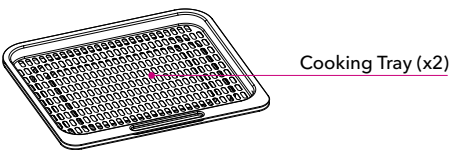
# Product, Parts & Accessories

Before using your new air fryer oven, make sure that everything is present and accounted for.

## Air Fryer Oven




## Accessories





*Illustrations in this document are for reference only and may differ from the actual product.  
Always refer to the actual product.*

# Getting Started

## Initial Setup

 *"No one is born a great cook; one learns by doing." - Julia Child*

1. Pull that Instant™ Vortex™ Plus Air Fryer Oven out of the box!
2. Remove all the packaging material from in and around the oven, and make sure to remove all the accessories from inside the oven chamber.  
 Don't remove the safety warning stickers or the rating label from the air fryer oven.
3. You may be tempted to put the air fryer oven on your stovetop – but don't do it! Place it on a stable, level surface, away from combustible material and external heat sources. Do not place your Vortex Plus on top of another appliance.  
 Make sure to leave at least 13 cm of space above and around all sides of the appliance.
4. Follow the **Care, Cleaning & Storage** instructions to wash your new air fryer oven before using it.


| ⚠ WARNING  |  |  |
|--|--|--|
| Read the <b>Important Safeguards</b> before using the appliance. Failure to read and follow those instructions for safe use may result in damage to the appliance, property damage or personal injury. | Do not place the appliance on a stovetop, on another appliance, or in a heated oven. Heat from an external source will damage the appliance. | To avoid the risk of fire, property damage, and/or personal injury, do not place anything on top of the appliance, and do not block the air vents. |

# Getting Started

## Initial Test Run

Do you *have* to do the test run? No – but getting to know the ins and outs of your Instant™ Vortex™ Plus Air Fryer Oven prepares you for success in the kitchen! Take a few minutes to get to know how this baby works.

### Stage 1: Setting up the air fryer oven for cooking

 This section does not cover Rotisserie set up or cooking.


See **Rotisserie Cooking: Rotisserie Accessories** for details.

1. Open the oven door.  
Place the drip pan on the bottom of the cooking chamber.  
Close the door.
2. Connect the power cord to a 220-240V power source.

The air fryer oven is in standby mode and the display shows **OFF**.

3. Touch **Air Fry**.
4. Use the **+ / – Time** keys to adjust the cook time to 20 minutes (**00:20**).

5. Touch **Start** to begin!  
The display shows **On** while the air fryer oven preheats.

 The first few times you use your air fryer oven you may notice a strong plastic smell. This is normal, non-toxic, and goes away quickly.

### Stage 2: "Cooking" (...but not really, this is just a test!)

1. When the air fryer oven reaches the perfect temperature, the display shows **Add Food**.

 Do not add food during the initial test run.

2. Open the oven door.  
Carefully insert both cooking trays into the preheated cooking chamber.

Close the oven door.

The display alternates to show the cooking time and temperature.


3. Part way through cooking, the display shows **turn Food**.

Wait 10 seconds for the program to resume automatically, or, open and close the oven door to pause and resume the program manually.

4. The display counts down the last minute of cooking in seconds.

When the Smart Program completes, the display shows **End** and the fan blows for a little while to help cool the air fryer oven.

5. Touch **Cancel** to return to standby mode and start cooking for real!

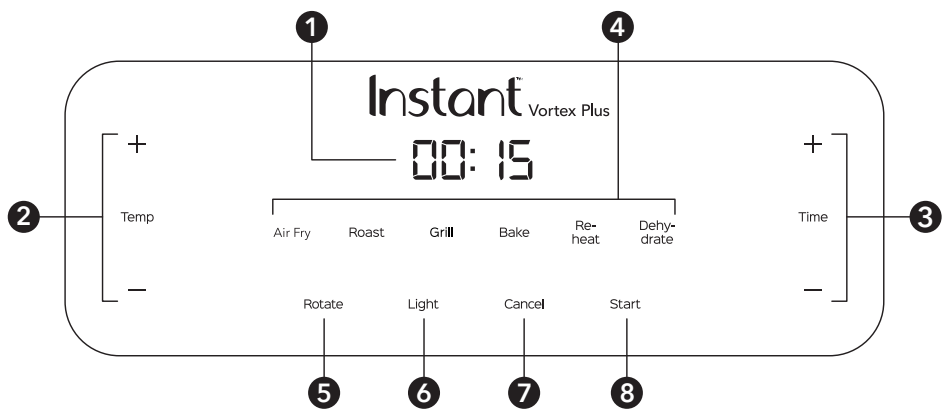
 If you forget this last step, the air fryer oven will beep to remind you about it after 5, 30, and 60 minutes.


## ⚠ CAUTION

The air fryer oven and air frying accessories will be hot during and after cooking. To avoid the risk of burn injury, DO NOT touch hot surfaces with unprotected hands.




# Control Panel






|   |                                 |  |
|---|---------------------------------|--|
| 1 | <b>Time/Temperature Display</b> | Alternates to show the cooking time, the set temperature, reminder messages and error messages.  |
| 2 | <b>+ / – Temp</b>               | Use the <b>+ / – Temp</b> keys if you want to adjust the cooking temperature.<br>Touch and hold the key to scroll quickly.   |
| 3 | <b>+ / – Time</b>               | Use the <b>+ / – Time</b> keys if you want to adjust the cooking time.<br>Touch and hold the key to scroll quickly.  |
| 4 | <b>Smart Programs</b>           | <ul style="list-style-type: none"><li>• Air Fry</li><li>• Roast</li><li>• Grill</li><li>• Bake</li><li>• Reheat</li><li>• Dehydrate</li></ul>  |
| 5 | <b>Rotate</b>                   | Touch <b>Rotate</b> during Air Fry or Roast Smart Programs to start and stop the rotisserie rotation.  |
| 6 | <b>Light</b>                    | Touch <b>Light</b> to turn the oven light on and off.<br> The oven light turns off automatically after 2 minutes. |
| 7 | <b>Cancel</b>                   | Touch <b>Cancel</b> to stop a smart program at any time.   |
| 8 | <b>Start</b>                    | Touch <b>Start</b> to begin a selected smart program.  |

*Illustrations in this document are for reference only and may differ from the actual product.  
Always refer to the actual product.*

# Settings

| To do this...                      | Do this!  |
|------------------------------------|---|
| Wake the air fryer oven            | Touch any key or open and close the oven door. The display shows <b>OFF</b> to let you know that it's in standby mode and ready for action.   |
| Turn sounds on and off             | In standby mode, touch and hold both <b>–</b> keys (beneath <b>Time</b> and <b>Temp</b> ) for 5 seconds.<br> Error alerts cannot be silenced.                          |
| Change temperature scale (°C / °F) | Touch and hold both the <b>+</b> and <b>– Temp</b> keys until the display indicates °C or °F. The temperature is displayed in the unit indicated.   |
| Save a custom cooking time         | Pre-set cooking times and temperatures can be changed to create your own custom settings.<br>Select a smart program, then use the <b>+ / – Temp</b> and <b>Time</b> keys to make adjustments as you like. Touch <b>Start</b> to save changes to memory. |
| Reset an individual smart program  | In standby mode, touch and hold the smart program key you want to reset (for example: Air Fry) for 5 seconds. The cooking time and temperature for that Smart Program is restored to the factory default settings.                                      |
| Reset all smart programs           | In standby mode, touch and hold both <b>+</b> keys (above <b>Temp</b> and <b>Time</b> ) for 5 seconds. All Smart Programs are restored to default settings.   |

# Status Messages

|           |  |
|-----------|--|
| OFF       | The air fryer oven is in standby mode.   |
| On        | A smart program is in the <b>Preheat</b> stage.<br> Not applicable to Reheat and Dehydrate.   |
| Add Food  | This message appears to let you know that the air fryer oven has reached the perfect cooking temperature and food can be added (if it hasn't been already).<br> Not applicable to Reheat and Dehydrate. |
| 00: 15    | The display shows the cooking time and on-screen messages.   |
| turn Food | Food is ready to be turned or tossed, as recommended by your recipe.<br> Only applies to Air Fry and Roast.   |
| End       | The Smart Program has finished.  |

# Cooking

Cooking in the Instant™ Vortex™ Plus Air Fryer Oven is quick and easy – food goes in, crispy deliciousness comes out!

Find full instructions for use and cooking time tables online at our official website or download the free Instant Pot app for fun, easy to follow recipes.

## Cooking Accessories

The non-stick **cooking trays** are perforated for airflow and should be used for most foods, like wings and cauliflower bites.

The non-stick **drip pan** doubles as a flat cooking tray when you’re baking cookies, or cooking fragile food like fish, and filled-foods like jalapeno poppers or cheese-stuffed chicken.

You can place food right on the cooking tray(s) or the drip pan, or, in/on any oven-safe cookware on the cooking tray.

For information on the rotisserie accessories, see **Rotisserie Cooking: Rotisserie Accessories**.

## Air Fry, Roast, Grill and Bake

These programs give your meals all the rich, crispy flavor of deep frying with little to no oil, so you can say, “See ya!” to the greasy mess and extra calories! The presets are a starting point that you can experiment with to get the results you prefer.

| Smart Program | Default Time          | Time Range                             | Default Temperature | Temperature Range | Notes  |
|---------------|-----------------------|--|---------------------|-------------------|--|
| Air Fry       | 18 minutes<br>(00:18) | 1 minute to 1 hour<br>(00:01 to 01:00) | 205°C               | 82 to 205°C       | For all your favourite deep-fried meals, like fries, cauliflower bites, wings, nuggets and more. |
| Roast         | 40 minutes<br>(00:40) | 1 minute to 1 hour<br>(00:01 to 01:00) | 193°C               | 82 to 205°C       | Ideal for vegetable dishes, beef, lamb, pork, poultry and more.                                  |
| Grill         | 8 minutes<br>(00:08)  | 1 to 40 minutes<br>(00:01 to 00:40)    | 205°C               | Not adjustable    | Direct top-down heating, perfect for melting cheese on French onion soup, nachos and more.       |
| Bake          | 30 mins<br>(00:30)    | 1 minute to 1 hour<br>00:01 to 01:00   | 185°C               | 82 to 205°C       | Light and fluffy cakes and pastries, scalloped potatoes and more.                                |

# Cooking

## Dehydrate and Reheat

| Smart Program | Default Time          | Time Range                          | Default Temperature | Temperature Range | Notes  |
|---------------|-----------------------|-------------------------------------|---------------------|-------------------|--|
| Dehydrate     | 7 hours<br>(07:00)    | 1 to 72 hours<br>(01:00 to 72:00)   | 49°C                | 35 to 79°C        | Perfect for homemade dried fruit and vegetables, jerky and more. |
| Reheat        | 10 minutes<br>(00:10) | 1 to 60 minutes<br>(00:01 to 01:00) | 138°C               | 49 to 182°C       | Reheat leftovers without overcooking or drying out.              |

| ⚠ CAUTION   |   |
|---|---|
| The air fryer oven and air frying accessories will be hot during and after cooking. Do not touch hot surfaces with unprotected hands. Allow all items to cool to room temperature, then clean them according to <b>Care, Cleaning &amp; Storage</b> instructions. | To avoid burn injury, always use proper hand protection and exercise extreme caution when adding or removing food from the hot cooking chamber. |
| ⚠ CAUTION   |   |
| To avoid the risk of fire and/or property damage, do not spray oil into the cooking chamber.  |   |

# Rotisserie Cooking

The Instant™ Vortex™ Plus Air Fryer Oven is equipped with EvenCrisp™ technology for simple rotisserie-style cooking with delicious results.

Always insert rotisserie accessories and food items into the cooking chamber before preheating the air fryer oven.

## ⚠ CAUTION

Read the instructions below to make sure the rotisserie accessories are installed correctly. Failure to follow these steps could result in irreparable damage to the rotisserie catch.

### Rotisserie Accessories

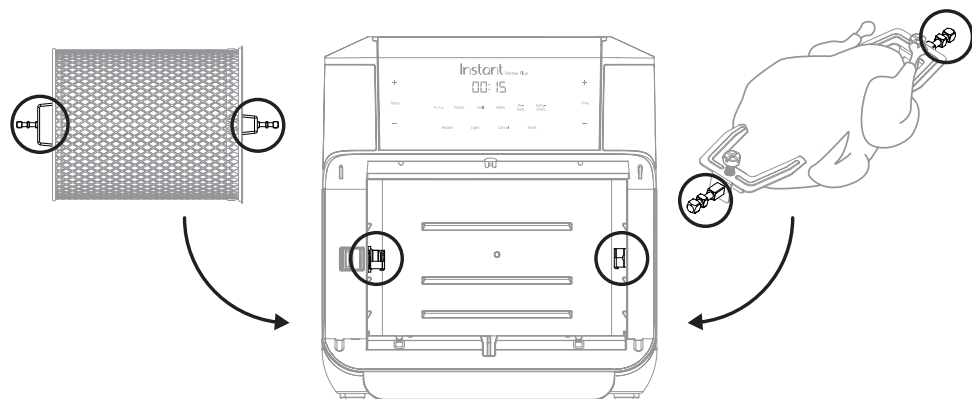
The **rotisserie basket** is perforated to allow maximum airflow for the perfect tumble-fried all-over crisp.

The **rotisserie spit and forks** are perfect for roasting whole chicken, tenderloin and much more.

### Stage 1: Setting up the rotisserie accessories

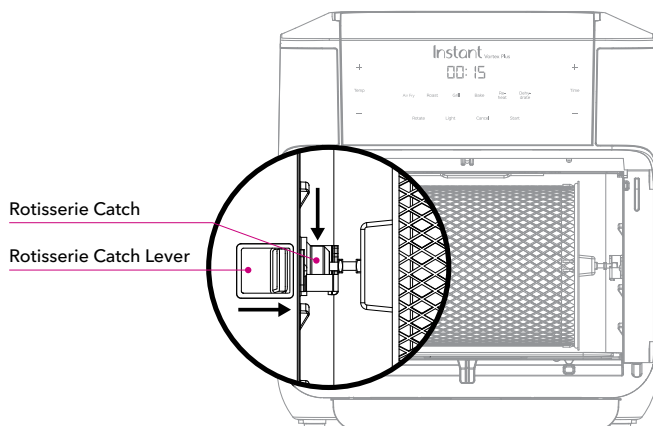
Follow the steps in **Rotisserie Cooking: Rotisserie Accessories** to prepare your food.

1. Open the oven door and slide the rotisserie accessory onto the guides in the cooking chamber.

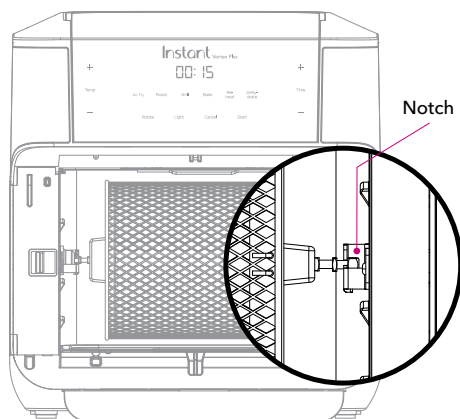


2. Move the red rotisserie catch lever to the right and hold it in position. Notice that the rotisserie catch inside the cooking chamber withdraws slightly when you move the lever.

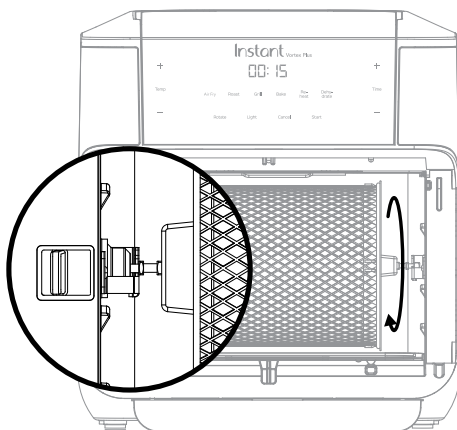
# Rotisserie Cooking



3. Align the left side of the accessory with the hole in the rotisserie catch, and set the right end of the accessory in the notch on the right.



4. Release the rotisserie catch lever.



5. Rotate the accessory in place to make that it's being held securely. The rotisserie catch inside should move with the accessory – if it does not move, keep rotating the accessory until the rotisserie catch "catches" it completely.
6. Close the oven door.

## ⚠ CAUTION

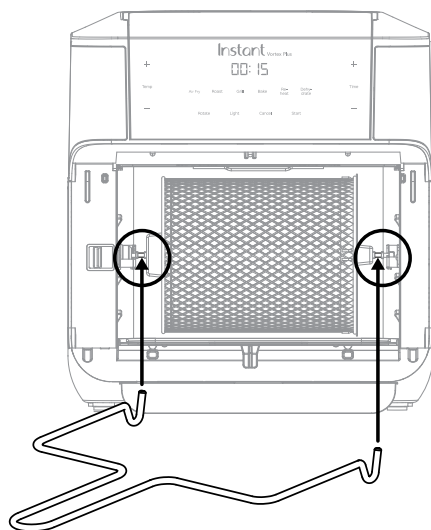
Read these instructions carefully to ensure you are using the rotisserie properly. Failure to follow these steps could result in damage to the rotisserie catch.

# Rotisserie Cooking

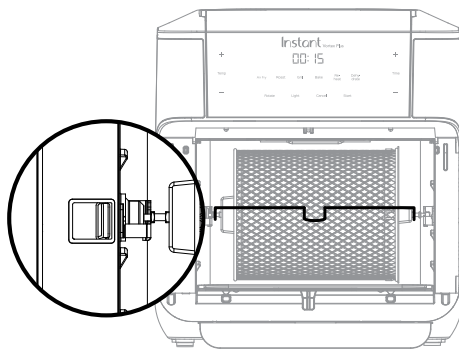
## Stage 2: Removing the accessories

The rotisserie basket and rotisserie spit are installed and removed the same way, but backwards!

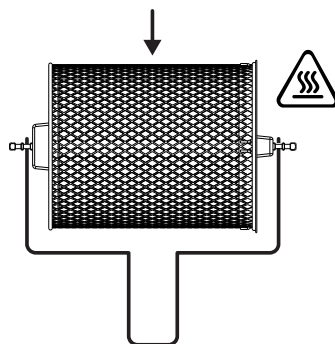
1. Open the oven door.
2. Position the hooks on the rotisserie lift beneath the left and right arms of the accessory.



3. Move the rotisserie catch lever to the right and hold it in position to release the accessory.



4. Pull the accessory towards you, then release the rotisserie catch lever.
5. Carefully remove the accessory from the cooking chamber and place it on a secure, heat-resistant surface.



### **⚠ CAUTION**

The air fryer oven and rotisserie accessories will be hot during and after cooking. Always use the rotisserie lift to remove rotisserie accessories and exercise extreme caution when removing food from the hot cooking chamber. Always use proper hand protection when handling and/or disassembling hot rotisserie accessories.



Make sure to place it somewhere it won't roll away on you!



# Care, Cleaning & Storage

Clean your air fryer oven and accessories after each use.

Always unplug the air fryer oven and let it cool to room temperature before cleaning. Never use harsh chemical detergents, scouring pads, or powders on any of the parts or components.

Let all surfaces dry thoroughly before use, and before storage.

| Part or Accessory                        | Cleaning Method and Notes  |
|--|--|
| <b>Drip Pan</b>                          | Dishwasher safe. <ul style="list-style-type: none"> <li>Remove for cleaning.</li> <li>To prevent smoking, make sure grease and food debris is fully removed.</li> <li>The drip pan has a non-stick coating. Avoid using metal utensils when cleaning.</li> </ul>   |
| <b>Cooking Trays</b>                     | Dishwasher safe. <ul style="list-style-type: none"> <li>The cooking trays have a non-stick coating. Avoid using metal utensils when cleaning.</li> </ul>   |
| <b>Rotisserie Basket</b>                 | Dishwasher safe. <ul style="list-style-type: none"> <li>For best results, use a bristled brush rather than a sponge or cloth.</li> </ul>   |
| <b>Rotisserie Spit, Forks and Screws</b> | Dishwasher safe. <ul style="list-style-type: none"> <li>Disassemble before cleaning.</li> <li>If machine washing, place small parts in washable mesh bag.</li> </ul>   |
| <b>Rotisserie Lift</b>                   | Dishwasher safe. <ul style="list-style-type: none"> <li>Clean as needed.</li> </ul>  |
| <b>Removable Door</b>                    | Door can only safely be removed when appliance has cooled down. Clean with a damp cloth and mild dish soap. <ul style="list-style-type: none"> <li>Remove the door for cleaning. Open the door with left hand only, to an angle of 45 degrees, grab left hand side of door and pull gently to the right.</li> <li>Allow the door to air dry completely before reinstalling, otherwise the glass may experience clouding.</li> </ul>  |
| <b>Cooking Chamber</b>                   | Clean with a damp cloth and mild dish soap. <ul style="list-style-type: none"> <li>Always check the heating coil and cooking chamber walls for oil spatter and food debris, and clean as needed.</li> <li>Ensure the heating coil is dry before turning on the air fryer oven.</li> <li>To remove baked-on grease and food residue from the cooking chamber, spray with a mixture of baking soda and vinegar and wipe clean with damp cloth. For stubborn stains, allow the mixture to sit on the affected area for several minutes before scrubbing clean.</li> </ul> |
| <b>Exterior</b>                          | Clean with a damp cloth and mild dish soap. <ul style="list-style-type: none"> <li>After cleaning, wipe down with a dry cloth to prevent streaking.</li> </ul>   |
| <b>Power Cord</b>                        | Clean with a damp cloth and mild dish soap. <ul style="list-style-type: none"> <li>Clean as needed.</li> </ul>   |

Some discolouration may occur after machine washing, but this will not affect the cooker's safety or performance.

| <b>⚠ WARNING</b>  |   |  |
|---|---|--|
| <p>To avoid risk of electrical shock and personal injury:</p> <ul style="list-style-type: none"> <li>- Do not immerse the appliance in water.</li> <li>- Do not rinse the appliance under a tap.</li> <li>- Do not wet prongs of the power cord.</li> </ul> | <p>Without proper cleaning, food and grease splatter may build up around the heating element, causing the risk of smoke, fire, and personal injury.</p> | <p>If you see or smell smoke, touch <b>Cancel</b>, unplug the appliance, and allow it to cool. Follow instructions above to clean the appliance and accessories.</p> |

# Warranty

## Limited Warranty

This Limited Warranty is issued by Official Distributor (**FOCUS GLOBAL**) and is effective for one year from the date of original consumer purchase. Proof of original purchase date and return of your appliance is required to obtain service under this Limited. Return of your appliance to us will be done in accordance with our instructions only. Provided that this appliance is operated and maintained in accordance with written operating instructions attached to or furnished with the appliance or published operating instructions on our official website, Focus Global will, in its sole and exclusive discretion, either: (i) repair defects in materials or workmanship; or (ii) replace the appliance. In the event that your appliance is replaced, the Limited Warranty on the replacement appliance will expire 12 months from the date of original consumer purchase.

We remind you the appliance you purchased is for personal use only (not commercial use).

Any modification/alteration or attempted modification/alteration to your appliance will void this Limited Warranty, unless such modification/alteration or attempted modification/alteration was expressly authorized by a Focus Global Representative in writing.

This Limited Warranty only covers Focus Global's appliances/products and is not extended to any other appliances, products, equipment, components, or devices that you use or may use in conjunction with Focus Global's appliances.

## Limitation and Exclusions

To the maximum extent permitted by law, the maximum liability of Focus Global, if any, for any allegedly defective appliance or part shall in no circumstances exceed the purchase price of a comparable replacement appliance or part of the same age.

### ***This Limited Warranty does not cover:***

1. Damage resulting from accident, modification/alteration (unless expressly authorized by a Focus Global Representative in writing), misuse, abuse, neglect, unreasonable use, use contrary to the written operating instructions attached to or furnished with the appliance or published operating instructions on our official website, normal wear and tear, commercial use, improper assembly by you or anyone, disassembly by you or anyone, repair by you or anyone, failure to provide reasonable and necessary maintenance, force majeure event including but not limited to fire, flood, acts of God;
2. Repairs where your appliance is used for other than normal, personal use or when it is used in a manner that is contrary to the written operating instructions attached to or furnished with the appliance or published operating instructions on our official website; or
3. Use of unauthorized parts and accessories, or repairs to parts and systems resulting from unauthorized repairs or modifications/alterations made to your appliance.

The cost of repair or replacement under these excluded circumstances shall be borne by you. Our goods come with guarantees that cannot be excluded under the applicable law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

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886-0310-51