USER MANUAL

TURBRO

RV AIR CONDITIONER



Model: FM15H

Please read the manual carefully before use and keep it for future reference.

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SAFETY PRECAUTIONS

General Safety

- **DO NOT use this appliance until you have read the safety warnings and operating instructions.** Risk of fire, malfunction, property damage, electric shock, serious injury, or even death may result if warnings and instructions are not adhered to.
- The manufacturer declines all responsibility for personal injury or damage to animals or objects caused by inappropriate use of the appliance according to the warnings for installation, use, and maintenance described in this instruction manual.
- This appliance is not to be used or have maintenance performed by persons with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge unless they have been given strict supervision or instruction concerning the use of the appliance by a person responsible for their safety.
- All installation, repair, maintenance, and relocation of this unit must be performed by a licensed HVAC professional.
- Keep the appliance out of reach of children and pets.
- This product is not intended for commercial use.
- DO NOT use it for any purpose other than that for which it was designed.
- DO NOT insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the unit.
- DO NOT alter or modify this appliance in any manner.
- DO NOT directly expose your body to cool air for a prolonged period.
- DO NOT climb over or place objects on top of the outdoor unit.
- Make sure that condensate water can drain out of the unit, unhindered in any way.
- NEVER attempt to operate this appliance if it is damaged, malfunctioning, disassembled, or has missing or broken parts.
- Immediately turn off the unit and shut off the circuit breaker if any abnormal situation arises.
- If the product is damaged or is not functioning properly, stop using it and contact Customer Support immediately.

Electrical Safety

- Installation must be carried out by a **certified electrician** in line with all applicable local, state, and national codes.
- Check the power cable carefully before use to ensure that they are not damaged.
- The power cable should not be scratched, damaged, knotted, pressed against heavy objects, clamped, or processed. Otherwise, it may increase the risk of electric shock, short circuit, or fire.
- Make sure the operating voltage is the same as the parametric label.
- Check the available power supply and resolve any wiring problems before installing and operating this unit.
- The air conditioner is designed to operate from a 115 V AC, 60 Hz, 1-Phase power supply.
- The air conditioner includes a grounding feature to prevent electric shock hazards. Please ensure that the unit has been connected to a 115 V/60 Hz circuit with reliable grounding.
- Protect the indoor unit with a fuse of suitable capacity for the maximum input current or with another overload protection device.
- This unit set should be plugged directly into a power outlet. Power outlets should be properly rated, protected, and sized to avoid electrical overload.
- This unit set must be used in a properly grounded wall receptacle. If the wall receptacle you intend to use is not adequately grounded or not protected by a time-delay fuse or circuit breaker, have a qualified electrician install the proper wall power receptacle before using this appliance.
- DO NOT use an extension cord or power strip with this product, as using those may increase the risk of fire.
- DO NOT connect other appliances to the same breaker with this air conditioner. Poor electrical connections, poor insulation, and high amperage draw can lead to fire.
- DO NOT handle the power cable with wet hands. Keep the cable away from liquids.
- DO NOT pull the power and signal cables. System power input must be provided through a hardwired power circuit with a proper gauge.
- Turn off the breaker during lightning or other strong storms.
- Turn off the air conditioner and breaker if the AC unit will not be in use for an extended period.

- If the power cable is damaged, it must be replaced by the manufacturer, its certified service agent, or similarly qualified persons to avoid a hazard.
- Make sure the power supply is cut off you until finish installing the air conditioner. Otherwise, it may cause an electric shock.
- Electrical wiring may be present between the roof and ceiling. Be sure that power is disconnected at the mains and battery.

FCC Caution

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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

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

The distance between user and device should be no less than 20cm.

REFRIGERANT INFORMATION

- This air conditioner utilizes fluoride R-32 refrigerant, which is a next-generation refrigerant that efficiently transfers heat and has a lower environmental impact than other refrigerants.
- Compared to other common refrigerants, R-32 is an environmentally friendly refrigerant that does not harm the ozone layer and has a lower greenhouse effect. Its excellent thermodynamic properties contribute to high energy efficiency, requiring less refrigerant and reduced maintenance.
- The refrigerant is flammable and odorless. Under certain conditions, it can cause explosions. However, its flammability is very low and it can only be ignited by fire.
- The appliance should be stored in a room without active ignition sources such as open flames, an operating gas appliance, or an operating electric heaters.
- Ducts connected to this appliance should not contain ignition sources.
- Keep any required ventilation openings clear of obstructions.
- Do not pierce or burn the appliance or any of its components.
- Be aware that refrigerants may be odorless, even when leaking.
- Only use manufacturer-recommended methods for defrosting or cleaning.
- Servicing shall be performed only as recommended by the manufacturer.



This appliance is filled with flammable R-32.



Before installing the appliance, read the installation manual first.



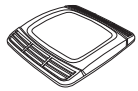
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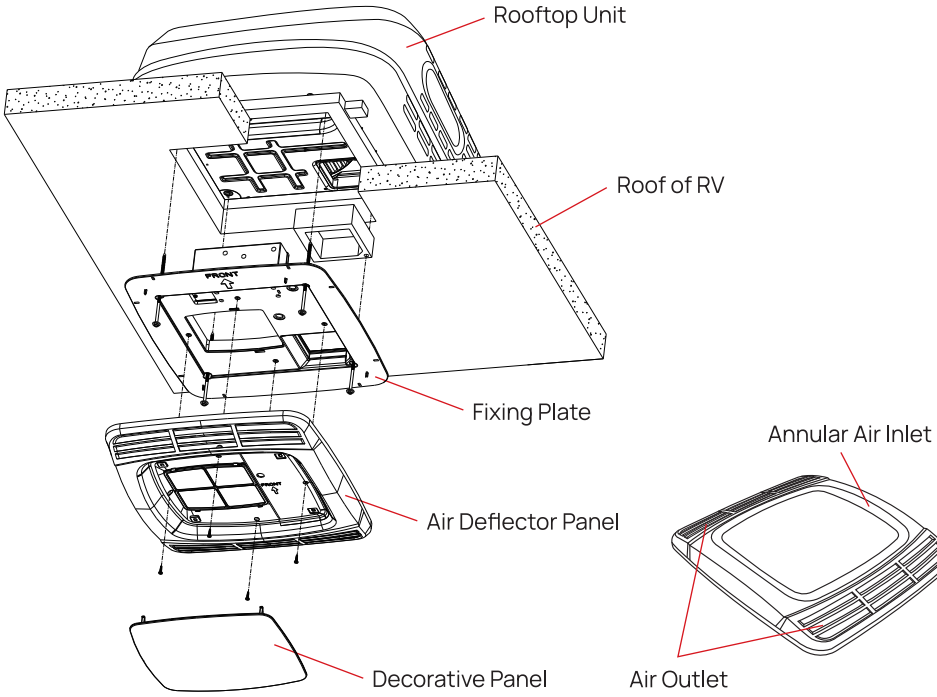
Before repairing the appliance, read the service manual first.

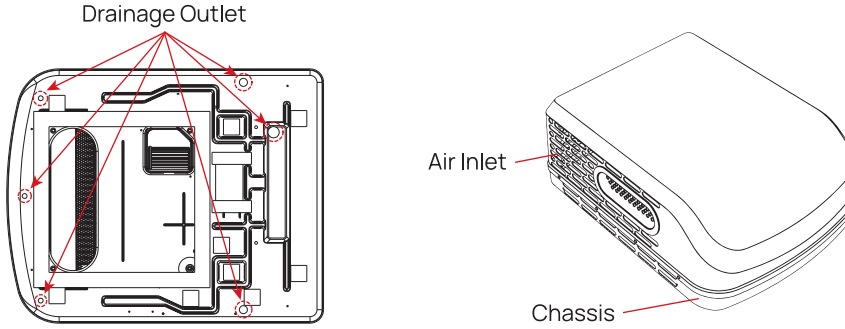
PARTS DESCRIPTION

Parts List

PARTS	PARTS NAME	QUANTITY
	Rooftop Unit	1
	Ceiling Assembly (Include Fixing Plate, Air Deflector Panel, Decorative Panel)	1 Set
	Remote Control	1
	Air Duct Sponge	3
	Remote Control Holder	1
	Fixing Screw for Remoter Control Holder (M4 x 12mm)	2
	AAA Battery	2
	Tapping Screw for Duct Plate (M4 x 20mm)	4
	Bolt for Ceiling Assembly (1/4-20UNC x 7")	4

Installation Exploded View



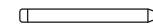
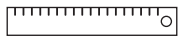
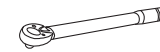


INSTALLATION

⚠ WARNING

- The air conditioner has been designed for use in recreational vehicles.
- Be careful when testing the unit. Do not operate the unit with the exterior case removed.
- The rooftop unit and ceiling assembly of the air conditioner must be installed horizontally on the top of the RV.
- During the use of this product, significant changes in air temperature within the vehicle may occur. When the temperature drops rapidly, some condensation may adhere to the surfaces of objects near the air outlet, which is a normal phenomenon. After the air conditioner has operated normally for a certain period, it will automatically dry and detach from the surfaces of these objects. Therefore, when the air conditioner is in operation, please keep the doors and windows closed as much as possible to reduce the accumulation of water vapor on the surfaces of objects inside the vehicle.
- Always use a circuit breaker for protection.
- The air inlet should be far away from obstacles and not have any objects near the air outlet. Otherwise, it may impair the heat dissipation of the exhaust pipe.
- The appliance shall not be installed in laundry areas.

Required Tools

 Screwdriver	 Bubble Level	 Pencil
 Ruler	 Scissors	 Torque Wrench

Select an Installation Site

- Check the roof of the vehicle to determine whether it can support both the rooftop unit and the ceiling assembly without additional support.
- Choose an area where the installation of an indoor unit will not interfere with existing structures.
- A vent hole (14.25" x 14.25") is needed once the location for your air conditioner has been determined. You may use existing vent holes referring to CASE A below, or you need to cut a new hole referring to CASE B below.

CASE A

If a roof vent is already present in the desired mounting location for the air conditioner, you may follow the steps below:

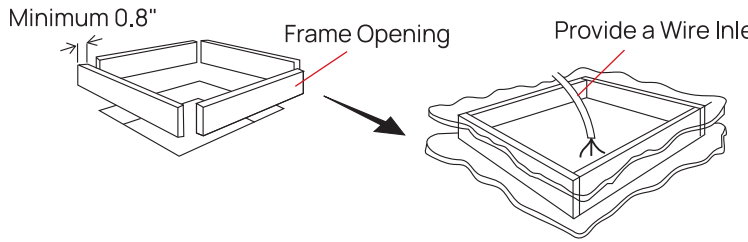
- Remove all screws which secured the roof vent to the vehicle. Remove the vent and any additional trim. Carefully remove all chalking around the opening area to make the surface clean.
- It may be necessary to seal some of the previous roof vent mounting screw holes which are not covered by the air conditioner chassis gasket.
- Examine the roof opening size. If the opening is smaller than 14.25" x 14.25", the opening must be enlarged. If the opening exceeds 14.37" x 14.37", gaskets must be installed.

CASE B

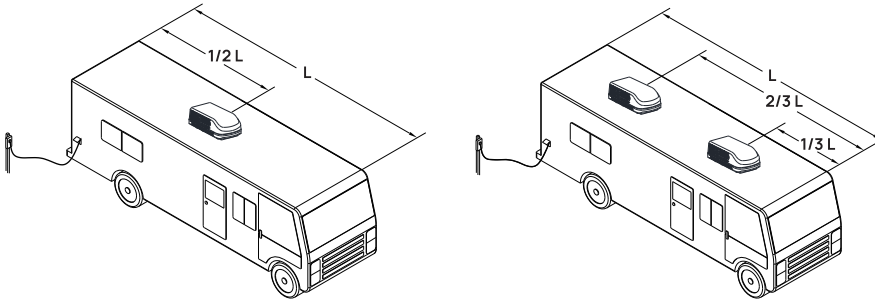
If there is no existing roof vent opening, a new opening (14.25" x 14.25") is required to be cut in the vehicle roof and the interior vehicle ceiling.

- Make sure the ceiling opening edge is smooth to avoid snags.
- The top must be capable of supporting the weight of 150 lbs.
- If the rooftop unit is installed in front of other equipment on the RV's roof, there should be at least 18 inches of space between the back of the rooftop unit and the other equipment.

- Seal the perimeter with battens that have a thickness of 0.8" or more. Additionally, provide a wire inlet for the power line, as illustrated in the figure below:



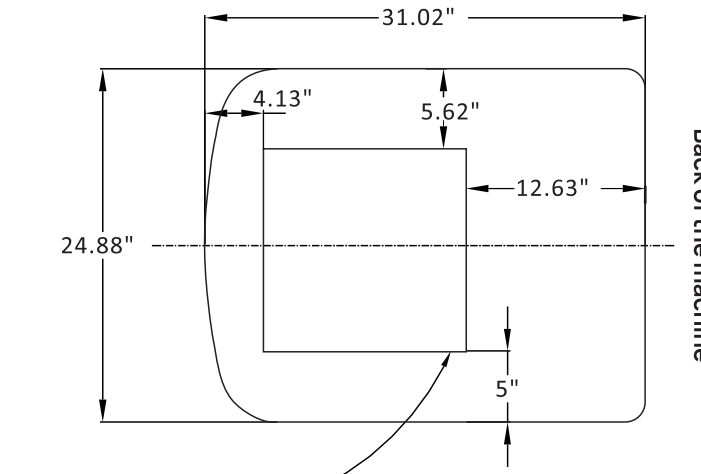
- For the installation of a single air conditioner, the unit should be positioned slightly ahead of the center point (as viewed from the front of the vehicle); for the installation of two air conditioners, the units should be installed at the 1/3 and 2/3 positions and aligned with the midpoint between the left and right ends. Please refer to the figure below for guidance:



- It is recommended that this product be installed horizontally with a maximum gradient not exceeding 15°. Once the installation position is determined, check for any obstacles in the installation area.
- Additionally, ensure there are no obstacles (such as door openings, partition frames, curtains, ceiling fixtures, etc.) that could impede the installation of the air conditioner's ceiling assembly.

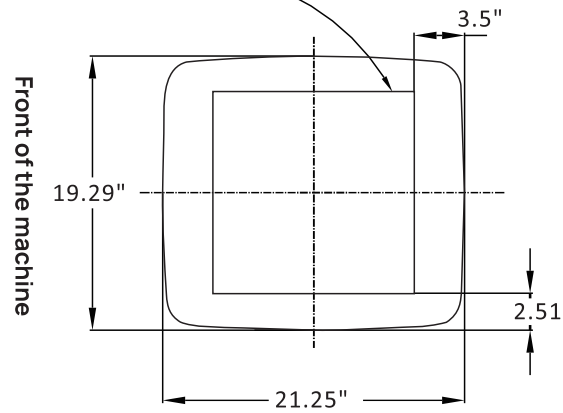
Unit Dimension Note

Roof Top Unit



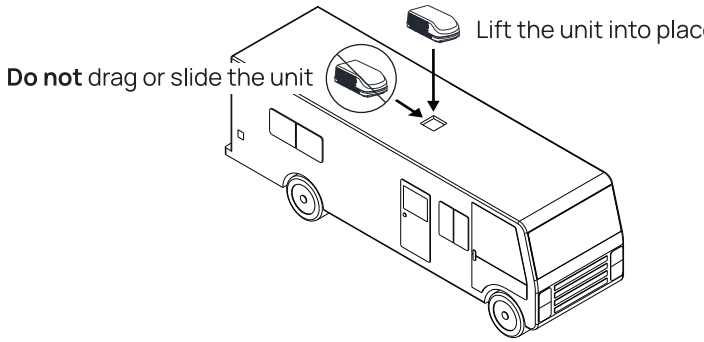
Opening 14.25"x14.25"

Ceiling Assembly

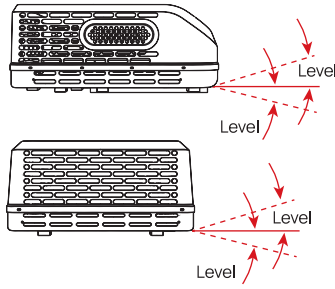


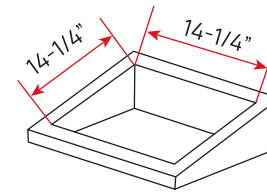
Install and Mount the Roof Top Unit

- After properly preparing the mounting hole area, open the package and take out the rooftop unit.
- Carefully lift the rooftop unit on top of the vehicle. Do not drag the rooftop unit to avoid damaging the gasket at the bottom, which could lead to water leakage after installation.
- Center the rooftop unit over the prepared cutting hole.
- Ensure the front section of the rooftop unit is aligned with the vehicle's direction to reduce wind resistance.



- Please make sure the rooftop unit is mounted level, both front to rear and side to side.
- If the vehicle's roof is sloped and the rooftop unit cannot be mounted within the allowable angle, use exterior leveling shims to achieve a level installation.
- After leveling the rooftop unit, additional shimming may be required above the interior ceiling assembly. The rooftop unit and the ceiling assembly must be parallel to each other before they are secured together.

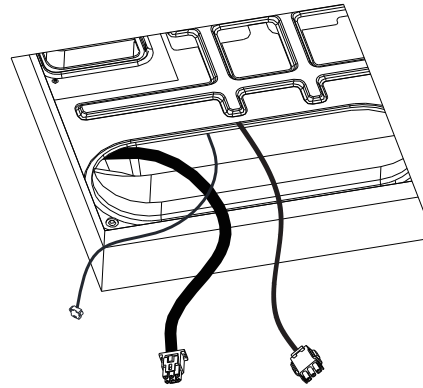




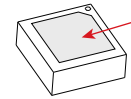
A Referencing Leveling Shim

Install the Fixing Plate

- Reach into the return of the air inlet of rooftop unit and pull down the wires of the rooftop unit of the air conditioner for the convenience of subsequent connection, as shown in the following figure.

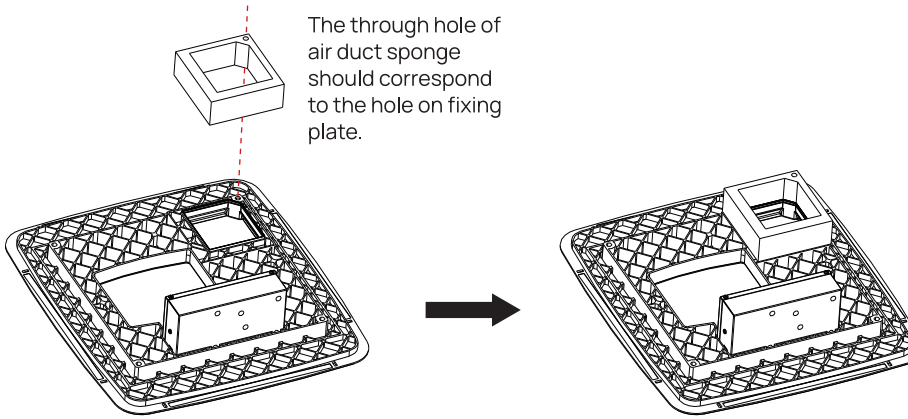


- Select an air duct sponge of appropriate size, remove the middle part, and stick it on the fixing plate along the air outlet. Ensure the hole on the sponge corresponds to the hole on the fixing plate, as shown in the following figure.



Chassis of the outdoor unit of air conditioner

The sponge in the middle part should be removed during installation.



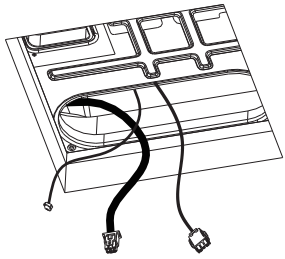
The through hole of air duct sponge should correspond to the hole on fixing plate.

Note:

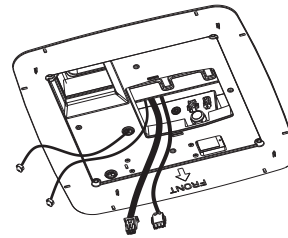
Measure the thickness from the ceiling to the roof to select the appropriate air duct sponge.

Roof Thickness	Air Duct Sponge Thickness
1.02-1.18 in	0.59 in
1.18-1.57 in	1.18 in
1.57-2.36 in	1.77 in
2.36 in-3.93 in	0.59 in + 1.18 in + 1.77 in according to the actual situation
> 3.93 in	Use an optional pipe joint

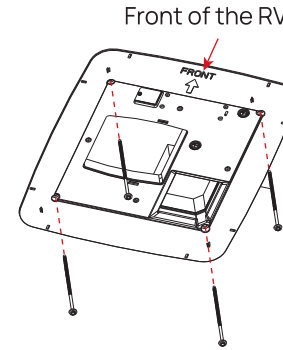
- Arrange and import the wire of the control box into the air inlet window.
- Ensuring the arrow on the fixing plate towards the front of the RV, set the fixing plate to open on the ceiling.
- The four rivet nuts on the chassis of the rooftop unit are located at four corners of the opening. Screw the 4 long bolts into the corresponding rivet nuts to secure the fixing plate with the rooftop unit with maximum torque from 4.5-5.5Nm.
- Please start threading the mounting bolts by hand to avoid cross-threading. DO NOT START THE MOUNTING BOLTS WITH AN AIR GUN.
- The mounting bolts should be tightened until the chassis gasket has been compressed to about 0.51 inch.



Chassis of the Rooftop



Fixing Plate



Electric Wiring

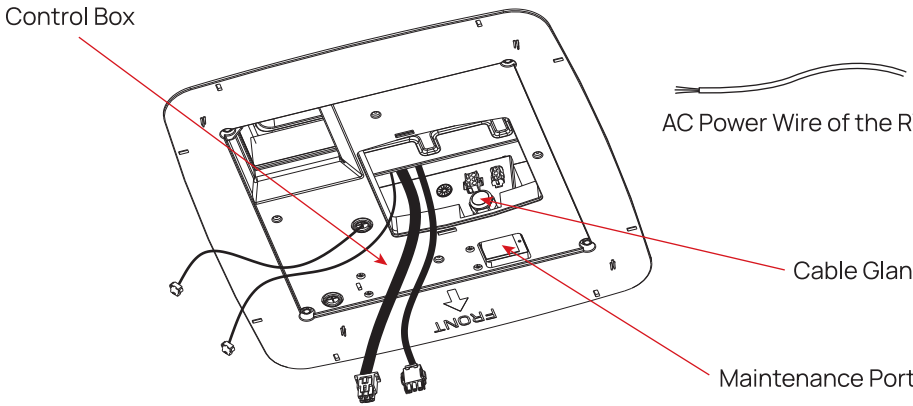
⚠ WARNING

Make sure that all power supply to the unit is disconnected before performing any work on the unit to avoid the possibility of shock or injury and damage to the equipment.

The air conditioning equipment must be properly grounded to prevent electric shock hazards. Please ensure that the equipment has been connected to a 115V/60Hz circuit with reliable grounding.

Electrical installation must be carried out by professionals and wiring must be conducted in accordance with national electrical codes and industry standards.

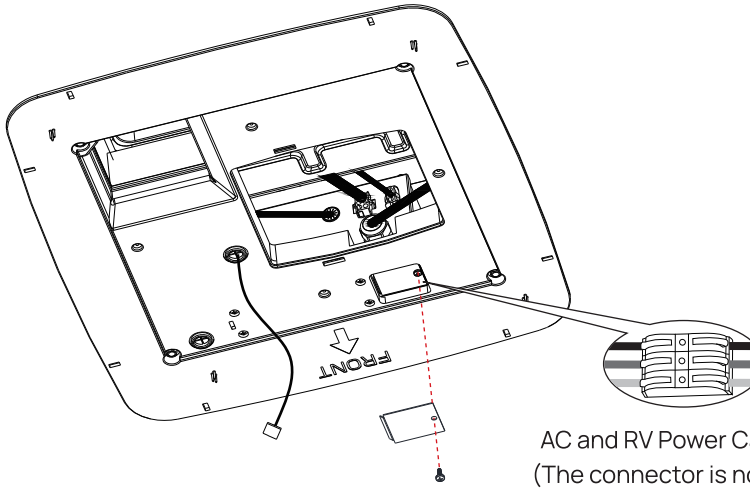
- This product requires AC 115V power supplies for RV air conditioning.
- Remove the plate of the maintenance port. Introduce the main power line into the cable gland on the control box. The cable gland needs to be tightened to prevent the main power line from being pulled and causing the loose connection.



- Use power wire with ground and supply with a minimum of 12 AWG (not included) for the wiring.
- Connect the black, white, and ground wires found in the control box to the power wire of the RV.
  Note: Connect black wire to black/live wire, white wire to white/neutral wire, and the yellow-green/ground wire to earth.
- Put the connected wires back into the maintenance port of the control box, and fix the maintenance plate again.

- Connect the wires according to the wire mark as below. Ensure that all plug-in terminals are inserted firmly in place.

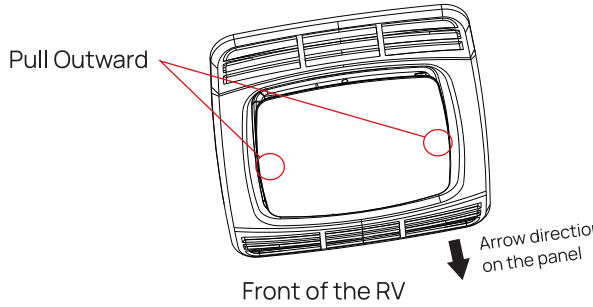
Wire Mark	Connection Position
Power Wire of the Rooftop Unit	Terminal plug of control box (6 hole)
Wire of Electric Heater	Terminal plug of control box (3 hole)
FREEZE SENSOR	Correspond to the wire of freeze sensor
LED	Connected (No operation)
DISPLAY	Correspond to the wire of decorative panel (No need to connect in this step)



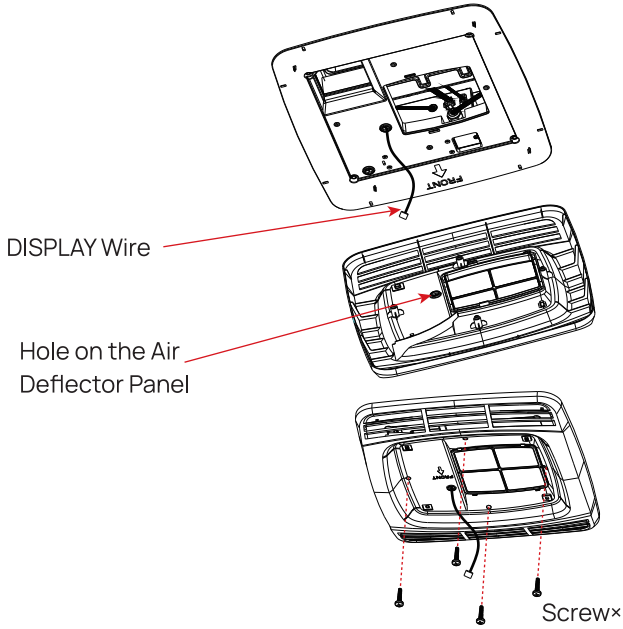
AC and RV Power Cable Wiring
(The connector is not included)

Install the Ceiling Assembly Panel

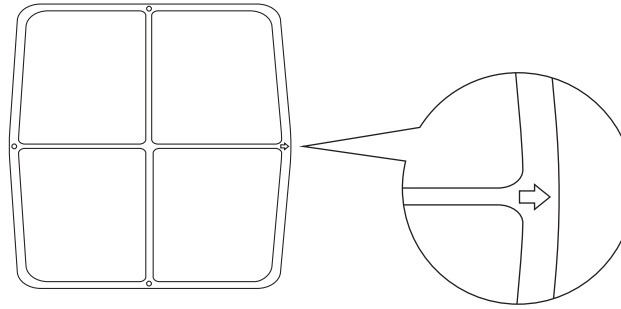
- Pull outward at the position shown to remove the decorative panel.



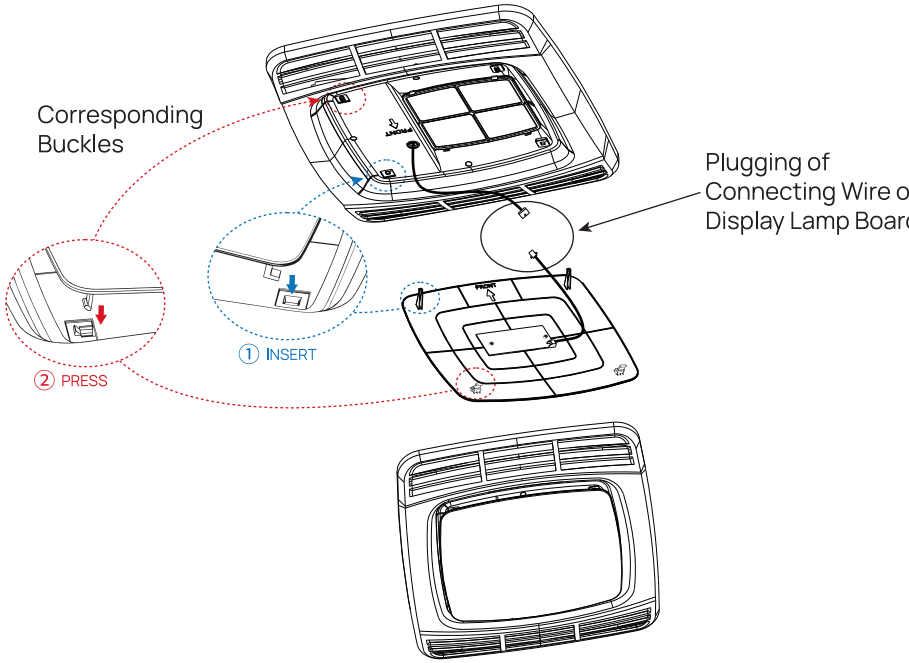
- Place the grille according to the direction indicated on the panel. Pass the DISPLAY wire through the hole on the air deflector panel and secure the panel on the fixing plate with 4 screws.



- Place the filter into the duct of the deflector panel. (Ensuring the arrow direction of the filter to the front of RV and face down).



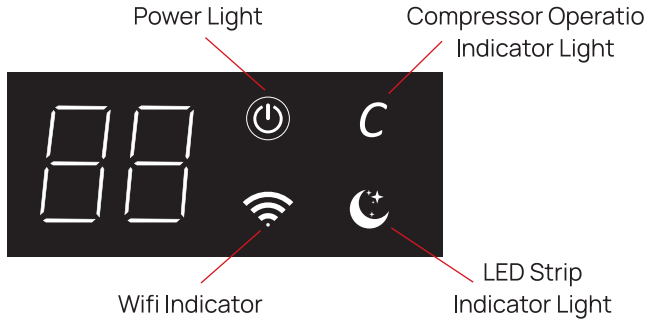
- Ensuring the arrow direction of the decorative panel is facing the front of the RV, connect the DISPLAY wire with the connector of the decorative panel. Refer to the corresponding numbers to install the decorative panel back onto the air deflector panel.



- Switch on the power supply and check whether the unit is working or not.

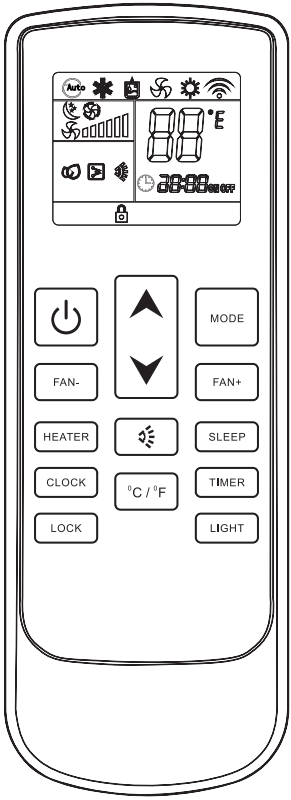
OPERATION

Display of the Ceiling Assembly



88	Setting Temperature and Error Code Display
	Power Indicator
	WiFi Indicator When it flashes, it means can be connected to the App. When it keeps on, it means the APP is successfully connected.
C	Compressor Operation Indicator
	LED Strip Indicator Light When the LED strip is running, the indicator light will be on, and when the LED strip is turned off, the indicator light will go out.

Remote Control



	Auto Mode
	Cool Mode
	Dry Mode
	Fan Mode
	Heat Mode
	Send Signal
	Sleep Mode
	Fan Speed Setting
	Temperature Setting
	Remote Clock
	Timer Setting
	Timer On/Off
	Child Lock
	Light (No Function)
	Electric Heat (No Function)
	Swing (No Function)

Button

Press this button to turn on the unit. Press this button again to turn off the unit.

HEATER Button (Optional , No Function)

Button (Optional , No Function)

MODE Button

Press this button to cycle through the AUTO, COOL, DRY, FAN, and HEAT modes.

- **Auto Mode:** The air conditioner operates automatically according to ambient temperature. The operating temperature cannot be adjusted and will not be displayed. Pressing the “FAN” button can adjust the fan speed.
- **Cool Mode:** The air conditioner operates under standard cooling mode. The set temperature and fan speed can be adjusted.
- **Dry Mode:** The air conditioner runs at low fan speed for dehumidification. The fan speed cannot be adjusted.
- **Fan Mode:** The air conditioner does not produce cool or warm air, only blows air at room temperature. The fan speed can be adjusted.
- **Heat Mode:** The air conditioner operates under heat mode. The set temperature and fan speed can be adjusted.

FAN- FAN+ Button

Press the Fan -/+ button to select low, medium, high speed or auto speed.

Note: The fan speed cannot be adjusted in DRY mode.

- indicates auto speed. Under this mode, the air conditioner will select the proper fan speed automatically.

Button

- Pressing this button will increase/decrease the set temperature by 1°F. Holding the button for 2 seconds will cause the temperature to change rapidly. Release the button once your desired temperature is reached. The set temperature range is 64°F - 86°F (18°C - 30°C). The actual mode is displayed 10 seconds after no operation.

- After pressing the TIMER/CLOCK function, pressing the button will adjust the timer. Holding the button for 2 seconds will cause the timer to change rapidly. Release the button once your desired time setting has been reached.

SLEEP Button

Automatically adjusts the setting temperature according to the circadian rule.

- Sleep mode is only available in cooling or heating modes.
- Under cool or heat mode, press this button to enter the sleep operation mode. The icon will display on remote control. Press the button again to exit sleep mode.
- When the sleep mode is selected on the remote control, the fan speed will automatically switch to low and cannot be adjusted.
- Under cool mode, after 1 hour of operation in sleep mode, the temperature will automatically increase by 2°F from the original setting. After 2 hours, it will increase by another 2°F, then remain unchanged.
- Under heat mode, after 1 hour of operation in this mode, the temperature will automatically decrease by 2°F from the original setting. After 2 hours, it will decrease by 2°F, then remain unchanged.
- **Display-off Function**
  After the application starts working, the decorative panel will continuously display the power and compressor working status indicator. This indicator can also be turned off for display. To enable, press the SLEEP button 6 times within 5 seconds while the unit is in cooling or heating modes. After 30 seconds of inactivity, all of the display panel indicators will turn off. Pressing any button can wake the screen. If no further operation occurs within 30 seconds, the screen will turn off again. To disable the display-off function, press the SLEEP button 6 times within 5 seconds again.

°C / °F Button

Press the button to switch between Fahrenheit and Celsius displays.

TIMER Button

When the unit is on, press the button to set the time to turn off the unit (0-24h). The icon 88:88 OFF will display and the icon OFF will flash. Each press of the button ▲ will increase the time by 1 hour, and each press of the button ▼ will increase the time by 10 minutes. Holding the button for 2 seconds will change the timer rapidly. Press the TIMER button to confirm the timer and the icon OFF stays on. Press the TIMER button again to cancel this function.

When the unit is off, press the button to set the time to turn on the unit (0-24h). The icon 88:88 ON will display and the icon ON will flash. Each press of the button ▲ will increase the time by 1 hour, and each press of the button ▼ will increase the time by 10 minutes. Holding the button for 2 seconds will change the timer rapidly. Press the timer button to confirm the timer and the icon ON stays on. Press the timer button again to cancel this function.

Note: When the TIMER is set, the CLOCK function will not be displayed.

CLOCK Button

Press the button to set the time on the remote control. The icon 88:88 will display and the icon 88:88 will flash. Each press of the button ▲ will increase the time by 1 hour, and each press of the button ▼ will increase the time by 1 minute. Holding the button for 2 seconds will change the timer rapidly. Release the button once your desired time setting has been reached. Confirm the operation after 5 seconds.

LOCK Button

Press the button to activate the child lock function. In this mode, the remote control will display the icon and will not send any signal to the air conditioner.

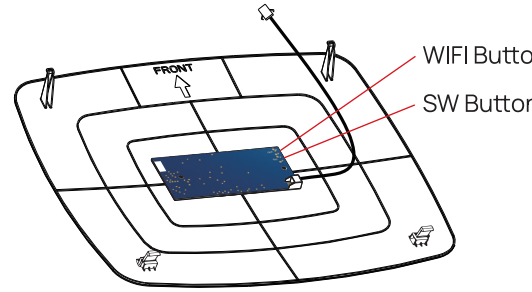
LIGHT Button

Press the button, the LED strip will continuously cycle through “no color-white-blue-yellow”.

Hidden Button

Open the decorative panel and find the hidden button when the remote control fails.

- **WIFI button**: Turn on the WIFI connection, if the Wifi connection is successful, clear the current Wifi device and reconnect the new device.
- **SW button**: Used to start up/shut down the machine urgently. The machine will operate in automatic mode.



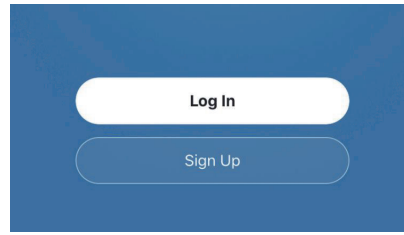
Operating from the AIR.ai App

With the APP, you can control the unit from anywhere, even outside of your home, with your iPhone or Android smartphone.

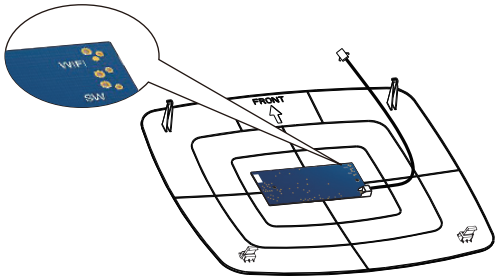
- The supported wireless routers must work with a 2.4G Hz operating frequency. 5.0 GHz frequency is not currently supported.
- Standard: IEEE 802.11b/g/n20/n40.
- Supported smartphone systems: AAndroid 6.0 and later, IOS 12.0 and later.

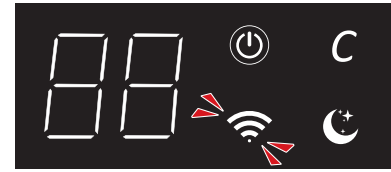
a. Scan this QR code and download it.

b. Launch the app and log in to your account (or sign up for your first use).



Remove the air conditioner display panel and press the Wifi button on this display panel. After the Wifi indicator blinks on it, start the network distribution operation.





c. Turn on Bluetooth on your mobile phone to auto-scan all nearby smart devices.

d. Choose your Wi-Fi network and enter the password. AIR.ai will start connecting to your device.

e. When the the page indicates a successful connection and the WiFi indicator on the decorative panel keeps on, it means the the connection is complete.

Note: If you need to clear the current distribution network after the connection is successful, you can directly clear the connected air conditioner on the mobile phone. You can also directly click the Wifi button on the air conditioner display light board, and after the WIFI indicator flashes, you can follow the above steps to configure the network again.

MAINTENANCE

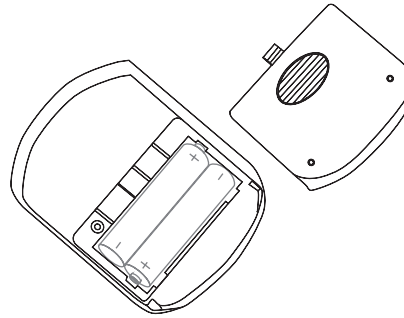
Replacing the Batteries

1. Open the battery cover:
Hold the handle of the battery cover, gently pull it up, and remove the cover.

2. Insert the battery (AAA):
Ensure the battery polarity matches the markings inside the battery compartment.

3. Reinstall the battery cover.

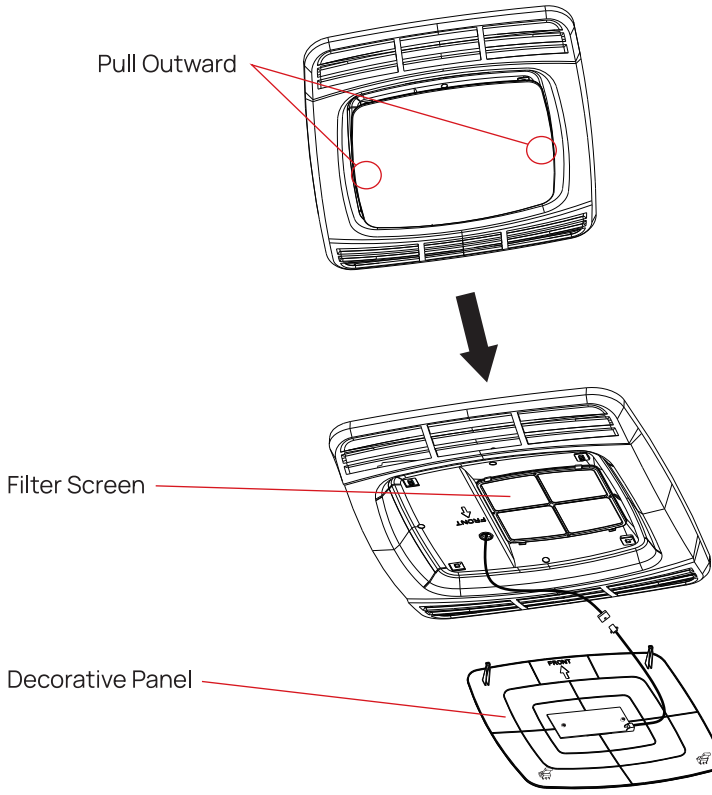
4. Check:
If the display screen of the remote control does not show anything after pressing the ⏻ button, please reinstall the battery.



Cleaning the Filter

Pull outward at the position shown to remove the decorative panel. Remove the air filters behind the decorative panel and wash away dust. Ensure the filters are completely dry before reinstalling them.

Note: Clean the filters regularly to maintain optimal performance. More frequent cleaning may be necessary depending on the air quality. Do not operate the unit without the air filter installed .



TROUBLESHOOTING

Code	Cause	Solution
E1	Fault of IAT sensor	1. Check the sensor butt joint 2. Replace the temperature sensing head
E2	Fault of indoor coil temperature sensor	1. Check the sensor butt joint 2. Replace the temperature sensing head
Er	Dial switch error	Check the dial switch

If you notice or experience any of the following conditions, please turn off the air conditioner, disconnect from power, discontinue use, and contact support immediately.

- Strange noises during operation.
- Faulty electronic control board.
- Faulty fuses or switches.
- Spraying water or objects inside the appliance.
- Very strong smells coming from the appliance.

WARRANTY & CUSTOMER SUPPORT

This 1-year limited warranty is extended to the original purchaser of this product and warrants against any defect in materials and workmanship under normal use and conditions, for a period of one year from the date of the original purchase, subject to the conditions and limitations outlined below.

This warranty is non-transferable to any subsequent owner of the product regardless of whether the product is transferred during the specified term of the warranty.

THIS LIMITED WARRANTY IS GIVEN TO THE PURCHASER IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY OF FITNESS FOR A PARTICULAR PURPOSE.

What is Covered?

- TURBRO's warranty extends only to products purchased from authorized sellers that are subject to TURBRO's quality controls and have agreed to follow its quality controls.
- This warranty is limited to the repair or replacement of part(s) proved to be defective in material or workmanship after said defect is confirmed by the manufacturer's inspection.
- The manufacturer may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of the defective part(s).

UPON THE EXPIRATION OF THIS WARRANTY, ALL SUCH LIABILITY WILL TERMINATE. NO OTHER WARRANTIES ARE EXPRESSED OR IMPLIED ANYMORE.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

What is Not Covered?

- Damage or losses caused by any alterations or unauthorized repair made to the product by the owner.
- Damage or losses caused by accident, neglectful operation, misuse, abuse, or use contrary to the user manual and safety guidelines.

- Damage or losses occurring during commercial use, rental use, or any use for which the product is not intended.
- Damage or losses caused by improper or inadequate maintenance.
- Failure to perform general maintenance (including cleaning).
- Use of non-standard parts or accessories.
- Natural depreciation and normal wear and tear.

TURBRO SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT, EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW.

Some states do not allow the exclusion or limitation of incidental or consequential damages so the above limitation or exclusion may not apply to you.

How to Request Warranty Services?

To obtain the benefit of this warranty please leave a message online (www.turbro.com/contact), or send an email to support@turbro.com.

To express our gratitude to you for choosing us, we are giving you a 1-year warranty extension to the original **1-year** manufacturer's limited warranty, extending the coverage period to two years in total.

- Complete the registration of your new product at https://www.turbro.com/warranty within 90 days from the date of package delivery (inclusive of the 90th day).
- Any registration beyond this stipulated period will be deemed invalid.
- The ultimate interpretation of the terms and conditions related to the extended warranty service rests solely with TURBRO.

If you discover that your product is defective within the specified warranty period, please contact our Customer Support via support@turbro.com.

- Order ID and invoice, or bill of sale should be provided. Such payment records must be kept to verify the purchase date and establish a warranty period.
- Model and issue description should be provided in detail, preferably with pictures and videos.
- DO NOT dispose of your product before contacting us.
- DO NOT return the product unless instructed by our customer service.

- The original carton should be kept in case of warranty return of the unit.

What will TURBRO Do?

- Replace certain parts.
- Replace the item.
- Refund the item under certain circumstances.

In no event shall liability exceed the purchase price paid by the original purchaser of the product.

Any instructions or warranty included in this manual may be subject to change without notice. For the most up-to-date instructions and warranty information, please contact us via support@turbro.com.

TURBRO

© Katmai Technology Limited

support@turbro.com

www.turbro.com

(323) 438-3334

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