



Safety Guide & Warranty



Safety Guide

Read this before cooking with
Multo™ gets too hot to handle...

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1.0 Safety Guide

1.1 For Your Safety

Safety is an essential part of every CookingPal® product. However, the product safety of the CookingPal® Multo™ can only be ensured if this chapter and the warning notices in the following chapters are followed.

1.2 Safety Alert Symbols and Signal Words



This is a safety alert symbol. It is used to warn of potential risks of injury.

Comply with all safety instructions following the symbol to avoid potential hazards that can cause injury or death.

- Do not attempt to operate the CookingPal® Multo™ without reading and understanding the user manual and safety guide instructions to insure all safety measures and features are in place and operating correctly.

- Read these warnings, the accompanying user manual instructions and watch the Safety video that are installed on the Hub before attempting to operate your Multo™.

1.3 Signal Words

Be aware of the signal words **WARNING** and **NOTICE** as they relate to safety notes. These are the signal words for the respective safety notes:

WARNING

Indicates a hazardous situation which, if not avoided, could result in death or serious injury.

NOTICE

Used to address best practices to avoid damage to your Multo™, its accessories and potential injury.

1.4 Hazards and Safety Instructions

Risk of Electric Shock

If water penetrates the electrical components, you could receive an electric shock.

- Clean the main unit only with a dry or damp cloth.
- Do not pour water over the main unit.
- No water or dirt should enter the main unit.
- Unplug the main unit from the outlet and power off the Smart Kitchen Hub before cleaning.
- Do not use the CookingPal® Multo™ outdoors.
- Do not immerse the main unit in water or other liquids.
- Do not hold the main unit under running water.
- If water has managed to penetrate the main unit, unplug the main unit immediately from the electrical wall outlet. Contact the service center without delay. Do not attempt to operate your Multo™.
- Always use caution when pouring food or liquids in or out of the Multo™ to ensure the power cord and power socket stay dry.

Risk of Electric Shock

- An incorrectly installed power electrical wall outlet or the power socket may cause an electric shock.
- Only connect the appliance to an electrical wall outlet installed by a qualified specialist.
- Do not plug the power cord into an electrical outlet if it is wet or if the power socket is wet.
- As a matter of best practice, you should regularly check the Multo's plug, power socket and your electrical wall outlet for burn marks, sounds of 'arcing' (buzzing or crackling) as well as pay attention to fuses blowing or circuit-breakers tripping in relation to the electrical wall outlet you are using for your Multo™.
- If your premises, or the electrical wall outlet to which your Multo™ is plugged in, is not equipped with a fusebox, circuit breaker box or electrical outlets with ground fault circuit interrupter (GFCI) protection, then you should ensure you use a plug-in GFCI adapter in your selected electrical wall outlet and then plug your Multo™ into that GFCI adapter.

Risk of Electric Shock

If the main unit or power cord is damaged, you could receive an electric shock. Do not use the CookingPal® Multo™ if the power cord is damaged.

- Before every usage inspect the main unit, power cord, the Smart Kitchen Hub and accessories for potential damage.
- Ensure that the power cord does not touch hot surfaces, external heat sources or sharp objects.
- Do not allow the power cord to be damaged by sharp objects such as knives, scissors, or the Multo™ blade.
- Do not use the main unit if it is dropped or damaged in any manner.
- In the event of damage to the main unit or the power cord, contact CookingPal®'s Customer Service center for examination, repair or electrical or mechanical adjustment.
- If the power cord on the main unit has been damaged, it must be replaced by the manufacturer or an authorized Repair Center.

- Never allow the main unit or the Hub to be repaired by unauthorized third parties.
- Never put your fingers into the openings that are intended for the contact pins on the base of the mixing bowl. Do not insert any objects into these openings.

Fire Hazard

If the main unit is placed on a hot surface, it can catch fire or melt.

Do not place the main unit or the Hub on a stovetop (conventional, ceramic glass, induction or other cooktop) or on any other heated surface.

- Keep the main unit or the Hub away from hot surfaces.
- Ensure that the power cord does not touch hot surfaces or external heat sources.

Fire Hazard

The main unit has a high energy consumption. An insufficient power supply could cause a fire. CookingPal® Multo™ is rated for 1200 W at 120 V. Ensure that the circuit you are plugging into is rated appropriately.

- Please ensure power supply capacity is higher than 1200W with 120V 60Hz.
- Do not use multiple socket extension cords or other devices to connect the CookingPal® Multo™ to an electrical outlet.

Scalding Risk

Serious burns from hot liquids and steam may result from CookingPal® Multo™ being pulled off a countertop. Do not allow the cord to hang over the edge of the counter when it may be grabbed by children or become entangled with the user.

- Do not use the CookingPal® Multo™ with an extension cord.
- Do not drape the power cord over the edge of the counter.

- Do not connect the power cord to outlets below counter height.

Scalding Risk

If the hole in the mixing bowl lid is completely sealed and heating is active, excess pressure can build up in the mixing bowl. The hot contents may erupt from the appliance and cause scalding.

- To allow steam to escape and prevent excess pressure, ensure the hole in the mixing bowl lid is never blocked or covered – either from the inside (e.g. by food) or from the outside (e.g. by a towel).
- Never cover the hole in the mixing bowl lid with anything but the original CookingPal® accessories (measuring cup, simmering basket, steaming tray and lid).
- Do not fill the simmering basket above the maximum capacity (1 QT / 1 L).
- If the hole in the mixing bowl is blocked anytime during the cooking process, unplug the main unit immediately. Do not touch the controls.

Scalding Risk

Hot liquid or hot food may splash and cause scalding if it contacts the users skin or clothing.

- Do not fill the mixing bowl above the maximum fill line (3.1 QT / 3 L).
- Ensure that the hole in the mixing bowl lid remains free of food.
- Use only the included original CookingPal® accessories according to the accompanying user manual instructions (measuring cup, simmering basket, steaming tray, lid, blade and steamer seal) to prevent grease or liquid from splashing.
- Exercise caution when adding hot liquids to the mixing bowl.
- Be careful when removing the mixing bowl from the main unit to help prevent contents from spilling or splashing.
- Use only the designated handles and grips when lifting and pouring heavy contents from the mixing bowl.
- Never touch the stainless steel surface of the mixing bowl when the contents inside are hot as it may result in a burn injury.

Scalding Risk

When preparing larger quantities of food (deviation from the recipe) at high temperatures (> 194 °F / 90 °C), food can boil over, escape from the mixing bowl, and cause scalding.

- If contents boil over, unplug the cooking appliance from the electrical wall socket.

Scalding Risk

If the appliance is set to a high speed along with a high temperature, hot food could escape and cause burns.

- Do not use the Turbo mode for hot food or liquid over 140 °F / 60 °C.

Scalding Risk

Steam is generated during cooking, particularly when using the steaming tray and lid. Keep distance to ensure that the steam does not contact you to reduce the risk of burns and scalding from the steam.

- Keep away from the steam.
- Do not touch the measuring cup when processing hot food, do not cover the measuring cup.
- Ensure that steam can escape on the sides of the measuring cup.
- Ensure that some slots in the steaming tray and steaming lid remain free of food to allow the controlled escape of steam.
- When removing the steaming tray and lid, tilt the lid away from your face and body to avoid escaping steam.
- Keep your face away from the steam and do not reach over the steaming tray while it is in use as it may result in a burn injury.

Scalding Risk

The sauté function generates very hot grease. Water and oil mixtures may splatter, resulting in injury and increasing the potential risk of burns caused by the hot grease.

- Never pour hot grease into the mixing bowl.
- Never heat oil without other ingredients. If there is a delay in adding the ingredients, the hot oil will splatter excessively.
- Ensure all accessories are dry prior to usage.
- Follow the instructions on the display.

Scalding Risk

If the mixing bowl lid is not correctly positioned on the mixing bowl, hot contents can escape and lead to scalding.

- Never try to open the mixing bowl lid or the locking mechanism using force.
- Only open the lid when the cooking process is paused or completed.

- Inspect the steamer seal regularly for possible damage. In case of damage or leakage, replace the steamer seal immediately. Contact customer service for replacement parts.
- Only use the CookingPal® Multo™ with a clean mixing bowl lid. The rim of the bowl and the seal must always be free of adhering food to ensure a tight seal between the lid of the bowl and the mixing bowl.

Scalding Risk

A risk of burning injury is present when dealing with hot food in the simmering basket.

- Exercise caution when removing the simmering basket. Do not reach over the steam vents in the simmering basket
- Ensure that the spatula is hooked securely onto the simmering basket before removing the simmering basket.
- Once the simmering basket has been put down, remove the spatula to prevent the simmering basket from tipping over.

Scalding and Injury Risk

The main unit may be accidentally pulled by a hanging cable. The base unit could fall over and lead to scalding or other injuries.

- Do not let the power cord hang over the edge of a table or counter.
- Do not connect the main unit to an extension cord.

Injury Risk

To avoid fire, injury or electrical shock:

- Only use original CookingPal® accessories and parts;
- Never use non-CookingPal® attachments, accessories or items;
- Do not use damaged CookingPal® attachments, accessories or items;
- Do not use incompatible accessories or parts.

Injury Risk

Other utensils, apart from the supplied spatula, could get caught in the blade and cause injury, if they are used to stir food in the mixing bowl when in motion.

- Do not place anything into the lid opening of the mixing bowl other than the CookingPal® spatula, while it is in use. The CookingPal® spatula has a protective ring specifically designed to prevent it from contacting the blade. Placing accessories not supplied or recommended by CookingPal® into the lid opening during operation may result in serious injury and/or damage to the main unit.
- Do not cut off or otherwise alter the protective ring on the CookingPal® spatula.

Injury Risk

The process of kneading dough or chopping food may cause the CookingPal® Multo™ to move or slide over the counter. The CookingPal® Multo™ could fall over and cause injury.

- Place the main unit on a clean, solid, and flat horizontal surface.

- Ensure that there is sufficient distance between the appliance and the edge of the work surface.
- Never leave the CookingPal® Multo™ unattended while it is running.

Injury Risk

If accessories get caught in the blade when the appliance is running, small splinters and sharp edges could cause injury.

- If any accessories are damaged by the blade during food preparation, discard the food and contact customer service for replacement of accessories.

Health Risk

- Ensure hygienic working practices at every stage of the food preparation and cooking process.
- Follow the instructions in the recipe precisely (temperature, speed, rotation and time).
- Once food has been cooked according to the instructions in the recipe, make sure that it is consumed immediately or that it is correctly preserved/stored.

- Ensure to clean the mixing bowl and all the accessories, including the blade seal and the steamer seal after each cooking process.

Health Risk

All of the accessories for CookingPal® Multo™ are designed specifically for use with CookingPal® Multo™. Incorrect use of the accessories could result in injury.

- Do not use the accessories for other purposes, particularly at high temperatures.
- Do not use the spatula in hot pots and pans.
- Should an accessory get damaged, stop using it and contact Customer service for a replacement part.

Burn Risk

When preparing hot food, the mixing bowl and the accessories that are used will also get hot. Hot surfaces can cause burns even after the heating process has ended.

- Handle the mixing bowl, blade and accessories with care, particularly during and after the preparation of hot food.

- Only use the designated handles and grips when handling all components.
- Allow the mixing bowl and the blade to cool sufficiently before dismantling the mixing bowl and removing the blade.

Injury Risk

The blade is sharp and can lead to injury, if handled improperly.

- Handle the blade with care.
- Your Multo blade can get very hot after prolonged use, even if you have not been using the heating function. Use caution when touching or removing the blade after use and allow it to cool completely before touching or removing it.
- Never grasp the blade by the blade edges.
- Exercise caution when removing the blade to prevent it from falling out.
- Do not reach into the mixing bowl.
- Keep parts of the body and hair away from the blade.

Health Risk

Because of the manufacturing process, residues of oil or other contaminants may be on the components of CookingPal® Multo™. Those contaminants are not suitable for consumption and pose a health risk.

- Thoroughly wash all components and accessories that could come into contact with food, with warm water and dish soap before using the CookingPal® Multo™ for the first time.
- Make sure to thoroughly dry all washed components and accessories before use.

Damage Risk

Never place CookingPal® Multo™ directly under furniture and fittings (shelving units, wall units or similar), while in use. Doing so may result in property damage or damage to the Multo™.

- Ensure that there is sufficient clearance above and around the CookingPal® Multo™, taking into account the additional height when using the steaming tray and lid.

Damage Risk

If the main unit is connected to an unsuitable power supply, it will get damaged.

- Only operate the CookingPal® Multo™ with the alternating current voltage of 114–126 V and main frequency of 50 to 60 Hz, as indicated on the plug label.

Damage Risk

The CookingPal® Multo™ can sustain damage if there is not enough water in the mixing bowl when boiling or steaming food.

- Make sure that there is sufficient water in the mixing bowl. Approximately 8.5 oz / 250 ml of water will evaporate in 15 minutes in the CookingPal® Multo™.
- Add water as needed, especially if you have subsequently increased the steaming time. However do not exceed the maximum capacity, marked MAX. inside the mixing bowl.

Damage Risk

If the mixing bowl and blade are in contact with water, other liquids or food residues for a long time, they could get damaged.

- Clean and dry the components shortly after use.
- Because of variations in water quality, it is also possible for rust to form in the mixing bowl when cooking food over a long period of time. Therefore please follow the instructions on adding special ingredients (e.g. citric acid) to the cooking water.

Corrosion inside the appliance

Ensure that the mixing bowl and especially the contact pins underneath are thoroughly dried after cleaning. If you use the mixing bowl when it is still wet, rust could form inside the mixing bowl and the blade.

- Allow the mixing bowl to dry completely before inserting it into the base unit.

Damage Risk

If the blade is not correctly inserted and locked into place or the sealing ring is damaged, moisture can penetrate the appliance and damage the main unit.

- Ensure that the blade seal of the blade is fitted to the blade bearing.
- Ensure that the sealing ring on the blade shows no signs of damage.
- Ensure that the blade is correctly inserted and locked into place before filling the mixing bowl.
- If liquid leaks or spills into the housing of the main unit, unplug the appliance and contact customer service.
- Avoid cooking with bones as it may damage the blade.

Damage Risk

If the butterfly whisk comes into contact with the blade or other accessories when the appliance is running, it could crack or break.

- Ensure that the butterfly whisk is correctly attached to the blade before setting the speed.

- Do not exceed speed 4 when using butterfly whisk.
- Do not use the spatula when the butterfly whisk is in place.
- Do not add any ingredients that could damage or block the butterfly whisk.

1.5 Additional Warnings for the Smart Kitchen Hub

- The Hub is not a toy. Do not allow children to play with it because they could hurt themselves or others or damage the device.
- To avoid electric shock and damage to your device, do not charge device while it is wet or in an area where it could get wet. Do not handle device, charger or cords with wet hands while charging.
- Some applications or prolonged usage may increase device temperature. Prolonged skin contact with a device that is hot to the touch may produce skin discomfort or redness, or low temperature burns. If the device feels hot to the touch, discontinue use and close all applications or turn off the device until it cools. Always ensure

that the device has adequate ventilation and air flow. Covering the device can significantly affect air flow, may affect the performance of the device, and poses a possible risk of fire or explosion, which could lead to serious bodily injuries or damage to property. Covering the device can trap any dissipating heat and redirect it back to the device while it's active. Although the device might not currently be in full use, background applications and functions can generate heat that can accidentally be trapped when covered.

Intellectual Property

All Intellectual Property Rights ("**IPR**"), as defined below, relating to the Product owned by or which is otherwise the property of Smart Product Concepts Limited and its related or affiliated companies, including but not limited to, accessories, parts, software relating there to, and the User Manual and Safety Guide, is proprietary to Smart Product Concepts Limited and its related or affiliated companies and protected under federal laws, state laws, international treaty provisions, and laws of other countries. **IPR** means patents, rights to inventions, copyright and related rights, trade marks, business names, domain names, software, computer programs, rights in get-up, goodwill and the right to sue for passing off, rights in designs, database rights, rights to use, and protect the confidentiality of, confidential information (including know-how) and all other intellectual property rights, in each case whether registered or unregistered and including all applications and rights to apply for and be granted, renewals or extensions of, and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world. Moreover,

you agree that you will not (and will not attempt to) modify, prepare derivative works of, reverse engineer, decompile, disassemble, or otherwise attempt to create source code from the software. No title to or ownership in the **IPR** is transferred to you. All **IPR** shall remain with Smart Product Concepts Limited and its related or affiliated companies. Modification of the software is not liable for performance issues or incompatibilities caused by your editing of registry settings, or your modification of Operating System (OS) software.

Avoid potential hearing loss by not exposing yourself to loud sounds for a prolonged period of time. The risk of hearing loss increases as sound is played louder and for longer durations. The amount of sound produced by the Hub varies depending on the device settings that are used. As a result, there is no single volume setting that is appropriate for everyone or for every combination of sound, settings and equipment.

Device stability

The CookingPal® Multo™ should only be used on a flat, level and stable surface. Do not place your device on uneven or unstable surfaces. Be sure to hold it securely when it is carried and not via an accessory, cable, or cord. Failure to hold your device securely could cause it to fall or hit a person or object, which could damage your device, damage other property, or cause personal injury.

Touch-screen glass

The touch screen on your device, like most touch screens, is made of glass. The glass can break if your device is dropped or receives a significant impact. To reduce the risk of personal injury, avoid touching the screen if the glass is broken, chipped or cracked and arrange to have the screen replaced.

A cracked or chipped touch screen caused by misuse or abuse of your device is not covered under the Standard Limited Warranty.

Parts of this device are magnetic

Parts of your device are magnetic and may attract metallic items. To reduce the potential risk of sparks and resulting damage to your device, other objects, and/or possible personal injury, verify the electrical connection areas are free of metallic objects before interconnecting devices or charging connectors. Do not place magnetically sensitive devices, credit cards, other magnetic storage media near your device to reduce the potential for magnetic interference between your device and other devices, possible disruption of medical device operation, or corruption of magnetically stored data.

Ports and openings

To reduce the risk of fire, electric shock, or damage to your Smart Kitchen Hub:

- Do not insert objects into the fan, vents, ports, kickstand slots and hinges, spaces around the jog dial or other openings.
- Do not attempt to clean ports, kickstand slots and hinges, spaces around keys, or other opening with sharp objects (i.e., paper clips, screwdrivers, utility knives, etc.).

Cleaning

The risk of fire, shock or damage to your Smart Kitchen Hub during cleaning can be reduced by taking the following precautions:

- Unplug all cables and turn your device off before cleaning.
- Only clean the exterior of your device.
- Clean your device with a dry cloth.
- Gently wipe the exterior surface of the fan, vent or other opening to remove any dust buildup.
- Do not attempt to clean connectors through immersion in liquids. Only gently wipe and dry with a clean cloth.

Third-party compatibility

Some third-party accessories may be incompatible with your device or are potentially counterfeit, so we strongly recommend that you purchase and use original CookingPal® devices or accessories only. Use of incompatible or counterfeit accessories, batteries, and charging devices could result in damage to your device and pose a possible risk of fire, explosion, or battery failure leading to serious injuries, damage to your device, or other serious hazards.

General battery safety

The Hub uses disposable or rechargeable batteries. Improper use or misuse of disposable or rechargeable batteries may cause injury, death, property damage, and may damage your device or its accessories as a result of battery fluid leakage, fire, overheating, or explosion. Battery fluid is corrosive and may be toxic. It can cause burns and may be harmful or fatal if swallowed.

To reduce the risk of injury when using disposable or rechargeable batteries:

- Keep the Hub out of the reach of children.



- Charge rechargeable batteries using the USB port at the back of CookingPal® Multo™. Using an improper charging method may result in fire or explosion.
- Avoid contact with battery fluid. If a battery leaks: Keep the leaked fluid from touching your skin, eyes, clothes, or other surfaces. If the battery fluid contacts your skin, eyes, or clothes, immediately the affected area with water and contact your doctor or other medical provider as appropriate.
- Do not disassemble, crush, open, puncture the Hub or expose to temperature above 104 °F (40 °C), or dispose of batteries in fire or water.
- Do not leave a battery-powered device in direct sunlight for an extended period.
- Do not use the Hub if it has become wet. Do not attempt to dry the Hub with a hair dryer, in a conventional oven, or in a microwave oven.
- Do not strike, throw, step on, or subject the Hub to severe physical shock.
- Do not modify or remanufacture, attempt to insert foreign objects into the Hub, immerse or expose to water or other liquids, expose to fire, explosion or other hazard.
- Do not recharge the Hub near a fire or in extremely hot conditions.
- Dropping the Hub, especially on a hard surface, can damage the device and its battery. We recommend that you seek professional assistance to inspect your device if you believe damage has occurred.
- Use of the Hub with a damaged battery can cause electrical shorts, overheating, and other component failures.
- Improper use of the Hub with a damaged battery may result in fire or explosion. Do not heat, open, puncture, mutilate, or dispose of the Hub or its battery in fire. Do not leave or charge the Hub in direct sunlight for an extended period of time. Doing so may cause damage or melt the battery.

Exposure to radio frequency (RF) energy

Devices that contain Wi-Fi and Bluetooth® radio transmitters have been designed, manufactured and tested to meet the Federal Communications Commission (FCC) guidelines for RF exposure and Specific Absorption Rate.

To ensure that your exposure to RF energy generated by the Wi-Fi and Bluetooth radios does not exceed the exposure limits set forth by these guidelines, orient devices with display screens such that the display side is not directly in contact with your body (i.e., placing the display side face down on your lap or upper body).

Personal medical devices

Radio-frequency emissions and magnetic fields from electronic equipment can negatively affect the operation of other electronic equipment, causing them to malfunction. The CookingPal® Multo™ is designed, tested, and manufactured to comply with regulations governing radio frequency emission in countries such as the United States and Canada, the wireless transmitters and electrical circuits in the device may cause unintentional interference in other electronic equipment.

Persons with pacemakers should always take the following precautions: The American Heart Association recommends that a minimum separation of 15 cm (6 inches) be maintained between a wireless device and a pacemaker to avoid potential interference with the pacemaker.

If you have any reason to suspect that interference is occurring immediately turn off the CookingPal® Multo™. If you use a medical device other than a pacemaker, consult the device manufacturer or your physician for information and instructions about the use of other electronic devices near your medical device.

Radiofrequency interference

Although the CookingPal® Multo™ has been tested for safety and compatibility, it contains a radio that could affect other electronic equipment or medical devices (such as pacemakers) under certain circumstances, causing them to malfunction and result in possible injury or death.

Turn off your device in any location where instructed to do so. Follow all the facility rules and posted instructions in areas where cellular or wireless network use is prohibited.

Limited Warranty

...we cover even the sharpest of edges.

2.0 Limited Warranty

○ 2.1 What is the period of Warranty coverage for the Product?

CookingPal® electrical products and battery operated CookingPal® products are warranted by Smart Product Concepts Ltd to be free from any manufacturing defect in materials or workmanship, starting from the initial date of purchase by you, the original purchaser, from CookingPal® authorized channels for the Product Warranty Period of **1 year**.

○ 2.2 What is the period of Warranty coverage for the Product Accessories?

CookingPal® Product Accessories are warranted by Smart Product Concepts Ltd to be free from any manufacturing defect in materials or workmanship, starting from the initial date of purchase by you, the original purchaser, from CookingPal® authorized channels for the Accessory Warranty Period of **6 months**.

Hereafter, where the term "Warranty Period" is used in generality, it is intended to refer to either the Covered Product Warranty or Covered Accessories Warranty in relation to the specific context in which the term "Warranty Period" is used and may therefore refer only to a Covered Product or only Covered Accessories or both.

2.3 Limited Warranty conditions

This Limited Warranty (the "Warranty") is applicable to the original purchaser of the "Covered Products" or "Covered Accessories" (both defined below) as well as to any transferee of the "Covered Products" or "Covered Accessories" during the Product Warranty Period and Accessories Warranty Period starting from the date of original purchase and will not restart or renew in the event a Covered Product or Covered Accessory is sold or transferred by the purchaser. The "Covered Product" or "Covered Product Accessories" are the:

- (1) Multo™, which includes the Main Unit, the Mixing Bowl, the Mixing Bowl Lid and the Smart Kitchen Hub (the "Covered Products"); and
- (2) Multo™ Accessories, which include the Blade, the Blade Seal, the Spatula, the Butterfly Whisk, the Measuring Cup, the Simmering Basket, the Deep Steaming Tray, the Shallow Steaming Tray, the Steamer Lid, the Steamer Seal and the Smart Kitchen Hub stand (the "Covered Accessories").

2.4 What does our Limited Warranty cover?

This Warranty covers defects in materials or workmanship when used in accordance with CookingPal®'s published guidelines (e.g., technical specifications, user manuals, and service communications) during the Warranty Period of the Covered Products and Covered Accessories purchased in the United States.

2.5 What does our After-sales service cover?

With respect to any defects in materials or workmanship of the Covered Products and Covered Accessories during the Warranty Period (subject to any Exclusions contained in this Limited Warranty), we will, in our sole discretion, either:

- (a) repair the Covered Product with new, reconditioned or refurbished parts;
- (b) replace the Covered Product with a new, reconditioned or refurbished parts; or
- (c) provide a full refund of your purchase price upon return and receipt of your Multo™, if Smart Product Concepts Ltd. is unable to repair or replace the Covered Product. We undertake to repair or replace your product at no charge, including shipping fees, if found to be defective due to a manufacturing fault during the Warranty Period.



2.6 Limitations on our Liability to you

The remedies described in this limited warranty are your sole and exclusive remedies and our entire liability for any breach of this limited warranty. You agree that our liability to you shall never exceed the actual amount you paid for the Covered Products and that we will in no way be liable for any consequential, incidental, special or punitive damages or losses, whether direct or indirect.

SMART PRODUCT CONCEPTS LTD. DISCLAIMS ALL EXPRESS AND IMPLIED WARRANTIES TO THE FULLEST EXTENT PERMITTED BY LAW, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTY OF MERCHANTABILITY AND THE IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.

2.6 Limitations on our Liability to you (cont')

If Smart Product Concepts Ltd. cannot disclaim implied warranties under applicable law, then to the extent possible, such implied warranties are limited to the duration of the express warranty herein. The Limited Warranty duration on any replaced or repaired product will be that of the warranty period remaining on your original product. Some states (or jurisdictions) do not allow the exclusion or limitation of implied warranties or incidental or consequential damages, so the above exclusion or limitation may not apply to you. This Limited Warranty gives you specific legal rights. Federal, state, and local laws may grant you other rights that are not affected by this Limited Warranty. This Limited Warranty does not cover any counterfeit or fake product or accessory purporting to be a CookingPal® Product, or any grey market product purchased outside channels authorized by Smart Product Concepts Ltd.



○ 2.6 Limitations on our Liability to you (cont')

While this Limited Warranty will insure to the benefit of a transferee or second hand purchaser while the Warranty Period is in effect from the date of original purchase, this Limited Warranty will not cover damages, defects or misuse caused by the original purchaser even if such damages, defects or misuse were not apparent to the transferee or second hand purchaser at the time of transfer or second hand purchase. Smart Products Concepts Ltd. reserves the right in its sole discretion to make such a determination. If you have purchased your Multo second-hand, the warranty will be valid only for the duration of the original Warranty Period beginning from the date of original purchase by the original purchaser. You must register your ownership by resetting the Hub and acknowledge you have watched the Safety video, read the Safety Guide and User Manual Instructions and agree to our terms and conditions. This process will validate you as the new owner of record of your Multo together with the benefits of our Warranty during the Warranty Period, provided any time is remaining in the Warranty Period.

2.7 What is excluded from our Limited Warranty (the "Exclusions")?

United States consumers only: Smart Product Concepts Ltd., will only provide support for CookingPal® products that Smart Product Concepts Ltd. has imported into the United States and sold through its authorized channels only, including CookingPal®'s official Amazon Seller Central Account.

With respect to any Covered Product or Covered Accessory, this Limited Warranty specifically excludes and will be voided in relation to:

- Damage due to or arising from use of a Covered Product or Covered Accessory that is not in conformity with the CookingPal® User Manual;
- Any accident, misuse, abuse, or improper use;
- Damage due to or arising from Commercial use;
- Damage due to or arising from lack of or improper maintenance;
- Damage due to or arising from normal wear and tear;
- Mechanical damages, including overloading;
- Any glass- or porcelain-ware in the Multo™;
- Damage due to or arising from thermal shocks, drops or improper use;



○ 2.7 What is excluded from our Limited Warranty (the "Exclusions")? (cont')

- Damage due to or arising from thermal shocks, drops or improper use resulting in damaged or leaking batteries or batteries left in a battery operated product during extended periods of non-use over 6 months;
- Damage due to or arising from the entry of any liquid, dust or insects into the base of a Covered Product;
- Damage due to or arising from neglect or improper storage;
- Damage or loss of performance due to or arising from the use of incorrect voltage or frequency or due to or arising from electrical spikes, surges or anomalies in correct locally used voltage or frequency as well as due to or arising from defective or ungrounded wiring in the premises where the Covered Product and/or Covered Accessory is used;
- Damage due to or arising from improper de-scaling;
- Stains, discoloration, or scratches on the inside or outside of the product;
- Minor imperfections and color variations;

○ 2.7 What is excluded from our Limited Warranty (the "Exclusions")? (cont')

- Damage caused by use of scouring pads, steel wool, abrasive cleaners, or bleach;
- Incorrect installation of a Covered Product or Covered Accessory;
- Negligent handling or damage by the user or other third-parties due to or arising from faulty packaging or mishandling in transit to Smart Product Concepts Ltd. for repair;
- Alterations, modifications or defects caused by the user or other third-parties including any repairs performed by any party other than an authorized Smart Products Concepts Ltd. Repair Center; or
- Damage caused by third-party accessories not recommended or sold by CookingPal®;
- Damage caused by any accessories for Multo sold by CookingPal® that are purchased outside of the United States;

We reserve the right to determine in our sole discretion whether any Exclusions to this Limited Warranty are applicable to claims made hereunder.



2.8 What if the Problem is Not Covered or outside the Scope of the Limited Warranty?

If after we inspect a Covered Product or Covered Accessory presented for service we determine in our sole discretion that the problem or damage is not covered by this Warranty (or is subject to the Exclusions), you will have the option to, either:

(a) have us service the Covered Product and/or Covered Accessory at the then current Multo™ Repair Service Fee, at your sole expense;

or

(b) have the Covered Product and/or Covered Accessory returned to you, at your sole expense.

2.9 How can I make a warranty claim?

To make a warranty claim please contact CookingPal®'s Customer Service center via email at support@cookingpal.com or call (866) 548-3092 during the Limited Warranty Period to obtain CookingPal® packing materials together with specific packing instructions (limited to customers residing within the continental U.S., Alaska & Hawaii). For details see our website: www.cookingpal.com. This Limited Warranty is conditioned upon presentation of your order number and the return of the Covered Products and/or Covered Accessories.

California customers only: California law provides that for in-warranty service, California residents have the option to return the Product to:

- (A) the retail store location where the Product was purchased;
- (B) to another retail store location that sells the Product.

For the latest warranty policy, please refer to our website, www.cookingpal.com.



3.0 Return Policy

If you are not completely satisfied with your Multo™ purchase, you may return it within 30 days from the date of delivery. CookingPal® will pay for return shipping.

Submit your return request on our website www.cookingpal.com or contact CookingPal® Customer Support Center at support@cookingpal.com. Terms and conditions apply:

3.1 Full Refund

- Unopened or original condition as shipped;
- Wrong item that does not match the item in your order;
- Defective item (no fault of Customer).

*We may reduce the amount of your refund to reflect any reduction in the value of the CookingPal® product, as determined in our sole discretion, caused by your handling it in a way which goes beyond normal wear and tear.

3.2 No Refund

- Return item is missing any parts or accessories;
- Return item is damaged;
- Return item is showing obvious misuse;
- Any purchase made from an unauthorized channel.

*If you return a product that is missing accessories or other bundled items that were shipped with the product, the retail price of those items will be deducted from your refund. Please contact our Customer Support Centre for more details.

○ 3.3 Return Method & Timing

- Your refund will be processed after the item has been received by us and we have assessed the item's condition.

○ 3.4 Special Considerations

- We value your safety and comfort. If you do not have the original packaging, we will send the packaging materials with the local courier to your door.
- Original shipping fees will not be refunded.
- For the latest return policy, please refer to our website, www.cookingpal.com.





Download the
CookingPal App

Browse recipes, create shopping lists,
control your cooking & share your experiences with fellow Pals.

www.cookingpal.com
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support@cookingpal.com

