

AUXO™

CENOTE USER MANUAL



**READ THIS MANUAL BEFORE USING THE PRODUCT.  
FAILURE TO FOLLOW INSTRUCTIONS AND SAFETY  
PRECAUTIONS IN THIS MANUAL CAN RESULT IN  
SERIOUS INJURY OR DEATH.**

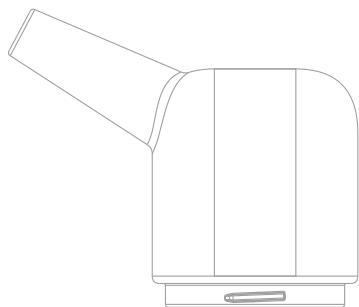
**FOR EASY FUTURE REFERENCE, DOWNLOAD AND  
SAVE THIS USER MANUAL AND WARRANTY POLICY.  
DOWNLOAD THIS MANUAL AT:  
[www.auxo-official.com/pages/download](http://www.auxo-official.com/pages/download)**



## What's in the Box



Cenote Base x1



Glass Mouthpiece\* x1



Carb Cap x1



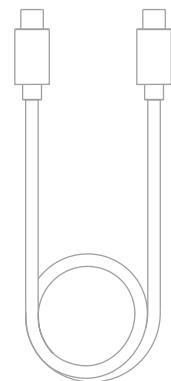
Silicone Rod Seal x 2



Ceramic Nail x 5



Tweezer x1



Type-C to Type-C  
Charging Cable x1



20W Charging  
Adapter x1



Glass Nozzle x1

**x 5**



Cotton Swab x 5



Loading Tool x1



User Manual x1

\*Each glass piece is hand blown and may vary slightly in shape and size.

## QUICK START

1. It is recommended to fully charge the device before first use.
2. Twist and lift the glass mouthpiece from the Cenote base to expose the heating rod.



3. Place ceramic nail into the center of the heating rod. To ensure contact with the heat sensor, press nail firmly to the bottom.
4. Remove the glass nozzle from the mouthpiece and fill water from the pipe. Avoid filling water while the mouthpiece is still attached to the base



5. Secure the glass nozzle and twist the water-filled mouthpiece back on the base. The pipe will face the **▲** button when seated correctly
6. Lift the carb cap from the mouthpiece and load concentrates into the ceramic nail with the loading tool. Secure the carb cap back in place. For best performance, 10-20mg of material is recommended (about the size of a lentil).

**Tip:** Do not overfill the ceramic nail.

## Turning On/Off the Device

- To turn on/off the device, long press the  button for 3 seconds. Cenote will make a short vibration and illuminate in red and yellow to indicate command success.
- If no activity is detected for 10 minutes or longer, Cenote will turn off automatically.
- If the battery temperature is over  $149\pm34^{\circ}\text{F}(65\pm1^{\circ}\text{C})$ , the light on the  button will blink in red 8 times and the device will implement overheat protection and suspend usage temporarily.

## Setting Up The Device

1. There are 4 settings; short-press the  button to choose between temperature options 1-3. Setting 4 is the Pro Mode, a tailor-made experience for the connoisseurs, controlled via the AUXO Connect app. It is recommended to cycle through the settings first before starting the session to get familiarized with the setting indications. For setting details, see next section.
2. To start the session, select the desired setting and leave idle for 5s, it will proceed to the preheating phase before starting the session.
3. When the session is over, Cenote will begin to cool down. The steady red light indication will gradually dim out as the temperature drops.
4. Once the heating rod cools down to  $140\pm34^{\circ}\text{F}(60\pm1^{\circ}\text{C})$ , Cenote will go into standby.
5. To terminate mid-session, short-press the  button to exit. The device will go into standby.

**Tip:** To prevent overheating, it is recommended to wait for 5 minutes after 3 consecutive sessions before using again.

## Session Extension

All settings are eligible for a 20s session extension; double press the  button for an additional 20s of enjoyment when:

- The current session reaches the 20s countdown, or
- The session ends and goes into cool down.

Repeat action to extend again.

## Heat Settings

Settings 1-3 can be controlled on the device itself whereas setting 4, the Pro Mode, is controlled via the AUXO Connect app\*

Heat Settings	1	2	3	4-PRO MODE
Lighting				
Temperature	518°F (270°C)	572°F (300°C)	626°F (330°C)	392 - 644°F (200-340°C)
Session Duration	40s	40s	80s	20s-90s

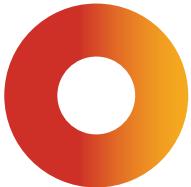
\*Default temperature and duration of setting 4 (Pro Mode) is identical to setting 3 until adjustments are made on the AUXO Connect app.

## LED Indications

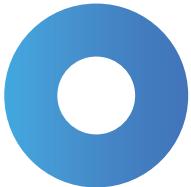
### Lighting Indications



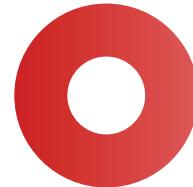
Preheating  
(Deck light)



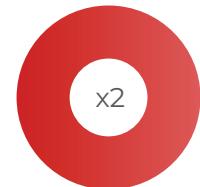
Standby  
(Base light)



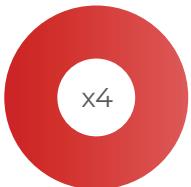
Bluetooth  
(Connected)



Cool down  
Steady red, gradual dim out



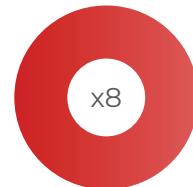
Short circuit protection



Nail error



Low battery



Overheat protection

### In-Session Lighting Effect Options

Controlled via the AUXO Connect app.



Lumino (Default)



Aurora



Purple Haze



Cranberry Vodka



UFO



Lava

## Charging & Battery Level

- Due to safety concerns, Cenote is not operable while charging.
- To charge the device, connect one end of the charging cable to the device and the other to the charging adapter. Cenote also supports wireless charging; any Qi-certified wireless chargers are compatible.
- Charging via the AUXO 20W power adapter takes approx. 1.5 hours for a full charge. Every full charge generates approx. 12 sessions usage (calculation based on 100s sessions).
- When the battery is depleted, the  button will blink in red 6 times before powering off.

## Battery Level Indication

To check the battery level, press the  button 3 times consecutively\*; the base light will indicate the battery level. Alternatively, you can find the precise battery level in the AUXO Connect app.



10% and below:  button  
blinks in red 6 times before powering off.



10-30%



30-60%



60-80%



80-100%

\*Precaution: Should there be water in the mouthpiece, avoid tilting the device when checking the battery level.

## AUXO Connect App



 AUXO Connect

## Pairing

1. Turn on Bluetooth on your phone and place the device near your phone.
2. When the device is found, select accordingly. The LED light will blink in blue when paired successfully.
3. If the connection is unsuccessful, restart the app and try connecting again.

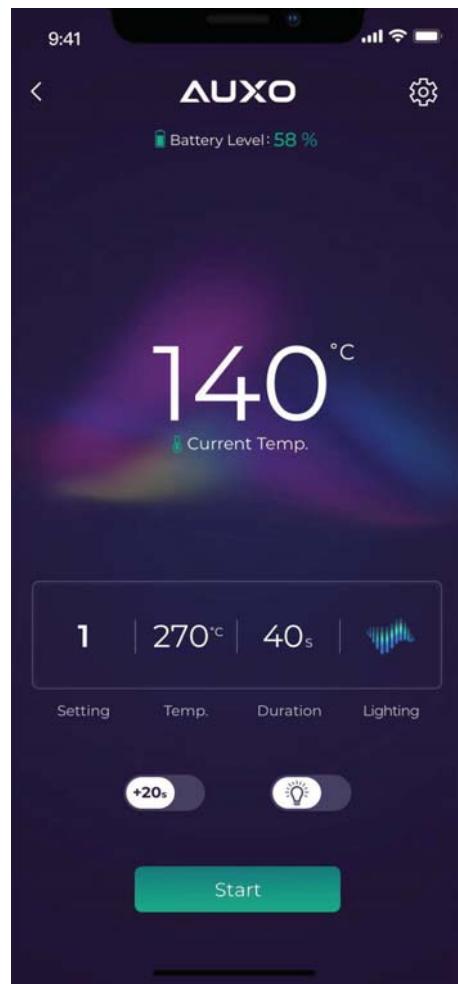
If you're having trouble pairing Cenote with your phone, ensure the following:

1. Your AUXO Connect app is up to date.
2. Your device is turned on (restart if necessary).
3. The Bluetooth on your phone is turned on.
4. The device is near your phone (as close as possible).

# Control Panel

(Left to right)

Row 1 - heat setting, temperature adjustment, session duration, lighting effect.  
Row 2 – Session extension, lighting effect extension.



## Heat Setting

Scroll the setting bar to select your preferred option between settings 1-3 or Pro Mode.

## Temperature Adjustment

Only available to Pro Mode. For settings 1-3, the setting's temperature will be displayed.

## Session Duration

Only available to Pro Mode, between 20s and 90s. For settings 1-3, the setting's duration will be displayed; session extendable by turning on the extension switch beneath.

## Lighting Effect

Effects controlled in the control panel will reflect directly on your device as you start your session.

## Session Extension

Assess the flavor of your material after every session. Extend session for an extra 20 seconds by turning on the session extension  switch to activate. Not applicable to Pro Mode

## Lighting Extension

To keep the lighting effect on after the session, turn on the extension switch  to activate.

# Device Setting



## Unit of Temperature

Select your preferred temperature scale, Fahrenheit(°F) or Celsius (°C).

## Light Brightness

Dim out or maximize the brightness of the lighting effect for sessions.

## Light During Charging

Dim out or maximize the brightness of the lighting effect during charging.

## Lighting Effects

Add up to 8 lighting effects to your selection. New lighting effects will be available upon notification.

## Vibration Intensity

Adjust the vibration intensity to your preference, low or high.

# Cleaning & Maintenance

Cleaning is highly recommended after each use.

## Ceramic Nail:

1. Twist and lift mouthpiece to expose the chamber. Let the heating rod and ceramic nail cool down to room temperature.



**Don't handle if hot.**

2. Dip cotton swab in 90% isopropyl alcohol and clean nail thoroughly.

**Tip:** The recommended usage for each ceramic nail is 70-150 sessions. Please replace the nail according to its condition.

## Mouthpiece:

1. Carefully remove the glass mouthpiece from Cenote base before cleaning.



**Don't handle if hot.**

2. Separate the glass nozzle from the glass mouthpiece and the silicone and glass component from the carb cap.
3. Once removed, soak all glass components in 90% isopropyl alcohol.
4. Remove from isopropyl alcohol and rinse clean with water.
5. Allow glass components to dry thoroughly before reattaching to Cenote base.

**Precaution:** cleaning and maintenance must NOT be performed before the device is turned off and cools down to room temperature. Do not submerge the battery/device base in any form of liquid.

## ⚠ Warning:



**Isopropyl alcohol is highly flammable. Let the attachments dry completely before heating.**

Choking Hazard – Dissembled mouthpiece contains small parts. Keep away from children and pets.

## Storage

- Do not expose the device to direct sunlight, dust, moisture or mechanical shock.
- Do not place heavy loads on the device or drop it, the device may no longer work properly if such occurs.

## Temperature and Humidity

- If the battery temperature is over  $149\pm34^{\circ}\text{F}$ ( $65\pm1^{\circ}\text{C}$ ), overheat protection will be implemented and usage will be suspended temporarily.
- It is recommended to store and operate the device under the following environments:



Charging temperature  $50\text{-}113^{\circ}\text{F}$ ( $10\text{ to }45^{\circ}\text{C}$ )  
Working temperature  $14\text{-}140^{\circ}\text{F}$ ( $-10\text{ to }60^{\circ}\text{C}$ )  
Storage temperature  $73.4\pm41^{\circ}\text{F}$ ( $23\pm5^{\circ}\text{C}$ )



Operating humidity range 35%-75%RH  
Storage humidity range 35%-70%RH

# Safety

- Do not attempt to disassemble or repair the device as damage or personal injury may occur.
- Keep body parts, clothing, etc. away from the heat source to prevent scalding or damage to personal property.
- To prevent scalding, do not touch the heating rod or ceramic nail before it's completely cooled down.
- Refrain from using other power adapters not provided with the device when charging Cenote.
- Keep hands dry when touching the charging device to prevent electric shock.
- The device is not water-resistant and not recommended for outdoor use while it is raining, or in other circumstances where it may be exposed to water.
- The use of this device is not recommended for pregnant or breastfeeding women.
- If any abnormality is observed, stop using immediately and contact a professional after-sales service technician.

# FCC Compliance Statement

## FCC Warning:

The user is cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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.

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.

## **FCC Radiation Exposure Statement**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

## **Environmentally Friendly Disposal**

You can help protect the environment! Please remember to respect local regulations, and hand in any electrical equipment you wish to dispose of at an appropriate waste disposal center.

# **Warranty**

## **Limited Warranty Coverage**

AUXO provides a limited warranty on authentic products purchased from the AUXO official website and authorized offline stores against defects in material and/or workmanship under normal use. In order to keep this limited warranty in effect, the product must have been handled and used as prescribed in the instructions accompanying this warranty. AUXO warrants only to the original purchaser of the product and the limited warranty is nontransferable. The limited warranty does not apply to products that were sold by any third-party resellers.

AUXO offers a 10-year limited warranty on the device (mouthpiece not included) and a 2-year limited warranty on the Type-C to Type-C charging cable and charging adapter from the date of purchase. Other attachments and accessories not aforementioned are not covered under the limited warranty.

In no event shall any recovery against AUXO exceed the actual price paid for the purchase of the product.

## **Not Covered Under Warranty**

This warranty does not apply to certain situations and conditions, including but not limited to:

1. Any AUXO product sold by unofficial AUXO website or unauthorized offline store(s).
2. Damage(s) caused by accident, abuse, misuse, negligence, flood, fire, earthquake or other external causes.
3. Damage(s) caused by the device being exposed to or coming in contact with moisture (e.g. liquids, water, rain, extreme humidity, unusually heavy perspiration or other moisture), or extreme thermal or environmental conditions (e.g., sand, food, dirt or similar substances);

4. Damage(s) caused by operating the device or charging adapter outside the permitted or intended use as prescribed in the user manual.
5. Damage(s) of the heating rod due to tampering, counterfeit or by filling the ceramic nail with unrecognized or unintended materials.
6. Damage(s) caused by modifications to alter functionality or capability.
7. Cosmetic damage occurring through wear and tear, including but not limited to scratches, dents and broken plastic on ports.
8. Any device or charging adapter where the serial number has been tampered with, erased or obscured, or is not genuine.
9. Normal performance degradation of batteries. Please contact AUXO Customer Support for more information on battery degradation.
10. Any other attachments and accessories which can be purchased separately.

## **Obtaining Warranty Service**

Please retain your purchase receipt or other acceptable proof of purchase for your records. Contact the AUXO Customer Support Team first at [support@auxo-official.com](mailto:support@auxo-official.com) and submit a support request to initiate the warranty service. We encourage you to include as many details as you can in the request, such as pictures and videos to help the team diagnose the issue.

An RMA (Returned Material Authorization) number and shipping instructions will be sent to you if the issue cannot be resolved. Following the shipping instructions, you will need to send the product along with the RMA number.

### **Note:**

1. You must return your approved-for-warranty device or accessory before AUXO sends you a replacement on your warranty claim.
2. Customers are responsible for all shipping costs associated with the warranty process.
3. AUXO is not responsible for lost or damaged returns sent by the customer.

## Return & Refund Policy

Please carefully research the product you are interested in before purchasing.

Refunds are only available for new and unused devices purchased on [www.auxo-official.com](http://www.auxo-official.com) and must be returned to AUXO within fourteen (14) days of receipt. If the tamper-proof seal is broken, a refund cannot be honored. AUXO will not refund devices purchased through other authorized retailers; in such case, any refunds must be obtained from the authorized retailer from whom you purchased the device from and will be subject to the retailer's policy on refunds.

**Note:** The customer is responsible for the return shipping fee.

## Additional Warranty Terms and Conditions

**THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THIS CARD. AUXO DISCLAIMS AND EXCLUDES ANY IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO MERCHANTABILITY, AFTER THE EXPIRATION OF 10 YEARS AFTER PURCHASE BY THE END USER.**

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

**In no event will AUXO be liable for any special or consequential damages arising from the use of this product, nor for injury to any person, or any claim for damages arising from the use of this product.**

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

## WARRANTY CARD

Product: \_\_\_\_\_

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

**Date of Purchase:**

(Based on the date from purchase receipt)

Date(YYYY/MM/DD): \_\_\_\_\_

**Store Information:**

Store Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Store Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

City: \_\_\_\_\_ Country: \_\_\_\_\_ ZIP Code: \_\_\_\_\_

**Customer Information:**

Name: \_\_\_\_\_

Phone # or email: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

City: \_\_\_\_\_ Country: \_\_\_\_\_ ZIP Code: \_\_\_\_\_

**AUXO reserves the right of final decision in all warranty cases.**

**AUXO may interpret and revise the content of this warranty card.**

**Please present your warranty card together with your proof of purchase in order to obtain your warranty service.**

For more information please visit [www.auxo-official.com](http://www.auxo-official.com)

or email us via [support@auxo-official.com](mailto:support@auxo-official.com)

Not for sale to minors.

AUXO vaporizers are only intended for use with products made from federally legal hemp as defined in relevant provisions of the 2018 Farm Bill and codified at 7 U.S.C. § 1639o(1) and 21 U.S.C. § 802(16)(B)(i) and are not intended for use with any illegal controlled substance.

Visit us at [www.AUXO-OFFICIAL.COM](http://www.AUXO-OFFICIAL.COM)

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