

nuwave®

PRIMO® GRILL & OVEN

Owner's Manual

Model: 20750

Rev.04



Questions or Concerns?

For Amazon Purchases: support@nuwavenow.com

For All Other Purchases: help@nuwavenow.com

www.nuwavenow.com

THANK YOU!

Congratulations on your NuWave® purchase. We know there are many options available and sincerely appreciate the trust you have placed in us.

For the last 30 years, we have committed to introducing products that promote healthy living at affordable prices. By combining the highest quality designs with cutting edge technology, we have always strived to blend feature, function, and innovation into every product we make. We hope you will agree.

We would love to hear from you. Please feel free to reach out with any feedback or comments that could improve your experience. We would also enjoy hearing about your successes.

The best way to reach us is by email:

For Amazon Purchases: support@nuwavenow.com

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Para la versión en español de este manual, visita www.nuwavenow.com

Duralon® Blue Ceramic Non-Stick Coating

The Non-Stick Grill is made with 10th generation healthy Duralon® Blue Ceramic Non-Stick Coating which promotes creation of up to 92% more infrared radiant heat to penetrate food and cook on the inside and outside at the same time for moist, flavorful results. The Gen 10 Duralon Blue Ceramic Coating also promotes faster, even heating, releases food effortlessly and makes cleanup a breeze. It's also healthier and safer than other non-stick coatings because it contains no PFOA, which has been linked to certain types of cancer, or PTFE, which may start to degrade at temperatures over 500°F.



SAFEGUARDS & INFORMATION

ALWAYS KEEP THIS MANUAL HANDY FOR FUTURE REFERENCE.

READ ALL INSTRUCTIONS and WARNINGS Only use the appliance as intended and always follow basic safety precautions. Avoid any misuse of the Primo Grill & Oven that can void your warranty and create the risk of serious injury.

WARNING: When using the Primo®, basic safety precautions should always be followed:

1. Read all instructions, safeguards, and warnings before using the Primo.
2. **Do not** touch hot surfaces. Use handles or knobs.
3. Always grab the Power Head and Base by the handles. Wear oven mitts when handling any part after cooking.
4. To protect against electrical shock, do not immerse cord, plugs, or the Primo in water or other liquids.
5. Close supervision is necessary when any unit is used by or near children. The Primo is not intended for use by children, persons with reduced physical, sensory, or mental capabilities or those with lack expertise or knowledge of this Primo.
6. Unplug the Primo from outlet when not in use and before cleaning.
7. **Do not** wrap or line the Base Tray or Grill with foil as this can cause the unit to overheat.
8. Always turn the Primo off before removing the plug from the outlet.
9. Allow the Primo to cool before cleaning, putting on or taking off parts.
10. **Do not** use this appliance for other than intended use.
11. **Do not** operate Primo 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.
12. The use of other accessories that are not intended to be used with the Primo is not recommended. Doing so may damage the Primo and can cause accidents.
13. **NOT INTENDED FOR OUTDOOR USE. HOUSEHOLD USE ONLY.**
14. **Do not** let cord hang over edge of table or counter or touch hot surfaces.
15. **Do not** place on or near a hot gas, electric burner, or in a heated oven.
16. The Primo Base will accumulate hot liquids from cooking. Use extreme caution when removing the Base or any vessel containing hot liquids.
17. Never put the Primo against the wall or other appliances. There should be at least 3 inches of free space for the back side, left/right sides, and the upper side of the Primo.
18. **Do not** place anything on top of the Primo.
19. Always remove the Dome away from you so the escaping steam is directed away from your face. Keep away from the hole in the Dome while Primo is cooking.
20. It is normal for some smoke to escape the Primo when heating for the first time.
21. If a lot of smoke is escaping from the air vent during operation, unplug the Primo immediately and contact Customer Service.*
22. **Do not** clean with metal scouring pads. Pieces can break off the pad and touch electrical parts, creating a risk of electric shock.
23. The Primo is not intended to be operated by means of an external timer or separate remote-control system.

24. Keep manual handy for future reference.

ADDITIONAL SAFEGUARDS

1. **Do not** place the Primo close to flammable materials, heating units, or wet environments.
2. **Do not** replace with other parts that are not designed specifically for the Primo.
3. **Do not** move the Primo while in operation. Only after the Primo has completely cooled should moving be attempted. Always wait for the appliance to cool down prior to handling it.
4. Never block the air vents.
5. Use extreme caution when operating the Primo or any other appliance.
6. Stop or pause cooking before removing the Dome. The Dome with Power Head should be placed on the Dome Holder.
7. If any trouble arises during operation, any service **MUST** be done by NuWave LLC or authorized by the manufacturer for repairs.*
8. **Do not** disassemble the Primo or replace any parts without prior written consent from the manufacturer.
9. Children should be supervised to ensure that they do not play with the appliance.
10. Make sure the Primo is always clean prior to cooking.
11. **Do not** use the Grill Plate outside of the base.
12. If the power cord is damaged, do not attempt to operate the Primo.
13. **Do not** use metal utensils on the non-stick Base and Grill plate.

*Customer Service Department:

For Amazon Purchases:

support@nuwavenow.com

For All Other Purchases:

help@nuwavenow.com

SAVE THESE INSTRUCTIONS



CAUTION

- Do not cover the air inlet and outlet vents while the Primo is operating.
- Never touch the insides or outside of the Primo while it is operating.

Power-Supply Cords

The plug for this appliance is designed for polarized outlets and only fits one way. Do not attempt to modify the plug.

1. The marked electrical rating of the extension cord should be at least as great as the electrical rating of the appliance.
2. The longer cord should be arranged so that it will not drape over any countertop or tabletop where it could be pulled on or tripped over unintentionally.
3. The Primo should be operated on a separate electrical outlet from other operating appliances due to wattage limitations.

Read and understand the entire manual before using the Primo.

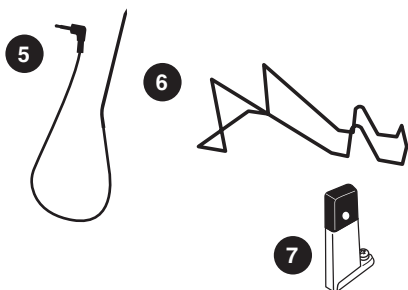
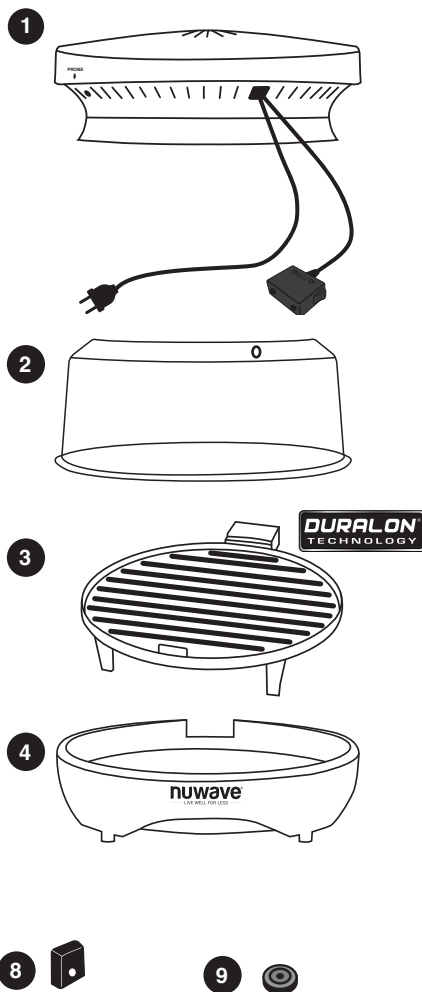
NOTICE: THE FAILURE TO FOLLOW ANY OF THE IMPORTANT SAFEGUARDS, ADDITIONAL SAFEGUARDS, OR THE INSTRUCTIONS FOR SAFE USE IS A MISUSE OF YOUR PRIMO THAT CAN VOID YOUR WARRANTY AND CREATE THE RISK OF SERIOUS INJURY.

DO NOT USE THE PRIMO FOR ANYTHING OTHER THAN ITS INTENDED USE.

NOTE: Place the Primo on a surface that is horizontal, even, and stable. The Primo is intended for normal household use. It is not intended to be used in environments such as staff kitchens/cafeterias of shops, offices, farms, or other work environments, nor is it intended to be used by clients in hotels, motels, bed and breakfasts, and non-residential environments.

PARTS & ACCESSORIES

- 1 **Power Head**
Part #: PMA1
- 2 **Power Dome**
Part #: PMA2
- 3 **Non-Stick Grill Plate with
Duralon® Blue Ceramic Coating**
Part #: PMA4
- 4 **Base**
Part #: PMA5
- 5 **Probe**
Part #: PMA6
- 6 **Dome Holder**
Part #: PMA7
- 7 **Grill Plate Feet**
Part #: PMP3
- 8 **Grill Plate Silicone feet**
Part #: PMP1
- 9 **Base Tray Rubber Feet**
Part #: PMP2



ORDERING PARTS

Over the lifetime of your Primo Grill & Oven, you may find yourself needing a new part or accessory, and if you do, NuWave has you covered.

Ordering new parts and accessories is quick and easy. Have ready down the name and number for the part you want, then contact Customer Service by emailing:

- **For Amazon Purchases:** support@nuwavenow.com
- **For All Other Purchases:** help@nuwavenow.com

Or order directly online at: www.nuwavenow.com

ASSEMBLY GUIDE

Before First Use

1. Remove all protective film and stickers.
2. Thoroughly wash the dome, grill and base using a non-abrasive soapy sponge, rinse thoroughly and dry.
3. Clean the probe using the same method but do not immerse the probe in water.
4. Thoroughly wipe the top and the underside of the power head with a slightly damp cloth.
5. Once all parts are dry, run the Primo Grill without any food inside at 400°F for 20 minutes to burn off any lingering residue or oils.

NOTE:

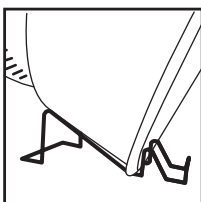
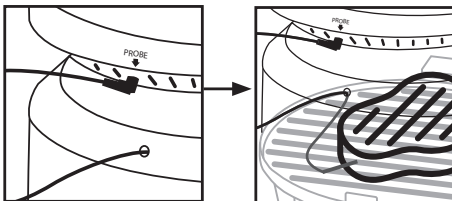
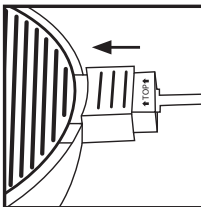
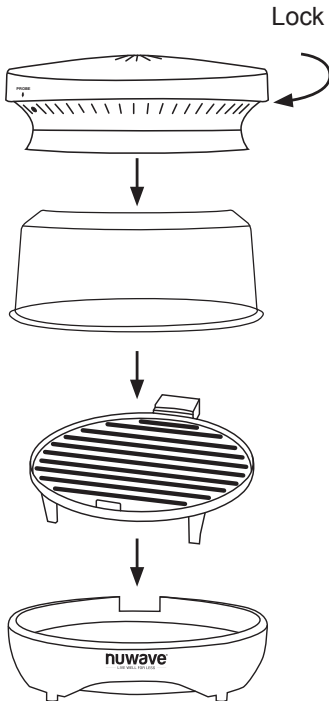
PROBE IS NOT DISHWASHER-SAFE

Connecting Power Head to Dome

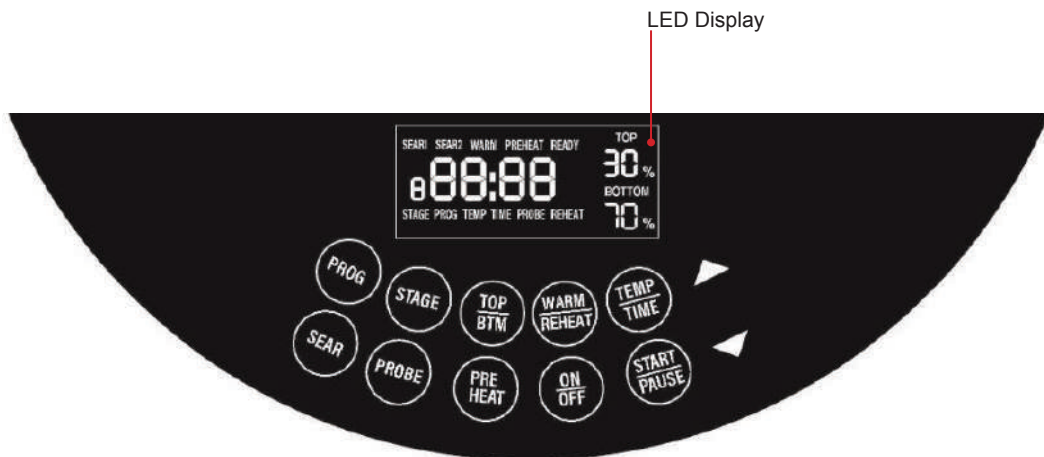
1. Place the Power Head on rim of the Dome.
2. Lock into place by bracing the Power Head and rotating clockwise until the locking lugs are engaged. Lift the Power Head to verify it's secure.

Assembling the Primo

1. Place the Base on a firm, stable surface.
2. Place the Grill Plate inside the Base with the plug positioned in the Base opening.
3. Connect the power cord to the Grill Plate and plug into an outlet.
4. Place the Dome with the Power Head onto the base.
5. (Optional) Plug the probe into the jack on the Power Head and run the probe through the hole in the Power Dome. See page XX for more detailed probe instructions.
6. Optional) Set up Dome Holder along the edge of the Base.



CONTROL PANEL



PROG

PROG

Access the 100 preset recipes or the 50 user-made presets.

STAGE

STAGE

Set the Primo to change cooking temperature automatically after a set amount of time. This can be done up to 5 times.

TOP
BTM

TOP/BTM

Adjust the heating percentage between the Power Head and the Grill Plate.

WARM
REHEAT

WARM/REHEAT

Keep your food warm at low heat, or reheat your leftovers.

TEMP
TIME

TEMP/TIME

Press to switch between showing the cooking temperature and time on the display. Adjust either one using the arrows.

SEAR

SEAR

Cook at a high heat to seal in the juices. This can be done before cooking, after cooking or both.

PROBE

PROBE

Set the target food temperature and the probe will tell the Primo to stop cooking when your food is done.

PRE
HEAT

PREHEAT

Automatically bring the Primo to the set temperature before you begin cooking.

ON
OFF

ON/OFF

Turn the Primo ON and OFF, or cancel the current cooking function.

START
PAUSE

START/PAUSE

Begins the set cooking process, or pauses cooking.

OPERATING BUTTONS FUNCTIONS

When executing multiple functions, the cooking sequence will always be as follows:
Preheat, Sear 1, Stage 1~5 / Prob, Sear 2, Warm

ON
OFF

ON/OFF

1. Press **ON/OFF** once to turn your Primo on and off.

START
PAUSE

START/PAUSE

1. Press **START/PAUSE** to begin cooking at 350°F for 15 minutes, which are the default settings.
2. Press **START/PAUSE** once during cooking to pause.
3. Press **START/PAUSE** a second time to resume cooking.
 - Remaining cooking time will be displayed and the countdown will continue.
4. When the Primo is finished cooking, it will beep three times and “End” will be displayed.

TEMP
TIME

TEMP/TIME

1. Press **ON/OFF**. The default 350°F will be displayed.
 - Use the arrows to adjust the temperature in 5°F increments. Hold down the arrows to change the temperature faster.
2. Press **TEMP/TIME** to switch the display to the default cooking time of 15 minutes.
 - Use the arrows to adjust the time in 1-minute increments. Hold down the arrows to change the time faster.
3. Press **START/PAUSE**. The Primo will cook your food at the set cooking temperature and time.

NOTE:

You can change the default

temperature or time. Once you set your desired temperature, press and hold **START/PAUSE** until you hear 2 short beeps. This temperature will now be your default. Follow the same process to change the default time.

PRE
HEAT

PREHEAT Function

The Preheat function ensures that the Primo reaches your desired temperature before cooking begins.

1. Press **ON/OFF**.
 - Adjust the temperature with the arrows.
 - Press **TEMP/TIME** and use the arrows to adjust the cooking time.
2. Press **PREHEAT** followed by **START/PAUSE**. The set temperature will be flashing as the Primo preheats.
3. Once the temperature has been reached, the display will show “ready” and a 10-second countdown will begin.
4. Press **START/PAUSE** twice, place the dome on the dome holder and add your food to the Primo before returning the dome to the base.
5. Press **START/PAUSE** to begin cooking.

NOTE:

If no action is taken before the end of the 10-second countdown, the Primo will begin cooking automatically. Enable automatic preheat by pressing and holding **PREHEAT**. Repeat to switch back.

OPERATING BUTTONS FUNCTIONS

TOP
BTM

TOP/BOTTOM Function

This refers to the amount of heat coming from the top and bottom heating elements. You can adjust your Primo to cook from the top or bottom and the amount of power. Default - Top 30%, Bottom 70%.

1. Press **ON/OFF**.
2. Press **TOP/BTM**. TOP will flash.
 - Press the Up or Down arrows to adjust TOP heat percentage. As TOP goes higher, BOTTOM goes lower. TOP and BOTTOM percentages will always equal 100%.
 - When using TOP only at 100%, FP will be displayed.
 - BOTTOM max power is 70%.
 - The Primo will cook your food using the adjusted top and bottom power levels.
 - When finished, the display will show End and the Primo will beep three times.
3. The TOP/BOTTOM percentage can be adjusted while using the Program or Stage function.

SEAR

SEAR Function

SEAR 1

Sear 1 occurs at the start of the cooking process. The default setting is 400°F for 5 minutes.

1. Set your desired cooking temperature and time.
2. Press **SEAR** once to enable SEAR 1. Adjust the temperature and time as desired.
3. Press **START/PAUSE** to begin cooking with SEAR 1 occurring immediately.

SEAR 2

SEAR 2 occurs at the end of the cooking process. The default setting is 400°F for 5 minutes.

1. Set your desired cooking temperature and time.
2. Press **SEAR** twice to enable SEAR 2. Adjust the temperature and time as desired.
3. Press **START/PAUSE** to begin cooking with SEAR 2 occurring at the very end of the cooking process.

SEAR 1 2

SEAR 1 2 occurs both at the beginning and end of the cooking process. The default setting is 400°F for 5 minutes.

1. Set your desired cooking temperature and time.
2. Press **SEAR** once and adjust the temperature and time as desired. This will be your SEAR 1 setting.
3. Press **SEAR** again and adjust the temperature and time as desired. This will be your SEAR 2 setting.
4. Press **START/PAUSE** to begin cooking with SEAR 1 occurring immediately and SEAR 2 occurring at the end of the cooking process.

NOTE:

If the temperature probe reaches the set temperature before the end of the cooking cycle, SEAR 2 will not occur.

INDEPENDENT SEAR

The Primo can sear without the need to set a separate cooking cycle. Just press and hold SEAR until the Primo begins to sear at the default setting. You can adjust the temperature and time at any point while searing.

OPERATING BUTTONS FUNCTIONS

PROBE

PROBE Function

The Digital Temperature Probe measures the internal temperature of your food as it cooks and can tell your Primo to stop cooking once your food reaches its target temperature.

1. Plug the Probe into the Power Head and run the Probe through the hole in the dome.
2. Add your food to the Primo and insert the probe into the thickest part of the food. Make sure the probe isn't touching any bones.
3. Press and hold **PROBE** to adjust the target temperature. The default 165°F will be shown on the display but this can be adjusted between 50°F and 212°F using the arrows.
4. Press **START/PAUSE** to begin cooking.
5. Once the probe temperature is 10°F below the target temperature, the Primo will beep 3 times. This allows you to remove your food to finish cooking on the counter if you desire. If you don't remove your food, the Primo will continue cooking until the target temperature is reached.

NOTE:

- If you press PROBE and the Primo beeps three times and the display shows "Prb1" that means your Probe isn't plugged in.
- The cooking temperature must be higher than the target Probe temperature otherwise the Primo will not cook.
- Once the target temperature is reached, the Primo will stop cooking regardless of the cooking time or programmed functions remaining.

PROG

PROG

The Primo includes 100 preset recipes along with slots for 50 user-created recipes.

How To Recall A Preset

1. Press **PROG**. 1 will be shown on the display.
2. Use the arrows to select your desired preset and press **START/PAUSE** to begin cooking.

NOTE:

- Consult your Quick Start Guide or Recipe Book to see what each of the 100 presets do.
- You may adjust the cooking temperature and time of the preset recipes but these changes will not save.

How To Program & Save Your Own Recipe

1. Set the cooking temperature and time along with any desired cooking functions such as Preheat, Sear or Warm.
2. Press and hold PROG until you hear one beep. Use the arrows to choose your desired memory slot between 101 and 150.
3. Press and hold PROG until you hear one beep to save your program in your selected slot.
4. Press START/PAUSE to begin cooking.

NOTE:

- You may save your custom recipe at any point before, during or after cooking. Simply follow steps 2 and 3.
- If you save your custom recipe in a slot that already has a recipe assigned to it, your new recipe will override the old one.

OPERATING BUTTON FUNCTIONS

STAGE

STAGE

You can program your Primo to cook for a maximum of 5 stages.

1. Press **STAGE** to set stage 1. The default setting is 350°F for 15 minutes which can be adjusted using the arrows.
2. Press **STAGE** again for stage 2. Adjust the cooking temperature and time.
3. Add up to 5 total stages as desired, then press **START/PAUSE** to begin cooking.

NOTE:

- By default, stages 2-5 have no cooking time set. You must set the desired time for each stage or else the Primo will skip that stage.
- Other functions such as Preheat and Sear can be added to cooking stages but when doing so, the display will not show the stage number.
- When using the probe, the Primo will stop cooking when the target temperature has been reached regardless of the stages remaining.

Example: Cook Stage 1 at 300°F for 17 min. » Cook Stage 2 at 360°F for 30 min. » Cook Stage 3 at 400°F for 5 min.

1. Press **ON/OFF**. Press the Up or Down arrows to adjust cooking temperature to 300°F.
2. Press **TEMP/TIME**. Press the Up or Down arrows to adjust cooking time to 00:17.
3. Press **STAGE**. Press the Up or Down arrows to adjust cooking temperature to 360°F.
4. Press **TEMP/TIME**. Press the Up or Down arrows to adjust cooking time to 00:30.

5. Press **STAGE** again. Press the Up or Down arrows to adjust cooking temperature to 400°F.
6. Press **TEMP/TIME**. Press the Up or Down arrows to adjust cooking time to 00:05. Press **START/PAUSE** to begin stage cooking.

WARM REHEAT

WARM/REHEAT

WARM

This function keeps your food warm after it's finished cooking until you are ready to serve. The default setting is 140°F for 1 hour.

1. Set your desired cooking process.
2. Press **WARM/REHEAT** and adjust the temperature and time as desired.
3. Press **START/PAUSE** to begin cooking. The warming cycle will begin once the set cooking cycle has ended.

NOTE:

- The temperature and time for the warming cycle can be adjusted at any time.
- Cancel the programmed warming cycle by pressing **WARM/REHEAT**.

INDEPENDENT WARM

To keep food warm without having a cooking cycle beforehand, press **WARM/REHEAT** and **TOP/BTM** at the same time. The Primo will automatically begin warming for the default setting, but this can be adjusted using the arrows.

OPERATING BUTTONS FUNCTIONS

REHEAT

The default is set to 360°F for 4 minutes.

1. Press **ON/OFF**.
2. Press and hold down **WARM/REHEAT** for 2 seconds to select REHEAT. The Primo will beep and begin reheating automatically.

CONTROL PANEL

2-BUTTON COMBINATION FUNCTIONS

SLOW COOK

The Primo can slow cook at low heat when using the Probe. The default cooking temperature is 190°F.

1. Insert the probe into your food and set the target temperature.
2. Press **PROG** and **PROBE** to enable the Slow Cook function. Set your desired cooking temperature and time. The maximum Slow Cook temperature is 235°F and the maximum time is 6 hours.



3. Press **START/PAUSE** to begin cooking.



NOTE:

- The cooking temperature must be at least 10°F higher than the target internal temperature.

MUTE

1. The Primo's beeping can be muted by pressing **STAGE** and **SEAR** simultaneously. Repeat to unmute.



TEMPERATURE CHARTS

Probe Temperatures

Meats	Oven Temp.	Rare	Med Rare	Med	Med Well	Well
Chicken, breast Turkey, breast Duck, breast	360					165*
Chicken, whole Turkey, whole Duck, whole	360					165*
Chicken, thigh Turkey, thigh Duck, thigh	360					165*
Steak 1" thick (25mm)	400	125	135	145*	150*	160*
Burgers ½ lb (227g)	400	125	135	145*	155*	160*
Roast Beef (bone-in) Roast Beef (boneless)	350	125	135	145*	150*	160*
Roast Lamb (bone-in) Lamb (boneless)	350	125	135	145*	150*	160*
Pork (bone-in) Pork (boneless)	350			145*	150*	160*
Salmon, Tuna, Halibut, Swordfish	400			145*	150*	160*
Fish Steaks 1" thick (25mm)	400			145*	150*	160*
Sausage	400					160*
NOTE: Times may vary depending on cooking preference. Consuming raw or undercooked meats, poultry, or seafood may increase your risk of food borne illness. *To reduce the risk, cook your food to USDA-safe temperatures.						

Cooking Time

Cooking Temperature	Selectable Cooking Time
50°F–275°F	00:00–99:59
280°F–350°F	00:00–24:00
350°F–400°F	00:00–01:00

Measurement Chart

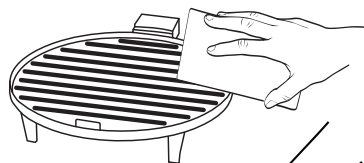
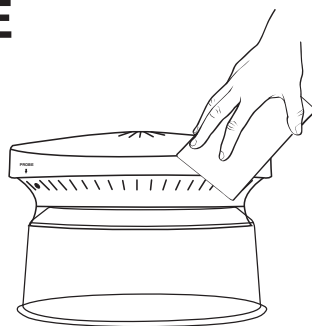
Teaspoon = t	Fahrenheit = °F	Minute = min
Tablespoon = T	Celsius = °C	Second = sec
Cup = c	Fluid Ounces = fl oz	Inch = in.
Ounce = oz	Liter = L	Dozen = doz
Pound = lb(s)	Milliliter = ml	Hour = hr
Quart = qt	Package = pkg.	Gram = g
Pint = pt	Gallon = gal	Kilogram = kg

CARE & MAINTENANCE

BEFORE FIRST USE:

Clean the Primo and accessories before first use, after every use and between large batches.

1. Unplug the Primo and the Grill Plate and allow all parts to cool before cleaning.
 2. Once cooled, separate all parts and wash accordingly.
- Use a damp cloth to wipe down the top and underside of the Power Head.
 - The Probe and Dome are hand wash only.
 - Wash the Grill Plate and Base by hand or in the dishwasher, top rack and air dry only.



NOTE:

Do not use harsh abrasives or metal utensils when cleaning the Grill Plate as this may damage the non-stick coating.

STORAGE

1. Unplug the appliance and let it cool down completely.
2. Make sure that all the parts are cleaned and dry.

IMPORTANT- Do not immerse Power Head or Probe in water or attempt to cycle through dishwasher. The outer surface may be cleaned by wiping carefully with a damp dishcloth or sponge. Make sure the Primo has cooled completely prior to cleaning.



TROUBLESHOOTING GUIDE

The Primo is engineered with an automatic shut-off feature to prevent overheating during use. If the Primo shuts off to cool itself down, an odor may be detected. Unplug the Primo and wait for it to completely cool down. To prevent the Primo from overheating, do not cook foods at higher temperatures or for longer times than recommended.

The Primo does not turn on.

Plug may not be in the outlet. Plug in the Primo.

The food is cooked unevenly.

Check cooking process throughout. Turn or rotate as needed to ensure even cooking.

The Primo is not heating.

Make sure the Primo is plugged in. Unplug Primo and plug the Primo back in and see if the Primo comes up to correct temperature. If this problem persists, contact Customer Service.

Error Code Prb1 is displayed and Probe is not working.

Probe not connected to the Primo. Connect Probe to the Primo.

Error Code Prb2 is displayed and Probe target temp is higher than cooking temp.

Probe target temperature higher than cooking temperature. Reset Probe target temperature lower than cooking temperature.

Error Code Prb3 is displayed and Probe has a short circuit.

Turn the Primo off to cool. If still not working contact Customer Service.

Error Code Prb4 is displayed and Probe Sensor is not detecting temperature increase.

Allow food to come up to room temperature or thaw before inserting Probe into food.

Error Code Er1 is displayed and the Primo is not cooking.

Turn the Primo off and unplug to cool. If still not working after cooling and turned on, contact Customer Service.

Error Code Err1 is displayed and the Primo is not cooking.

Temperature Sensor Short Circuit. Contact Customer Service.

Error Code Err2 is displayed and the Primo is not cooking.

Temperature Sensor is open. Contact Customer Service.

Error Code Err3 is displayed and the Primo is not cooking.

Top heater malfunctioned. Contact Customer Service.

Error Code Err4 is displayed and the Primo is not cooking.

Bottom heater in abnormal condition Bottom heater circuit has broken. Contact Customer Service.

Contact Customer Service at

For Amazon Purchases: support@nuwavenow.com

For All Other Purchases: help@nuwavenow.com.

LIMITED WARRANTY

THE MANUFACTURER WARRANTIES

NuWave, LLC warrants that Primo Grill & Oven will be free from manufacturer defects for 1 year from the date of purchase, under normal household use, and when operated in accordance with the Manufacturer's written instructions. This Limited Warranty covers for the Original Purchaser only. The Manufacturer will provide the necessary parts and labor to repair the product at the NuWave LLC Service Department. After the expiration of the warranty, the cost of the parts and labor will be the responsibility of the owner.

THE WARRANTY DOES NOT COVER

The Limited Warranty is voided if repairs are made by an unauthorized dealer, or the serial number data plate is removed or defaced. Normal deterioration of finish due to use or exposure is not covered by this Warranty. This Limited Warranty does not cover failure, damages or inadequate performance due to accident, acts of God (such as lightning), fluctuations in electric power, alterations, abuse, misuse, misapplications, corrosive-type atmospheres, improper installation, failure to operate in accordance with the Manufacturer's written instructions, abnormal use, commercial or rental uses, or resold units. NuWave LLC reserves the right to void the Limited Warranty, where allowable by law, for products purchased from an unauthorized dealer.

TO OBTAIN SERVICE

The owner shall have the obligation and responsibility to pay for all services and parts not covered by the warranty; prepay the freight to and from Service Department for any part or system returned under this warranty; and carefully package the product using adequate padding material to prevent damage in transit. The original container is ideal for this purpose. Include in the package the owner's name, address, daytime telephone number, a detailed description of the problem, and RGA (Return Goods authorization number). To obtain the RGA number, email us at:

For Amazon Purchases: support@nuwavenow.com;

For All Other Purchases: help@nuwavenow.com.

Provide the product model & serial number and proof of date of purchase (a copy of the receipt) when making claims under this warranty.

MANUFACTURER'S OBLIGATION

The Manufacturer's obligation under this Limited Warranty is limited, to the extent allowable by law, to repairing or replacing any part covered by this Limited Warranty which upon examination is found to be defective under normal use. The Limited Warranty is applicable only within the continental United States and only to the original purchaser of the manufacturer's authorized channels of distribution. **THE LIMITED WARRANTY MAY NOT BE ALTERED, VARIED OR EXTENDED EXCEPT BY A WRITTEN INSTRUMENT EXECUTED BY THE MANUFACTURER. THE REMEDY OF REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS LIMITED WARRANTY IS EXCLUSIVE. IN NO EVENT SHALL THE MANUFACTURER BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES TO ANY PERSON, WHETHER OR NOT OCCASIONED BY NEGLIGENCE OF THE MANUFACTURER, INCLUDING WITHOUT LIMITATION, DAMAGES FOR LOSS OF USE, COSTS OF SUBSTITUTION, PROPERTY DAMAGE, OR OTHER MONEY LOSS.**

LIMITED WARRANTY

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation exclusions may not apply. This Limited Warranty gives specific legal rights, and there may also be other rights which vary from state to state.

EXCEPT AS OTHERWISE EXPRESSLY PROVIDED ABOVE, THE MANUFACTURER MAKES NO WARRANTIES EXPRESSED OR IMPLIED ARISING BY LAW OR OTHERWISE, INCLUDING WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO ANY OTHER PERSON. READ YOUR OWNER'S MANUAL. IF YOU STILL HAVE ANY QUESTIONS ABOUT OPERATION OR WARRANTY OF THE PRODUCT, PLEASE CONTACT NUWAVE LLC.

DISPUTE RESOLUTION PROCEDURE

For disputes relating to use of the website or use or purchase of a NuWave product or service (collectively "Disputes"), you agree to first contact NuWave LLC at legal@nuwavenow.com. If we cannot resolve your dispute informally, any and all disputes shall be submitted to final and binding arbitration. You may start the arbitration process by submitting in writing a demand to the American Arbitration Association ("AAA") and sending a copy to NuWave. NuWave will pay all filing costs. A single arbitrator of the AAA will conduct the arbitration in a location convenient to you or by phone. The arbitrator's award will be binding and may be entered as a judgment in a court of competent jurisdiction. The arbitration will be conducted in accordance with the provisions of AAA's Commercial Arbitration Rules and Mediation Procedures in effect at the time of submission of your demand for arbitration. See https://www.adr.org/sites/default/files/CommercialRules_Web.pdf. Except as may be required by law as determined by an arbitrator, no party or arbitrator may disclose the existence, content, or results of any arbitration hereunder without prior written consent of both parties.

A. WAIVER OF RIGHT TO SUE. By agreeing to arbitration, you understand that, to the maximum extent permitted by law, you are agreeing to waive your right to file suit in any court, to a court hearing, a judge trial, or a jury trial.

B. CLASS ACTION WAIVER. To the maximum extent permitted by law, you expressly agree to refrain from bringing or joining any claims in any representative or class-wide capacity, including but not limited to, bringing or joining any claims in any class action or class-wide arbitration.

LIMITED WARRANTY

C. OPT OUT PROCEDURE. To request to opt out of arbitration you must contact NuWave LLC at legal@nuwavenow.com, NuWave LLC, 560 Bunker Ct., Vernon Hills, IL 60061, U.S.A. You will have thirty (30) days from the date of product delivery to opt out of arbitration with respect to any dispute arising out of or relating to use or purchase of any NuWave product. If more than 30 days have passed, you are not eligible to opt out of arbitration and will have waived your right to sue or participate in a class action with respect to the dispute arising out of your purchase or use of a NuWave product. For any dispute arising out of your use of NuWave's website, you have thirty (30) days from the date you provided information to the website to opt out of arbitration. If more than 30 days have passed, you are not eligible to opt out of arbitration and you will have waived your right to sue and participate in a class action with respect to the dispute arising out of your use of NuWave's website.

D. SOME MATTERS ARE NOT SUBJECT TO ARBITRATION. Notwithstanding the foregoing, the following shall not be subject to arbitration and may be adjudicated only in the state and federal courts of Illinois: (i) any dispute, controversy, or claim relating to or contesting the validity of our intellectual property rights and proprietary rights, including without limitation, patents, trademarks, service marks, copyrights, or trade secrets; (ii) an action by a party for temporary, preliminary, or permanent injunctive relief, whether prohibitive or mandatory, or other provisional relief; or (iii) interactions with governmental and regulatory authorities. You expressly agree to refrain from bringing or joining any claims in any representative or class-wide capacity, including but not limited to, bringing or joining any claims in any class action or any class-wide arbitration.

STATE OF CALIFORNIA PROPOSITION 65

WARNING

This product can expose you to chemicals including lead and Bisphenol A (BPA), which are known to the State of California to cause cancer, birth defects and other reproductive harm.

For more information go to: www.P65Warnings.ca.gov.

ADVERTENCIA

Este producto puede exponerle a químicos, incluidos el plomo y Bisfenol A (BPA), los cuales son conocidos en el Estado de California por causar cáncer, defectos de nacimiento u otros daños reproductivos.

Para más información, vaya a www.P65Warnings.ca.gov

READ YOUR OWNER'S MANUAL

If you still have any questions about operation or warranty of this product, please contact NuWave LLC at:

For Amazon Purchases: support@nuwavenow.com

For All Other Purchases: help@nuwavenow.com

nuwave®

PRIMO® GRILL & OVEN

nuwavenow.com

FOR HOUSEHOLD USE ONLY

120VAC, 60Hz, 1500 Watts

Model: 20750

Rev. 4

Para la versión en español de este manual,
visita www.nuwavenow.com.

For patent information please go to:
www.nuwavenow.com/legal/patent

Designed & Developed in USA
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560 Bunker Ct.
Vernon Hills, IL 60061, U.S.A.

Email:

For Amazon Purchases: support@nuwavenow.com

For All Other Purchases: help@nuwavenow.com

Made in China

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Item No: BM20750

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