

# Elite

BY MAXI-MATIC

# PLATINUM

## 5.5QT. DIGITAL OIL-FREE AIR FRYER

MODEL: EAF-1880D

### INSTRUCTION MANUAL

Before operating your new appliance, please read all instructions carefully and keep for future reference.



Questions? Elite's customer service team is ready to help.  
Call us toll-free at 800-365-6133 ext. 120/107/105.  
For more Elite products, visit us at [www.maxi-matic.com](http://www.maxi-matic.com).

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# IMPORTANT SAFEGUARDS

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

1. Read all instructions before using your Elite Platinum *Air Fryer*.

## **Danger**

2. Never immerse the power cord, plug or housing in water or under the tap.
3. Make sure no liquid enters the appliance to prevent electric shock or short-circuit.
4. Do not cover the air inlet and outlet of the appliance during operation.
5. Always place foods to be cooked in the basket, foods should never come into direct contact with the heating elements.
6. Never fill the pan with oil as this may cause a fire hazard and damage to the appliance.
7. Never touch the inside of the appliance during operation (pan, basket, etc.)

## **Warning**

8. Make sure that your output voltage corresponds to the voltage stated on the rating label of the appliance.
9. If the supply cord is damaged, it must be replaced by a special cord or assembly available from the manufacture or its service agent.
10. It is recommended to regularly inspect the appliance to avoid a hazard. 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.
11. Never attempt to repair the appliance yourself, otherwise the warranty becomes invalid.
12. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
13. Close supervision is necessary when appliance is used near children.
14. NEVER ALLOW A CHILD TO USE THIS PRODUCT.
15. DO NOT let the power cord hang over the edge of the table or work-top, and keep it away from any hot surfaces.
16. Do not plug in the appliance or operate the control panel with wet hands.
17. Do not place or use the appliance on or near combustible materials, such as a tablecloth, curtains or wallpaper.
18. Only connect the appliance to a grounded wall socket. Always make sure that the plug is inserted into the wall socket properly.
19. Never connect this appliance to an external timer switch in order to avoid a hazardous situation.
20. Never leave appliance unattended.
21. Appliance surfaces may become hot during use.
22. The appliance should be placed on a horizontal and stable surface when using. Do not place on plastics, board or any other easy-wear surface.
23. Do not place the appliance against wall or other appliances, leave around 4 inches of space from nearby objects. Do not place anything on the top of appliance.
24. Do not use the appliance beyond the specification of this manual.
25. During operation, hot steam will exhaust through the hind side air outlet. Keep your hands and face at a safe distance from the steam and the air outlet openings. Also be careful of hot steam and air when you remove the pan from the appliance.
26. If food burns and dark smoke releases from the air outlet, unplug immediately and wait for smoke release to stop, then clean the food and oil from the pan and basket.

# IMPORTANT SAFEGUARDS

## Caution

27. After use, turn off power to the appliance then unplug from the wall outlet.
28. Unplug the appliance from outlet when it is not in use or before cleaning. Allow it to cool down first before cleaning.
29. Do not use any accessories that have not been provided with the appliance.
30. This appliance is intended to be used indoors. Do not use outdoors.
31. Clean and wipe and dry the pan and the basket before placing food inside.
32. Do not power on the Air Fryer when the Top Lid is open.
33. Always unplug the appliance when not in use.
34. If the appliance is of the grounded type, the extension cord should be a grounded cord.
35. To ensure continued protection against risk of electric shock, connect to properly grounded outlets only.
36. Some countertop and table surfaces, such as Corian®, wood and / or laminates, are not designed to withstand prolonged heat generated by certain appliances. It is recommended by countertop manufacturers and Maxi-Matic that a hot pad or trivet be placed under your appliance to prevent possible damage to the surface.

## SAVE THESE INSTRUCTIONS HOUSEHOLD USE ONLY

### SHORT CORD PURPOSE

**NOTE:** A short power cord is provided to reduce the risk of personal injury resulting from becoming entangled in or tripping over a longer cord.

**Longer power-supply cords or extension cords are available and may be used if care is exercised in their use.**

If an extension cord is used: (1) the marked electrical rating of the extension cord should be at least as great as the electrical rating of the product; (2) the extension cord should be arranged so that it will not drape over the countertop or tabletop where it can unintentionally be pulled on or tripped over by children or pets.

### POLARIZED PLUG

If this appliance is equipped with a **polarized plug** (one blade is wider than the other), please follow the below instructions:

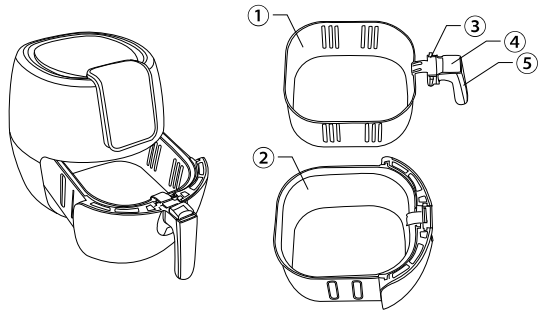
To reduce the risk of electrical shock, this plug is intended to fit into a polarized outlet only one way. If you are unable to fit the plug into the electrical outlet, try reversing the plug. If the plug still does not fit, contact a qualified electrician. Never use the plug with an extension cord unless the plug can be fully inserted into the extension cord. Do not alter the plug of the product or any extension cord being used with this product. Do not attempt to defeat the safety purpose of the polarized plug.

# INTRODUCTION

Thank you for purchasing the Elite Platinum *Digital Air Fryer*. Your new *Digital Air Fryer* has a variety of functions to handle a wide array of cooking tasks. With its easy to use digital touch screen display and 6 Quick Menu functions, you can fry, cook, or even bake your favorite meals and snacks with ease! Best of all you will be cooking healthier without the addition of oil. Not only can you cook foods without the mess of oil but you can cook faster which saves you time and energy. Unlike most conventional deep fryers, the *Digital Air Fryer's* unique vapor system combined with circulating hot air will automatically make foods crispier and of course healthier without oil. We hope you enjoy your new Elite Platinum *Digital Air Fryer* and start cooking healthier today!

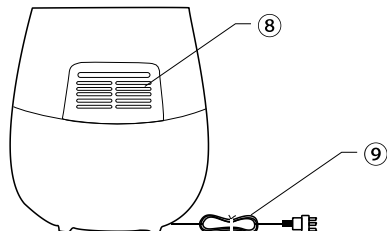
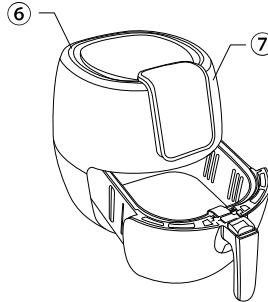
# PARTS IDENTIFICATION

1. Frying Basket
2. Drawer Pan
3. Push-button protective cover
4. Push- button Basket Release
5. Handle
6. Air Inlet
7. Touch-Screen Control panel
8. Air outlet
9. Power Cord

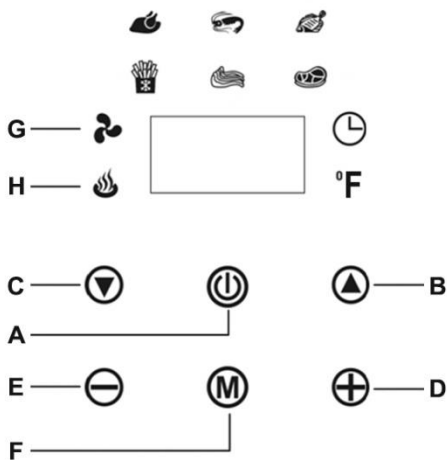


## NOTE

The Basket (1) consists of a non-stick surface. To avoid scratching the non-stick surface, please use heat-proof silicone utensils.



## HOW TO USE THE CONTROL PANEL



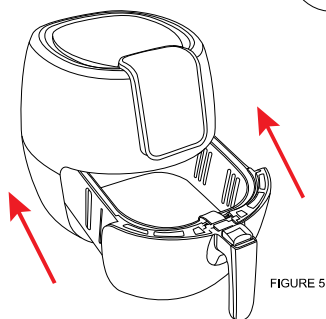
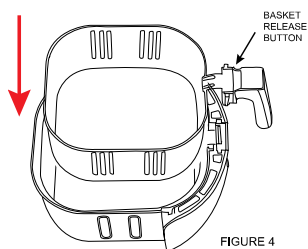
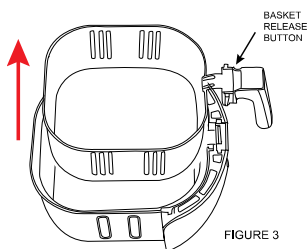
- A) POWER/START BUTTON:** Press and hold 3 seconds to power on unit.  
\*Tap once to START/STOP cooking.
- B) TEMPERATURE INCREASE BUTTON:** Press to increase the temperature setting by 9-degree increments up to 392°F (hold for rapid increase).
- C) TEMPERATURE DECREASE BUTTON:** Press to decrease the temperature setting by 9-degree increments down to 140°F (hold for rapid decrease).
- D) TIMER INCREASE BUTTON:** Each press increases cooking time by one minute up to 30 minutes (hold for rapid increase)
- E) TIMER DECREASE BUTTON:** Each press decreases cooking time by one minute (hold for rapid decrease).
- F) MENU FUNCTION BUTTON:** Use this button to toggle through the six different menu functions.
- G) FAN INDICATOR:** Indicates that the motor is operating. When the drawer is pulled out, the FAN will pause.
- H) HEATING INDICATOR:** Indicates that the heating element is in operation (or micro switch is activated). When Basket is pulled out, the HEAT will pause.

## PREPARING YOUR AIR FRYER FOR USE

1. Before using your *Digital Air Fryer* for the first time, carefully remove all packaging materials and recycle appropriately.
2. Remove the parts from the box and wash the Drawer Pan (2) and Basket (1) with warm, soapy water and a non-abrasive sponge.  
**IMPORTANT: DO NOT IMMERSE THE MAIN HOUSING IN WATER.** Wipe the interior and exterior of appliance clean with a damp cloth.  
**IMPORTANT: THIS IS NOT A DEEP FRYER. DO NOT FILL THE APPLIANCE OR ITS DRAWER (2) WITH OIL OR FRYING FAT.**
3. Place the appliance on a flat, horizontal and stable surface (make sure surface is heat-resistant). Place away from walls and other appliances. Leave approximately 4 inches of space from nearby objects.
4. Pull the Drawer Pan (2) out by the Handle (5). Push the Protective Cover (3) and press down on the Basket Release Button (4) to lift out the Basket (1).  
**TIP: Never place food directly into the Drawer Pan (2).**

# HOW TO USE YOUR AIR FRYER

1. Carefully pull out the Drawer Pan (2) from the Main Fryer Base by pulling forward on the basket handle (3).
2. Remove the Basket (1) from the Drawer Pan (2), push the Protective Cover (3), and press down on the Basket Release Button (4) and lift up the basket (see Figure 3).
3. Place ingredients into Basket (1).
4. Insert Basket (1) back into the Drawer Pan (2) by inserting into the basket slot. (see Figure 4).
5. Slide Drawer Pan (2) back into the Main Fryer Base (see Figure 5). Once in place, the Air Fryer will beep to let you know it is in position.









## HOW TO MANUALLY PROGRAM FRYING TIME AND TEMPERATURE:

1. Plug Power Cord (9) into an electrical outlet.
2. Press and hold the **POWER** button for 3 seconds to unlock, you will hear a beep and the LED screen will illuminate. The Digital Display will default to 392°F.  
**IMPORTANT:** *If programming is left idle, the unit will begin operation automatically using the settings displayed on the screen. (Refer to TIP #1).*  
**TIP #1:** *At any time during cooking, the temperature and time can both be adjusted using the appropriate buttons. There is no need to tap the START button after adjusting the time and/or temp.*  
**TIP #2:** *It is recommended to preheat the air fryer on empty at 365°F for 3 min. if the appliance is cold. The initial 15 minutes of use may result in minimal smell and smoke. This is normal and harmless and comes from the protective substance applied to the heating elements during manufacturing.*
3. Press the Up/Down button for the Temperature setting to adjust to the desired temperature. Temperature will increase or decrease in 9-degree increments.
4. Press the +/- button for the Timer setting to adjust to the desired cooking time. Timer will increase or decrease in 1-minute increments.
5. Tap the **START** Button once to begin cooking.

# HOW TO USE YOUR AIR FRYER (CONT.)

## HOW TO SELECT A QUICK MENU FUNCTION:

### QUICK MENU CHART

	MENU	DEFAULT TEMPERATURE	DEFAULT COOK TIME
----	DEFAULT	392°F	20 min
	FRIES	392°F	20 min
	RIBS	374°F	15 min
	STEAK	392°F	8 min
	POULTRY	392°F	22 min
	SHRIMP	329°F	10 min
	FISH	374°F	10 min

1. Plug Power Cord (9) into an electrical outlet.
2. Press and hold the **POWER** button for 3 seconds to unlock, you will hear a beep and the LED screen will illuminate. The Digital Display will default to 392°F.  
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3. Press the **(M)** button to cycle through the 6 different Menu functions. Default Menu Temperatures and Times will appear.
4. To select desired Menu function, tap the **START** Button to begin cooking.  
**NOTE:** The initial 15 minutes of use may result in minimal smell and smoke. This is normal and harmless and comes from the protective substance applied to the heating elements during manufacturing.

### CANCELING A SELECTION:

1. To **CANCEL** any programmed selection, simply tap the **POWER** button to cancel the selection.
2. To change a selection, simply press the **(M)** button to cycle through the other Menu functions.  
**NOTE:** Tap **START** button after changing a setting during the cooking process to resume cooking.



# HOW TO USE YOUR AIR FRYER (CONT.)

## DURING THE COOKING/FRYING PROCESS:

1. Once you tap the **START** Button, the Timer will begin counting down and begin the cooking process. When the air fryer is working, the Fan and Heating icon will illuminate.  
**NOTE:** Any excess oil from food will collect at the bottom of the Pan (2).
2. Some recipes require stirring/mixing/flipping the contents mid-way through cooking (see Cooking Time Chart on page 12). You can do this in the middle of the cooking process by simply pulling out the basket by grasping the Handle (5) and pull forward the entire Drawer Pan (2). The built-in auto sensors will automatically pause the heating system to allow you to attend to the food.
3. Shake, stir or flip the contents of the basket using a non-metallic utensil and then slide Drawer Pan (2) back into the Main Fryer Base.  
**CAUTION:** During cooking, the Drawer Pan (2) and Basket (1) will be very hot, only use the cool-touch handles or oven mitts.

## WHEN COOKING/FRYING IS COMPLETE:

1. When the timer completes its countdown, the air fryer will beep and stop heating - this signals it is time to remove your food. (Please note that the fan motor will continue to operate in order to cool down the Drawer Pan (2) and the Basket (1), this will stop within approximately 60 seconds).  
**NOTE:** You can also switch off the appliance manually by tapping **START/CANCEL** at any time during the cooking process.
2. Carefully pull out the Drawer Pan (2) from the Main Fryer Base by pulling forward on the basket handle (5).
3. Remove the Basket (1) from the Drawer Pan (2) by pressing down on the Basket Release Button (4) and lifting up on the basket.  
**CAUTION:** When sliding out the Drawer Pan (2), be careful of hot air and steam. Keep hands and face away from the opening.  
**CAUTION:** After cooking, the Drawer Pan (2) and Basket (1) will be extremely hot to the touch. Do not touch surfaces of the Drawer Pan (2) or Basket (1) directly.
4. Check that your foods are ready. If not, then place the Basket (1) back into the Drawer Pan (2) and set the timer for a few more minutes.
5. Empty the contents of the Basket (1) into a bowl or onto a plate. If necessary, you can also use Tongs to remove foods from the Basket (1).  
**TIP:** If food contents within Basket (1) are too heavy to lift using the Basket Handle (5), use oven mitts to carefully pull out the whole Drawer Pan (2) and Basket (1) together. Place on a flat, heat-resistant surface and use Tongs to remove contents from the Basket (1).  
**TIP:** Do not turn the Basket (1) and Drawer Pan (2) upside down together, as any excess oil that has collected in the bottom of the Drawer Pan (2) will be poured onto the foods.
6. When the next batch of ingredients is ready, the air fryer is instantly ready to use again.
7. When cooking is complete, it will shut down after 5 beep sounds. Remove the Power cord (9) from the electrical outlet.

## CLEANING & MAINTENANCE

The *Digital Air Fryer* should be cleaned thoroughly after every use.

1. Make sure the Power cord (9) is disconnected from the electrical outlet and that the appliance has cooled down before attempting to clean.
2. The Drawer Pan (2), Basket (1) and the inside of the appliance have a nonstick coating. Do not use metal utensils or abrasive cleaning materials on them, as this can damage the non-stick coating.
3. Wipe the outside of the appliance with a damp cloth.  
**CAUTION:** Do not allow water to seep into the LED control panel as that may damage the appliance.
4. Clean the Drawer Pan (2) and Basket (1) with hot water, dishwashing soap and a non-abrasive sponge.
5. You can use a degreaser to remove any stuck-on residue.  
**NOTE:** The Drawer Pan (2) and Basket (1) are dishwasher-safe (top rack only).  
**TIP:** If food residue is stuck to the Basket (1) or the bottom of the Drawer Pan (2), place the Basket (1) into the Drawer Pan (2) and fill with dishwashing soap and water and let soak for 10 minutes.
6. Clean the inside of the appliance with hot water and a non-abrasive sponge.
7. Never immerse the power cord, plug or the appliance body in water or any other liquids.
8. Dry all parts after each use, re-assemble and store in a cool, dry location.

# COOKING TIME CHART

The chart on this page helps you to program basic times and temperatures for common foods. *Please note that all of the information below is for your reference only and can be adjusted according to the user's preference. They are approximations only as foods differ in size and density so cooking times and temperatures cannot be guaranteed.*

	Min-max Amount (ounces)	Time (min.)	Temp (°F)	Stir	Notes
<b>Potatoes &amp; fries</b>					
Thin frozen fries	15 ~ 25	11-16	392	Stir	
Thick frozen fries	15 ~ 25	13-20	392	Stir	
Home-made fries (0.3" x 0.3")	15 ~ 30	15-20	392	Stir	add 1/2 tbsp of oil
Home-made potato wedges	15 ~ 30	20-22	356	Stir	add 1/2 tbsp of oil
Home-made potato cubes	15 ~ 25	14-18	356	Stir	add 1/2 tbsp of oil
Home-made potato chips	10	9-10	320		
<b>Meat &amp; Poultry</b>					
Steak	6 ~ 18	9-12	356		
Pork chops	6 ~ 18	11-14	356		
Hamburger	6 ~ 18	8-14	356		
Drumsticks	6 ~ 18	19-22	356		
Chicken Wings	15 ~ 20	16-18	392		
Chicken Strips	6 ~ 18	12-15	356		
<b>Snacks</b>					
Egg rolls	6 ~ 18	9-10	392	Stir	Use oven-ready
Frozen chicken nuggets	6 ~ 18	7-10	392	Stir	Use oven-ready
Frozen fish sticks	6 ~ 14	7-10	392		Use oven-ready
Fish fillet in batter	6 ~ 18	8-14	356	Stir	
Battered shrimp	6 ~ 18	8-13	356	Stir	
Frozen bread crumbed cheese sticks	6 ~ 14	9-10	365		Use oven-ready
Stuffed vegetables	6 ~ 14	10	320		
Mushrooms	6 ~ 14	10	320		
Onion Rings	6 ~ 18	8-13	356		
<b>Baking</b>					
Cake	10	20-25	320		Use oven-safe baking dish (not included)
Quiche	15	20-22	356		Use oven-safe baking dish (not included)
Muffins	10	15-18	392		Use oven-safe muffin cups (not included)
Sweet snacks	15	20	320		Use oven-safe baking dish (not included)

# HINTS & TIPS

## TIPS

- Smaller cuts of food usually require a slightly shorter cooking time than larger foods.
- A larger amount of food only requires a slightly longer cooking time and a smaller amount of food only requires a slightly shorter cooking time.
- Stirring or shaking smaller foods mid-way through the cooking process will improve the end result and can help cook more evenly.
- Adding a small amount of oil to fresh potatoes can result in a crispier result. Cook your ingredients in the air fryer within a few minutes after adding the oil.
- Do not air fry extremely greasy foods such as sausages in the air fryer.
- Snacks that can be prepared in an oven can also be prepared in the air fryer.
- The optimum amount for air frying crispy fries is 17.5 ounces or a little over 1 lb.
- Use pre-made dough to prepare foods with fillings quickly and easily. Pre-made dough also requires a shorter cooking time than home-made dough.
- The air fryer can also reheat foods. To reheat foods, set the temperature to 302°F for up to 10 minutes.
- To cook frozen foods, add an additional 3-5 minutes to your cook time.  
**Note:** *When cooking/baking foods that rise (i.e. cakes, quiches or muffins) the Basket (1) should not be filled more than halfway.*  
**Note:** *Add 3 minutes to the cooking time if you begin cooking while the air fryer is still cold.*

## BAKING CAKES/QUICHES

- Place an oven-safe dish (not included) into the air fryer Basket (1) if you want to bake a cake/quiche, steam foods or if you want to air fry delicate foods or foods with fillings.

## HOME-MADE FRENCH FRIES

When making your own French fries, follow these steps:

1. Peel potatoes and slice them into strips.
2. Wash and dry them thoroughly.
3. Mix potato strips in a bowl with ½ tablespoon of olive oil, make sure they are evenly coated.
4. Using your hands or tongs, place the potato strips into the frying Basket (1).
5. **NOTE:** *Do not pour the potato sticks from the bowl into the Basket (1) because we don't want to transfer any excess oil into the Basket (1).*

# TROUBLESHOOTING GUIDE

Problem	Possible cause	Solution
The airfryer does not work.	The appliance is not plugged in.	Plug the power cord (15) into an electrical outlet.
		You did not press and hold the POWER button for 3 seconds
	The appliance is defective.	Contact customer service at <a href="http://www.maxi-matic.com">www.maxi-matic.com</a>
Food not completely cooked/fried.	There is too much food in the Basket (1).	Use smaller batches of food in the Basket (1). Small batches of food will cook more evenly.
	The cooking temperature is set too low.	Increase the temperature setting. Check "Cooking Time Chart" found in this manual.
	The cooking time is too short.	Increase the time setting. Check "Cooking Time Chart" found in this manual.
Food cooked is uneven.	Certain foods need to be stirred/mixed mid-way through the cooking process.	Foods that overlap inside the Basket (1) need to be stirred mid-way through cooking. Go to section: 'During the Cooking/Frying Process' in this manual.
Fried snacks are not crispy.	You used a type of snack meant to be prepared in a traditional deep fryer.	Use oven snacks or lightly brush some oil onto the snacks for a crispier result.
I cannot close the Drawer Pan (2) properly.	The Basket (1) is too full.	Do not over-fill the Basket (1).
	The Basket (1) is not aligned correctly.	Make sure the Basket (1) is flush with the Drawer Pan (2).
	The Drawer Pan (2) is not properly placed into air fryer.	Make sure there is no obstruction for the Drawer Pan (2) to close properly.
White smoke is emitted out of the appliance during use.	You are preparing food with a high oil content.	When cooking with oily foods, oil will drain into the Drawer Pan (2). When the air fryer heats up, the pan heats up the oil and produces white smoke. This does not adversely affect the air fryer or your cooking process.
	The pan has built-up oil residue from previous uses.	White smoke is caused by oil leftover in the Drawer Pan (2). Make sure to thoroughly clean the Drawer Pan (2) after every use.
Home-made French fries are coming out unevenly cooked.	Your potatoes are not fresh or are frozen.	Make sure to use fresh and firm potatoes. Not frozen potatoes for home-made French fries.
	Potato strips were not thoroughly rinsed prior to frying.	Thoroughly rinse sliced potato to remove all starch prior to frying.
Your home-made French fries are not crispy after air frying.	Crispy results are directly linked to the amount of oil and water content of the fresh potato strips.	Potato strips need to be thoroughly dried before adding oil.
		Slice potato strips thinner if you want them crispier.
		Use a bit more oil on the potato strips prior to frying if you want crispier results.

**LIMITED WARRANTY\* ONE (1) YEAR  
WARRANTY IS ONLY VALID WITH A DATED PROOF OF PURCHASE**

**PLEASE DO NOT RETURN TO STORE OF PURCHASE.**

**If you have any problems with this unit, contact Customer Service for support.**

1. Your small kitchen appliance is warranted to the original purchaser to be free from any manufacturing defects under normal use and conditions for one (1) year, cord excluded. This Warranty applies only to the original purchaser of this product.
2. Retail stores/merchants selling this product do not have the right to alter, modify, or in any way revise the terms and conditions of the warranty.
3. If you use your appliance for household use and according to instructions, it should give you years of satisfactory service.
4. At its sole discretion, Maxi-Matic USA will either repair or replace the product found to be defective during the warranty period.
5. The repaired or replacement product will be in warranty for the remaining balance of the one-year warranty period and an additional one-month period.
6. Consumer's remorse is not an acceptable reason to return a product to our Service Center.
7. This limited warranty covers appliances purchased and used within the 50 U.S. states plus the District of Columbia and does NOT cover normal wear of parts or:
  - Damages caused by unreasonable use, neglect, normal wear and tear, commercial use, improper assembly or installation of product.
  - Damages caused in shipping.
  - Damages caused by replacement or resetting of house fuses or circuit breakers.
  - Defects other than manufacturing defects.
  - Breakage caused by misuse, abuse, accident, alteration, lack of proper care and maintenance, or incorrect current or voltage.
  - Lost or missing parts of the product. Parts will need to be purchased separately.
  - Damages of parts that are not electrical; i.e. cracked or broken plastic/glass, scratched/dented inner pots.
  - Damage from service or repair by unauthorized personnel.
  - Extended warranties purchased via a separate company or reseller.
  - Acts of God such as fire, floods, hurricanes, tornadoes, etc.
8. **This warranty does not apply to re-manufactured merchandise.**

Maxi-Matic, USA shall not be liable for any incidental or consequential damages caused by the breach of any express or implied warranty. Apart from the extent prohibited by applicable law, any implied warranty of merchantability or fitness for a particular purpose is limited in time to the duration of the warranty.

\*One Year Limited Warranty valid only in the 50 U.S. states plus the District of Columbia, excluding Puerto Rico and the Virgin Islands.

This warranty is effective only if the product is purchased and operated in the USA; product usage which is in violation of the written instructions provided with the unit will void this warranty. For international warranty, please contact the local distributor.

This warranty gives you special legal rights and you may also have other rights to which you are entitled which may vary by state, province, and/or jurisdiction.

\*\*Any instruction or policy included in this manual may be subject to change at any time.

***MAXI-MATIC, USA***

18401 E. Arenth Ave. City of Industry, CA 91748

Customer Support Hours of Operation MON-FRI 8:30 AM - 5:00 PM PST

(800) 365-6133 Ext: 120/107/105; (626) 912-9877 Ext: 120/107/105

**Visit: [www.maxi-matic.com](http://www.maxi-matic.com) for Live Chat Support and Contact Us Form**

## RETURN INSTRUCTIONS

### RETURNS:

- A. Any return of defective merchandise to the manufacturer must be processed accordingly by first contacting customer service (info@maxi-matic.com) to obtain an RA # (Return Authorization Number). We will not accept any returns of merchandise without an applicable RA #.
- B. **IMPORTANT RETURN INSTRUCTIONS.** Your Warranty depends on your following these instructions if you are returning the unit to Maxi-Matic, USA:
  1. Carefully pack the item in its original carton or other suitable box with sufficient cushioning to avoid damage in shipping.
  2. Before packing your unit for return, be sure to enclose:
    - a) Your name, full address with zip code, daytime telephone number, and RA#,
    - b) A dated sales receipt or PROOF OF PURCHASE,
    - c) The model number of the unit and the problem you are having (Enclose in an envelope and tape directly to the unit before the box is sealed,) and
    - d) Any parts or accessories related to the problem.
  3. Maxi-Matic, USA recommends that you ship the package via UPS ground service for tracking purposes. **We cannot assume responsibility for lost or damaged products returned to us during incoming shipment.** For your protection, always carefully package the product for shipment and insure it with the carrier. C.O.D shipments cannot be accepted.
  4. **All return shipping charges must be prepaid by you.**
  5. Once your return has been received by our warehouse, Maxi-Matic, USA will repair or replace the product if it is defective in material or workmanship, subject to the conditions in paragraph B.
  6. **Maxi-Matic will pay the shipping charges to ship the repaired or replacement product back to you.**



P L A T I N U M

## Elite Customer Service Center

Mail: Maxi-Matic, USA  
18401 E. Arenth Ave  
City of Industry, CA  
91748-1227

Phone: 800-365-6133 ext. 120/107/105

Website: [www.maxi-matic.com](http://www.maxi-matic.com)  
Visit our website for Live Chat Support  
& Contact Us Form  
Register your product online



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Actual product may vary from the images/illustrations in this manual due to continual product improvement.

MODEL: EAF-1880D