

LunchEAZE Pro & Pro XL

User manual

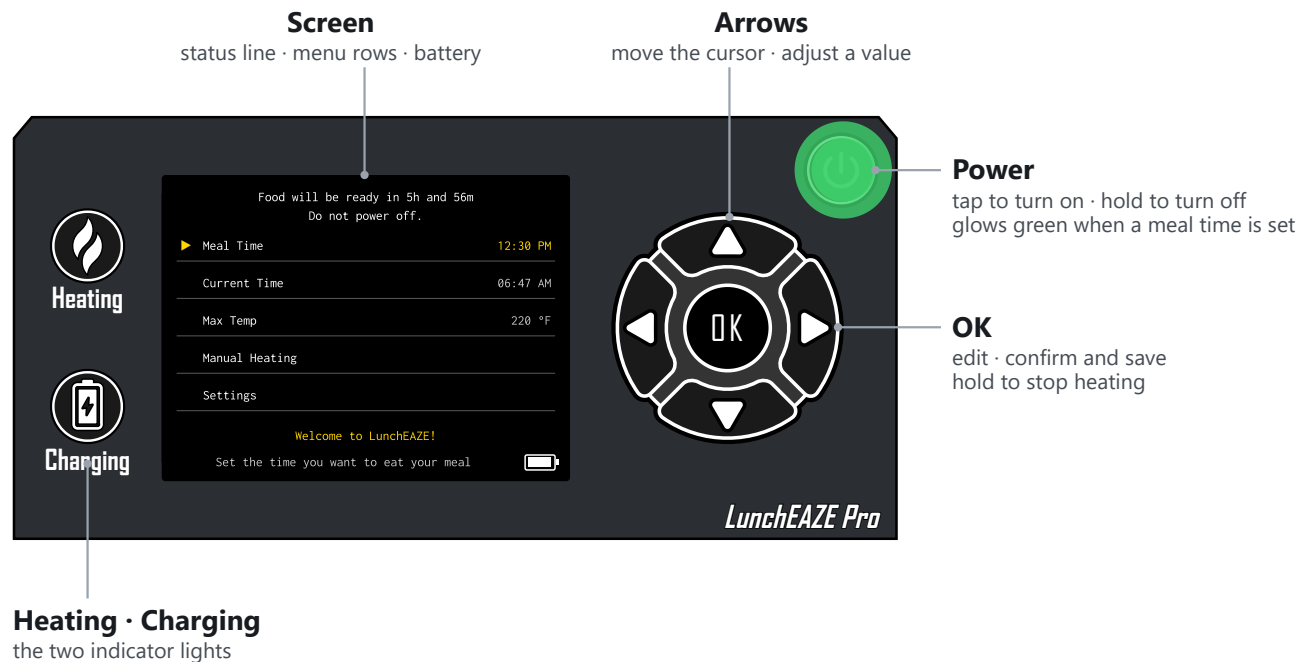
How to set the clock and your meal time, how auto-heat decides when to start, what every screen and light means, the settings, plug-in heating, care, and what to do when something looks wrong. Pro and Pro XL share the same screen and controls; the XL has the larger container, battery and charger.

What's in the box

- **LunchEAZE Pro base** (<https://www.luncheaze.com/product/luncheaze-pro/>) (or Pro XL), with the replaceable battery (<https://www.luncheaze.com/product/extra-battery/>) fitted.
- **Meal container** (<https://www.luncheaze.com/product/meal-container/>): 4 cups (940 mL) on Pro, 6 cups (1,400 mL) on Pro XL. Food-grade 304 stainless steel with a polypropylene lid and silicone seal. Spare lids are sold separately: spare lids (<https://www.luncheaze.com/product/spare-lids/>).
- **Insulated bag** (<https://www.luncheaze.com/product/pro-insulated-bag/>), sized for your model.
- **Charger** (<https://www.luncheaze.com/product/extra-charger/>): 12V 3.5A for Pro, 15V 5A for Pro XL. The label says which model it is for; chargers are not interchangeable between LunchEAZE models.
- **Quick-start card** and the safety insert.

Missing or damaged on arrival? Contact us (<https://www.luncheaze.com/contact-us/>) with your order number and a photo.

Buttons, lights and screen



The front panel. Pro XL has the same layout on a wider body.

BUTTON	WHAT IT DOES
 Power	Tap to turn Pro on. Hold half a second to open the turn-off screen, then tap OK to turn off. It glows green when a meal time is set and Pro is waiting to heat.
 Up  Down	Move the cursor up and down the menu. While editing, change the value (hold to run quickly).
 Left  Right	While editing a time, switch between the hours and the minutes. In the theme and message editors, move between items.
 OK	Edit the highlighted row, and press again to save. On Manual Heating, OK starts heating right away. While heating, hold OK and tap OK again to stop.

The lights



Heating

On for the whole time the hotplate is heating, whether auto-heat or Manual Heating started it.



Charging

Blue while the battery is charging, green when it is full. It works whether Pro is on or off. It goes out when Pro is heating, because charging pauses then.

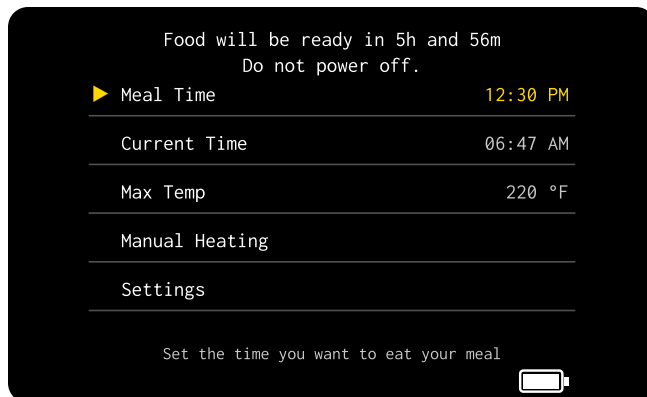


Power glow

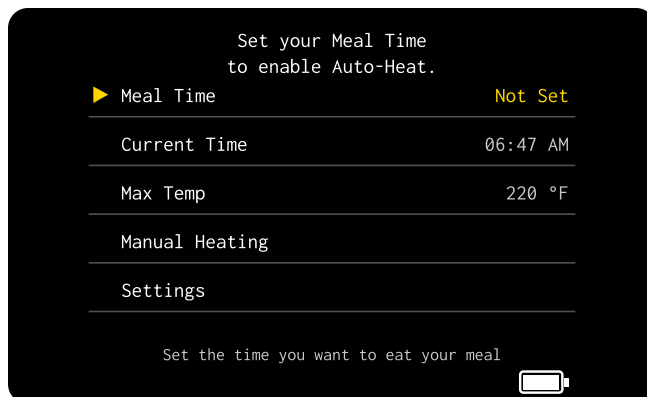
Green when a meal time is set and Pro is waiting for it. It pulses slowly while the screen is asleep. It is off while heating, when no meal time is set, and when the meal time is too close for auto-heat.

The screen

The home screen has a status line at the top, five rows, your personal message, a hint for the highlighted row, and the battery icon. Every word on it is in English or Spanish, your choice in Settings.



Home, meal time set. The status line counts down to your meal time.



Home, no meal time. Auto-heat is off until you set one.

Quick start

Set the clock once, set the time you want to eat, and leave Pro switched on. It preheats on its own, about 2 hours before your meal.

- 1 Charge before the first use.** Plug the charger into Pro first, then into the wall. The Charging light  is blue while charging, and the battery icon on the screen shows a **+**.
- 2 Tap  Power.** The first time (and after a factory reset) Pro walks you through language, the current time, units and a colour theme:  **Up** /  **Down** to choose, then **hold**  **OK** to save each step.
- 3 Set your Meal Time.** On the home screen the cursor sits on Meal Time. Press  **OK**, set the hour with Up and Down (AM and PM change as you pass 11),  **Right** to move to the minutes, and  **OK** to save. The status line changes to **Food will be ready in 5h and 56m** and the Power button glows green.
- 4 Insert a container of cold food and latch it down.** Press the lid on until all four latches click, then lock the container into the base.
- 5 Leave it on and go.** Carry Pro in its insulated bag; it heats safely inside. Preheating starts automatically 120 minutes before your meal time (the Heat Duration setting) and the Heating light  comes on. At mealtime, open the lid and eat from the container in the base.
- 6 After eating, hold  OK and confirm to stop heating, then switch Pro off.** Pro remembers your meal time, so tomorrow you only pack and go.

► Video (online): Latch, set the meal time, bag it.

Need to eat sooner than 2 hours from now? Use **Manual Heating** on the home screen: Pro starts heating at once and runs for the Heat Duration. Most meals take 1 to 2 hours to heat through.

First power-on

The first time Pro is switched on, and after every factory reset, a short setup runs before the home screen. Each step uses  **Up** /  **Down** to choose and a **hold** of  **OK** to save; a quick tap only reminds you to hold.

- 1 Select your language:** English or Spanish.
- 2 Set the current time:** Up and Down change the hour, Left and Right move to the minutes. AM and PM follow the hour as you scroll past 11; midnight shows as 00. Pro keeps the clock running on an internal backup when it is switched off.
- 3 Select your units:** Fahrenheit or Celsius (spelt "Celcius" on the screen).
- 4 Select your colour theme:** scroll through the themes with a live preview. Choose Custom later in Settings if you want your own colours.

The setup does not ask for a meal time. The home screen then says **Set your Meal Time**; see Daily use.

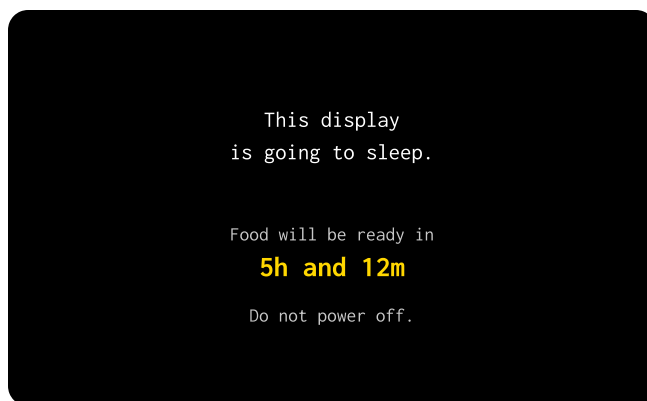
Turning it on and off

- **On:** tap  **Power**.
- **Off:** hold  **Power** for half a second. The screen asks **Turn off LunchEAZE?** and warns that it will not heat if turned off. Release Power and tap  **OK** to turn off. Any arrow cancels, and the screen closes by itself after 15 seconds if you do nothing.
- **Forced off:** keep holding Power for about 5 seconds and Pro turns off without asking.
- **Leave it on for auto-heat.** Auto-heat runs only if Pro is switched on at the moment it is due to start. Everything you set is kept when it is off.
- **Screen sleep.** With a meal time set, the screen dims after about 30 seconds without a press (it says **This display is going to sleep** first) and the Power button pulses. Press any arrow or OK to wake it; that press does nothing else. Plugging the charger in or out also wakes it. With no meal time set the screen stays on.
- Pro switches itself off only at meal time with Auto-Off enabled, 6 hours after heating started, when the battery is flat, after an error screen, after a factory reset, or at the end of the support

test.



Turn-off screen. Tap OK to turn off, any arrow to cancel.



Going to sleep. The countdown continues; press any arrow to wake.

Charging

Charge overnight before each day you use it. One full charge heats one meal.

- 1** Plug the charger into Pro **first**, then into the wall outlet.
- 2**  The **Charging light is blue** while the battery charges, and the battery icon on the screen shows a **+** instead of bars.
- 3**  Charging takes about 6 hours from empty. The Charging light turns **green** when the battery is full; the screen itself has no separate "full" indicator. Unplug from the wall first, then from Pro.

The battery does not charge while Pro is heating. With the charger connected, Pro heats from the charger instead of the battery, and charging resumes when heating stops. Charge before the day starts, or after lunch.

- Charge between 0 and 45 °C (32 to 113 °F). Charging is slower when the battery is very cold or Pro is still warm from heating.
- Use only the charger supplied with your model: 12V 3.5A for Pro, 15V 5A for Pro XL. A charger from another model or device may not charge it and can create a risk of fire.
- When Pro is switched on with the battery below about 85%, a pop-up says **Battery is not at 100%, your food may not heat properly!** once. Press OK to dismiss it, and charge fully before a day you need a full hot meal.
- If the Charging light never comes on with the charger connected, check the outlet, the plug and the port (there is a small centre pin; line the plug up straight and never force it), then see Troubleshooting.

Daily use

Pro works from the clock. You set the **time you want to eat**; Pro starts heating **Heat Duration** minutes before it (120 from the factory) so the meal is hot right on time.

Example. Meal Time 12:30 PM, Heat Duration 120 minutes. At 10:30 the screen says **Auto-Heat Starting...**, the Heating light comes on and the heating screen opens. At 12:30 the meal is hot. With Auto-Off disabled (the factory setting) Pro keeps the meal warm after that; with Auto-Off enabled it switches itself off at 12:30.

Setting the meal time

- On the home screen, move the cursor to **Meal Time** and press  **OK**.  **Up** /  **Down** set the hour,  **Right** moves to the minutes,  **OK** saves. If you press nothing for 15 seconds, the value on screen is saved for you.
- AM and PM switch automatically as the hour passes 11. Check the status line afterwards: it should count down to the time you meant.

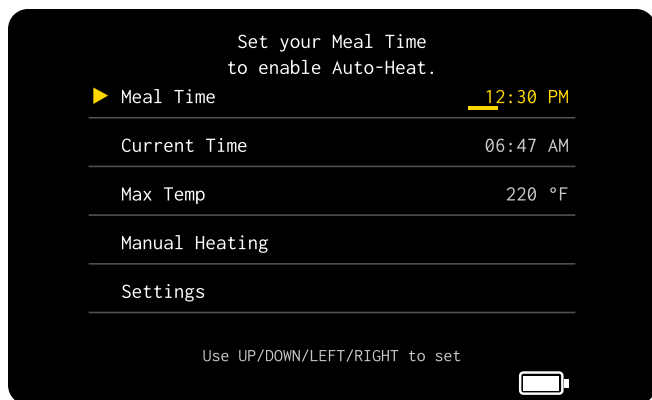
- **Pro remembers the meal time and heats at the same time every day it is left on.** To turn auto-heat off, set the meal time to 12:00 AM, which the screen shows as **Not Set**.
- **Pro must be on when heating is due to start.** Auto-heat fires at that one minute. If Pro is switched off then, or you switch it on later than Heat Duration minutes before the meal, it does not catch up: the status line says **Mealtime too soon for Auto-Heat** / **Use Manual Heat instead**. Use Manual Heating.
- Check the clock now and then. If the current time is wrong (for example after a factory reset), auto-heat will be early or late.

Packing the meal

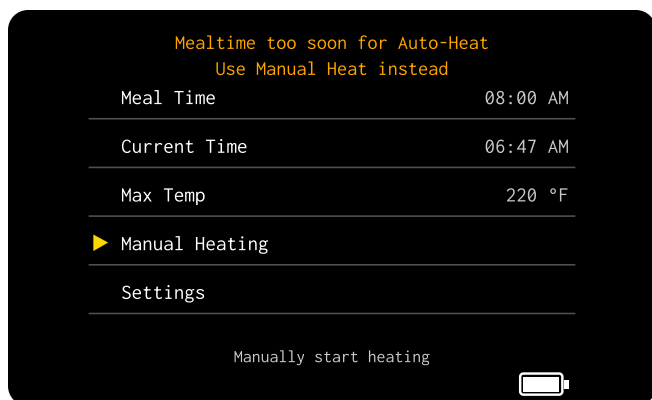
- Pack food **cold**, straight from the fridge. Pro reheats pre-cooked food; it does not cook raw food.
- Fill the container, press the lid down evenly until all four latches click, and lock the container into the base.
- Keep it upright. The container is spill-resistant when sealed, not fully leakproof, so soups and thin sauces travel upright.
- Keep Pro in the insulated bag so the food stays cool until heating begins. Pro does not refrigerate: avoid packing highly perishable foods for long periods.

At lunchtime

- Open the lid and eat with the container left in the base. The container and food are hot; the base only gets warm on the outside.
- The bottom heats first, so stir before eating.
- **Stop heating and switch off when you are done.** With Auto-Off disabled, Pro keeps the meal warm until 6 hours after heating started, then switches itself off; that spends battery you may want tomorrow. Hold  **OK**, tap OK at **Are you sure?**, then turn Pro off.



Editing Meal Time. Up/Down change the hours, Right moves to the minutes.



Too soon for auto-heat. Press OK on Manual Heating instead.

The home screen

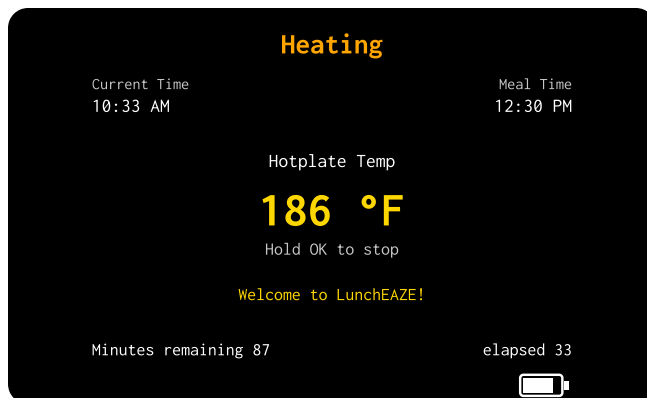
ROW	WHAT IT IS
Meal Time	When you want to eat, or Not Set . Auto-heat needs this.
Current Time	The clock. Set it once; Pro keeps it running while switched off.
Max Temp	The hotplate limit, 170 to 220 °F (77 to 104 °C). Factory setting 220 °F. See Max Temp.
Manual Heating	Press OK to start heating now, with no confirmation. It runs for the Heat Duration.
Settings	Units, theme, language, heat duration, auto-off, troubleshoot, personal message. See Settings.

Status line (top): **Set your Meal Time / to enable Auto-Heat.** when none is set;
Food will be ready in 5h and 56m / Do not power off. while counting down;
Mealtime too soon for Auto-Heat / Use Manual Heat instead when the meal is less than Heat Duration away; **Set the current time.** after a factory reset;
Auto-Heat Starting... for five seconds before heating begins.

Hint line (bottom): what the highlighted row does, or **Press OK to save** while editing.

Personal message: "Welcome to LunchEAZE!" until you change it in Settings. **Battery icon:** five bars; a + while the charger is connected.

While it heats



Heating screen. Hotplate temperature, time to the meal, minutes remaining and elapsed.



Meal time with Auto-Off enabled, and at the 6-hour limit: Pro switches itself off.

-  The **Heating light** is on and the Power glow is off. The screen shows the hotplate temperature climbing toward Max Temp, the current time, the meal time, and the minutes remaining and elapsed. With Auto-Off enabled it also says **Auto-Shutdown Enabled**.

- The hotplate heats continuously, switching off at Max Temp and back on a few degrees lower. On battery, after 120 minutes, it pulses to save charge. Plugged in, it heats from the charger.
- **At meal time** (minutes remaining reaches 0): with Auto-Off **disabled**, the factory setting, Pro keeps the meal warm; with Auto-Off **enabled**, it shows **Meal Time Reached!** and switches itself off.
- **6-hour limit.** Six hours after heating started, Pro switches itself off whatever the Auto-Off setting, showing the same screen.
- **To stop heating:** hold  **OK** until **Are you sure? Tap OK to confirm.** appears, then tap OK. Pro returns to the home screen. Turning Pro off also stops heating.
- The container must be latched into the base; the hotplate only reaches the food through it. Leave the container in the base while eating.
- If the battery runs flat while heating, Pro shows **Low Battery, Please Charge!** and switches off. Charge fully before each use to avoid a lukewarm lunch.

Max Temp and hotter lunches

Max Temp is the hotplate limit, not the food temperature. 220 °F, the factory setting, gives the hottest meal; lower it for foods that scorch easily or that you prefer warm rather than hot. Depending on the food, the plate may not reach the number you set.

If lunch is warm but not hot enough

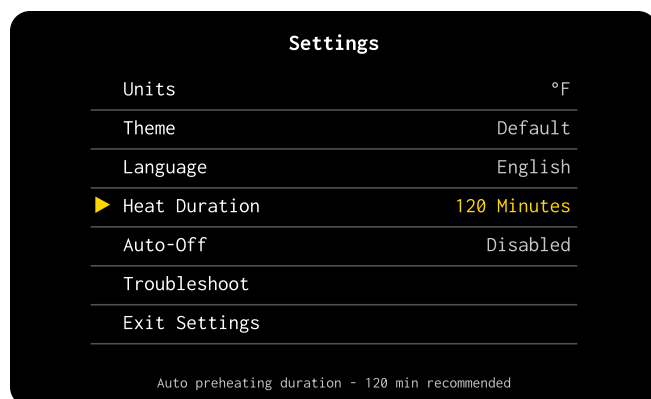
- Set Max Temp to **220 °F** and Heat Duration to **120** minutes (Settings).
- Use auto-heat rather than Manual Heating, so the meal gets the full preheat before you open it.
- Keep Pro **inside the insulated bag** while it heats; the bag holds the heat in.
- Leave the container in the base while eating; Pro keeps heating with Auto-Off disabled.
- Add a small splash of water to dry foods such as rice, pasta or sliced meats. Pro works a little like a slow cooker: the moisture in the food makes steam inside the sealed container, and that carries the heat through. This helps most with irregular pieces like chicken wings or drumsticks.
- Soups and thick stews hold a lot of heat and are the hardest to get very hot; pack them a little less full.

- Start from refrigerated rather than frozen food. If you pack frozen food, a sprinkle of water in the bottom helps, and thawing it in the fridge overnight helps more.
- Stir before eating; the bottom is hotter than the top.
- Pro heats **one meal per full charge**; charge it fully the night before, or heat plugged in.

If a fully charged Pro gives no heat at all, or shows an error screen, contact us (<https://www.luncheaze.com/contact-us/>).

Settings

From the home screen, move the cursor to **Settings** and press  **OK**. Up and Down move between items, OK edits, Up and Down change the value, OK saves. The list returns to the home screen after 15 seconds without a press, and an edit you leave open saves itself after 15 seconds.



Settings. The cursor on Heat Duration.

SETTING	CHOICES AND NOTES
Units	Fahrenheit or Celsius ("Celcius" on screen). Max Temp converts with it.
Theme	35 colour schemes, applied live as you scroll, plus Custom . On Custom, OK opens an editor where you set the background, highlight, accent, arrow and two text colours as red, green and blue values: Left and Right pick the channel, Up and Down change it, OK returns to the list, and Save Theme keeps it.
Language	English or Spanish, for every word on the screen.
Heat Duration	60 to 120 minutes: how long before your meal time auto-heat starts, and how long Manual Heating runs. 120 is recommended ; saving less shows a reminder. The hint turns gold while it is not 120.
Auto-Off	Disabled (factory): Pro keeps the meal warm after meal time, until you stop it or 6 hours after heating began. Enabled : Pro switches itself off at meal time. Enable it if you often forget to switch off and find the battery flat the next day.
Troubleshoot	Factory Reset, Run Customer Support Test, and factory tests. See below. The firmware version (v1.8) is shown top right.
Personal Message	Up to 25 characters shown on the home and heating screens. Left and Right move along the slots, Up and Down pick a letter, tap OK to clear a letter, hold OK to jump to Confirm, then tap OK. Cancel restores the old message.
Exit Settings	Back to the home screen.

Every setting is saved as soon as you confirm it and survives switching Pro off.

Container and lid

- **Material.** Food-grade 304 stainless steel (it contains nickel and chromium, as all 304 stainless does), with no coating. The lid is BPA-free polypropylene with a silicone sealing ring. No BPA, BPS, BPF or PFAS near the food.

- **Sizes.** Pro: 4 cups (940 mL). Pro XL: 6 cups (1,400 mL). Only LunchEAZE containers fit the base, and the container must match the model.
 - **Sealing.** Press the lid down evenly until all four latches click. The seal is snug when new and relaxes with use. Watch the 1-minute sealing video (<https://youtu.be/OpjQZ5SwkuU>).
 - **Spill-resistant, not leakproof.** Sealed properly it survives a backpack, but keep liquids upright.
 - **Dishwasher and freezer safe.** The container and lid can go in the dishwasher; prep ahead and freeze meals in the container. **Never microwave** the container (it is steel) and never put the base in water.
 - **Lid pulled in after heating?** Steam suction as it cools. Lift one corner of the lid to release the seal, then open normally.
 - **Replacements.** Extra containers and lids are in the accessories shop (<https://www.luncheaze.com/shop/#accessories>). If a latch, hinge or the lid is cracked, contact us (<https://www.luncheaze.com/contact-us/>).
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Insulated bag

- Pro ships with an insulated bag (10" × 10" × 6.5" for Pro, 11" × 10" × 7" for Pro XL). Pro is designed to **heat inside it**: the bag holds the heat in for the hottest result and keeps the cold food cool before heating starts. Any lunch bag, backpack or cooler works too; the outside of the base only gets warm.
 - Add an ice pack beside Pro on hot days if you like; keep it off the screen and the charging port.
 - The bag is wipe-clean. Do not machine wash it with Pro inside.
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Cleaning and care

- **Container and lid:** dishwasher safe, or wash by hand. Dry the silicone seal before storing. No microwave.
- **Base:** unplug the charger and let it cool. Wipe with a damp cloth and mild soap, then dry. Never immerse the base, the cord or the plug in water, and never put the base in the dishwasher. Clean spills promptly.

- **Hotplate and the inside of the base:** wipe crumbs and drips out once cool. Do not scrape the plate with metal.
 - **Charging port:** keep it clear of crumbs. Line the plug up straight with the small centre pin; if it will not seat, check for debris rather than forcing it.
 - **Screen:** a soft, slightly damp cloth. No solvents. A foggy look under the screen film is harmless condensation and clears on its own.
 - Do not use Pro if the screen is cracked, the cord or plug is damaged, or it behaves differently after a hard drop. Contact us (<https://www.luncheaze.com/contact-us/>) instead.
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Battery, storage and travel

- **Replaceable lithium-ion battery.** Pro: 8,000 mAh, 59.2 Wh. Pro XL: 13,600 mAh, 99.8 Wh. One full charge heats one meal, with about 2.5 hours of heating.
- **Charge it like a phone.** Overnight charging before each day of use is the normal routine. Stop heating and switch Pro off after eating, or enable Auto-Off.
- **Battery icon.** Five bars on the screen. A **+** replaces them while the charger is connected. There is no percentage.
- **Warnings.** **Battery is not at 100%** appears once per power-on when the charge is below about 85%: fine for a meal, but charge fully for best results.
Low Battery, Please Charge! means Pro is switching off; charge it.
- **Not using it for a while?** Lithium batteries can be damaged by sitting at 0% for a long time. If Pro will sit unused for more than a few days, charge it to at least half first and top it up every month or two. Store it dry, at room temperature, away from heat.
- **Temperatures.** Charge between 0 and 45 °C (32 to 113 °F); use between -20 and 60 °C (-4 to 140 °F). Never leave it in a hot car.
- **Flying.** Pro's 59.2 Wh battery is under the 100 Wh limit most airlines apply to carry-on devices; Pro XL's 99.8 Wh is just under it. Carry it on rather than checking it, and check your airline's rules before you travel.
- **Replacing the battery.** The battery is a customer-replaceable module: a replacement is in the accessories shop, and a short video shows the swap. If a battery under warranty stops holding a charge, contact us (<https://www.luncheaze.com/contact-us/>) before buying one.

- **Disposal.** Do not throw any part of Pro in the trash. Recycle it responsibly with an electronics recycler.
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The charger and plug-in heating

- **Pro:** 12V DC, 3.5A. **Pro XL:** 15V DC, 5A. Both take 100 to 240V, 50/60 Hz, with a US plug, so abroad a simple plug adapter is all you need; no voltage converter.
- Always connect the charger to Pro first, then to the wall. Do not let the cord hang over a counter edge or touch hot surfaces. Unplug when not in use and before cleaning.
- **Plug-in heating.** With the charger connected, Pro heats from the wall instead of the battery, so you can heat at a desk with a flat battery. The battery does not charge during heating; charging resumes when heating stops. Plugging in or unplugging while heating pauses the hotplate for a moment and redraws the screen.
- Lost or damaged? A replacement is in the accessories shop (<https://www.luncheaze.com/shop/#accessories>). Check the label matches your model: Pro and Pro XL chargers are different, and Core and Junior chargers do not fit.

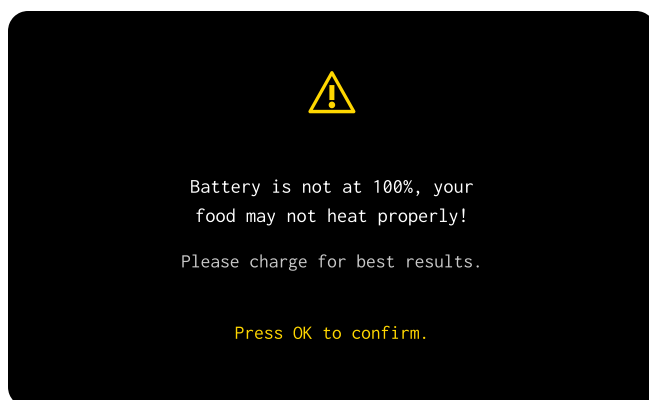
What the screens and lights mean

YOU SEE	IT MEANS	WHAT TO DO
 Power glowing green	A meal time is set and Pro is waiting to heat.	Leave Pro on.
 Power pulsing	Same, with the screen asleep.	Press any arrow to wake the screen.
 Power not glowing, Pro on	No meal time set, the meal is too soon for auto-heat, or Pro is heating.	Check the status line.
 Heating light on	The hotplate is heating.	Nothing. Hold OK and confirm to stop.
 Charging light blue	Charging. The battery icon shows +.	Nothing. About 6 hours from empty.
 Charging light green	Fully charged.	Unplug and use
 No Charging light with the charger in	Not charging: Pro is heating, or something is wrong	Stop heating first. Then check outlet, plug and port; see Troubleshooting

YOU SEE	IT MEANS	WHAT TO DO
	with the charger, plug or port.	
Set your Meal Time / to enable Auto-Heat.	No meal time.	Set one on the Meal Time row.
Food will be ready in 5h and 56m / Do not power off.	Counting down to your meal time.	Leave Pro on.
Mealtime too soon for Auto-Heat / Use Manual Heat instead	The meal is less than Heat Duration away, so auto-heat cannot start in time.	Press OK on Manual Heating
Set the current time.	The clock is not set (after a factory reset).	Set Current Time; auto-heat depends on it.
Auto-Heat Starting...	Heating begins in five seconds.	Nothing.

YOU SEE	IT MEANS	WHAT TO DO
This display is going to sleep.	Screen sleep after 30 seconds idle. The countdown continues.	Nothing, or press an arrow to keep it awake.
Battery is not at 100%	Charge below about 85% at power-on.	OK to dismiss. Charge fully for best results.
Low Battery, Please Charge! / Shutting down...	The battery is flat. Heating stops and Pro switches off.	Charge fully. If it happens right after a full charge, contact us.
Meal Time Reached! / Auto Off Enabled / Shutting down	Meal time with Auto-Off enabled, or the 6-hour heating limit.	Nothing; Pro switches off. Switch it on to eat later than planned.
Turn off LunchEAZE?	Power was held.	OK turns off; any arrow cancels.
Are you sure? Tap OK to confirm.	OK was held while heating.	Tap OK to stop heating, or wait

YOU SEE	IT MEANS	WHAT TO DO
We recommend 120 minutes	Heat Duration was set below 120.	OK to keep it, or set 120.
Temp sensors / not in synch	The two hotplate sensors disagree. Heating stopped.	Press OK to turn off, let it cool, try once. If it repeats, contact us (https://www.luncheaze.com/contact-us/).
Overheat Detected / Temperature above 235°F	The hotplate got too hot. Heating stopped.	Press OK to turn off and let it cool. Contact us (https://www.luncheaze.com/contact-us/) before using it again.
Factory Reset / Complete / Turning Off...	Settings cleared.	Switch on and run the setup again.



Battery reminder at power-on.

Troubleshoot menu and support test

Settings > Troubleshoot lists **Factory Reset**, **Run Customer Support Test**, two factory tests, and Exit. The firmware version (v1.8) is in the top right corner.

- **Run Customer Support Test** is what our team will ask for when a unit misbehaves. Take the container out and **plug the charger in** first. Select the test, read the instructions, and press  **Up** for Pro or  **Down** for Pro XL. It takes about 10 minutes and heats the plate, so do not touch the unit. When it says **COMPLETE**, **take a photo of the screen** before pressing anything and send it to us.
- **The test ends in a factory reset.** Pressing OK at the end, or Power during it, clears the clock, meal time and all settings, and Pro switches off. The setup runs again at the next power-on.
- **Factory Reset** does the same without the test, and runs immediately with no confirmation. It restores English, °F, Max Temp 220 °F, the Default theme, Heat Duration 120, Auto-Off disabled and the standard message, and clears the clock and meal time. Holding  **Power** and  **OK** together on the turn-off screen does the same.
- The **Short** and **Long Factory Test** are for our production line. Do not run them.

Troubleshooting

It didn't heat my lunch

Four things to check. Was a meal time set, with the Power button glowing green? Was Pro switched **on** at the moment heating was due (Heat Duration before the meal)? If you switched it on later, the status line said **Mealtime too soon** and auto-heat waited for the next day. Was the clock right? Was the battery charged? If all four were right, run the support test and contact us.

It says "Mealtime too soon for Auto-Heat"

Your meal time is less than Heat Duration (normally 120 minutes) away, so auto-heat cannot finish in time. Press OK on Manual Heating now, and set the meal time earlier in the morning next time.

It heated yesterday and again today by itself

That is by design: a set meal time repeats every day Pro is on. Set Meal Time to 12:00 AM (**Not Set**) to stop it, or switch Pro off when you are not using it.

Pro won't turn on

Plug in the charger and try again while it is connected. If it only turns on while plugged in, the battery is flat or has disconnected: charge it fully, and if it still will not hold a charge, contact us (<https://www.luncheaze.com/contact-us/>).

It won't charge

Check the label on your charger matches your model, that the plug is seated straight on the centre pin, and that Pro is not heating (charging pauses while it heats). Then tell us what the Charging light does when you connect it and whether the battery icon shows a +.

The battery died overnight

With Auto-Off disabled, Pro keeps the meal warm after lunch until 6 hours after heating began. Stop heating and switch off after eating, or enable Auto-Off in Settings.

The screen went dark

Screen sleep, 30 seconds after the last press while a meal time is set. Press any arrow to wake it; the Power button pulses while it sleeps. If nothing wakes it, hold Power.

Food is warm but not hot

Max Temp 220 °F, Heat Duration 120, auto-heat rather than Manual Heating, the insulated bag, a splash of water in dry foods, the container left in the base, and a full charge. See Max Temp and hotter lunches.

The time is wrong or shows 00

Set Current Time on the home screen. The midnight hour is shown as 00. If the clock was lost, you probably ran the support test or a factory reset; set it again.

An error screen appeared

Temp sensors not in synch or **Overheat Detected**: Pro stopped heating to be safe. Press OK to turn it off and let it cool. A sensor message once can be a cold start; if it repeats, or after any overheat message, contact us (<https://www.luncheaze.com/contact-us/>) before using it again.

The lid is stuck after heating

Steam suction. Lift one corner of the lid to let air in, then open normally.

Anything else: the troubleshooting page (<https://www.luncheaze.com/troubleshooting/>) covers every model, and our US-based team (<https://www.luncheaze.com/contact-us/>) is happy to help. Have your order number ready and tell us what the screen and lights showed.

Important safeguards and safety information

WARNING: Read all safety warnings and instructions. Failure to follow the warnings and instructions may result in electric shock, fire, and/or serious injury. Use basic safety precautions, including the following instructions. Save these instructions.

- Spilled food can cause serious burns. ONLY use LunchEAZE to reheat food, and ONLY use as instructed.
- Do not touch hot surfaces. Use handles or knobs as necessary. LunchEAZE can heat up during charging or operation.
- To protect against electrical shock, do not immerse the cord, plug, or any part of LunchEAZE (except the food container) in water or other liquids. Clean spills with a damp cloth.
- Close supervision is necessary when LunchEAZE is used by or near children. The appliance is not to be used 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. Children being supervised must not play with the appliance.
- Unplug from the charger when not in use and before cleaning. Allow all parts to cool before putting on or taking off parts.
- Do not operate LunchEAZE with a damaged cord or plug, after the unit malfunctions, or has been damaged in any manner. Return the unit to LunchEAZE for servicing.
- The use of accessory attachments not recommended by LunchEAZE or ReliantEMS may cause injuries.
- Do not let the charging cord hang over the edge of a table or counter or touch hot surfaces.
- Do not place LunchEAZE on or near a hot gas or electric burner, or in a heated oven.
- Extreme caution must be used when moving LunchEAZE if it contains hot contents.

- Always attach the charger to LunchEAZE first, then plug the charger into a wall outlet. To disconnect, turn LunchEAZE off and unplug it from the wall outlet.
- Do not use LunchEAZE for other than its intended use.
- Prevent unintentional starting. Ensure LunchEAZE is powered off before disconnecting the battery pack. Do not carry LunchEAZE with your finger on the power button.
- Disconnect the battery pack from LunchEAZE before making any adjustments, changing accessories, or storing LunchEAZE. These measures help reduce the risk of accidental starting.
- Charge LunchEAZE ONLY with the supplied charger. Using an unsuitable charger may create a risk of fire.
- Use LunchEAZE ONLY with the supplied battery pack or a replacement from LunchEAZE. Use of any other battery pack may create a risk of injury and fire.
- When the battery pack is not in use, keep it away from metal objects like paper clips, coins, or keys to prevent shorting the terminals. Shorting the battery terminals together may cause burns or a fire.
- Under abusive conditions, liquid may be ejected from the battery. Avoid contact. If contact occurs, flush with water and seek medical help. Liquid ejected from the battery may cause irritation or burns.
- Do not use a battery pack or LunchEAZE that has been damaged or modified. Use of damaged or modified parts may result in fire, explosion, or risk of injury.
- Do not expose the battery pack or LunchEAZE to fire or excessive temperatures. Exposure to temperatures above 130 °C may cause an explosion.
- Follow all charging instructions. Do not charge the battery pack in environments above 60 °C or below 0 °C. Charging improperly or outside the specified range may damage the battery and increase the risk of fire.
- Do not modify or attempt to repair any part of LunchEAZE. Service can only be performed by the original manufacturer.
- Do NOT use LunchEAZE without latching the top lid closed and ensuring all four edges of the provided stainless steel food container are secured.
- Do NOT use LunchEAZE if the LCD display is cracked or damaged.
- Food container and contents will be HOT. Leave the container inserted in the LunchEAZE base while eating. Spilled hot food can result in serious injury or burns.
- LunchEAZE does NOT keep food refrigerated. Avoid packing perishable foods for extended periods.
- Do NOT dispose of any part of LunchEAZE in the trash. Recycle your unit responsibly with an electronics recycler.

- LunchEAZE and ReliantEMS Corp are NOT responsible for any damages resulting from misuse of the product, failure to follow instructions, or failure to exercise caution.
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Certifications

- **Fire and electrical:** UL 1026 (household electric heating appliances) and UL 2595 (battery-powered appliances), certified by TÜV Rheinland.
- **Battery transport:** UN 3481 (lithium-ion batteries contained in equipment).
- **Electromagnetic:** FCC Class B.
- **Materials:** food-grade 304 stainless steel container; BPA, BPS, BPF and PFAS free.

The certificates are on the safety and certifications page (<https://www.luncheaze.com/safety-and-certifications/>).

Specifications

	PRO	PRO XL
Capacity	4 cups · 940 mL	6 cups · 1,400 mL
Unit dimensions	7.75" × 5.75" × 5.5" · 2.7 lbs	8.75" × 7.0" × 5.5" · 3.5 lbs
Insulated bag	10" × 10" × 6.5" · included	11" × 10" × 7" · included
Battery	Lithium-ion, 7.4V nominal (8.4V max) · 8,000 mAh · 59.2 Wh · replaceable	Lithium-ion, 7.4V nominal (8.4V max) · 13,600 mAh · 99.8 Wh · replaceable
Charger	12V DC 3.5A · input 100– 240V 50/60Hz	15V DC 5A · input 100– 240V 50/60Hz
Heating	Hotplate limit 170 to 220 °F (77 to 104 °C) · auto-heat starts 60 to 120 minutes before the meal time (120 recommended) · about 2.5 hours of heating per charge · plug-in heating from the charger	
Screen	Colour display · English and Spanish · 35 themes plus Custom · personal message	
Food container	Food-grade 304 stainless steel (nickel & chromium) · dishwasher and freezer safe · do not microwave	
Food lid	Polypropylene with silicone seal · four latches · dishwasher safe	
Base	PC-ABS plastics · no microwave or dishwasher	
Materials	BPA, BPS, BPF & PFAS free	
Temperatures	Charging 0 to 45 °C · use –20 to 60 °C	
Certifications	UL 1026 · UL 2595 · UN 3481 · FCC Class B	
Firmware	v1.8 (shown in Settings > Troubleshoot)	

Warranty

1 year against manufacturing defects · extendable to 2 years within 30 days of purchase

Warranty and support

Manufacturing warranty, included. Pro comes with a 1-year manufacturing-defect warranty from the date you receive it. It excludes normal wear and tear, water damage and abuse. Failure to follow the safeguards above, or any full or partial disassembly of the device beyond the battery module, voids the warranty. Within 30 days of purchase the warranty can be extended to 2 years. Full terms: warranty page (<https://www.luncheaze.com/warranty/>).

Getting help. Start at [luncheaze.com/contact-us](https://www.luncheaze.com/contact-us/) (<https://www.luncheaze.com/contact-us/>): look up your order, cancel or change it, start a return or exchange, or write to our US-based support team. If something is wrong with your Pro, run the Customer Support Test if we ask, tell us what the screen and lights showed, and have your order number ready. Repairs are handled at our facility in Fremont, California; we send a prepaid label when a unit needs to come back.

LunchEAZE is a product of ReliantEMS Corp. Behaviour described here is that of Pro firmware v1.8; earlier units may differ slightly. This manual was last revised in October 2026.