cosori™

Turbo Tower™ 10.8-Litre Air Fryer



User Manual

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Cosori is part of the VeSync family of brands.

On behalf of all of us at Cosori,

Happy cooking!

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Package Contents

1 × Turbo Tower™ 10.8-Litre Air Fryer
2 × Crisper Plate
1 × Roasting Rack
1 × User Manual
1 × Quick Start Guide

Specifications

Model	CAF-DC111-AUK
Power Supply	AC 220–240V, 50Hz
Rated Power	2,630W
Capacity	10.8 L Zone 1 (Top Basket): 4.3 L Zone 2 (Bottom Basket): 6.5 L
Temperature Range	30°–230°C / 90°–450°F
Time Range	1 min–12 hr
Dimensions (including handle, L x W x H)	41.3 x 30 x 40.5 cm / 16.3 x 11.8 x 15.9 in
Weight	9.3 kg / 20.5 lb

READ AND SAVE THESE INSTRUCTIONS

IMPORTANT SAFEGUARDS & WARNINGS

Follow basic safety precautions when using your air fryer. Read all instructions.

KEY SAFETY POINTS

- **Do not** touch hot surfaces Use handles.
- Use caution when turning the basket over after cooking, as the hot crisper plate may fall out and create a safety hazard.
- Firmly insert the crisper plate into the basket to reduce the chance of it falling out.
- **Do not** block any ventilation openings. Hot steam is released through openings. Keep your hands and face clear of openings.
- **Always** use tongs to carefully remove hot food.
- **Avoid** wrapping the power cord around the vent when the device is in operation. Otherwise, the power cord may be damaged by the high temperature, posing a risk during use.

GENERAL SAFETY

- To protect against electric shock, **do not immerse the air fryer** housing, cord, or plug in water or liquid.
- Close supervision is necessary when any appliance is used by or near children. Unplug when not in use, and before cleaning. Allow to cool before putting on or taking off parts.
- **Do not** operate any appliance with a damaged cord or plug or after the appliance malfunctions or has been damaged in any manner. Return appliance to the nearest authorized service facility for examination, repair, or adjustment. Contact **Customer Support** (see page "Customer Support" on page 22).
- **Do not** use your air fryer if it is damaged, not working, or if the cord or plug is damaged. Contact **Customer Support**

(see page 22).
- The use of accessory attachments are not recommended by Cosori and may cause injuries.
- **Do not** use outdoors.
- **Do not** place the air fryer or any of its parts on a stove, near gas or electric burners, or in a heated oven.
- Use extreme caution when removing the basket and crisper plate or disposing of hot grease.
- **Always** place the crisper plate or inner basket on a heat-resistant surface after removing it from the basket.
- **Do not** clean with metal scouring pads. Metal fragments can break off the pad and touch electrical parts, creating a risk of electric shock.
- **Do not** place anything on top of your air fryer. **Do not** store anything inside your air fryer.
- This air fryer can be used by children 8 years and older as well as persons with reduced physical, sensory, or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the air fryer in a safe way and understand the hazards involved.
- **Do not** allow children to clean or perform maintenance on the air fryer unless they are older than 8 and supervised.
- Children shall be supervised to ensure that they do not play with the air fryer.
- This air fryer is not intended to be operated by means of an external timer or separate remote-control system.
- To disconnect, turn any control to "off", then remove plug from wall outlet.
- **Do not** use the air fryer for other than intended use.
- Any servicing should be performed by an authorized service representative, contact **Customer Support** (see 22).
- For instructions on cleaning the accessories, see **Care & Maintenance** (page 17)
- Not for commercial use. Household use only.

WHILE AIR FRYING

- An air fryer works with hot air **only**. **Never** fill the basket with oil or fat.
- **Never** use your air fryer without the basket(s) in place.
- **Do not** place oversized foods or metal utensils into your air fryer as they may create a

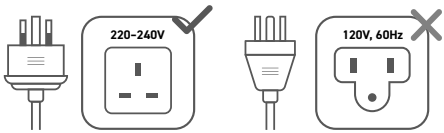
fire or risk of electric shock.

- **Do not** overfill the basket. Heaping amounts of food may touch the heating coils and cause a fire hazard.
- **Do not** touch accessories (including the crisper plate) during or immediately after air frying.
- **Do not** place paper, cardboard, non-heat-resistant plastic, or similar materials into your air fryer.
- **Never** put baking or parchment paper into the air fryer without food on top. Air circulation can cause paper to lift and touch heating coils.
- If lining the basket with foil, make sure it did not contact the heating elements, that can cause overheating and risk of fire.
- **Always** use heat-safe containers. Be extremely cautious if using containers that aren't metal or glass.
- To reduce the risk of fire, keep your air fryer away from flammable materials (curtains, tablecloths, etc..) Use on a flat, stable, heat-resistant surface away from heat sources or liquids.
- Immediately turn off and unplug your air fryer if you see dark smoke coming out. White smoke is normal, caused by heating fat or food splashing, but dark smoke means that food is burning or there is a circuit problem. Wait for the smoke to clear before pulling the basket out. If the cause was not burnt food, contact **Customer Support** (page 22).
- To turn the air fryer off, press ⏻ once. The display will show STANDBY, ⏻ will remain orange, and all other buttons will turn off.
- **Do not** leave your air fryer unattended while in use.

POWER & CORD

- Turn off the air fryer before removing the plug from the outlet.
- To unplug, grab the plug and pull from the outlet. **Never** pull from the power cord.
- **Do not** let the power cord (or any extension cord) hang over the edge of a table or counter or touch hot surfaces.
- Remove and discard the protective cover fitted over the power plug of the air fryer to prevent a choking hazard.

- **Never** use an outlet below the counter when plugging in your air fryer.
- Your air fryer has a 3-prong grounding plug. Always plug in to a grounded electrical outlet. Do not modify the plug in any way.
- Your air fryer should **only** be used with **220–240V, 50/60Hz** electrical systems. **Do not** plug into another type of outlet.
- Keep the air fryer and its cord out of reach of children less than 8 years old.
- If the power-supply cord is damaged, it must be replaced by Arovast or similarly qualified persons in order to avoid an electric or fire hazard. Please contact **Customer Support** (page 22).



EXTENSION CORDS

- Longer extension cords are available and may be used if care is exercised in their use. If a longer extension cord is used:
- The marked electrical rating of the extension cord should be at least as great as the electrical rating of the air fryer.
- 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.

WARNING: Any other servicing should be performed by an authorized service representative.

Electromagnetic Fields (EMF)

The Cosori Air Fryer complies with all standards regarding electromagnetic fields (EMF). If handled properly and according to the instructions in this user manual, the appliance is safe to use based on scientific evidence available today.

WARNING: Items marked with the following symbol may reach high temperatures and should be handled carefully.



CAUTION: Hot surface.



This symbol means the product must not be discarded as household waste, and should be delivered to an appropriate collection facility for recycling. Proper disposal and recycling helps protect natural resources, human health and the environment.

For more information on disposal and recycling of this product, contact your local municipality, disposal service, or the shop where you bought this product.

This product is RoHS compliant.

This product is in compliance with Directive 2011/65/EU, the Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012 and its amendments, on the restriction of the use of certain hazardous substances in electrical and electronic equipment.

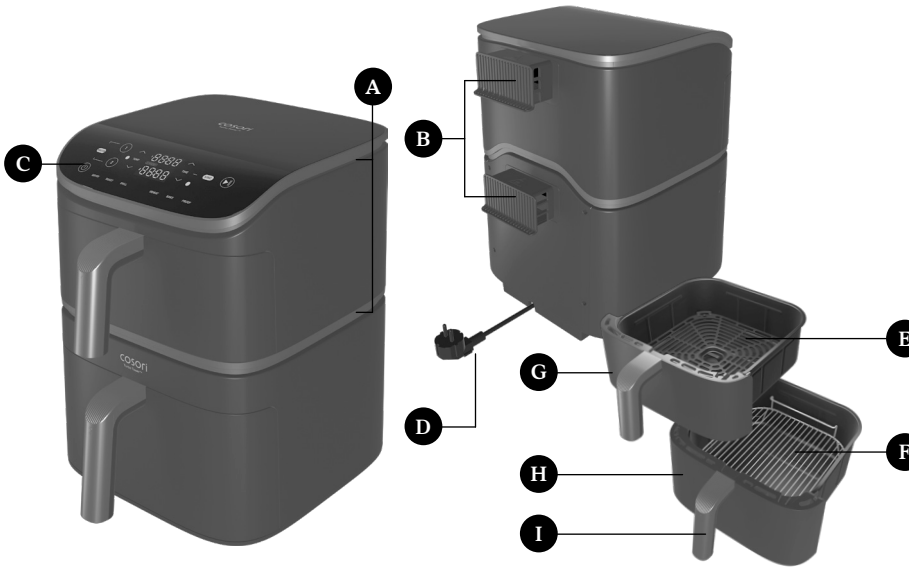
SAVE THESE INSTRUCTIONS

Getting to Know Your Air Fryer

Note:

- ***Do not*** *try to open the top of the air fryer. This is not a lid.*

AIR FRYER DIAGRAM



A. Air Inlet
B. Air Outlet
C. Control Panel
D. Power Cord
E. Crisper Plate
F. Roasting Rack
G. 4.3-L Zone 1 Basket
H. 6.5-L Zone 2 Basket
I. Basket Handle

Before First Use

Setting Up

1. Remove all packaging from inside and outside the air fryer, including any temporary stickers and plastic wrap.
2. Place the air fryer on a stable, level, heat-resistant surface. Keep away from areas that can be damaged by hot air or steam (such as walls or cupboards).

Note: *Leave at least 13 cm / 5 inches of space behind the air fryer.* ***[Figure 1.1]***
Leave enough room in front of the air fryer to remove the basket.

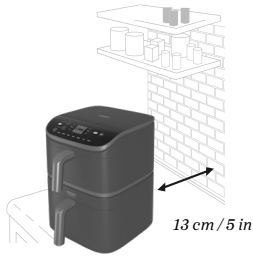


Figure 1.1

3. Wash the baskets, crisper plates, and roasting rack thoroughly, using either a dishwasher or a non-abrasive sponge.
4. Wipe the inside and outside of the air fryer with a slightly moist cloth. Dry with a towel.
5. Firmly insert the crisper plates into the baskets, then place the baskets inside the air fryer. ***[Figure 1.2]***



Figure 1.2

Test Run

A test run will help you become familiar with your air fryer, make sure it's working correctly, and clean it of possible residues in the process.

1. Make sure the air fryer baskets are empty and plug in the air fryer.
2. Tap ⏻, then tap **MATCH**. The display will show "**195°C**" and "**10 MIN**".
3. Tap ▶‖ to begin heating. When the test run is done, the air fryer will beep.
4. Pull out the baskets. Let the baskets cool completely for 10–30 minutes.

Note:

- *Any air fryer may have a plastic smell from the manufacturing process. This is normal. If the plastic smell does not decrease after a test run, contact* ***Customer Support*** *(see page 22).*
- *Use caution when turning the basket over after cooking, as the hot crisper plates may fall out and create a safety hazard.*

Using Your Air Fryer

Cooking

Note:

- ***Do not*** *place anything on top of your air fryer. This will disrupt airflow and cause poor air frying results. [**Figure 2.1**]*

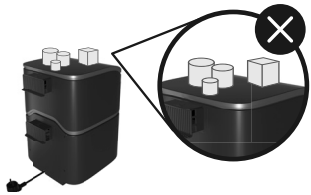


Figure 2.1

- *An air fryer is not a deep fryer.* ***Do not*** *fill the basket with oil, frying fat, or any liquid.*
- *Be careful of hot steam when taking the basket out of the air fryer.*

COOKING FUNCTION SETTINGS

Using a cooking function is the easiest way to air fry. Cooking functions are programmed with an ideal time and temperature for cooking certain foods.

- To customise a function:
  - Choose a function and adjust the time and temperature using the ∧ and ∨ buttons.
  - To save the new settings, press and hold the cooking function's button for 3 seconds until the air fryer beeps one time.
- To reset all functions:
  - Press and hold (1) and (2) at the same time for 3 seconds until the air fryer beeps one time.

Note: *To rapidly increase or decrease time or temperature, press and hold the ∧ or ∨ buttons.*

AIR FRY: Cooks using high heat and maximizes airflow for crispy food such as french fries and chicken wings.

ROAST: Great for meats and poultry. Food will be tender and juicy on the inside and well roasted on the outside.

GRILL: Cook thin cuts of meat (such as bacon), poultry, fish, sausages, and vegetables.

BAKE: Evenly bakes cakes, muffins, and pastries.

REHEAT: Revive leftovers by gently warming them, leaving you with crispy results.

PROOF: Precisely holds low temperatures to proof bread, rolls, pizza, dough, and yoghurt.

USING THE ROASTING RACK

The roasting rack is used in the Zone 2 (bottom) basket to create 3-layer cooking (see page 14). The roasting rack is great for food that needs extra crispy results like starches and proteins.

Note:

- *When using the roasting rack in zone 2, you do not need to shake or toss as it's designed to cook food without requiring shaking.*
- *The roasting rack is **only** for dual-layer cooking in Zone 2. **Do not** try to cook with the roasting rack in Zone 1 as the basket is too shallow.*
- ***Always** make sure the roasting rack is properly in place and at the bottom of the Zone 2 basket when cooking. **[Figure 3.1]***



Figure 3.1

- *The food on the roasting rack will cook faster than the food directly on the crisper plate.*
- *To cook two veggies at once, cook the heartier veggies first, then place the more delicate veggies in afterwards.*

CAUTION: The roasting rack will be hot after cooking. Use oven mitts or silicone-tipped tongs to remove from the basket.

COOKING WITH ONE BASKET

The Zone 1 basket is ideal for smaller portions, starches, and proteins that benefit from extra crisping.

The Zone 2 basket, is perfect for larger items, baking, veggies, starches, and bigger cuts of protein.

1. Place the crisper plates into the baskets. The crisper plate allows excess oil to drip down to the bottom of the basket.

2. Tap ⏻. Tap ① or ② to select a basket.
3. Select a cooking function.

4. Optionally, adjust the temperature and time using the ∧ and ∨ buttons. You can do this anytime during cooking.

***Note:** To rapidly increase or decrease time or temperature, press and hold the ∧ or ∨ buttons.*

5. Tap ▶‖ to begin cooking.
6. The air fryer will beep 3 times when finished. The display will show "**End**".
7. Take the basket out of the air fryer, being careful of hot steam. Use tongs or heat-safe utensils to remove food from the basket.

COOKING WITH ONE BASKET (CONT.)

CAUTION: The hot crisper plate may fall out when turning the basket over.

a. Make sure the basket is resting on a flat surface.

b. Watch for hot oil or fat collected in the basket. To avoid splashing, drain oil before replacing the basket. [*Figure 4.1*]

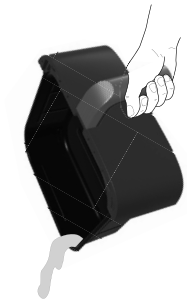


Figure 4.1

8. Allow to cool before cleaning.

TO DESELECT A ZONE

a. Press and hold (1) or (2) for 3 seconds to deselect the basket.

b. Tap (1) or (2) to select the other basket.

COOKING WITH TWO BASKETS

Use both of the air fryer's baskets to cook different foods at the same time. Zone 1 and Zone 2 baskets can be controlled independently from one another.

1. Place the crisper plates into the baskets. The crisper plate allows excess oil to drip down to the bottom of the basket.

2. Tap ⏻. Tap (1) to select the top basket.

3. Select a cooking function.

4. Optionally, adjust the temperature and time using the ∧ and ∨ buttons. You can do this anytime during cooking.

5. Next, tap (2) to select the bottom basket.

6. Select a cooking function and adjust the temperature and time if needed.

7. Tap ⏯ to begin cooking with both baskets.

Note: *To pause cooking, tap (1) or (2) to select a basket, then tap ⏯.*

8. The air fryer will beep 3 times when finished. The display will show "**End**".

9. Take the basket out of the air fryer, being careful of hot steam. Use tongs or heat-safe utensils to remove food from the basket.

CAUTION: The hot crisper plate may fall out when turning the basket over.

a. Make sure the basket is resting on a flat surface.

b. Watch for hot oil or fat collected in the basket. To avoid splashing, drain oil before replacing the basket. *[Figure 4.2]*

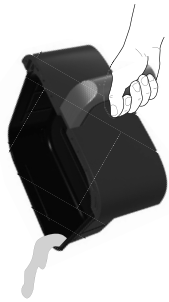


Figure 4.2

10. Allow to cool before cleaning.

MATCH

The Match function mirrors settings across the air fryer, so Zone 1 and Zone 2 baskets cook with the same time and temperature. This allows you to cook large quantities at one time.

1. Tap ⏻, then tap **MATCH**.
2. Select a cooking function.
3. Optionally, adjust the time and temperature using the ∧ and ∨ buttons.
4. Tap ▶‖ to begin air frying with both baskets.

Note: *If one or both baskets are already cooking, the Match function* ***will not*** *work.*

SYNC

The Sync function automatically synchronises both baskets to finish cooking at the same time.

1. Tap ⏻, then tap ① to select the top basket.
2. Select a cooking function.
3. Optionally, adjust the temperature and time.
4. Tap ② to select the bottom basket. Select a cooking function and adjust the settings if necessary.
5. Tap **SYNC**.
6. Tap ▶‖ to begin cooking. The display for the basket with **the shorter cooking time** will show "**Hold**".
7. When the cooking times on both baskets match (they have the same time remaining), the air fryer will beep and the other basket will automatically begin cooking.
8. Both baskets will finish cooking at the same time.

To cancel cooking in a zone early:

1. Press and hold ① or ② for 3 seconds to cancel cooking in that zone.

To cancel cooking in both zones early:

2. Press and hold ▶‖ for 3 seconds.

3-LAYER COOKING

Prepare a full meal by cooking food in Zone 1 and utilising the roasting rack in Zone 2 to transform the bottom basket into two cooking layers. Zone 1 and the top layer of Zone 2 deliver extra-crispy results, making them ideal for browning proteins, while the bottom layer of Zone 2 is perfect for foods that don't require as much crisping, such as veggies. ***[Figure 5.1]***



Figure 5.1

3-LAYER COOKING (CONT.)

Note: *The roasting rack is* ***only*** *for dual-layer cooking in Zone 2.* ***Do not*** *try to cook with the roasting rack in Zone 1 as the basket is too shallow.*

1. Make sure the crisper plates are in the baskets.
2. Place a vegetable or starch on the crisper plate in Zone 2 basket.
3. Place the roasting rack on top of Zone 2's crisper plate, then add a seasoned protein or starch on to the roasting rack.
4. Place an additional protein or starch in Zone 1 basket.
5. Tap (1), select a cooking function, and if needed, adjust the time and temperature using the ∧ and ∨ buttons.
6. Tap (2), select a cooking function, and if needed, adjust the time and temperature using the ∧ and ∨ buttons.
7. Tap **SYNC**, then tap ▶‖ to begin cooking.

Note:

- *The food on the roasting rack will cook faster than the food directly on the crisper plate.*
- *To cook two veggies at once, cook the heartier veggies first, then place the more delicate veggies in afterwards.*
- *For best results, we recommend not cooking fresh and frozen food in the same basket.*
- *Flipping proteins halfway through cooking helps ensure even cooking and browning.*
- *Soak the roasting rack in soapy water to remove tough grease and residue.*

CAUTION: *The roasting rack will be hot after cooking. Use oven mitts or silicone-tipped tongs to remove from the basket.*

Cooking Guide

OVERFILLING

- If the basket is overfilled, food will cook unevenly.
- **Do not** pack in food. Heaping amounts of food may touch the heating coils and cause a fire hazard.

USING OIL

- Adding a small amount of oil to your food will make it crispier. Use no more than 30 mL / 2 US tbsp of oil.
- Oil sprays are excellent for applying small amounts of oil evenly to all food items.
- **Do not** use cooking sprays with propellants. Propellants may damage the air fryer basket's nonstick coating.

FOOD TIPS

- For best results, shake or toss food often. We recommend shaking or tossing food with tongs at least 3 times during cooking.
- When cooking a protein, make sure to place the crisper plate in Zone 1 basket for extra crispy results.

WHOLE CHICKEN

- We recommend using a crisper plate to prevent the bottom of the chicken from touching the fat and oil that drip off while cooking.
- Use tongs to flip the chicken during cooking. Insert one side of the tongs into the chicken to securely grip the chicken before flipping. ***[Figure 6.1]***



Figure 6.1

SWITCHING TEMPERATURE UNITS

- Press and hold **TEMP** ∧ and ∨ at the same time for 3 seconds.
- The air fryer will beep once, and the temperature unit will change from Celsius to Fahrenheit.
- Repeat to switch back to Celsius.

PAUSING

- Tap ▶‖ to pause cooking for dual basket cooking or single basket cooking. To pause a single basket during dual basket cooking, select the basket you want to pause, then tap ▶‖. When paused, the air fryer will stop heating and ▶‖ will blink.
- Tap ▶‖ to resume cooking.
- After 10 minutes of inactivity, the air fryer will turn off.
- This allows you to pause the cooking function without removing the basket from the air fryer.

AUTOMATICALLY RESUME COOKING

- If you pull out the basket, the air fryer will pause cooking automatically.
- When you return the basket, the air fryer will automatically resume cooking based on your previous settings.

AUTOMATIC SHUTOFF

- If the air fryer has no active cooking functions, the air fryer will clear all settings and turn off after 10 minutes of inactivity.

Care & Maintenance

Note:

- ***Always*** *clean the air fryer baskets and crisper plates after every use.*
- *Lining the baskets with foil (except the crisper plates) may make cleanup easier.*

1. Turn off and unplug the air fryer. Allow it to cool completely before cleaning. Pull out the baskets for faster cooling.
2. Wipe the outside of the air fryer with a moist cloth, if necessary.
3. The baskets and crisper plates are dishwasher-safe. You can also wash the baskets and crisper plates with hot, soapy water and a non-abrasive sponge. Soak if necessary.

Note: *Avoid using metal utensils and abrasive cleaning materials.*

4. For stubborn grease:

    a. In a small bowl, mix 30 g / 2 US tbsp of baking soda and 15 mL / 1 US tbsp of water to form a spreadable paste.

    b. Use a sponge to spread the paste on the basket and crisper plate and scrub. Let the basket and crisper plate sit for 15 minutes before rinsing.

    c. Wash baskets and crisper plates with soap and water before using.

5. Clean the inside of the air fryer with a slightly moist, non-abrasive sponge or cloth. **Do not** immerse in water. If needed, clean the heating coils to remove food debris. ***[Figure 7.1]***

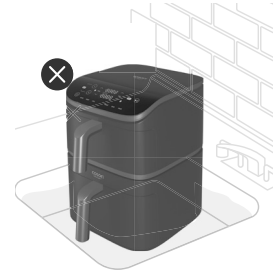


Figure 7.1

6. Dry before using.

Note: *Make sure the heating coils are completely dry before turning on the air fryer.*

Troubleshooting

Problem	Possible Solution
The air fryer is making a clicking noise during cooking.	This is normal. The air fryer is working to maintain the target temperature.
The air fryer will not turn on.	Make sure the air fryer is plugged in.
	Push the basket securely into the air fryer.
Food is not completely cooked.	Place smaller batches of food items into the basket. If the basket is overstuffed, then food will be undercooked.
	Increase cooking temperature or time.
Food is cooked unevenly.	Food that is stacked on top of each other or close to each other needs to be shaken or flipped during cooking (see **Food Tips**, page 15).
Food is not crispy after air frying.	Spraying or brushing a small amount of oil on foods can increase crispiness (see **Cooking Guide**, page 15).
Basket will not slide into the air fryer securely.	Make sure the basket is not overfilled with food.
	Make sure the crisper plates are securely inside the basket.
White smoke or steam is coming out of the air fryer.	The air fryer may produce some white smoke or steam when you use it for the first time or during cooking. This is normal.
	Make sure the basket and the inside of the air fryer are cleaned properly and not greasy.
	Cooking greasy foods will cause oil to collect beneath the crisper plates. This oil will produce white smoke, and the basket may be hotter than usual. This is normal and should not affect cooking. Handle the basket with care.
Dark smoke is coming out of the air fryer.	Immediately unplug your air fryer. Dark smoke means that food is burning or there is a circuit problem. Wait for smoke to clear before pulling the basket out. If the cause was not burnt food, contact **Customer Support** (see page 22).
The air fryer has a plastic smell.	Any air fryer may have a plastic smell from the manufacturing process. This is normal. Follow the instructions for a **Test Run** (page 10) to get rid of the plastic smell. If a plastic smell is still present, please contact **Customer Support** (see page 22).

Troubleshooting (cont.)

Problem	Possible Solution
Display shows Error Code "E01".	There is an open circuit in the upper temperature monitor of Zone 1. Contact **Customer Support** (see page 22).
Display shows Error Code "E02".	There is a short circuit in the upper temperature monitor of Zone 1. Contact **Customer Support** (see page 22).
Display shows Error Code "E03".	The air fryer's overheat protection has activated in Zone 1. Turn off and unplug the air fryer and allow it to cool completely. If the display continues to show "**E03**", contact **Customer Support** (see page 22).
Display shows Error Code "E12".	There is an error in the upper motor. Contact **Customer Support** (see page 22).
Display shows Error Code "E24".	There is an open circuit in the upper temperature monitor of Zone 2. Contact **Customer Support** (see page 22).
Display shows Error Code "E25".	There is a short circuit in the upper temperature monitor of Zone 2. Contact **Customer Support** (see page 22).
Display shows Error Code "E28".	The air fryer's overheat protection has activated in Zone 2. Turn off and unplug the air fryer and allow it to cool completely. If the display continues to show "**E28**", contact **Customer Support** (see page 22).
Display shows Error Code "E30".	There is an error in the lower motor. Contact **Customer Support** (see page 22).

If your problem is not listed, please contact **Customer Support** (see page 22).

Declaration of Conformity

Arovast Corporation hereby declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU, UK Radio Equipment Regulations 2017 and all other applicable EU and UK directive requirements. The complete declaration of conformity can be found at: https://cosori.com/euro/compliance

Manufacturer:
VESYNC (SINGAPORE) PTE. LTD.
6 Raffles Quay, #14-06, 048580 Singapore

Limited Warranty Information

Product Name	Turbo Tower™ 10.8-Litre Air Fryer
Model	CAF-DC111-AUK
For your own reference, we strongly recommend that you record your order ID and date of purchase.	
Date of Purchase	
Order ID	

Cosori Limited Product Warranty

Two (2) Year* Limited Consumer Product Warranty

VeSync (UK) Limited("VeSync") warrants that the product shall be free from defects in material and workmanship for a period of 2 years from the date of original purchase ("Limited Warranty Period"), provided the product was used in accordance with its use and care instructions (e.g., in the intended environment and under normal circumstances). ***This warranty does not limit your rights as may be mandated or granted by the applicable national or regional consumer protection laws in your region, in which cases the Limited Warranty Period is extended pursuant to the applicable requirements.**

Your Limited Warranty Benefits

During the Limited Warranty Period and subject to this limited Warranty Policy, VeSync will, in its sole and exclusive discretion, either (i) refund the purchase price if the purchase was made directly from the online COSORI store, (ii) repair any defects in material or workmanship, (iii) replace the product with another product of equal or greater value, or (iv) provide store credit in the amount of the purchase price.

Who is Covered?

This limited warranty extends only to the original consumer purchaser of the product and is not transferable to any subsequent owner of the product, regardless of whether the product transferred ownership during the specified term of the limited warranty. The original consumer purchaser must provide verification of the defect or malfunction and proof of the date of purchase to claim the Limited Warranty Benefits.

Be Aware of Unauthorized Dealers or Sellers

This limited warranty does not extend to products purchased from unauthorized dealers or sellers. VeSync's limited warranty only extends to products purchased from authorized dealers or sellers that are subject to VeSync's quality controls and have agreed to follow its quality controls. Please be aware, products purchased from an unauthorized website or dealer may be counterfeit, used, defective, or may not be designed for use in your country. You can protect yourself and your products by making sure you only purchase from VeSync or its authorized dealers.

If you have any questions about a specific seller, or if you think you may have purchased your product from an unauthorized seller, please contact our Customer Support Team.

What's Not Covered?

- Normal wear and tear, including normal wearing parts, or damages due to misuse.
- If the proof-of-purchase has been altered in any way or is made illegible.
- If the model number, serial number or production date code on the product has been altered, removed or made illegible.
- If the product has been modified from its original condition.
- If the product has not been used in accordance with directions and instructions in the user manual.
- Damages caused by connecting peripherals, additional equipment or accessories other than those recommended in the user manual.
- Damages or defects caused by accident, abuse, misuse, or improper or inadequate maintenance.
- Damages or defects caused by service or repair of the product performed by an unauthorized service provider or by anyone other than VeSync.
- Damages or defects occurring during commercial use, rental use, or any use for which the product is not intended.

• If the unit has been damaged, including but not limited to damage by animals, lightning, abnormal voltage, fire, natural disaster, transportation, dishwasher, or water (unless the user manual expressly states that the product is dishwasher safe).

• Incidental and consequential damages.

• Damages or defects exceeding the cost of the product.

Claiming Your Limited Warranty Service in 5 Simple Steps:

1. Make sure your product is within the specified limited warranty period.

2. Make sure you have a copy of the invoice and order ID or proof-of-purchase.

3. Make sure you have your product. DO NOT dispose of your product before contacting us.

4. Contact our Customer Support Team.

5. Once our Customer Support Team has approved your request, please return the product with a copy of the invoice and order ID.

Sole and Exclusive Remedy

THE FOREGOING LIMITED WARRANTY CONSTITUTES VESYNC'S EXCLUSIVE LIABILITY, AND YOUR SOLE AND EXCLUSIVE REMEDY, FOR ANY BREACH OF ANY WARRANTY OR OTHER NONCONFORMITY OF THE PRODUCT COVERED BY THIS LIMITED PRODUCT WARRANTY STATEMENT. THIS LIMITED WARRANTY IS EXCLUSIVE, AND IN LIEU OF ALL OTHER WARRANTIES. NO EMPLOYEE OF VESYNC OR ANY OTHER PARTY IS AUTHORIZED TO MAKE ANY WARRANTY IN ADDITION TO THE LIMITED WARRANTY IN THIS LIMITED PRODUCT WARRANTY STATEMENT.

Disclaimer of Limited Warranties

TO THE FULLEST EXTENT PROVIDED BY APPLICABLE LAW, EXCEPT AS WARRANTED IN THIS LIMITED PRODUCT WARRANTY POLICY, VESYNC PROVIDES THE PRODUCTS YOU PURCHASE FROM VESYNC "AS IS" AND VESYNC HEREBY DISCLAIMS ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, STATUTORY, OR OTHERWISE, INCLUDING BUT NOT LIMITED TO ANY WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT, AND FITNESS FOR PARTICULAR PURPOSE.

Limitations of Liability

TO THE FULLEST EXTENT PROVIDED BY APPLICABLE LAW, IN NO EVENT WILL VESYNC, ITS AFFILIATES, OR THEIR LICENSORS, SERVICE PROVIDERS, EMPLOYEES, AGENTS, OFFICERS, OR DIRECTORS BE LIABLE FOR:

(a) DAMAGES OF ANY KIND ARISING OUT OF OR IN CONNECTION WITH PRODUCTS PURCHASED FROM VESYNC IN EXCESS OF THE PURCHASE PRICE PAID BY THE PURCHASER FOR SUCH PRODUCTS, OR

(b) INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES EVEN IF VESYNC OR ONE OF ITS SUPPLIERS HAS BEEN ADVISED OF THE POSSIBILITY OR LIKELIHOOD OF SUCH DAMAGES.

AND REGARDLESS OF WHETHER CAUSED BY TORT (INCLUDING NEGLIGENCE), BREACH OF CONTRACT, OR OTHERWISE. OUR LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE PRODUCT, NOR SHALL WE UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT.

EXCEPT AS COVERED BY THIS LIMITED PRODUCT WARRANTY STATEMENT, VESYNC SHALL NOT BE LIABLE FOR COSTS ASSOCIATED WITH THE REPLACEMENT OR REPAIR OF PRODUCTS PURCHASED FROM IT, INCLUDING, BUT NOT LIMITED TO, LABOR, INSTALLATION, OR OTHER COSTS INCURRED BY THE USER AND, IN PARTICULAR, ANY COSTS RELATING TO THE REMOVAL OR REPLACEMENT OF ANY PRODUCT.

Other Rights You May Have

SOME JURISDICTIONS DO NOT ALLOW FOR: (1) EXCLUSION OF IMPLIED WARRANTIES; (2) LIMITATION ON THE DURATION OF IMPLIED WARRANTIES; AND/ OR (3) EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES; SO THE DISCLAIMERS IN THIS POLICY MAY NOT APPLY TO YOU. IN THESE JURISDICTIONS YOU HAVE ONLY THE IMPLIED WARRANTIES THAT ARE EXPRESSLY REQUIRED TO BE PROVIDED IN ACCORDANCE WITH APPLICABLE LAW. THE LIMITATIONS OF WARRANTIES, LIABILITY, AND REMEDIES APPLY TO THE MAXIMUM EXTENT PERMITTED BY LAW.

ALTHOUGH THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, YOU MAY HAVE OTHER RIGHTS IN YOUR JURISDICTION. THIS STATEMENT OF LIMITED WARRANTY IS SUBJECT TO APPLICABLE LAWS THAT APPLY TO YOU AND THE PRODUCT. PLEASE REVIEW THE LAWS IN YOUR JURISDICTION TO UNDERSTAND YOUR RIGHTS FULLY.

Changes to this policy

We may change the terms and availability of this limited warranty at our discretion, but any changes will not be retroactive.

This warranty is made by:

VeSync (UK) Limited

Unit G2 Havenside Industrial Estate,

Fishtoft Road, Boston, England, PE21 0AH

Customer Support

If you have any questions or concerns about your new product, please contact our helpful Customer Support Team.

Email:
support.uk@cosori.com

**Please have your order invoice PDF or screenshot(s) ready before contacting Customer Support.*

NOTE

cosori™
by VeSync

Questions or Concerns?

support.uk@cosori.com