

Sunway

Kitchen machine
User Manual Guide



SPM-228L
With SPM-228-PAD

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1.0 IMPORTANT SAFEGUARDS



Read these instructions carefully and retain them for future use . If this device is passed to a third party, then these instructions must be included .

When using electrical appliances, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and/or injury to persons including the following:

- Read all instructions.
- 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 are closely supervised and instructed concerning use of the appliance by a person responsible for their safety . Close supervision is necessary when any appliance is used by or near children . Children should be supervised to ensure that they do not play with the appliance.
- Turn the appliance OFF, then unplug from the outlet when not in use, before assembling or disassembling parts and before cleaning. To unplug, grasp the plug and pull from the outlet. Never pull from the power cord. Permanently Installed – Make sure appliance is OFF when not in use, before putting on or taking off parts, and before cleaning.
- Avoid contacting moving parts .
- Do not operate any appliance with a damaged cord or plug or after the appliance malfunctions, or is dropped or damaged in any manner. Contact the manufacturer at their customer service telephone number xxx-xxxxxxx for information on examination, repair, or adjustment.
- The use of attachments, including canning jars, not recommended by the manufacturer may cause a risk of injury to persons.
- Do not use outdoors .
- Do not let cord hang over edge of table or counter.
- Keep hands and utensils out of container while blending to reduce the risk of severe injury to persons or damage to the blender. A scraper may be used but must be used only when the blender is not running.
- Blades are sharp . Handle carefully.

- Make sure appliance is OFF when not in use, before putting on or taking off parts, and before cleaning.
- Always operate blender with cover in place .
- Any other servicing than mentioned in this manual should be performed by an authorized service representative.
- This device is for household use only .
- Do not touch hot surfaces . Use handles or knobs .
- To protect against risk of electrical shock do not put in water or other liquid.
- Do not place on or near a hot gas or electric burner, or in a heated oven .
- Extreme caution must be used when moving an appliance containing hot oil or other hot liquids .
- A short power-supply cord should be used to reduce the risk resulting from becoming entangled in or tripping over a longer cord .
- Longer detachable power-supply cords or extension cords are available and may be used if care is exercised in their use .
- If a longer detachable power-supply cord or extension cord is used:
 - Allow to cool before assembling or disassembling parts and before cleaning the appliance.
 - Do not let cord hang over edge of table or counter, or touch hot surfaces.
 - To protect against fire, electric shock and injury to persons do not immerse cord, plugs in water or other liquid.
 - Do not use appliance for other than intended use.
 - Scalding may occur if the lid is removed during the brewing cycles.
- The marked electrical rating of the cord set or extension cord should be at least as great as the electrical rating of the appliance;
- The cord should be arranged so that it will not drape over the countertop or tabletop where it can be pulled on by children or tripped over unintentionally; and
- The cord set or extension cord should be a grounding-type 3-wire cord .





⚠ CAUTION Risk of burns! Hot surface! This symbol indicates that the marked item can be hot and should not be touched without taking care. The surfaces of the appliance are liable to get hot during use.



⚠ CAUTION Risk of burns! Hot steam! This symbol indicates that the marked item can be release hot steam and should not be touched without taking care. The vents of the appliance are liable to release hot steam during use.

SAVE THESE INSTRUCTIONS

2.0 Intended Use

- This device is intended to:



Cook



Weigh



Mix and blend



Boil and steam



Knead



Whisk



Grind



Emulsify



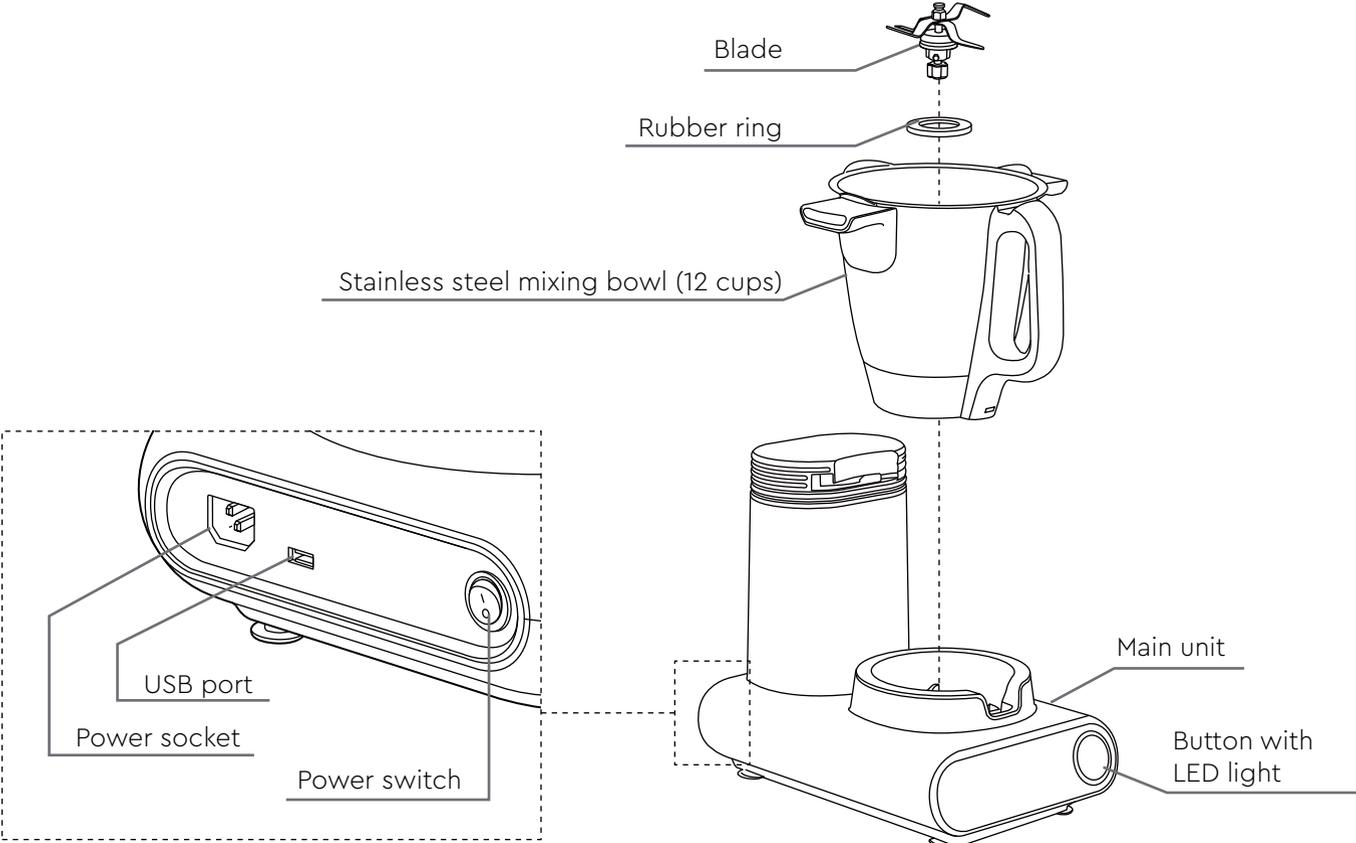
Chop

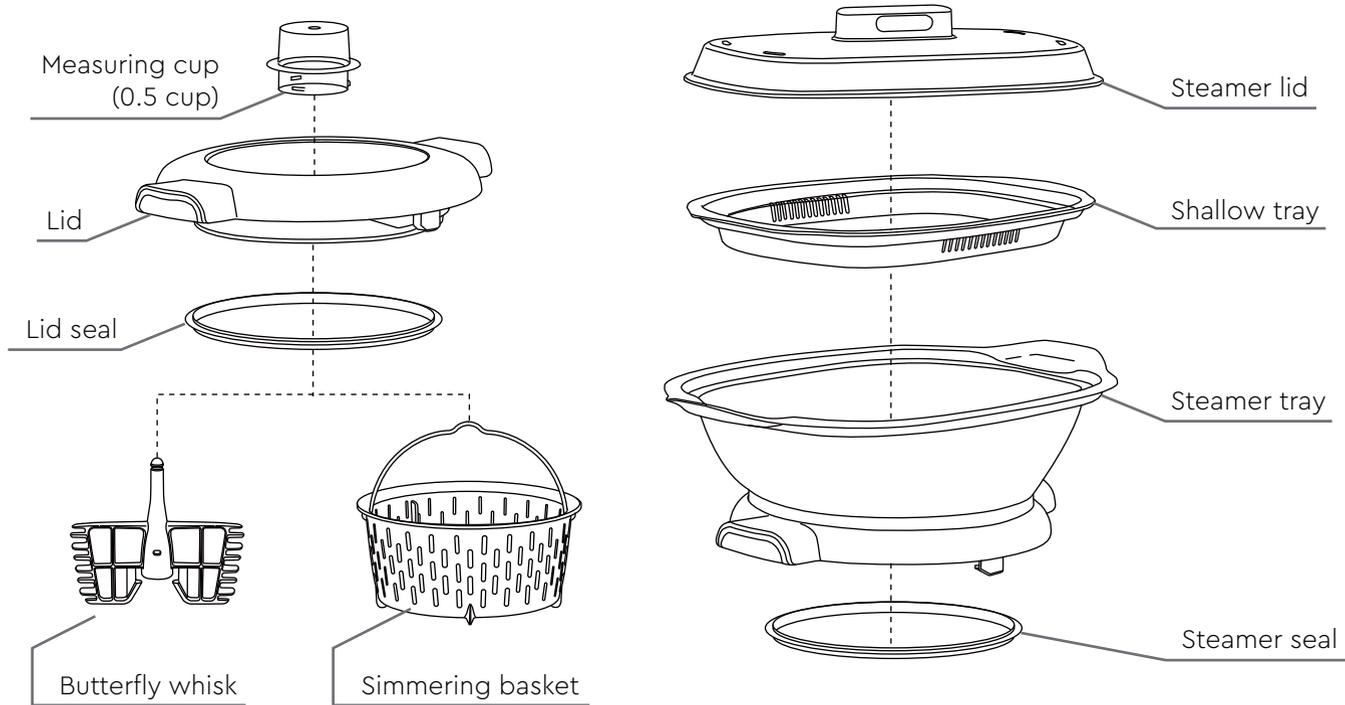


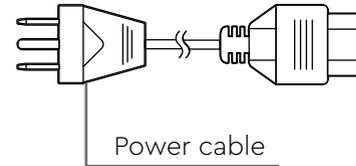
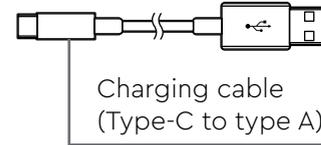
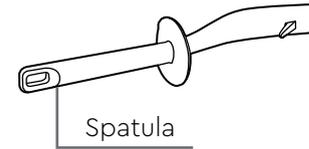
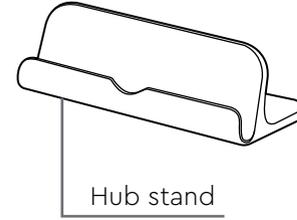
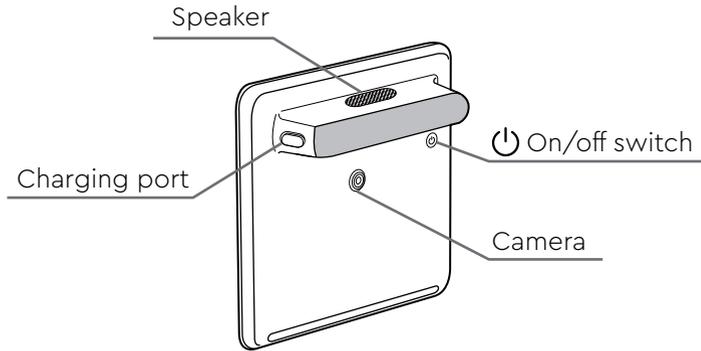
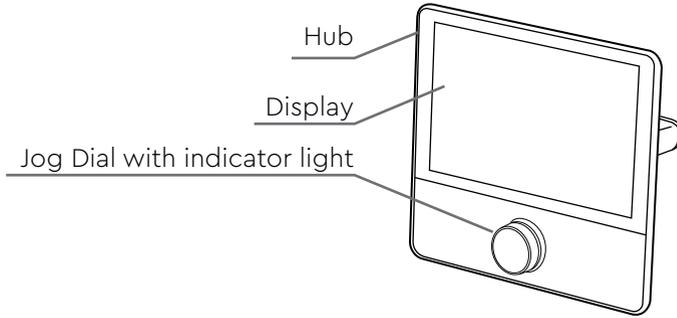
Grate

- This device is intended for household use only. It is not intended for commercial use.
- This device is intended to be used in dry indoor areas only.
- No liability will be accepted for damages resulting from improper use or non-compliance with these instructions.

3.0 Device Description



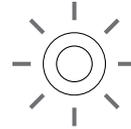




4.0 LED and Button Guidelines



Standby



Cooking Done



Bluetooth Pairing



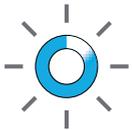
Turbo Unlocked



Cooking in Progress



Turbo in Use



Cooking Paused



Lid open / Pot not secured



Push

- Confirm action
- Pause cooking
- Resume cooking

Press and hold

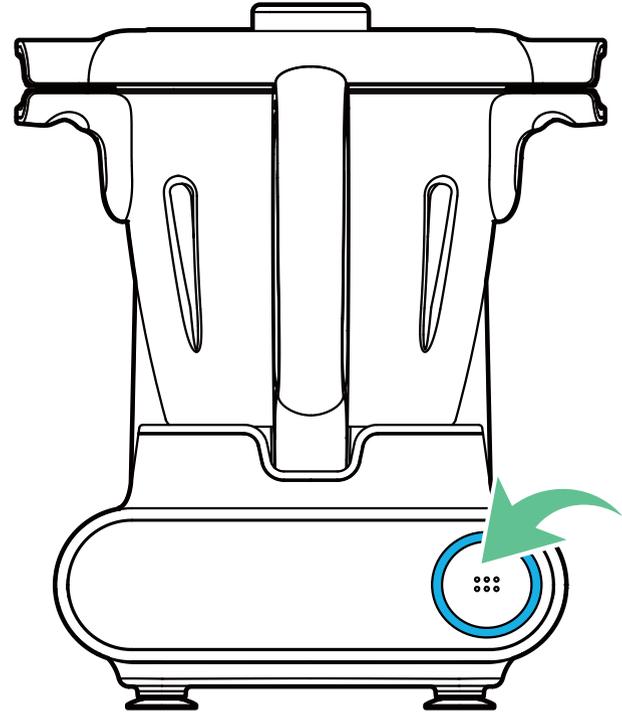
- Start the blade

Long press for
5 seconds

- Enter Bluetooth pairing
function

Long press for
10 seconds

- Reset to factory settings



5.0 Before First Use

Placeholder for illustrations on how to remove transport locks.
(need to wait for packaging to confirm)

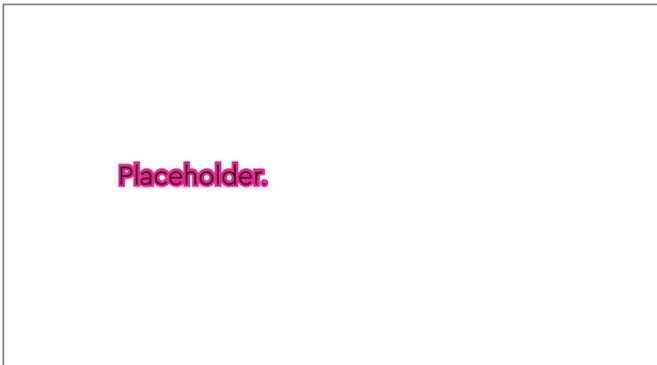
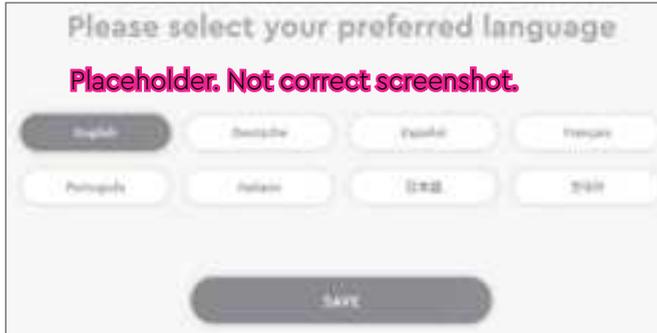
⚠ DANGER Risk of suffocation! Keep any packaging materials away from children – these materials are a potential source of danger, e.g. suffocation.

1. Remove all the packing materials.
2. Check the device for transport damages.
3. Clean the device and all the accessories following the "Cleaning and Maintenance" sections.

NOTICE Before connecting the device to the power supply, check that the power supply voltage and current rating corresponds with the power supply details shown on the device rating label.

4. Plug in and switch on the main unit following the "Switching the Main Unit On/Off" chapter.
5. Charge the hub for the first time following the "Charging the Hub" chapter. Charge for at least 3 hours to ensure that the battery is full.

5.1 Hub Initial Setup



1. Press and hold the  switch to switch on the hub.
2. Select the desired language, then tap "Save".
3. Scroll down to read the "Term and Conditions". When you have read and agreed to the terms and conditions, tap "Agree" to continue the setup.

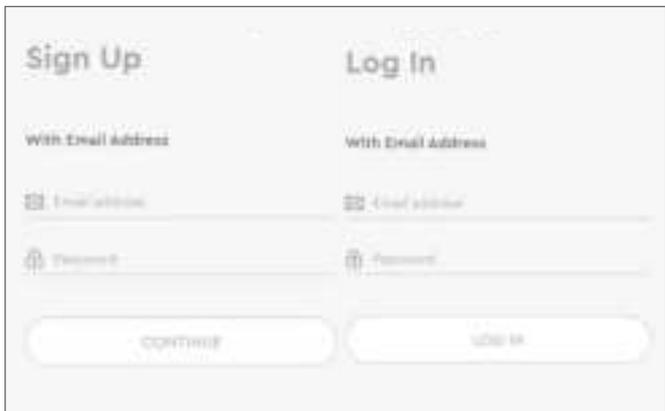
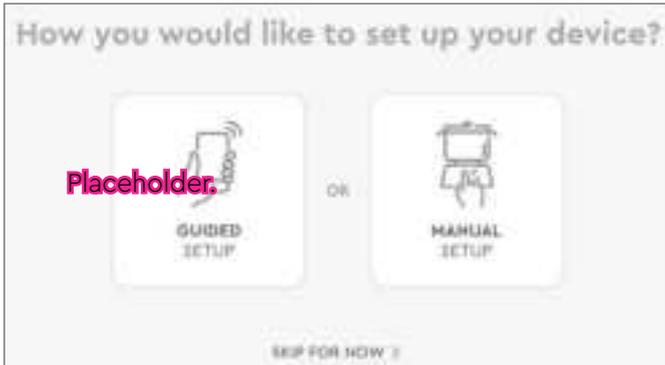


4. Connect the hub to a Wi-Fi network. Select the desired network.
Input your Wi-Fi network password, then tap "Join".

NOTICE For detailed Wi-Fi setup, follow the "Connecting to a Wi-Fi Network" chapter.



5. The hub automatically checks if the current software version is updated.
If an update is available, tap "Update now" to proceed with downloading the update or tap "Skip" to proceed to the next step.



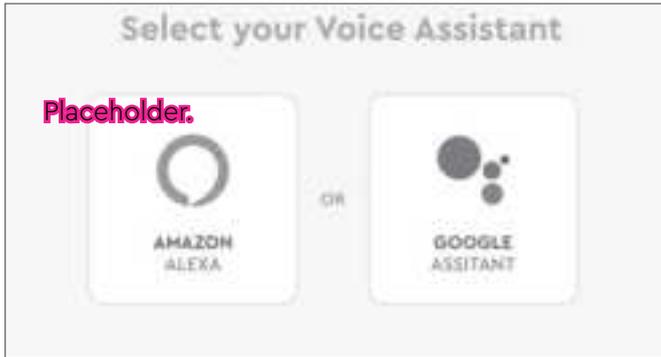
6. Choose **"Guided setup"** to use the **"CookingPal Cuisine Companion"** app to set up your device with your phone app. You may also use the **"Manual setup"** on the hub. **To skip the setup, tap "Skip for now".**

7. Input your email address and set a password to create your CookingPal account. Then tap "Continue".

8. Input your CookingPal account credentials or your social media credentials, then tap "Log in".

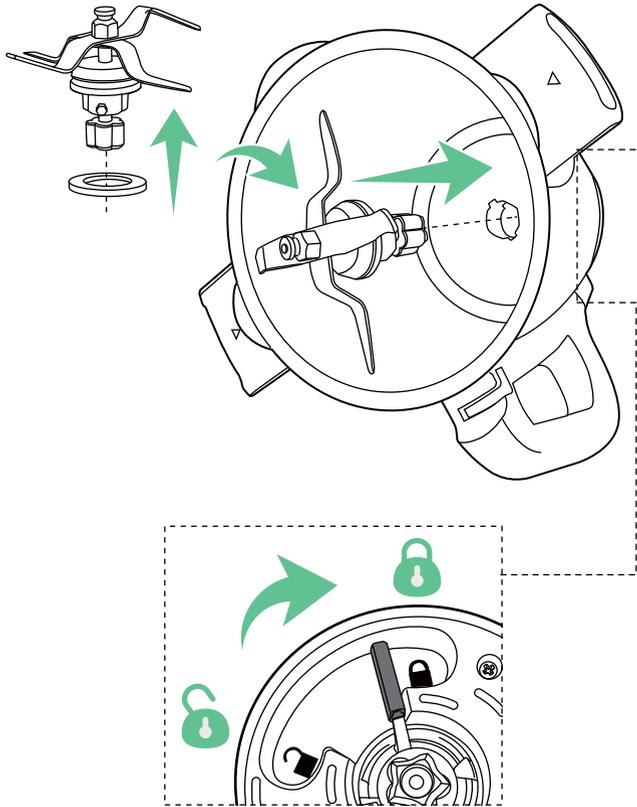
NOTICE Your other social media accounts (Facebook, Google or Amazon) can also be used to create your CookingPal account.

NOTICE If you have forgotten your CookingPal account password, tap "Forgotten your password?". Input your account registration email address, then tap "Send me my password". An email will be sent to your registration address. Check your email to retrieve your password.



9. The Alexa Welcome screen appears. Press "Sign in with Amazon" and follow the instructions.

6.0 Default Preset



This preset is intended to:



Cook



Weigh



Mix and
blend



Knead



Grind



Emulsify



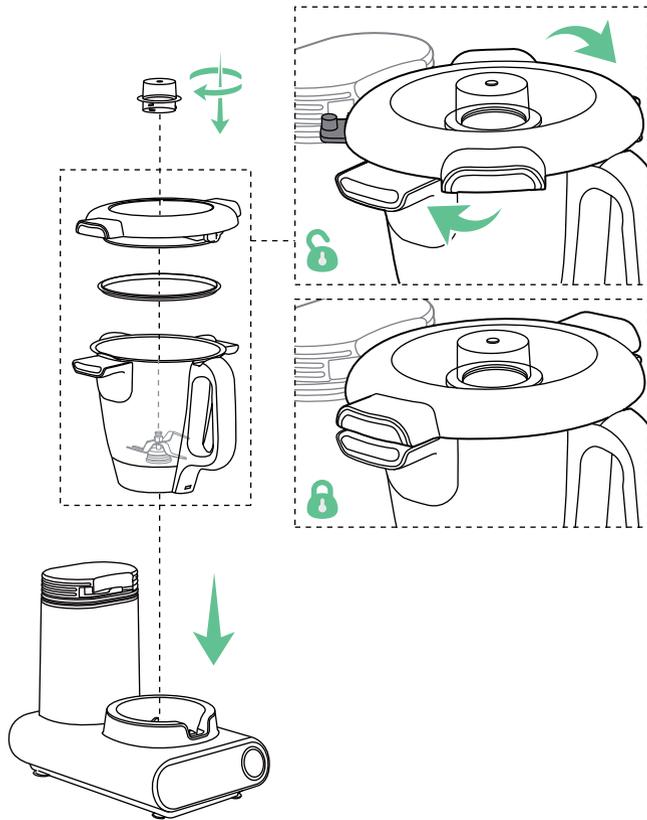
Chop



Grate

⚠ WARNING Risk of injury! The blade is sharp, handle carefully to avoid being cut. Do not turn over the stainless steel bowl when removing the blade. The blade might fall out abruptly.

1. Attach the rubber ring to the main of the blade.
2. Place the blade into the stainless steel mixing bowl.
3. Lock the parts together using the latch at the bottom of the stainless steel mixing bowl.

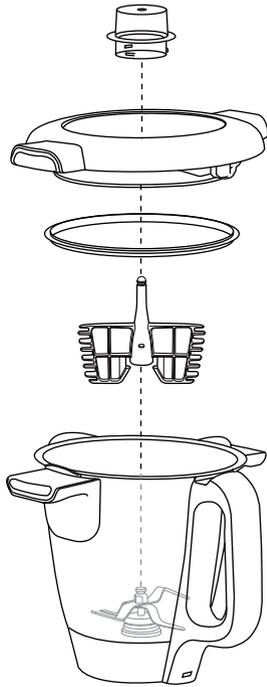


4. Put the assembled stainless steel mixing bowl on the main unit.
5. Put the lid seal on the lid.
6. Put the lid on, rotate it clockwise to lock. The lid clicks into place.
7. Put the measuring cup in place, rotate it clockwise to lock.

7.0 Other Preset Options

Aside from the default preset assembly (for boiling, heating, grinding, chopping and grating), different accessories can be added to the assembly to perform different functions. The possible combinations are:

7.1 Mixing Preset



This preset is intended to:



Whisk

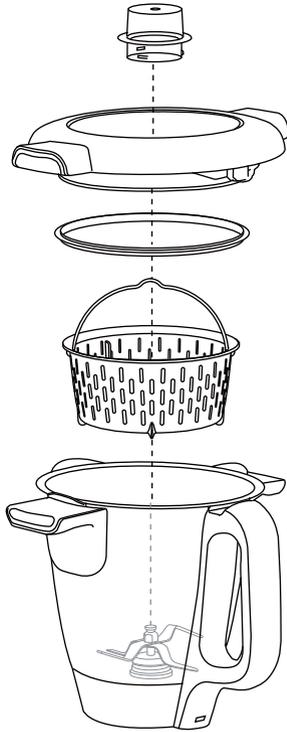


Emulsify

NOTICE The butterfly whisk attachment cannot be used for kneading.

1. Place the butterfly whisk into the stainless steel mixing bowl on top of the blade.
2. Place the assembled stainless steel mixing bowl on the main unit.
3. Close the lid.

7.2 Boiling and Blanching Preset



This preset is intended to:



Cook

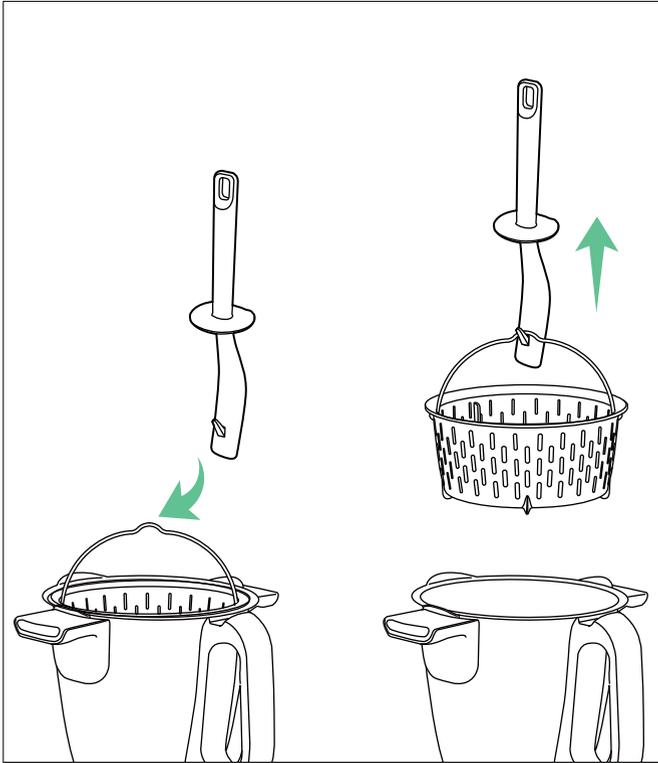


Boil and
steam

1. After attaching the blade, place the simmering basket into the stainless steel mixing bowl.
2. Place the assembled stainless steel mixing bowl on the main unit.
3. Close the lid.

NOTICE After cooking, the handle of the simmering basket becomes too hot to handle with bare hands. Proceed to the next page to learn how to remove the simmering basket using the spatula.

○ Removing the Simmering Basket

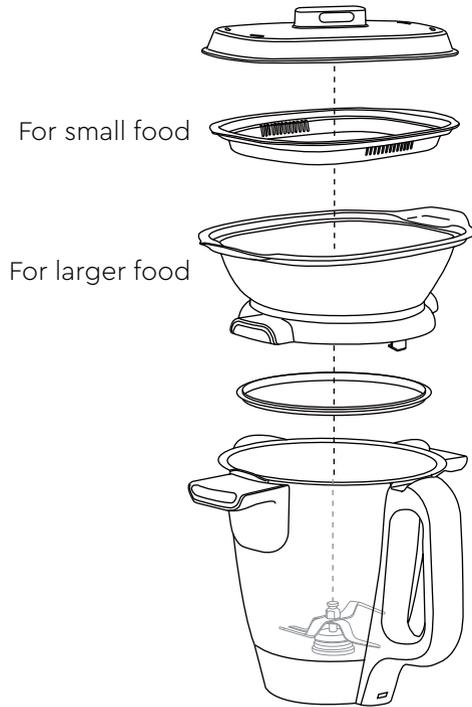


After cooking, the handle of the simmering basket becomes too hot to handle with bare hands.

To remove the simmering basket from the stainless steel mixing bowl:

1. Use the hook on the side of the spatula to latch onto the handle of the simmering basket.
2. Lift up the simmering basket using the spatula.
3. Let the liquid drain out before placing the simmering basket on a heat-proof mat or surface.

7.3 Steaming Preset



This preset is intended to:



Boil and steam

NOTICE Use the same method of attaching the lid (see "Default Preset, step 5, 6") to attach the steamer tray to the assembled stainless steel mixing bowl.

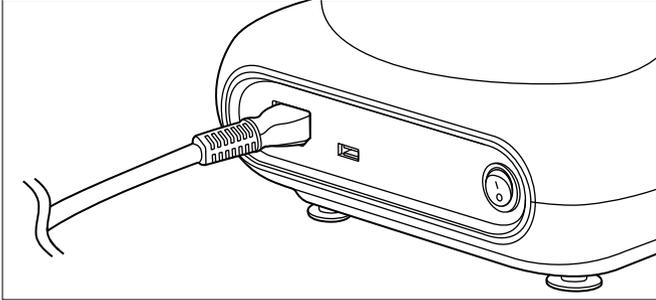
1. After locking the blade, place the assembled stainless steel mixing bowl on the main unit.
2. Attach the steamer tray to the assembled stainless steel mixing bowl.

NOTICE To cook small pieces of food, put the shallow tray on top of the steamer tray.

3. Use the steamer lid to cover the steamer tray.

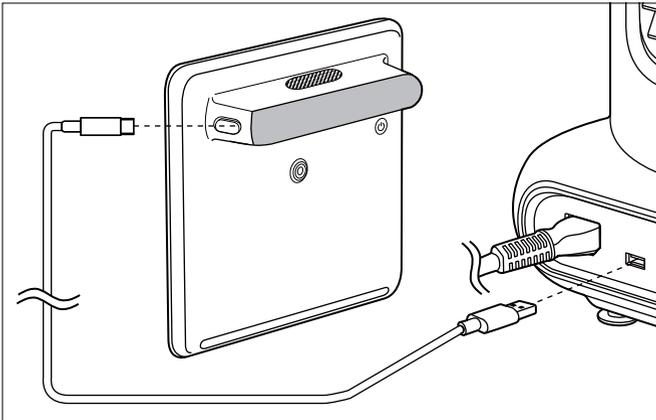
8.0 Operation

8.1 Switching the Main Unit On/Off



- Connect the power cable to the power socket and to a suitable socket-outlet.
- To switch the main unit on, set the power switch to "I" position.
- To switch off, set the power switch to "O" position.
- After use, switch off, then unplug the device from the socket-outlet.

8.2 Charging the Hub

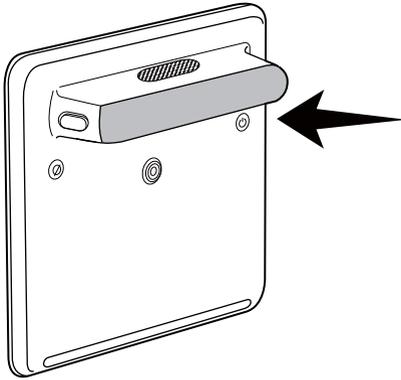


- Open the charging port of the hub.
- Connect the type C end of the charging cable (USB) to the charging port and the other end to the USB port.
- After charging, unplug the hub and the charging cable (USB), then close the charging port.

NOTICE Only use the charging port of main unit to charge the hub.

NOTICE The hub can also be charged using a 5 V, 2 A charger (not included).

8.3 Switching the Hub On/Off



1. Press and hold the  switch to switch on the hub.
2. To switch off, press and hold the  switch, then press the power off button on the display.

NOTICE After 5 minutes of inactivity, the display enters sleep function. To wake the display, press the  switch or rotate the jog dial.

9.0 Side Menu Functions

Tap the ☰ icon on the top right corner of the user interface to access the side menu. Then proceed to tap the function needed.

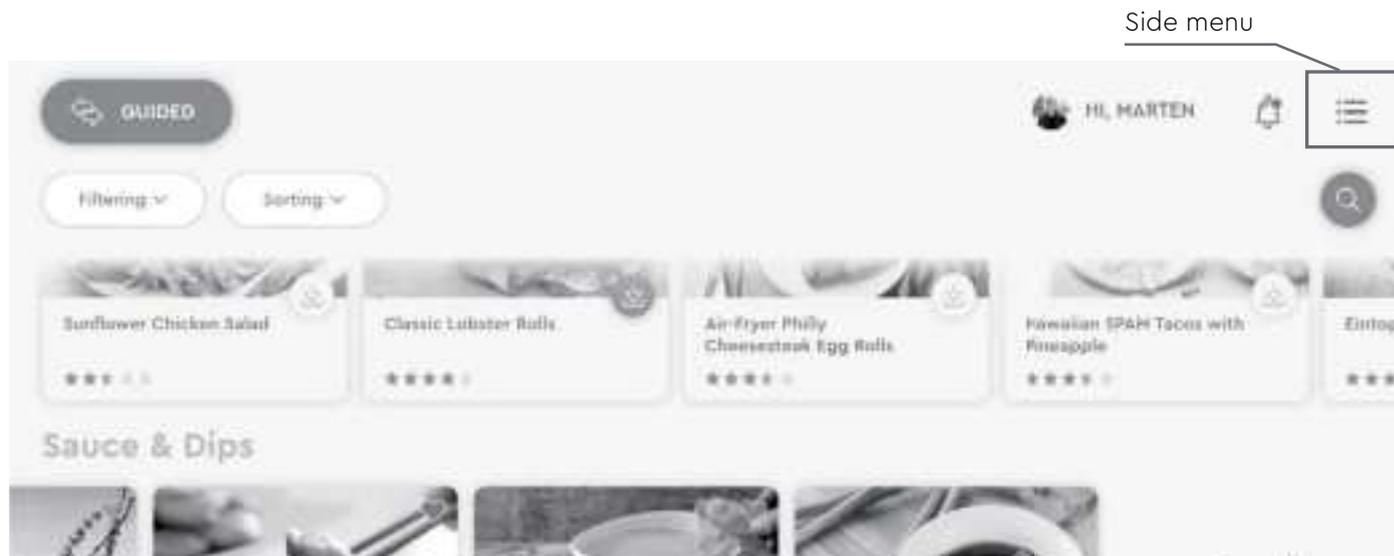
Cook History – This function keeps track of the recently cooked recipes.

Favorite Recipes – This function allows you to store your favorite recipes all in one place.

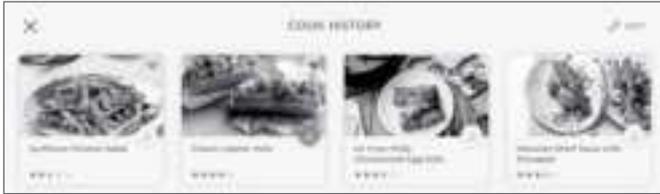
Food Log – This function allows you to track your eating habits and keep a record of your food intake.

Tutorials – This function shows step-by-step videos of how to use the device.

Settings – This brings you to the settings menu.



9.1 Managing the Cook History



NOTICE If no recipes have been cooked before, the cook history will be empty.

1. Tap "Cook history".
2. The display shows most recently cooked recipes. Tap "Edit", then select the cook history you want to delete. Tap "Delete", then "Yes, I'm sure" to remove the record.

9.2 Viewing Favorite Recipes



NOTICE If no recipes have been marked with a ♥ icon, the favorite recipes list will be empty.

- To mark a recipe as a favorite, tap on the ♥ icon on the top right of the recipe photo. The ♥ icon changes to red, the recipe is added to the favorite recipes list.
- Tap "Favorite recipes" to view your favorite recipes list.

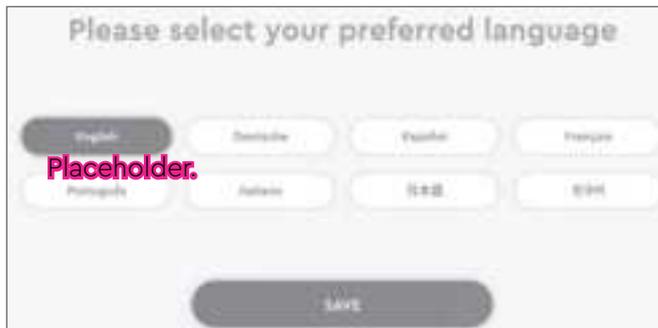
10.0 Settings

NOTICE To add foods that are recipes in guided cooking or are previously saved on the hub, use the filter or type in keywords on the searchbar on the top to search for the food.

Settings are also kept on the side menu. Tap the ☰ icon on the top right to access the side menu. Then tap "Settings" to proceed.



10.1 Setting the Language



1. Tap "Languages".
2. Select your preferred language, then tap "Save".

10.2 Adjusting the Brightness



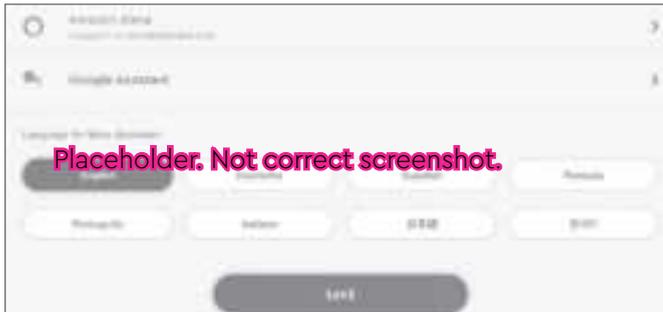
1. Tap "Brightness".
2. Drag the slider or rotate the jog dial to adjust the brightness of the display.

10.3 Adjusting the Volume



1. Tap "Sound".
2. Drag the slider or rotate the jog dial to adjust the volume of the hub.

10.4 Pairing with Alexa



1. Tap "Voice assistant".
2. Follow the directions on the tablet to pair with Alexa.

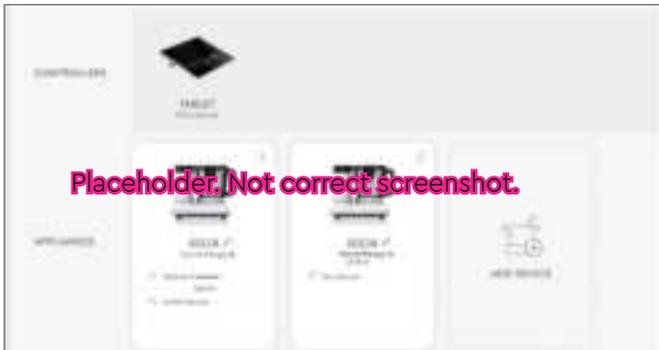
10.5 Connecting to a Wi-Fi Network



1. Tap "Wi-Fi".
2. Slide the switch of the top right corner of the user interface from OFF to ON.
3. Select the desired network. Input your Wi-Fi network password, then tap "Join". The Wi-Fi network is connected when the word "Connected" is shown under the network name.

NOTICE To forget a Wi-Fi network, tap and hold the name of the Wi-Fi network, then tap "Confirm".

10.6 My Device Management



NOTICE This menu shows the connected controllers and appliances to your CookingPal account. The following actions can be done:

- Change appliance's name
- Add new devices
- See appliance information and checking for updates.
- Refresh and relink, pair and unlink controllers and the appliance.
- See the status of the appliance. (connected / out of range / offline.)

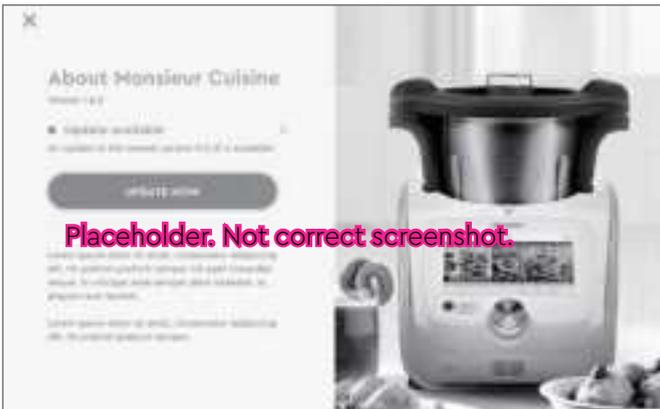
10.7 Tablet Storage Management



NOTICE When the hub storage memory is full, an alert pops up. Tap "Manage storage" to clear space for new downloads.

1. Tap the ☰ icon on the top right to access the side menu, tap "Settings", then "Storage".
2. The top bar shows how much of the memory capacity has been used. Tap "Edit", then select the recipes you want to delete. Tap "Delete", then "Yes, I'm sure" to remove the downloaded recipe.

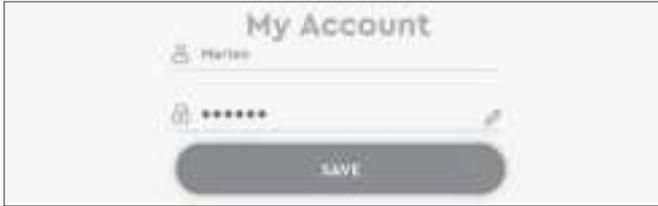
10.8 Checking for the Most Updated Software



1. Tap the ☰ icon on the top right to access the side menu, tap "Settings", then "About". The version number and device number is displayed.
2. **If an update is available, tap "Update now" to proceed with downloading.**



10.9 Logging In/Out of Your CookingPal Account



1. To log in, tap the ☰ icon on the top right to access the side menu, tap "Settings", then "Login".
2. Input your email address and CookingPal account password or your social media credentials to access your CookingPal account.
3. To log out, tap the ☰ icon on the top right to access the side menu, tap "Settings", then "Log out". Tap "Yes, I'm sure".

10.10 Changing the Password of Your CookingPal Account



1. **TBC (How to get to the reset password screen)**
2. Input your current password, the new password and type in the new password again to confirm the change. Tap "Save" to confirm your changes.

10.11 Checking Notifications

Tap the 🔔 icon on the top right to access the side menu to view your notifications.

11.0 Manual Cooking

1. To cook manually, tap "Manual cooking". Scroll with your finger or rotate the jog dial to find the desired manual function (including Kneading, Steaming, Sautéing, Scale, Keep warm and Customized).
2. Tap on the function with your finger or press the jog dial to select the function.

NOTICE To quickly switch to guided cooking, tap "Guided" on the top left of the hub.

11.1 Kneading



NOTICE Use the default preset for this function. Do not use the butterfly whisk when using the kneading function.

1. Place the ingredients for the dough into the stainless steel mixing bowl and lock the lid.
2. On the hub, tap the timer on the left, then set the timer (1 second – 2 minutes) using your finger or the jog dial.
3. Tap "Start" to start kneading. Press "Pause" to stop and "Resume" to continue kneading.
4. Kneading is finished when the countdown is over.

11.2 Steaming



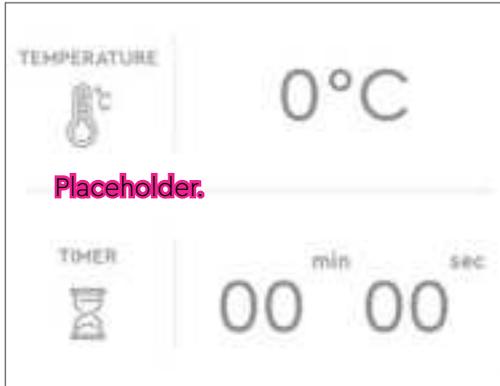
NOTICE Use the steaming preset for this function.

1. Fill the stainless steel mixing bowl with water. Do not fill above the top mark **MAX** on the stainless steel mixing bowl. Place the steamer on top of the stainless steel mixing bowl and lock the steamer tray.
2. On the hub, tap the timer on the left, then set the timer (max. 60 minutes) using your finger or the jog dial.
3. Tap "Start", a pop-up appears to ask if preheating is needed. If preheating is needed, tap "Yes, please". The stainless steel mixing bowl starts to heat up the water to 212 °F and will alert you when the preheating is finished. If preheating is not needed, tap "Start without heating up" to start steaming immediately.
4. Place the food into the steamer tray (and/or shallow tray), then cover with the steamer lid. Press "Pause" to stop and "Resume" to continue steaming.

NOTICE To cook small pieces of food, put the shallow tray inside the steamer tray.

5. Steaming is finished when the countdown is over.

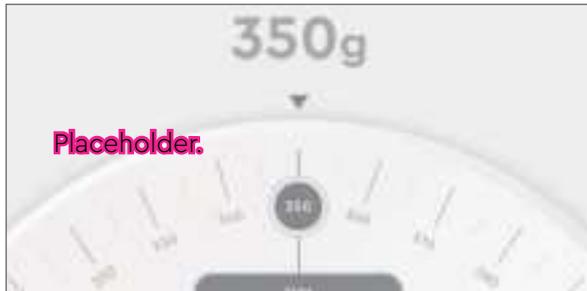
11.3 Sautéing



NOTICE Use the default preset for this function.

1. Place the ingredients into the stainless steel mixing bowl locking the assembly with the lid.
2. On the hub, tap the temperature setting, set the cooking temperature (122 – 266 °F) using your finger or the jog dial.
3. Tap the timer, set the timer (max. 99 minutes) using your finger or the jog dial.
4. Tap "Start" to start sautéing. Press "Pause" to stop and "Resume" to continue sautéing.
5. Sautéing is finished when the countdown is over.

11.4 Scale



1. Press "Tare" to set the scale to zero.
2. Place the food that needs to be weighed into the stainless steel mixing bowl. The display shows the weight of the food placed inside.

NOTICE The max. weight capacity is 11 lbs with 0.1 oz deviation.



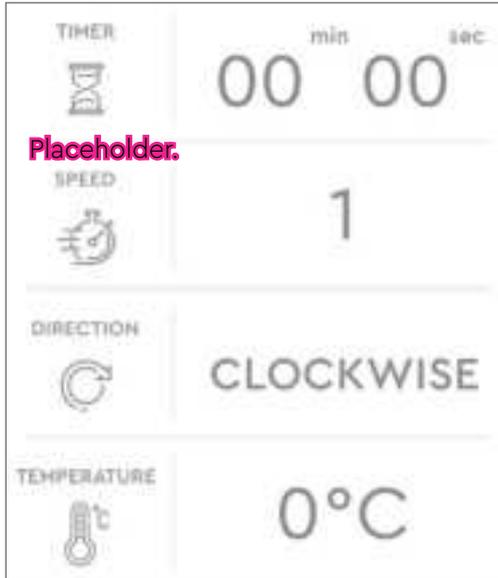
11.5 Keep Warm



NOTICE This function can be used with all presets. Use this function to keep cooked dishes warm.

1. Place the food that needs to be kept warm in the stainless steel mixing bowl.
2. On the hub, tap the temperature setting, set the temperature (98.6 – 158 °F) using your finger or the jog dial.
3. Tap the timer, set the timer (max. 99 minutes) using your finger or the jog dial.
4. Tap "Start" to start keeping warm. Press "Pause" to stop and "Resume" to continue keeping warm.
5. Keep warm function is finished when the countdown is over.

11.6 Fully Customized



NOTICE This function can be used with all presets (butterfly whisk should not be used for speeds higher than 3).

In this function, all settings are customizable for different cooking needs.

1. Place the food in the stainless steel mixing bowl.
2. On the hub, tap the temperature setting, set the temperature (32 – 266 °F) using your finger or the jog dial.
3. Tap the timer, set the timer (1 second – 99 minutes 59 seconds) using your finger or the jog dial.
4. Tap the speed, set the speed (1 – 10) using your finger or the jog dial.

NOTICE Under the following circumstances only speed settings 1/2/3 can be used for safety reasons:

- The temperature is higher than approx.100 °F
 - The blade is spinning anti-clockwise
5. Tap the direction, set the blade rotation direction (clockwise/anti-clockwise) using your finger or the jog dial.
 6. Tap "Start" to start the function. Press "Pause" to stop and "Resume" to continue the function.
 7. The customized function is finished when the countdown is over.

NOTICE Turbo function can be used in this function.

12.0 Guided Cooking



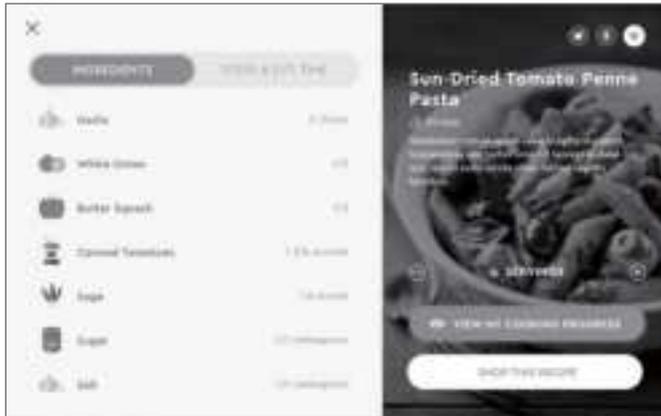
1. To cook with a guided recipe, tap "Guided cooking".

NOTICE To quickly switch to manual cooking, tap the words "Manual" on the top left of the hub.

2. Scroll with your finger or rotate the jog dial to browse the recipe selection. Tap to select your desired recipe.

NOTICE To filter the recipes, tap "Filtering", select the desired attributes, then tap "Apply".

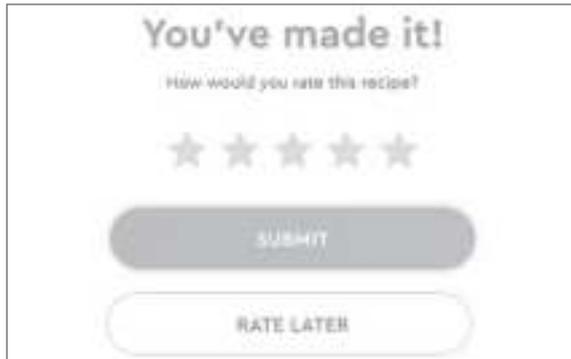
To sort by ranking, tap "Sorting", then select "Highest to lowest rank" or "Lowest to highest rank" to sort the recipes in the corresponding order.



3. Download the recipe. Set the number of servings needed. Check the ingredients for the recipe.
4. Tap "Start cooking", then follow the steps to cook the recipe. Swipe left or right or rotate the jog dial to scroll through the steps. To go to a specific step, tap the downwards arrow to expand the recipe timeline, then tap the desired step to go to that step.

NOTICE Cooking settings are still adjustable in guided cooking function. Tap the setting that needs to be changed and adjust accordingly.

5. After the recipe is completed, rate the recipe, then tap "Submit". Or skip this step by tapping "Rate later".



12.1 Turbo Function



NOTICE Turbo function appears on the top right of the display when it is available for the current step.

NOTICE Turbo function is also supported in Fully Customized function.

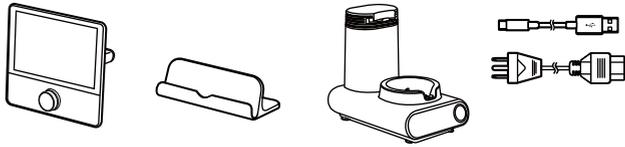
1. Tap "Unlock turbo". The timer starts counting down from 10 seconds.
2. Press and hold the button on the main unit or the jog dial on the hub to start turbo function. Release to stop.
3. When the button on the main unit or the jog dial on the hub is released, the timer starts counting down from 10 seconds again. Push the button or the jog dial to continue turbo function or turbo function will be disabled when time is up.

13.0 Cleaning and Maintenance

⚠ WARNING Risk of electric shock! To prevent electric shock, unplug the device before cleaning.

⚠ WARNING Risk of electric shock! During cleaning, do not immerse the electrical parts of the device in water or other liquids. Never hold the device under running water.

13.1 Cleaning the Main Unit, Hub and Cables



- Do not immerse these parts into water.
- To clean the components, wipe with a soft, slightly moist cloth.
- Never use corrosive detergents, wire brushes, abrasive scourers, metal or sharp utensils to clean the components.

13.2 Quick Cleaning



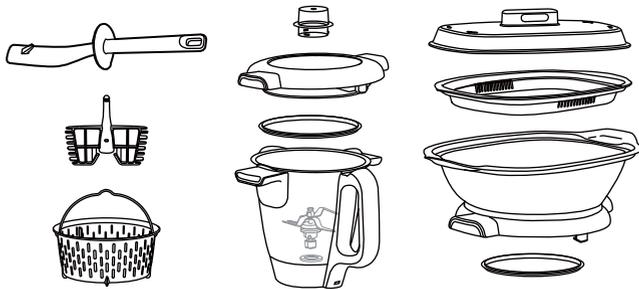
- This function is only used for cleaning non-sticky foods off of the stainless steel mixing bowl (with the blade). Do not place any attachments into the bowl.
1. Fill the stainless steel mixing bowl with water up to the **MAX** mark.
 2. Attach the seal and close the lid.
 3. Choose washing function from Manual Cooking menu.
 4. Tap **QUICK WASH** and run the function. The function lasts 30 seconds.

13.3 Deep Cleaning



- This function is only used for cleaning the stainless steel mixing bowl (with the blade). Do not place any attachments into the bowl.
1. Fill the stainless steel mixing bowl with water and washing liquid up to the **MAX** mark.
 2. Attach the seal and close the lid.
 3. Choose washing function from Manual Cooking menu.
 4. Tap DEEP CLEANING and run the function. The water heats up and starts cleaning. The function lasts 3 – 6 minutes.

13.4 Cleaning the Accessories



- All the accessories are dish-washer safe.
- To clean the accessories, wipe with a soft, slightly moist cloth.
- Never use corrosive detergents, wire brushes, abrasive scourers, metal or sharp utensils to clean the accessories.

○ 13.5 Cleaning the Rubber ring

- If the rubber ring is heavily soiled, remove it from the blade, and then wipe with a soft, slightly moist cloth.
- Never use corrosive detergents, wire brushes, abrasive scourers, metal or sharp utensils to clean the rubber ring.

○ 13.6 Storage

Store the device in its original packaging in a dry area. Keep away from children and pets.

When not in use, the built-in battery of the hub should be charged monthly.

○ 13.7 Maintenance

Any other servicing than mentioned in this manual should be performed by a professional repair center.



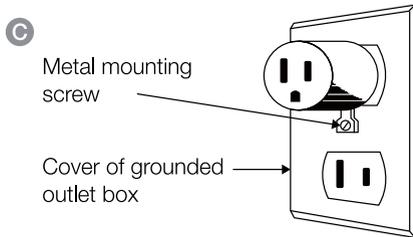
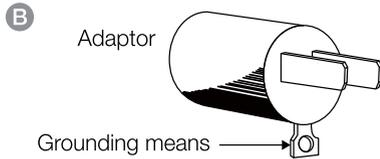
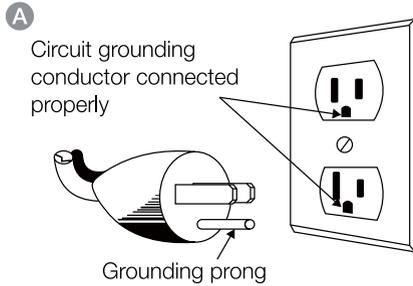
14.0 Troubleshooting

Problem	Cause	Solution
The device does not start.	The stainless steel mixing bowl is not positioned correctly.	Insert the stainless steel mixing bowl correctly. (see "Default Preset" section, step 4)
	The lid or the steamer tray have not been placed correctly onto the stainless steel mixing bowl.	Place the lid or the steamer tray on correctly. (see "Default Preset" section, step 5 – 7)
	No power supply.	Check if the power plug is connected to the socket-outlet. Check if the socket-outlet works.
Liquid is leaking from under the main unit.	The blade has not been inserted correctly, causing the stainless steel mixing bowl to leak.	Insert the blade correctly. (see "Default Preset" section step 1 – 3)
	The rubber ring is defective.	Replace with a new rubber ring (see "Replacement Parts" section to purchase new rubber ring)
No temperature can be set.	Speed setting 4 – 10 is selected.	At these speed settings, there is a risk of hot food spilling, so the speed range is limited to only 0 – 3.

Problem	Cause	Solution
Cannot set the speed to more than 3.	The temperature setting is not set to 0 or the direction of the blade is set to counter-clockwise.	Set the temperature to 0 or set the direction of the blade to clockwise.
Error messages or notes on the display. The LED and button lights flashing red.	Warning against incorrect operation.	Follow the instructions on the display.



15.0 Grounding Instructions

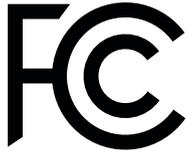


This appliance must be grounded while in use to protect the operator from electrical shock. The appliance is equipped with a 3-conductor cord and a 3-prong grounding-type plug to fit the proper grounding-type receptacle. The appliance has a plug that looks like sketch **A** in the figure on the left. An adaptor, sketch **B**, should be used for connecting sketch-A plugs to two-prong receptacles. The grounding tab which extends from the adaptor must be connected to a permanent ground such as a properly grounded outlet box as shown in sketch **C** using a metal screw.

16.0 FCC –Supplier’ s Declaration of Conformity

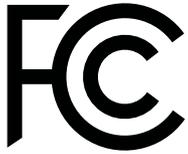
Unique Identifier	XXX
Responsible Party	XXX
U.S. Contact Information	XXX
Telephone Number	XXX

16.1 FCC Compliance Statement



1. This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions:
 - (1) this device may not cause harmful interference, and
 - (2) this device must accept any interference received, including interference that may cause undesired operation.
2. Please note that changes or modifications of this product is not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment.
3. This equipment complies with FCC’ s RF radiation exposure limits set forth for an uncontrolled environment. The antenna(s) used for this transmitter must be installed and operated to provide a separation distance of at least 20 cm from all persons and must not be collocated or operating in conjunction with any other antenna or transmitter. Installers must ensure that 20 cm separation distance will be maintained between the device (excluding its handset) and user. The Federal Communications Commission warns that changes or modifications of the unit not expressly approved by the party responsible for compliance could void the user’ s authority to operate the equipment.

16.2 FCC Interference Statement



This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio / TV technician for help.

17.0 Trademarks



The Bluetooth® word mark and Logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks is under license. Other trademarks and trade names are those of their respective owners.



The Alexa® word mark and Logos are registered trademarks owned by Amazon.com, Inc., and any use of such marks is under license. Other trademarks and trade names are those of their respective owners.

18.0 Specifications

18.1 Main unit

Model number:	SPM228
Rated voltage:	120 V~, 60 Hz
Power output (USB):	5 V, max. 2 A
Power rating:	1200 W
Net weight (excluding the hub):	approx. 13 lbs
Bowl capacity:	12 cups (3 L)

18.2 Hub

Display:	8.9" 800 × 1200
Operating system	Android 8.1
RAM:	2 GB
ROM:	32 GB
Wi-Fi	802.11 b/g/n/ac (2.4G&5G)
Bluetooth:	4.2
Camera:	8 MP
Battery:	5000 mAh
Charging:	DC 5 V, 2.4 A
Weight:	1.5 lbs

19.0 Replacement Parts and Repairs

- **TBC**
- Please contact one of our repair centers directly for any repair, accessory, or spare parts needs.



20.0 Warranty for Main Unit and Hub

With respect to any defects in materials or workmanship of the Covered Products during the Warranty Period (subject to Exclusions), 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 part; or (c) provide a full refund of your purchase price upon return and receipt of your Julia, 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 if found to be defective due to a manufacturing fault during the warranty period.

We extend this Limited Warranty ("Warranty") to the consumer that originally purchased the Covered Products, defined below, as well as to any other transferee of the Covered Products during the Warranty Period. The "Covered Product" or "Covered Product Accessories" are the:

- (1) Julia (i.e., the Main Unit, the Mixing Bowl, the Mixing Bowl Lid, the PalPad) (the "Covered Products"); and
- (2) Julia Accessories (i.e., the Blade, the Sealing Ring for the Blade, the Spatula, the Butterfly Whisk, the Measuring Cup, the Simmering Basket, the deep steamer, the steamer tray and the steamer lid) (the "Covered Product Accessories").

This Warranty covers defects in materials or workmanship during the Warranty Period of the Covered Products purchased in the United States. Your product is warranted against faults and manufacture when used in normal domestic use for the Warranty period. Proof of purchase (the original receipt) is needed to make the claim.

This Warranty does not affect the statutory rights you may have or those rights that cannot be excluded or limited, nor rights against the retailer from which you purchased the product. This warranty gives you specific legal rights, and you may also have other rights which vary from State to State. The consumer may assert any such rights at his sole discretion.

○ 20.1 Warranty for the Julia

CookingPal electrical products and CookingPal products with batteries are warranted by Smart Product Concepts Ltd. for a period of 2 years 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.

○ 20.2 Warranty for Julia Accessories

CookingPal product Accessories are warranted by Smart Product Concepts Ltd. for a period of 6 months 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.

○ 20.3 Make a Warranty Claim

To make a Warranty claim please contact Vorwerk's Customer service via email at XXX or call XXX during the Warranty Period to obtain a box and mailing label (limited to customers residing within the continental U.S., Alaska & Hawaii). For details see our website: XXX. This Warranty is conditioned upon presentation of your order number and the return of the Covered Products. California consumers 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 or (B) to another retail store location that sells the Product.



20.4 Exclusions of the Warranty

This Warranty does not cover any damage due to: (a) commercial use; (b) normal wear and tear; (c) storage; (d) an accident, misuse, abuse, or improper use; (e) liquid leaking or spilling into the Julia main; (f) use not in conformity with published directions (e.g., Instructions Manual, or otherwise); (g) negligent handling or damage due to faulty packaging or mishandling in transit to Smart Product Concepts Ltd. for repair; (h) alteration or defects caused by user or other third-parties; (i) damage caused by third-party accessories; or (j) an act of God. This Warranty does not cover counterfeit, fake, or grey market products. 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 official Amazon Seller Central Account. This warranty excludes damage caused by misuse, neglect, shipping accident, incorrect installation, or work carried out by anyone other than an authorised Smart Product Concepts Ltd. After-Sales Service Representative.

It also does not cover normal tear and wear, maintenance, replacement of consumable parts, and the following:

- Using the wrong type of water or consumable
- Scaling (any de-scaling must be carried out according to the instructions for use)
- Ingress of water, dust or insects into the product
- Mechanical damages, including overloading
- Damages or bad results due to wrong voltage or frequency
- Accidents including fire, flood, lightning, or similar catastrophic events
- Professional, workplace, or commercial use
- Damage to any glass or porcelain ware in the product
- Damage arising from thermal shocks, drops, improper use, failure to follow the use and care instructions, or an unauthorized modification or repair.
- Normal product wear and tear.
- Discoloration, warping, or metal separation due to high heat or prolonged heat exposure when empty, or non-stick deterioration that occurs from misuse or abuse.

- Stains, discoloration, or scratches on the inside or outside of the product.
- Nonstick damage caused by metal or sharp utensils.
- Damage caused by use of scouring pads, steel wool, abrasive cleaners, or bleach.
- Minor imperfections and color variations, which are normal.

Under no circumstances shall Smart Product Concepts Ltd. be liable for any special, incidental, or consequential damages based upon breach of this limited warranty, breach of contract or strict liability. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

○ 20.5 For Damages Not Covered by Warranty

If after we inspect the Covered Products presented for service we determine that the problem or damage does not fall within this Warranty (or falls within the Exclusions), you will have the option to, either: (a) have Us service the Covered Products at the then current Julia Repair Service Fee, at your sole expense; or (b) have the Covered Products returned to you, at your sole expense. Smart Product Concepts Ltd. shall not be obliged to replace any product which is not accompanied by a valid proof of purchase from Smart Product Concepts Ltd.



21.0 Return Policy

If you are not completely satisfied with your Julia purchase, you may return it within 30 days from the date of delivery, subject to the below conditions:

○ 21.1 Full Refund

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

*A restocking fee equal to 10% of item purchase price will be deducted if the appliance is opened or used.

○ 21.2 No Refund

- Return item is missing any parts / accessories;
- Damaged;
- Showing obvious misuse;
- Any purchase made from 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.

○ 21.3 Return Method and Timing

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

○ 21.4 Special Considerations

- Original shipping fees will not be refunded.

