

Soho®

FamilyChef User Manual

SO-75AFS

7.5_L
X-LARGE
Capacity



1700 Watts
Turbo Power



360° Airflow
Technology



9 Pre-Set
Programs



Digital Touch
Controls

9

Preset Cooking
Modes

7.5L Air Fryer with 360° Airflow
Technology & Digital Touch Control

IMPORTANT SAFEGUARDS

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

1. **PLEASE READ ALL INSTRUCTIONS.**
2. **DO NOT** touch hot surfaces. Use handles, oven mitts or potholders.
3. To protect against electric shock **DO NOT** immerse the cord, plugs, or appliance in water or other liquid.
4. Children should be supervised to ensure that they do not play with the appliance.
5. Unplug the appliance from the power outlet when not in use and before cleaning. Allow to cool before putting on or taking off parts, and before cleaning the appliance.
6. **DO NOT** operate any appliance if it has malfunctioned or has been damaged in any manner including the cord or the plug. Bring it to a qualified technician for examination, repair or adjustment.
7. The use of accessory attachments not recommended by the appliance manufacturer may cause injuries and void the product warranty.
8. **DO NOT** use outdoors.
9. **DO NOT** let the cord hang over the edge of tables or counters, or touch hot surfaces.
10. **DO NOT** place on or near a hot gas or electric burner, or in a heated oven.
11. Extreme caution must be used when moving an appliance containing hot oil or other hot liquids.
12. Always attach the plug to the appliance first, then plug the cord into the wall outlet. To disconnect the appliance, turn any controls to “**OFF**”, then remove the plug from the wall outlet.
13. **DO NOT** use the appliance for other than intended use.
14. Make sure the removeable airflow tray is in place before adding food to be air fried.
15. Make sure the frying basket is locked securely into the front of the Air Fryer, while the Air Fryer is in operation.
16. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliances by a person responsible for their safety.
 - Children should be supervised to ensure that they **DO NOT** play with the appliance.
 - Close supervision is necessary when your appliance is being used near children or infants.

WARNING! THE AIR FRYER WILL NOT OPERATE UNLESS THE FRYING BASKET IS FULLY CLOSED.

CAUTION! AFTER HOT AIR FRYING, EXTREME CAUTION MUST BE USED WHEN HANDLING THE HOT FRYING BASKET, REMOVEABLE AIRFLOW TRAY, AND COOKED FOODS.

WARNING: DO NOT USE ON ACRYLIC OR STONE SURFACES

SAVE THESE INSTRUCTIONS. FOR HOUSEHOLD USE ONLY

ADDITIONAL IMPORTANT SAFEGUARDS

CAUTION HOT SURFACES! THIS APPLIANCE GENERATES HEAT AND ESCAPING STEAM DURING USE. PROPER PRECAUTIONS MUST BE TAKEN TO PREVENT THE RISK OF BURNS, FIRES, OR OTHER INJURY TO PERSONS OR DAMAGE TO PROPERTY.

CAUTION! THIS APPLIANCE IS HOT DURING OPERATION AND RETAINS HEAT FOR SOME TIME AFTER TURNING OFF. ALWAYS USE OVEN MITTS WHEN HANDLING HOT MATERIALS AND ALLOW METAL PARTS TO COOL BEFORE CLEANING. DO NOT PLACE ANYTHING ON TOP OF THE APPLIANCE WHILE IT IS OPERATING OR WHILE IT IS HOT.

1. All users of this appliance should read and understand this instruction manual before operating or cleaning this appliance.
2. The cord to this appliance should be plugged into a 220-240V AC electrical outlet only.
3. If this appliance begins to malfunction during use, pull the frying basket drawer out of the body. Then remove the plug from the wall outlet. **DO NOT** use or attempt to repair the malfunctioning appliance.
4. **DO NOT** leave this appliance unattended during use.
5. **DO NOT** immerse power cord in any liquid. If the power cord to this appliance is damaged, it must be replaced.
6. Keep the cord out of reach of children and infants to avoid the risk of electric shock and choking. Place the Air Fryer on a flat, heat-resistant work area.
7. **DO NOT** obstruct the air outlet or air inlets on the back and sides of the Air Fryer with any objects. Avoid escaping steam from the air outlet during air frying.
8. Keep the appliance at least 15 cm away from walls or other objects during operation.
9. Always use the frying basket handle to open the frying basket drawer.

WARNING! AFTER AIR FRYING, MAKE SURE TO PLACE THE FRYING BASKET DRAWER ON A FLAT, HEAT-RESISTANT SURFACE.

WARNING! OVER-FILLING THE FRYING BASKET MAY DAMAGE THE AIR FRYER AND COULD RESULT IN SERIOUS PERSONAL INJURY.

10. **NEVER** move a hot Air Fryer or an Air Fryer containing hot food. Allow to cool before moving.
11. **DO NOT** clean with metal scouring pads. Pieces can break off the pad and touch electrical parts, creating a risk of electric shock.

WARNING! THIS AIR FRYER SHOULD NOT BE USED TO BOIL WATER.

WARNING! THIS AIR FRYER SHOULD NEVER BE USED TO DEEP FRY FOODS.

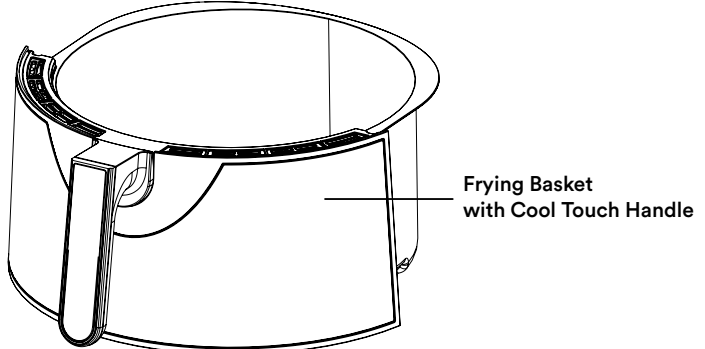
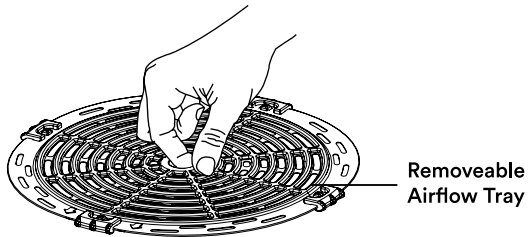
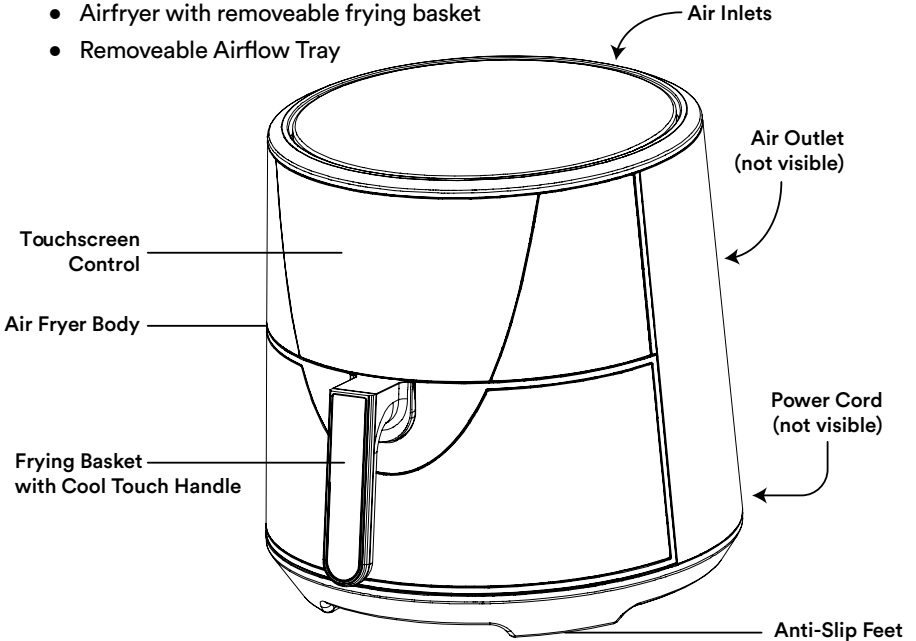
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1. GETTING TO KNOW YOUR AIR FRYER








1. Whats in the box:

- Airfryer with removeable frying basket
- Removeable Airflow Tray

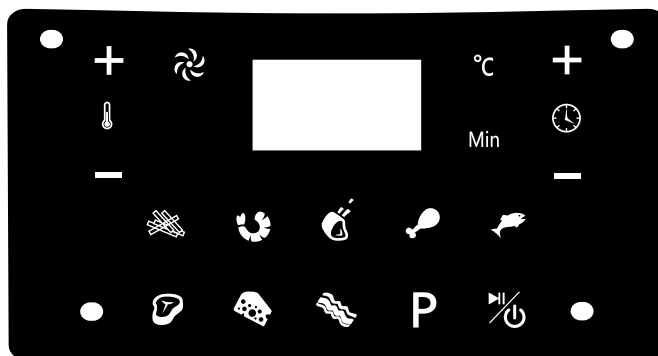


Product may vary slightly from illustration

2. TOUCHSCREEN CONTROL

- Once the frying basket drawer and frying basket are properly locked into the Air Fryer body and the Air Fryer is powered on, the  button will illuminate **RED** which indicates appliance is in **STANDBY MODE**.
- Short press the  button to turn the Air Fryer **ON**.
 - The default **TEMP: 190°C** and **TIME: 15 minutes** will alternate on the digital display and the other buttons will also be illuminated.
- Press the  button to begin air frying for default time **15 MINUTES** at **190°C**.
 - When the Air Fryer is in operation, the fan will be heard and the icon will flash on the display. The display will alternate between the cooking time and temperature while cooking - time will be shown to decrease as it passes.
- Short press the  button or remove the frying basket from the drawer to **PAUSE** the Air Fryer. The  button will keep on flashing indicating the Air Fryer is on **PAUSE**.
- Press & hold the  button for at least 3 seconds to place the Air Fryer in **STANDBY MODE**. The  button will illuminate **RED**. (The **WHITE** fan icon will continue to flash for 20 seconds.)

NOTE : IF THERE IS NO OPERATION FOR 10 MINUTES WHILE ON PAUSE, THE AIR FRYER WILL ENTER STAND BY MODE. THIS OCCURS FOR SAFETY PURPOSES AND TO SAVE POWER.



3. TIMER CONTROL BUTTONS

Change the cooking time setting by pressing (+) or (-) on the top right of the display. This enables you to increase or decrease the cooking time, one minute at a time or if the button is held down the time will change in 5 minute increments.

NOTE: TIME RANGE 1 - 60 MINUTES

4. TEMPERATURE CONTROL BUTTONS

Change the Cooking temperature setting by pressing (+) or (-) on the top left of the display. This enables you to increase or decrease cooking temperature **5°C** at a time. Keeping the button held down will rapidly change the temperature.

NOTE: TEMPERATURE CONTROL RANGE: **80°C - 200°C**.

5. PRESET COOKING MODES

There are 9 presets to choose from: Fries, Seafood, Chicken, Fish, Steak, Meat, Roast, Grill and Preheat.









6. REAL TIME DISPLAY

While in operation the display will alternate showing the temperature and remaining cooking time.

7. FAN INDICATOR

The flashing white fan icon will appear when the Air Fryer is turned on and for up to 20 seconds after it is turned off.

8. PRESET COOKING MODES SETTING

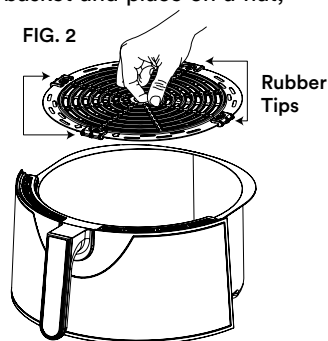
	FUNCTIONS	TIME (Min)		TEMP (°C)	
		DEFAULT	RANGE	DEFAULT	RANGE
	DEFAULT	15min	1min - 60min	190°C	80°C - 200°C
	FRIES	22min	1min - 60min	200°C	80°C - 200°C
	SEAFOOD	8min	1min - 60min	160°C	80°C - 200°C
	ROAST	25min	1min - 60min	200°C	80°C - 200°C
	CHICKEN	20min	1min - 60min	180°C	80°C - 200°C
	FISH	10min	1min - 60min	200°C	80°C - 200°C
	STEAK	12min	1min - 60min	200°C	80°C - 200°C
	GRILL	10min	1min - 60min	200°C	80°C - 200°C
	MEAT	10min	1min - 60min	200°C	80°C - 200°C
P*	PREHEAT	3min	1min - 60min	200°C	80°C - 200°C

IMPORTANT! WHEN USING THE **PREHEAT P** FUNCTION, PLEASE REDUCE TOTAL COOKING TIME BY 3 MINUTES

IMPORTANT! DEPENDING ON THE THICKNESS AND/OR DENSITY OF FOODS, IT MAY BE NECESSARY TO USE A MEAT THERMOMETER TO CHECK COOKING PROGRESS AFTER PRESET TIME HAS EXPIRED. IF MORE TIME IS NEEDED, COOK AT SHORT TIME INTERVALS UNTIL DESIRED TEMPERATURE IS REACHED.

10. BEFORE USING FOR THE FIRST TIME

1. Remove all packing material and labels from the inside and outside of the Air Fryer. Check that there is no packaging underneath and around the frying basket.
2. The Air Fryer is shipped with the frying basket locked inside the air fryer body. Firmly grasp the frying basket handle to open frying basket and place on a flat, clean work area.
3. Wash frying basket and removeable airflow tray in hot, soapy water.
4. **DO NOT IMMERSE THE AIR FRYER BODY IN WATER.** Wipe the Air Fryer body with a damp cloth. Dry all parts thoroughly.
5. To ensure the removeable airflow tray fits snugly into the frying basket drawer, there are 3 rubber tips attached to the sides of the tray. Before using, check to make sure all 3 rubber tips are in place. If they become separated from the tray, simply slide them onto the tabs as shown. (See FIG 2.)



NOTE: DURING FIRST USE, THE AIR FRYER MAY EMIT A SLIGHT ODOR. THIS IS NORMAL AND WILL NOT AFFECT THE FLAVOR OR AIR CONVECTION FRYING.

11. OPERATING INSTRUCTIONS




IMPORTANT! THE MAXIMUM FOOD WEIGHT CAPACITY RECOMMENDED FOR THIS AIR FRYING BASKET IS 2KG. THE BASKET CAN ALSO ACCOMMODATE A CAKE OR PIE AT UP TO 22x7 CM.

WARNING! THIS AIR FRYER SHOULD NOT BE USED TO BOIL WATER.

WARNING! THIS AIR FRYER SHOULD NEVER BE USED TO DEEP FRY FOODS.

1. Place the Air Fryer on a flat, heat-resistant work area, close to an electrical outlet.
2. Firmly grasp the frying basket handle to open frying basket; then remove it from the Air Fryer and place it on a flat, clean surface.
3. Place the removeable airflow tray into the base of the frying basket.
4. Insert the assembled frying basket drawer into the front of the Air Fryer.

NOTE: ALWAYS MAKE SURE THE FRYING BASKET DRAWER IS FULLY CLOSED.

5. Plug the cord into the wall outlet. An audible beep will sound and the  button will illuminate **RED**.
6. To begin, press the **RED**  button.
7. The touchscreen control panel will appear and the  button will turn **WHITE**.
8. The default **TIME** and **TEMP: 15 minutes** and **190°C** and will alternate on the digital display.

IMPORTANT! IF NO BUTTONS ARE PRESSED, THE DIGITAL AIR FRYER WILL REMAIN IN STANDBY MODE.



12. MANUAL OPERATION

1. To adjust the default air frying **TIME**, press the (+) or (-) on the right side of the control panel to increase or decrease **TIME** in 1 minute increments, from 1 to 60 minutes.



NOTE: THE TIMER CAN ALSO BE ADJUSTED DURING AIRFRYING OPERATION.

2. To adjust the default air frying Temperature, press the (+) or (-) on the left side of the control panel to adjust the default (**190°C**) **TEMP** from **80°C** to **200°C** in 5 degree increments.





NOTE: THE TEMPERATURE CAN ALSO BE ADJUSTED DURING AIRFRYING OPERATION.

3. When the desired **TIME** and **TEMP** appear on the digital display, press the  button to turn the Air Fryer **ON**. The convection fan  will flash when the Air Fryer is in operation. The preset **TIME** will begin to count down. **TEMP** and remaining **TIME** will alternate on the digital display.

IMPORTANT! IF NO BUTTONS ARE PRESSED, THE DIGITAL AIR FRYER WILL REMAIN IN **STANDBY MODE**.


4. To turn the Air Fryer **OFF** at any time, or to reset the **TIME**, press and hold the  button for at least 3 seconds.  button will illuminate **RED** indicating the Air Fryer is in **STANDBY MODE**.

NOTE: TO STOP AIR FRYING IMMEDIATELY, PULL THE FRYING BASKET DRAWER OUT OF THE BODY AT ANY TIME. WHEN THE DRAWER IS REPLACED AIR FRYING WILL RESUME.

5. When the remaining **TIME** reaches **00:00**, the  button will illuminate **RED** and the convection fan  will continue to flash for 20 seconds. 5 beeps will sound as the Air Fryer automatically turns **OFF** and goes into **STANDBY** mode.
6. Air frying operation can be paused by short pressing the  button. The  button will start flashing and the fan icon will disappear signifying **PAUSE**. If there is no operation within 10 minutes of the Air Fryer entering **PAUSE** mode, the Air Fryer will go into **STANDBY** mode.


13. FOOD MENU PRESETS

(Fries, Seafood, Chicken, Fish, Steak, Meat, Roast, Grill and Preheat)

1. To use food **MENU** options, simply press the desired food icon
2. When the desired food menu option icon is illuminated, press the  button to turn the Air Fryer **ON**.

NOTE: THE QUANTITY, DENSITY & WEIGHT OF FOOD WILL ALTER THE TOTAL COOKING TIME NECESSARY. REMEMBER, FRYING SMALLER BATCHES WILL RESULT IN SHORTER COOKING TIMES AND HIGHER FOOD QUALITY.


IMPORTANT! ALWAYS CHECK FOOD HALFWAY THROUGH COOKING TIME TO DETERMINE THE FINAL COOK TIME AND TEMPERATURE.

3. Short Press the **RED**  button to exit **STANDBY** mode.
4. All the preset icons will be illuminated **WHITE** on the display screen.
5. Press the desired food preset menu to be cooked.

6. The desired food menu will start flashing and the Air fryer will start operation with preset temperature and time.
7. Both temperature and time interval settings can be changed during operation by pressing the (+) and (-) keys

14. EASY-ASSIST FUNCTION: PREHEAT (P)

Save time and make perfect air frying effortless.

1. **PREHEAT:** If a recipe calls for a preheated oven, or, when cooking meats or proteins that benefit from a hot initial sear, use the **PREHEAT P** function.
 - Insert the empty air frying basket/drawer into the body of the Air Fryer.
 - Press the  button to begin.
 - The default **TIME** and **TEMP: 3:00 MINUTES** and **200°C** will alternate on the digital display and within 5 seconds the Air Fryer will begin to Preheat.
 - After 5 beeps, place food into the frying basket, program the Air Fryer to the desired temperature and time manually or by using the preset menu.

IMPORTANT! WHEN USING THE PREHEAT (P) FUNCTION, REDUCE TOTAL COOKING TIME BY 3 MINUTES.

15. AIR FRYING COOKING TIPS

1. Please consult the Air Frying Chart and/or follow food package directions for suggested **TIME** and **TEMP**.
2. Always pat food dry before cooking to encourage browning and avoid excess smoke.
3. To ensure even cooking / browning, **ALWAYS** open the basket drawer halfway through the cook time and check, turn or shake foods in the frying basket. Some recipes may call for brushed or sprayed oil halfway through cooking. Adjust **TIME** or **TEMP** if needed.

CAUTION! ALWAYS USE OVEN MITTS WHEN HANDLING THE HOT AIR FRYER BASKET.

CAUTION! MAKE SURE THE CLEAR BASKET LOCK IS IN THE LOCKED POSITION WHEN SHAKING FOODS FOR THE AIR FRYER. TO AVOID DAMAGE TO PERSONS OR PERSONAL PROPERTY, DO NOT PRESS THE BASKET RELEASE BUTTON WHILE SHAKING THE FRYING BASKET.

CAUTION! HOT OIL CAN COLLECT AT THE BASE OF THE DRAWER. TO AVOID RISK OF BURNS OR PERSONAL INJURY, OR TO AVOID OIL FROM CONTAMINATING AIR FRIED FOODS, ALWAYS UNLOCK AND REMOVE THE FRYING BASKET FROM THE DRAWER BEFORE EMPTYING. NEVER TURN THE DRAWER UPSIDE DOWN WITH THE FRYING BASKET ATTACHED.

4. Allow cooked foods to rest for at least 5 minutes. Remove the Air Fryer drawer from the machine and place on a flat, heat resistant surface.
5. Remove air fried foods and place onto a serving tray. Promptly return the frying basket to the drawer and lock it into place.
6. To avoid excess smoke, when cooking naturally high fat foods, such as bacon, chicken wings or sausages, it may be necessary to empty fat from the frying basket drawer between batches.
7. For crispier results, air fry small batches of freshly crumbed foods. Create more surface area by cutting food into smaller pieces. Press crumbs onto food to help it adhere. Refrigerate crumbed foods for at least 30 minutes before frying.
8. Arrange crumbed food in the frying basket so that food is not touching to allow air flow on all surfaces.
9. Spray oils work best. Oil is distributed evenly and less oil is needed.
10. Canola, olive, avocado, coconut, grape seed, peanut, or vegetable oils work well.
11. Unplug the Air Fryer when not in use.

16. A NOTE ON AIR FRYING PRE-PACKAGED FROZEN FOODS

1. It is suggested to use less time than mentioned on the packaging. Always check food halfway through cooking time to adjust **TIME** and **TEMPERATURE** if required.

17. AIR FRYING CHART (INCLUDES PRESET FOOD MENU ITEMS)

WARNING! TIMES ARE ESTIMATED AND BASED ON AVERAGE SIZES AND WEIGHTS. ALWAYS USE A COOKING THERMOMETER TO ENSURE THAT MEAT, POULTRY AND FISH ARE COOKED THOROUGHLY BEFORE SERVING.

NOTE: FRYING SMALLER BATCHES WILL RESULT IN SHORTER COOKING TIMES AND HIGHER FOOD QUALITY. ADJUST AIR FRYING TEMPERATURES AND TIMES AS NECESSARY TO SUIT YOUR TASTE.

NOTE: UNLESS FOOD IS PRE-PACKAGED AND PRE-OILED, FOR BROWNEED AND CRISPY RESULTS, ALL FOODS SHOULD BE LIGHTLY OILED BEFORE AIR FRYING.

FOOD	TEMP	AIR FRY TIME	ACTIONS
Root Vegetables	190°C	15-20 minutes	Toss with oil shake 3x
Asparagus	190°C	7-9 minutes	Spray with oil, shake 2x
Green Beans, Sugar Snap Peas	190°C	7-9 minutes	Spray with oil, shake 1x
Broccoli	190°C	5-7 minutes	Spray with oil, shake 3x
Brussels Sprouts, halved	190°C	8-10 minutes	Spray with oil, shake 2x
Butternut Squash, seeded	190°C	15 minutes	Spray with oil, shake 3x
Fennel, fresh, chopped	190°C	7-9 minutes	Spray with oil, shake 2x
Fried Sweet Potato Fries	200°C	13-15 minutes	Spray with oil, shake 3x
French Fries, Russet Potatoes, 2-3	200°C	12 minutes	Spray with oil, shake 3x
Meat, Roast, Chops	180°C	25 minutes	Rub or spray with oil, add seasoning, turn over & test for doneness
Rib-eye Steaks	180°C	Preheat +6 minutes Preheat +10 minutes Preheat +14 minutes	Rub or spray with oil, add seasoning, turn over & test for doneness, rest 15 minutes - check at 12 minutes, rest 15 minutes
Hamburgers	175°C	Preheat +3-6 minutes	Spray with oil, add seasoning, turn over test for doneness
Chicken Wings	180°C	20 minutes	Spray with oil, shake 2x, test for doneness
Chicken Tenders/Fingers, boneless	180°C	18-20 minutes	Spray with oil, shake 1x
Chicken Pieces with bone	180°C	20-30 minutes	Spray with oil, turn over, test for doneness
Fish Fillet (fresh, thawed, battered)	200°C	10 minutes	Spray with oil, turn over, test for doneness
Shrimp (thawed, battered)	160°C	8 minutes	Spray with oil, turn over, shake

18. AIR FRYER MAINTENANCE

This appliance requires little maintenance. It contains no user-serviceable parts. Any servicing requiring disassembly other than cleaning must be performed by a qualified appliance repair technician.

19. CARE & CLEANING INSTRUCTIONS


WARNING! ALLOW THE AIR FRYER TO COOL FULLY BEFORE CLEANING.

1. Unplug the Air Fryer. Remove the frying basket. Make sure the frying basket and removeable airflow tray have cooled completely before cleaning. Use the center hole of the removeable airflow tray to lift it up and out of the frying basket.
2. Wash the frying basket and removeable airflow tray in hot soapy water. Do not use metal kitchen utensils or abrasive cleansers or cleaning products as this may damage the non-stick coating.
3. The frying basket and removeable airflow tray are dishwasher-safe. For best results, place in the top rack of your dishwasher to clean.
4. Wipe the air fryer body with a soft, non-abrasive damp cloth to clean.

20. STORING INSTRUCTIONS

1. Make sure the Air Fryer is unplugged and all parts are clean and dry before storing.
2. Never store the Air Fryer while it is hot or wet.
3. Lock the frying basket into the drawer, and store inside the Air Fryer body.
4. Store the Air Fryer in its box or in a clean, dry place.

21. TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	SOLUTION
The Air Fryer doesn't work	<ul style="list-style-type: none"> The Air Fryer is not plugged in The Air Fryer has turned itself off 	<ul style="list-style-type: none"> Plug the cord into the wall outlet To begin, press the  button Make sure the frying basket/drawer is assembled correctly and fully inserted into the Air Fryer body
Food not cooked	<ul style="list-style-type: none"> The Frying basket is overloaded 	<ul style="list-style-type: none"> Fry smaller batches of food Shake foods 2 or 3 times during the cooking process Increase TEMP Increase AIR FRY TIME
Food is not fried evenly	<ul style="list-style-type: none"> The Frying basket is overloaded 	<ul style="list-style-type: none"> Fry smaller batches of food Apply a light even coat of spray oil to food before frying Shake foods 2 OR 3 TIMES during the cooking process
Frying basket / drawer won't slide into the Air Fryer body properly	<ul style="list-style-type: none"> The Frying basket is overloaded 	<ul style="list-style-type: none"> Fry smaller batches of food Air Fryer will not turn ON until the frying basket/drawer is assembled correctly and fully inserted properly into the Fryer body
White smoke coming from the Air Fryer	<ul style="list-style-type: none"> The Air Fryer is overloaded with oil The Frying basket and drawer have not been cleaned 	<ul style="list-style-type: none"> When frying very oily foods, such as bacon, it may be necessary to clean the frying basket more frequently Clean the frying basket and drawer after each use
Fresh fries are not fried evenly	<ul style="list-style-type: none"> The Frying basket is overloaded 	<ul style="list-style-type: none"> Soak, rinse and fully dry potatoes before frying Use fresh, firm potatoes
Fries are not crispy	<ul style="list-style-type: none"> Raw fries have too much water 	<ul style="list-style-type: none"> Use a clean kitchen towel to wrap and dry cut potato fries thoroughly before adding oil Cut potato fries smaller Shake and spray potato fries frequently

22. WARRANTY TERMS & CONDITIONS

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.

This warranty is provided in addition to your rights under the Australian Consumer Law. Directed Electronics Australia Pty Ltd (Directed Electronics) warrants that this product is free from defects in material and workmanship for a period of 12 months from the date of purchase or for the period stated on the packaging. This warranty is only valid where you have used the product in accordance with any recommendations or instructions provided by Directed Electronics.

This warranty excludes defects resulting from alterations of the product, accident, misuse, abuse or neglect. In order to claim the warranty, you must return the product to the retailer from which it was purchased or if that retailer is part of a National network, a store within that chain, along with satisfactory proof of purchase. The retailer will then return the goods to Directed Electronics.

Directed Electronics will repair, replace or refurbish the product at its discretion. The retailer will contact you when the product is ready for collection. All costs involved in claiming this warranty, including the cost of the retailer sending the product to Directed Electronics, will be borne by you.

Email: service@sohohome.com.au

Phone: +61 03 8331 4800

23. INDEMNITY

You agree to defend, indemnify and hold harmless Soho from and against any and all claims, proceedings, injuries, liabilities, losses, costs and expenses (including reasonable legal fees), including but not limited to, claims alleging negligence, invasion of privacy, copyright infringement and/or trademark infringement against Soho services, relating to or arising out of your breach of any provision of these terms, your misuse of the Soho services, or your unauthorized modification or alteration of products or software.

24. WARRANTY & WARRANTY DISCLAIMER

Soho has a limited warranty whereby Soho warrants to you and only to you that Soho products will be free from defects in materials and workmanship for one (1) year from the date of your purchase of the Soho products (unless a longer warranty period is required by law).

The specifics of this Soho limited warranty are at <https://www.sohohome.com.au/warranty>

Soho also assumes no responsibility for and shall not be liable for any damages caused by misuse of the product or failure to follow the instructions provided.

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25. LIMITATIONS & LIABILITY

Soho liability for damages, especially for breach of duty or obligation, delay in performance, non-performance, or malperformance shall be precluded, except when these are due to negligent breaches of any significant contractual duty or obligation on the part of Soho. Any liability for negligence is limited to direct losses usually and typically foreseeable in such case. Should the claim for damages be based on wilful or grossly negligent breach of contractual duty or obligation on the part of Soho, the preclusion and limitation of liability mentioned in the preceding sentences will not apply. The preceding preclusion and limitation of liability will also not apply to claims for damages arising out of loss of life, bodily injury or health impacts for which Soho may be liable, or for non-contractual liability.

Some states and countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Additionally, this provision is not intended to limit Soho's liability in the event of Soho's wilful or intentional misconduct.

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