

# NINJA®

## Foodi®

### MAX XXXL

#### Smart Dual Zone Air Fryer

# AF450ANZ

## OWNER'S GUIDE



**SharkNinja Operating LLC**  
**US: Needham, MA 02494**  
**1-877-646-5288**  
**ninjakitchen.com**

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AF450ANZ\_IB\_REV\_MV1



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# THANK YOU

for purchasing the Ninja® Foodi® Max XXXL Smart Dual Zone Air Fryer



## REGISTER YOUR PURCHASE

 [ninjakitchen.com.au/apps/  
product-registration](https://ninjakitchen.com.au/apps/product-registration)

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product-registration](https://ninjakitchen.co.nz/apps/product-registration)

 Scan QR code using mobile device

## RECORD THIS INFORMATION

Model Number: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_  
(Keep receipt)

Store of Purchase: \_\_\_\_\_

## TECHNICAL SPECIFICATIONS

Voltage: 230V~, 50Hz

Watts: 1670W

**TIP:** You can find the model and serial numbers on the QR code label on the back of the unit by the power cord.

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# IMPORTANT SAFEGUARDS

HOUSEHOLD USE ONLY. READ ALL INSTRUCTIONS.

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

## ⚠ WARNINGS

- 1 This appliance can be used by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- 2 Keep the appliance and its cord out of reach of children. **DO NOT** allow the appliance to be used by children. Close supervision is necessary when used near children
- 3 Children should not play with the appliance.
- 4 **NEVER** use electrical socket below counter.
- 5 To prevent fire, **DO NOT** place appliance on or near a gas or electric stovetop, or in a heated oven.
- 6 **NEVER** connect this appliance to an external timer switch or separate remote-control system.
- 7 When using this appliance, provide at least 6 inches (15.25 cm) of space above and on all sides for air circulation.
- 8 **DO NOT** cover the air intake vent or air outlet while unit is operating. Doing so will prevent even cooking and may damage the unit or cause it to overheat.
- 9 To protect against electrical shock **DO NOT** immerse cord, plugs, or main unit housing in water or other liquid. Cook only in the basket provided .
- 10 Regularly inspect the appliance and power cord. **DO NOT** use the appliance if there is damage to the power cord or plug. If the appliance malfunctions or has been damaged in any way, immediately stop use and call Customer Service.
- 11 **DO NOT** use an extension cord. A short power-supply cord is used to reduce the risk of children grabbing the cord or becoming entangled and to reduce the risk of people tripping over a longer cord.
- 12 **ALWAYS** ensure the appliance is properly assembled before use.
- 13 Before placing removable basket into the main unit, ensure basket and unit are clean and dry by wiping with a soft cloth.
- 14 This appliance is for household use only. **DO NOT** use this appliance for anything other than its intended use. **DO NOT** use in moving vehicles or boats. **DO NOT** use outdoors. Misuse may cause injury.
- 15 Intended for worktop use only. Ensure the surface is level, clean and dry. **DO NOT** move the appliance when in use.
- 16 **DO NOT** place the appliance near the edge of a worktop during operation.
- 17 **DO NOT** use accessory attachments not recommended or sold by SharkNinja. Do not place accessories in a microwave, toaster oven, convection oven, or conventional oven or on a ceramic cooktop, electric coil, gas burner range or outdoor grill. The use of accessory attachments not recommended by SharkNinja may cause fire, electric shock or injuries.
- 18 **ALWAYS** ensure drawers are properly closed before operating.
- 19 **DO NOT** use the appliance without the removable drawers installed.
- 20 **DO NOT** use this appliance for deep-frying.
- 21 Prevent food contact with heating elements. **DO NOT** overfill when cooking. Overfilling may cause personal injury or property damage or affect the safe use of the appliance.
- 22 **DO NOT** place items on top of unit at any time.
- 23 Socket voltages can vary, affecting the performance of your product. To prevent possible illness, use a thermometer to check that your food is cooked to the temperatures recommended.
- 24 Should the unit emit black smoke, unplug immediately. Wait for smoking to stop before removing any cooking accessories.
- 25 **DO NOT** touch hot surfaces. Appliance surfaces are hot during and after operation. To prevent burns or personal injury, **ALWAYS** use protective hot pads or insulated oven mitts and use available handles.
- 26 Extreme caution must be used when the appliance contains hot food. Improper use may result in personal injury.

- 28 Spilled food can cause serious burns. Keep appliance and cord away from children. **DO NOT** let cord hang over edges of tables or counters or touch hot surfaces.
- 29 The drawers and crisper plate become extremely hot during the cooking process. Avoid physical contact while removing the basket or plate from the appliance. **ALWAYS** place basket or plate on a heat-resistant surface after removing. **DO NOT** touch accessories during or immediately after cooking.
- 30 Cleaning and user maintenance should not be carried out by children.
- 31 To disconnect, press the power button to turn off the unit, then unplug from socket when not in use and before cleaning. Allow to cool before cleaning, disassembly, putting in or taking off parts and storage.
- 32 **DO NOT** clean with metal scouring pads. Pieces can break off the pad and touch electrical parts, creating the risk of electric shock.
- 33 Please refer to the Cleaning & Maintenance section for regular maintenance of the appliance.
- 34 **DO NOT** place hands near food Ninja Smart Probe when in use to prevent burning or scalding.
- 35 The Ninja Smart Probe does **NOT** replace an external food thermometer.
- 36 To prevent possible illness, **ALWAYS** use an external food thermometer to check that your food is cooked to the recommended temperatures.
- 37 Allow to cool before cleaning, disassembly, putting in or taking off parts and storage.



Indicates to read and review instructions to understand operation and use of product.



Indicates the presence of a hazard that can cause personal injury, death or substantial property damage if the warning included with this symbol is ignored.



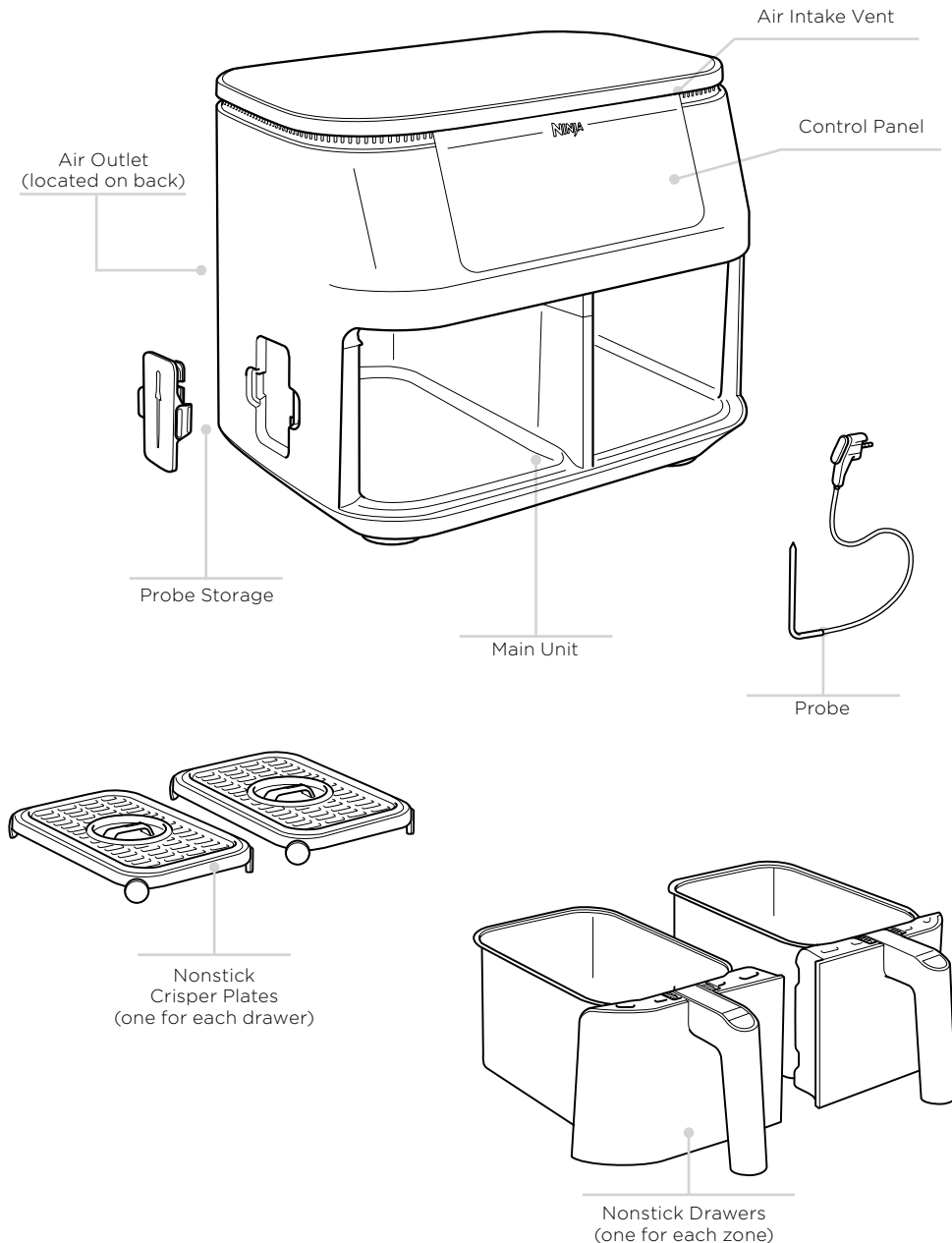
Take care to avoid contact with hot surface. Always use hand protection to avoid burns.



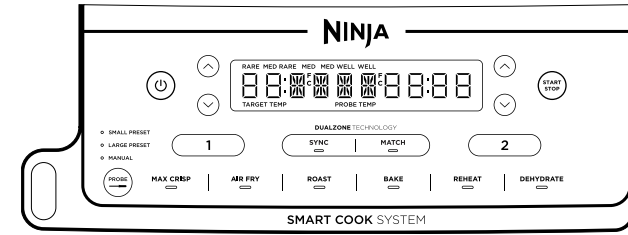
For indoor and household use only.

## SAVE THESE INSTRUCTIONS

## PARTS



## GETTING TO KNOW YOUR NINJA® FOODI® MAX XXXL SMART DUAL ZONE AIR FRYER



When setting time, the digital display shows HH:MM.

### FUNCTIONS

**MAX CRISP:** Best for cooking smaller quantities of frozen food such as French fried and chicken nuggets, which may need a high temperature.

**AIR FRY:** Use this function to give your food crispiness and crunch with little to no oil.

**BAKE:** Create decadent baked treats and desserts.

**ROAST:** Roast meats to tenderise and more.

**REHEAT:** Warm your leftovers, with a crispy result.

**DEHYDRATE:** Dehydrate meats, fruits, and vegetables for healthy snacks.

### OPERATING BUTTONS

- ① Zone 1 controls the output for the drawer on the left.
- ② Zone 2 controls the output for the drawer on the right.

**LEFT arrows:** Use the arrows on the left-hand side of the display to select the desired cook temperature or protein type.

**TIME arrows:** Use the arrows on the right-hand side of the display to select cook time or doneness.

**SYNC button:** Automatically syncs the cook times to ensure both zones finish at the same time, even if there are different cook times.

**MATCH button:** Automatically matches Zone 2 settings to those of Zone 1 to cook a larger amount of the same food, or cook different foods using the same function, temperature, and time.

**PROBE button:** Use to select Small Preset, Large Preset, or Manual when using the Foodi® Smart Probe.

**POWER button:** The  button turns the unit on and off and stops all cooking functions.

**Standby Mode:** After 10 minutes of no interaction with the control panel, the unit will enter standby mode. The Power button will be dimly lit.

**Hold Mode:** Hold will appear on the unit while in SYNC mode. One zone will be cooking, while the other zone will be holding until the times sync together.

## BEFORE FIRST USE

- 1 Remove and discard any packaging material, promotional labels, and tape from the unit.
- 2 Remove all accessories from the package and read this manual carefully. Please pay particular attention to operational instructions, warnings, and important safeguards to avoid any injury or property damage.
- 3 Wash the drawers and crisper plates in hot, soapy water, then rinse and dry thoroughly. The crisper plates and drawers are the **ONLY** dishwasher-safe parts. **NEVER** clean the main unit and Foodi Smart Probe in the dishwasher.

# USING THE NINJA® FOODI® SMART PROBE

Before plugging probe into the unit, make sure the jack is free of any residue, knots or kinks and the cord is free of knots.

**NOTE:** The Foodi Smart Probe is only available for use in Zone 1.

- 1 Remove the probe storage compartment located on the left-hand side of the unit. Then unwind the cord from the compartment to remove the probe. Remove Zone 1 drawer (before plugging in the probe).
- 2 Insert the probe in protein using the guide on the following page to ensure the probe is placed correctly.
- 3 Plug the probe into jack (located on the left-hand side of the control panel). Push firmly on the plug until it cannot go into the jack any further, and then insert the drawer. You should hear and feel a click when the probe is inserted fully. Place the storage compartment back onto the side of the unit.

**NOTE:** The excess probe wire can be left in the drawer.

- 4 Once the probe is plugged into the jack, select Zone 1 and then desired cooking function. If desired, use the left-hand arrows to adjust cooking temperature.
- 5 Use the PROBE button to select either Small or Large preset, depending on size of protein. Reference page 9 in your Quick Start Guide for guidance. Use the arrows on the left of the display to select your protein and the arrows on the right of the display to set the internal doneness of the protein. If using the Manual button, use the recommended internal cook temperatures below.

FOOD TYPE:	SET DONENESS TO:
<b>Fish</b>	Medium (55°C)
	Medium Well (60°C)
	Well Done (65°C)
<b>Chicken/Turkey</b>	Well Done (75°C)
<b>Pork</b>	Medium (55°C)
	Medium Well (65°C)
	Well Done (70°C)
<b>Beef</b>	Rare (45°C)
	Medium Rare (50°C)
	Medium (55°C)
	Medium Well (60°C)
	Well Done (65°C)

**NOTE:** Set doneness for BEEF are lower than normal recommendations, as unit will carry-over cook 12°C.

- 6 There is no preheat needed. Once you have made your selections, press the start/pause button to begin cooking. The screen will display the current probe temperature as well as the target temperature.
- 7 The unit will automatically stop when desired doneness is achieved.
- 8 Transfer the protein to a plate to rest. Probe does not need to still be inserted. The protein will continue to carry-over cook to your set doneness, which will take about 3-5 minutes. This is an important step, as not resting could lead to results looking "less" cooked. Carry-over cook times can vary based on size of protein, cut of protein, and type of protein.

**NOTE:** The probe will be HOT. Use either oven mitts or tongs to take the probe out of the protein.

## Using Smart Finish with the Foodi Smart Probe:

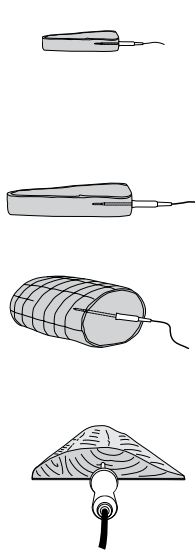
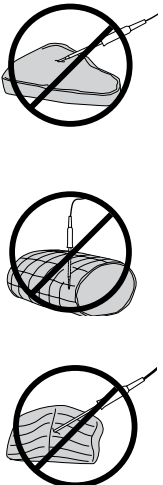
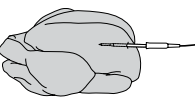

- 1 Press Zone 1 and select desired cooking function. Use the PROBE button to select either the Small or Large preset, depending on size of protein (refer to Quick Start Guide for guidance). Use the arrows on the left-hand side to select the protein and the arrows on the right-hand side to select desired doneness.
- 2 Press Zone 2 and select desired cooking function. Set time and temperature and select Smart Finish. Press the START/PAUSE button to begin cooking.

**NOTE:** During the initial cooking phase, the zone with the shorter cook time will display HOLD. The display will then transition to showing the probe's current and target temperature in Zone 1 and progress bars in Zone 2.

## Using Match Cook with the Foodi Smart Probe:

- 1 Press Zone 1 and select desired cooking function. Use the left-hand arrows to select desired cook temperature. Use the PROBE button to select Small Preset or Large Preset, depending on the size of the protein. Reference the Quick Start Guide for guidance. If using the Manual button, use the recommended internal cook temperatures on page 6.
  - Use the arrows on the left of the display to select your desired protein and the arrows on the right of the display to set the internal doneness.
- 2 Select MATCH, then press the START/PAUSE button to begin cooking.

## HOW TO CORRECTLY INSERT THE PROBE

FOOD TYPE:	PLACEMENT	CORRECT	INCORRECT
<b>Steaks</b> <b>Pork chops</b> <b>Chicken breasts</b> <b>Burgers</b> <b>Tenderloins</b> <b>Fish fillets</b>	<ul style="list-style-type: none"> <li>• Insert probe horizontally into the center of the thickest part of the meat.</li> <li>• Make sure the probe is close to (but not touching) the bone and away from any fat or gristle.</li> <li>• Make sure the tip of the probe is inserted straight into the center of the meat, not angled toward the bottom or top of it.</li> </ul> <p><b>NOTE:</b> The thickest part of the fillet may not be the center. It is important that the end of the thermometer hits this area so that desired results are achieved.</p> <p><b>NOTE:</b> Cuts of meat should be at least 2.5cm thick to achieve reliable cooking results using the probe. Using meats thinner than 2.5cm may lead to an incorrect doneness level.</p>		
<b>Whole chicken</b>	<ul style="list-style-type: none"> <li>• Insert probe horizontally into the thickest part of the breast, parallel to, but not touching, the bone.</li> <li>• Make sure the tip reaches the center of the thickest part of the breast and doesn't go all the way through the breast into the cavity.</li> </ul>		

**NOTE: DO NOT** use the probe with frozen protein or for cuts of meat thinner than 2.5cm.

**IMPORTANT:** Reference Quick Start Guide for preset cooking chart when using Sync and Match with the Foodi Smart Probe.

# COOKING IN YOUR DUAL ZONE AIR FRYER

## REFERENCE QUICK START GUIDE FOR RECIPES AND COOKING CHARTS

### COOKING WITH DUALZONE™ TECHNOLOGY

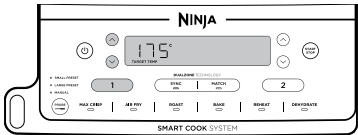
DualZone Technology utilises two cooking zones to increase versatility. The Sync feature ensures that, regardless of different cook settings, both zones will finish ready to serve at the same time.

For detailed instructions on using each function, see pages 10-13.

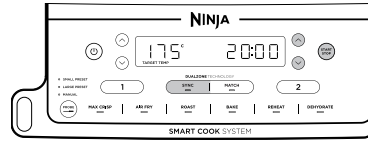
### Sync (without Foodi® Probe)

To finish cooking at the same time when foods have different cook times, temps, or even functions:

- 1 Place ingredients in the drawers, insert the drawers in the unit and then press the power button.
- 2 Zone 1 will remain illuminated. Select the desired cook function. Use the left arrows to set the temperature, and use the right arrows to set the time.

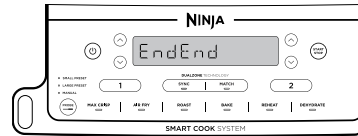


- 3 Select Zone 2, then select the desired cook function. Use the left arrows to set the temperature, and use the right arrows to set the time.
- 4 Press SYNC, then press the START/PAUSE button to begin cooking in the zone with the longest time. The other zone will display **Hold**. The unit will beep and activate the second zone when both zones have the same time remaining.



**NOTE:** It is recommended to shake your food during cooking. To keep the time at a synchronised finish, press the START/PAUSE button to pause both zones. To pause a single zone during dual zone cooking, refer to page 13.

- 5 When cooking is complete, the unit will beep and "End" will appear on the display.
- 6 Remove ingredients by dumping them out or using silicone-tipped tongs/utensils. **DO NOT** place drawer on top of unit.

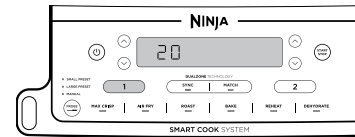


**NOTE:** If you decide the food in one of the zones is done cooking before the cook time is up, you can **STOP A ZONE**. Select that zone, then press the START/PAUSE button to pause the zone or set the time to zero. See page 13 for further instructions.

### MATCH (without Foodi Smart Probe)

To cook a larger amount of the same food, or cook different foods using the same function, temperature, and time:

- 1 Place ingredients in the drawers, insert the drawers in the unit, and then press the power button.
- 2 Zone 1 will remain illuminated. Select the desired cook function. Use the left arrows to set the temperature, and use the right arrows to set the time.

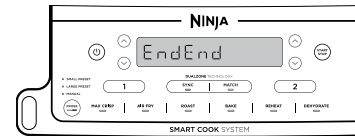


- 3 Press the MATCH button to copy the Zone 1 settings to Zone 2. Then press the START/PAUSE button to begin cooking in both zones.



**NOTE:** It is recommended to shake your food during cooking. To keep the time at a synchronised finish, press the START/PAUSE button to pause both zones. To pause a single zone during dual zone cooking, refer to page 13.

- 4 "End" will appear on both screens when cooking ends at the same time.

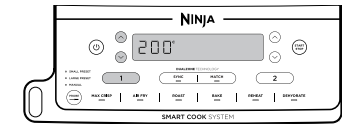


- 5 Remove ingredients by dumping them out or using silicone-tipped tongs/utensils.

### COOKING WITH TWO ZONES

When Sync or Match are not selected, technology is integrated into the design to automatically optimise the distribution of power when using two zones with different cook times. This means the food in the zone with the longer cook time may finish cooking before the set time ends. Check food frequently to avoid overcooking.

- 1 Select Zone 1, then select the desired cook function. Use the left arrows to set the temperature.



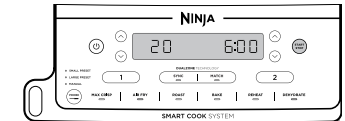
- 2 Use the right arrows to set the time.



- 3 Repeat steps 2 and 3 for Zone 2.




- 4 Press the START/PAUSE button to begin cooking in both zones.



- 5 When cooking is complete in the zone with the shorter cook time, the power will then shift to help optimise cook time in the remaining zone.
- 6 Continue to monitor food, as it may finish cooking before the set cook time ends.
- 7 Remove ingredients by dumping them out or using silicone-tipped tongs/utensils.

# COOKING IN YOUR DUAL ZONE AIR FRYER - CONT.

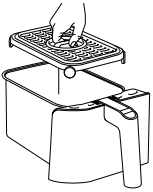
## COOKING IN A SINGLE ZONE

To turn on the unit, plug the power cord into a wall outlet, then press the power  button.

### Max Crisp

**NOTE:** There is no temperature adjustment available or necessary when using the Max Crisp function. The temperature is preset to 240°C

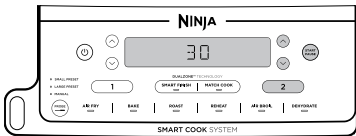
- 1 Install crisper plate in the drawer, then place ingredients in the drawer, and insert drawer in unit.



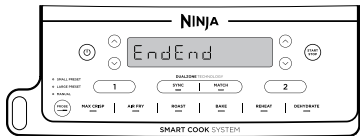
- 2 The unit will default to Zone 1 (to use Zone 2 instead, select Zone 2). Select MAX CRISP.



- 3 Use the TIME arrows to set the time in 1-minute increments up to 30 minutes. Press the dial to begin cooking.



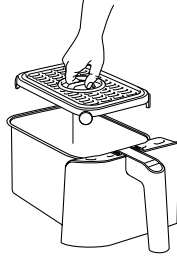
- 4 When cooking is complete, the unit will beep and "End" will appear on the display.



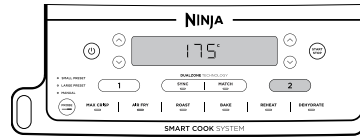
- 5 Remove ingredients by tipping them out or using silicone-tipped tongs/utensils.

## Air Fry

- 1 Install crisper plate in the drawer, then place ingredients in the drawer, and insert drawer in unit.



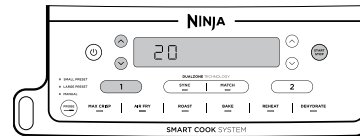
- 2 The unit will default to Zone 1 (to use Zone 2 instead, select Zone 2). Select AIR FRY.



- 3 Use the left arrows to set the desired temperature.

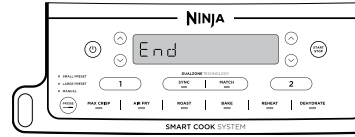


- 4 Use the right arrows to set the time in 1-minute increments. Press the START/PAUSE button to begin cooking.



**NOTE:** During cooking, you can remove the drawer and shake or toss ingredients for even crisping. If you would like to pause during this time, press the zone number then press the START/PAUSE button. If using a single zone, simply press the START/PAUSE button.

- 5 When cooking is complete, the unit will beep and "End" will appear on the display.



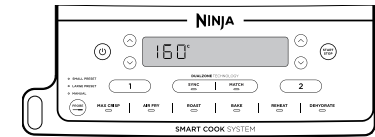
- 6 Remove ingredients by dumping them out or using silicone-tipped tongs/utensils.

## Bake

- 1 Install crisper plate in the drawer (optional), then place ingredients in the drawer, and insert drawer in unit.



- 2 The unit will default to Zone 1 (to use Zone 2 instead, select Zone 2). Select BAKE.

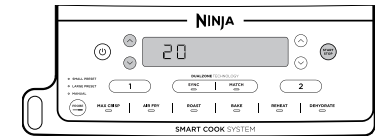


**NOTE:** To convert recipes from a traditional oven, reduce the temperature by 4°C.

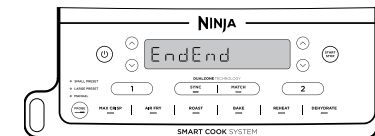
- 3 Use the left arrows to set the desired temperature.



- 4 Use the TIME arrows to set the time in 1-minute increments up to 1 hour and in 5-minute increments from 1 to 4 hours. Press the START/PAUSE button to begin cooking.



- 5 When cooking is complete, the unit will beep and "End" will appear on the display.



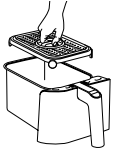
- 6 Remove ingredients by dumping them out or using silicone-tipped tongs/utensils.



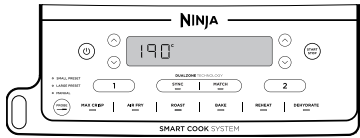
# COOKING IN YOUR DUAL ZONE AIR FRYER - CONT.

## Roast

- 1 Install crisper plate in the drawer (optional), then place ingredients in the drawer, and insert drawer in unit.



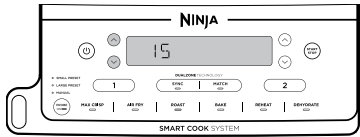
- 2 The unit will default to Zone 1 (to use Zone 2 instead, select Zone 2). Select ROAST.



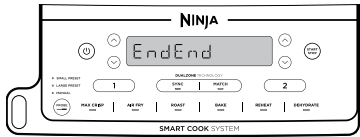
- 3 Use the left arrows to set the desired temperature.



- 4 Use the right arrows to set the time in 1-minute increments up to 1 hour and in 5-minute increments from 1 to 4 hours. Press the START/PAUSE button to begin cooking.



- 5 When cooking is complete, the unit will beep and "End" will appear on the display.



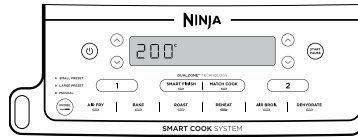
- 6 Remove ingredients by dumping them out or using silicone-tipped tongs/utensils.

## Reheat

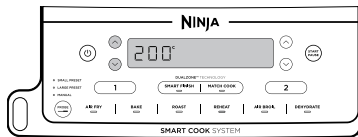
- 1 Install crisper plate in the drawer (optional), then place ingredients in the drawer, and insert drawer in unit.



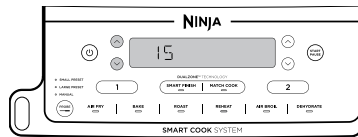
- 2 The unit will default to Zone 1 (to use Zone 2 instead, select Zone 2). Select REHEAT.



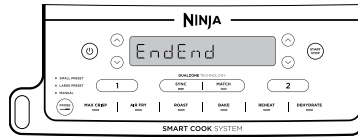
- 3 Use the left arrows to set the desired temperature.



- 4 Use the right arrows to set the time in 1-minute increments up to 1 hour. Press the START/PAUSE button to begin reheating.



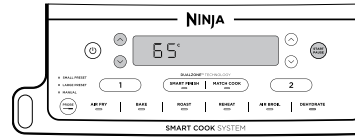
- 5 When reheating is complete, the unit will beep and "End" will appear on the display.



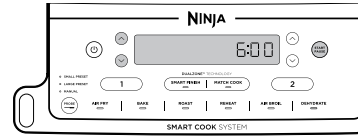
- 6 Remove ingredients by dumping them out or using silicone-tipped tongs/utensils.

## Dehydrate

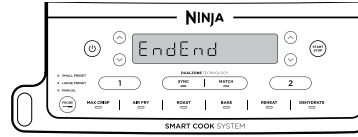
- 1 Place a single layer of ingredients in the drawer. Then install the crisper plate in the drawer on top of the ingredients and place another layer of ingredients on the crisper plate.
- 2 The unit will default to Zone 1 (to use Zone 2 instead, select Zone 2). Select DEHYDRATE. The default temperature will appear on the display. Use the left arrows to set the desired temperature.



- 3 Use the right arrows to set the time in 15-minute increments from 1 to 12 hours. Press the START/PAUSE button to begin dehydrating.



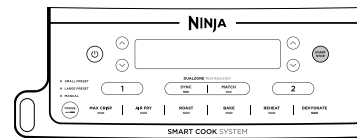
- 4 When cooking is complete, the unit will beep and "End" will appear on the display.



- 5 Remove ingredients by dumping them out or using silicone-tipped tongs/utensils.

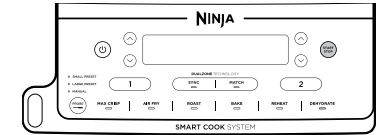
## PAUSING BOTH ZONES AT THE SAME TIME

- 1 To pause time in the SMART FINISH mode, or to pause both zones in dual zone cooking, press the START/PAUSE button.
- 2 To resume cooking, press the button again.



## PAUSING A SINGLE ZONE DURING DUAL ZONE COOKING

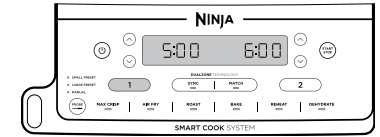
- 1 To pause time in a single zone while both zones are running, select the zone you want to pause, then press the START/PAUSE button.
- 2 To resume cooking, press the button again.



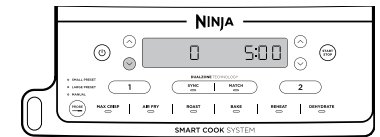
**NOTE:** This is not available when using Smart Finish and the Foodi Smart Probe.

## ENDING THE COOK TIME IN ONE ZONE (WHILE USING BOTH ZONES)

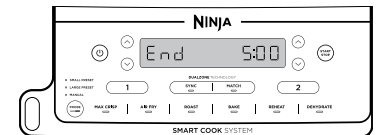
- 1 Select the zone you would like to stop.



- 2 Then press the down TIME arrow to set the time to zero.



- 3 Once you have set the time to zero, press the START/PAUSE button.
- 4 The time in that zone is then cancelled, and "End" will appear on the display. Cooking will continue in the other zone.



**NOTE:** This is not available when using Smart Finish and the Foodi Smart Probe.



# CLEANING YOUR AIR FRYER

The unit should be cleaned thoroughly after every use. Unplug the unit from the wall outlet before cleaning.

Part/Accessory	Cleaning Method	Dishwasher Safe?
Main Unit	To clean the main unit and the control panel, wipe them clean with a damp cloth. <b>NOTE: NEVER</b> immerse the main unit in water or any other liquid. <b>NEVER</b> clean the main unit in a dishwasher.	No
Crisper Plates	The crisper plates can be washed in the dishwasher or by hand. If hand-washing, air-dry or towel-dry all parts after use.	Yes
Drawers	The drawers can be washed in the dishwasher or by hand. If hand-washing, air-dry or towel-dry all parts after use. *To extend the life of your basket, we recommend hand-washing them.	Yes*
Foodi Smart Probe	Do not place the probe in the dishwasher or immerse it in water or any other liquid. Wipe clean with a damp cloth.	No

If food residue is stuck on the crisper plates or drawers, place them in a sink filled with warm, soapy water and allow to soak.

## HELPFUL TIPS

- For consistent browning, make sure ingredients are arranged in an even layer on the bottom of the basket with no overlapping. If ingredients are overlapping, make sure to shake them halfway through cooking.
- To convert recipes from a traditional oven, reduce the temperature by 4°C. Check food frequently to avoid overcooking.
- Occasionally, the fan from the air fryer will blow lightweight foods around. To alleviate this, secure foods (like the top slice of bread on a sandwich) with wooden toothpicks.
- The crisper plates elevate ingredients in the drawers so air can circulate under and around ingredients for even, crisp results.
- After selecting a cooking function, you can press the START/PAUSE button to begin cooking immediately. The unit will run at the default temperature and time.
- For best results with fresh vegetables and potatoes, use at least 1 tablespoon of oil. Add more oil as desired to achieve the preferred level of crispiness.
- For best results, check progress throughout cooking and remove food when desired level of brownness has been achieved. We recommend using an instant-read thermometer to monitor the internal temperature of proteins.

## REPLACEMENT PARTS

To order additional parts and accessories, visit [ninjakitchen.com.au/pages/parts](http://ninjakitchen.com.au/pages/parts), [ninjakitchen.co.nz.au/pages/parts](http://ninjakitchen.co.nz.au/pages/parts) or contact Customer Service at AU 61 2 8801 7666, NZ 64 800 112 660.

# TROUBLESHOOTING GUIDE

- How do I adjust the temperature or time while using a single zone?**  
When a single zone is running the time or temperature can be adjusted at any time by pressing the up/down arrows.
- How do I adjust the temperature or time while using both zones?**  
Select the desired zone, then use the TEMP arrows to adjust the temperature or the TIME arrows to adjust the time.
- Can I cook different foods in each zone and not worry about cross contamination?**  
Yes, both zones are self-contained with separate heating elements and fans.
- How do I pause or stop one zone when using both zones?**  
Select the zone you want to pause or stop, then press the START/PAUSE button.
- Are the drawers safe to put on my countertop?**  
The drawers will heat up during cooking. Use caution when handling, and place them on heat-safe surfaces only. **DO NOT** place the drawers on the top of the unit.
- When should I use the crisper plate?**  
Use the crisper plate when you want food to come out crispy. The plate elevates the food in the drawer so that air can flow under and around it to cook ingredients evenly.
- Why didn't my food cook fully?**  
Make sure the drawer is fully inserted during cooking. For consistent browning, make sure ingredients are arranged in an even layer on the bottom of the drawer with no overlapping. Shake drawer to toss ingredients for even crispiness. Cook temperature and time can be adjusted at any time during cooking. Simply use the TEMP arrows to adjust the temperature or the TIME arrows to adjust the time.
- Why is my food burned?**  
For best results, check progress throughout cooking and remove food when desired level of brownness has been achieved. Remove food immediately after the cook time ends to avoid overcooking.
- Why do some ingredients blow around when air frying?**  
Occasionally, the fan from the air fryer will blow lightweight foods around. Use wooden toothpicks to secure loose lightweight food, like the top slice of bread on a sandwich.
- Can I air fry wet, battered ingredients?**  
Yes, but use the proper breading technique. It is important to coat foods first with flour, then with egg, and then with bread crumbs. Press breading firmly onto the battered ingredients, so crumbs won't be blown off by the fan.
- Why did the display screen go black?**  
The unit is in standby mode. Press the power Ⓞ button to turn it back on.
- Why is the unit beeping?**  
Either the food is done cooking, or the other zone has started cooking.
- Why is there an "E" message on the display screen?**  
The unit is not functioning properly. Please contact Customer Service at AU 61 2 8801 7666, NZ 64 800 112 660.

**VISIT US ONLINE AT:**

ninjakitchen.com.au

ninjakitchen.co.nz



**Or follow us on any of our social media pages:**

@ninjakitchenau, @ninjakitchennz, @NinjaKitchenANZ

**NOTE:** Save these instructions. Keep for future reference.

**ONE (1) YEAR LIMITED REPLACEMENT WARRANTY**

For guarantee claims, you will need to submit a proof of purchase in the form of a valid receipt that displays date and place of purchase. This warranty does not replace but is in addition to your statutory rights.

If your product becomes defective due to faulty material or workmanship within a period of 1 year from the date of purchase, we warrant to do the following:

- For New Zealand Consumers: We will replace the defective/faulty part with a new product, free of charge, or if the unit is deemed defective/faulty we replace the unit with an equivalent or upgraded model, at our discretion.
- For Australian Consumers: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Replacement items will be covered by the limited warranty for the balance of the warranty period from the date of the original purchase. Please note: Your warranty is subject to the following conditions.

- **DO NOT** operate the appliance with a damaged plug or cord, or if the unit has been dropped, damaged or dropped in water.
- To avoid the risk of electric shock, do not disassemble or attempt to repair the appliance on your own. If the supply cord is damaged, it must be replaced by a qualified electrician to avoid a hazard. Incorrect re-assembly or repair can cause a risk of electric shock or injury to persons when the appliance is used.
- The item has not been misused, abused, neglected, altered, modified or repaired by anyone.
- The item has been subjected to fair wear and tear.
- The item has not been used for trade, professional or hire purposes.
- The item has not sustained damage through foreign objects, substances or accident

**What is not covered?**

- Accessories supplied with the item.
- Components that are subject to natural wear and tear caused by normal use in accordance with operating instructions.
- Unauthorised/improper maintenance/handling or overload is excluded from this warranty.

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