

Care, Troubleshooting, and Repair Quick Guide

Table of Contents

SECTION 1: CARE AND CLEANING	1
1.1 CLEANING AFTER USE.....	1
1.2 LONG TERM SANITATION	1
1.3 MOTOR BASE AND SOUND ENCLOSURE CLEANING	1
1.4 CLEANING TIPS AND CAUTIONS	1
SECTION 2: TROUBLESHOOTING.....	2
2.1 BLENDER MOTOR WILL NOT TURN ON (NO POWER)	2
2.2 ERROR MESSAGES ON DISPLAY	2
2.3 NOT BLENDING OR UNSATISFACTORY BLENDED TEXTURE.....	4
2.4 UNRESPONSIVE CONTROL SURFACE	5

SECTION 1: CARE AND CLEANING

1.1 CLEANING AFTER USE

1. Add hot water and 1-2 drops of liquid dish soap to the blender jar.
2. Place the lid tightly onto the jar. Place the jar on the motor base and press and hold the pulse button for 5-10 seconds.
3. Rinse all soap from the jar and lid with water.
4. If the jar is stored upside down, shake excess water from the jar after cleaning.

Note: Wildside+ and FourSide jars can be stacked to save space.

1.2 LONG TERM SANITATION

1. Sanitise the jar as per local code by filling the blender jar with a sanitiser diluted to the manufacturer's specifications. Bleach, properly diluted, can be used.
2. Leave the diluted sanitiser in the jar for 5 minutes.
3. Empty the sanitiser from the jar.
4. Rinse the jar thoroughly with water.
5. If the jar is stored upside down, shake excess water from the jar after cleaning.

1.3 MOTOR BASE AND SOUND ENCLOSURE CLEANING

1. Ensure the blender is unplugged before cleaning.
2. Wipe down the plastic housing of the motor base, gaskets, metal top and sound enclosure with a clean, damp rag. A mild, all-purpose, nonabrasive cleaner may be used.
3. The drive socket can be cleaned using a cotton swab or toothpick.
4. For Stealth blender models, the sound enclosure can also be removed for cleaning, when necessary.
 - a. Open the sound enclosure lid and use both hands to pull outward on the lid at the pivot joints. This step will flex the plastic enough for it to spread and clear its mounting tabs.
 - b. The sound enclosure base can be removed in a similar fashion by pulling outward at the base of the sound enclosure and flexing the outer walls enough to clear the mounting tabs.

1.4 CLEANING TIPS AND CAUTIONS

- Do not use stiff bristled brushes or abrasive cloths/pads to clean the blender base, jar, or sound enclosure as this will scratch the surface.
- Do not use a water jet of any kind to clean the motor base.
- NEVER submerge the motor base in water. Doing so will void the warranty.
- Avoid submerging blender jars for more than 5 minutes. Water penetration through the lower jar seals will reduce the life of the jar.

SECTION 2: TROUBLESHOOTING

While we don't expect you to have any problems with your blender, sometimes failures do occur. Use the following guidelines to see if the problem is easily fixed or requires service.

2.1 BLENDER MOTOR WILL NOT TURN ON (NO POWER)

If the blender motor will not turn on try the following:

- For the Stealth 875 and Chef 775 look to see if the control surface has an illuminated power icon. For the Stealth 885, Connoisseur 825, EZ 600, Chef 600 determine if the liquid crystal Display (LCD) is lit. Absence of those indicators indicates a lack of power to the unit.
- Check your circuit breaker switch or fuse to make sure it is set to the ON position.
- Unplug the power control cord from the wall receptacle, wait 5 seconds, then plug the power cord back in.

2.2 ERROR MESSAGES ON DISPLAY

STEALTH 875™/ STEALTH 885™

Touch Error – This indicates that more than one touch sensor on the blender has been touched. To avoid this message, touch the centre of the desired button. If this icon remains on when no one is touching the touch area, unplug and re-plug in the blender. If the problem persists please contact your Blendtec Service Agent.

Overtemp Error – This indicates that the motor is overheating. The blender has been disabled until the unit cools to operating temperatures. If the blender does not work after 20 minutes or more of cooling time, please call your Blendtec Service Agent.

Overload Error – This indicated an overload on the motor.

1. Clear the error message by pressing any button or turning the blender off and on again.
2. Remove the jar, and run the blender to determine whether the issue related to the jar or the motor.
3. With the jar removed, check for blockages in or around the socket on the motor base and the blade assembly on the jar.
4. Place the jar securely on the motor base, and touch to pulse the blade through the mixture.
5. Ensure the jar is not loaded with excessively hard or thick ingredients.

If overload condition reoccurs contact your Blendtec service agent.

Reset Errors – If the following error messages appear, reset the error by pressing the cancel button or cycle the power by unplugging your blender and then plugging it back in. If the error does not clear, contact your Blendtec Service Agent.

- Error: Overtemp, condition detected
- Error: Overload, condition detected
- Error: Temp, sensor not detected
- Error: Zero crossing not detected
- Error: Reset error detected
- Error: Read/ write error detected

- Motor control error detected
- Error: Invalid blend cycle
- Error: Touch controller not detected
- Error: Touch controller output is invalid

CONNOISSEUR 825™

Overtemp Error – This indicates that the motor is overheating. The blender has been disabled until the unit cools to operating temperatures. If the blender does not work after 20 minutes or more of cooling time, please call your Blendtec Service Agent.

Overload Error – This indicates an overload on the motor.

1. Clear the error message by pressing any button or turning the blender off and on again.
2. Remove the jar, and run the blender to determine whether the issue related to the jar or the motor.
3. With the jar removed, check for blockages in or around the socket on the motor base and the blade assembly on the jar.
4. Place the jar securely on the motor base, and touch to pulse the blade through the mixture.
5. Ensure the jar is not loaded with excessively hard or thick ingredients.

If overload condition reoccurs contact your Blendtec service agent.

A “Watchdog Timeout” error indicates a disruption in the normal operation of the electronic blender controls. This is an uncommon error message, which is usually caused by incoming power fluctuations or spikes. This error message is cleared by turning off the blender for 10 seconds (using the switch), then turning back on. If this error is displayed immediately on start-up, or if it occurs regularly during normal use contact your Blendtec Service Centre for assistance.

CHEF 775™

Overtemp Error – This indicates that the motor is overheating. The blender has been disabled until the unit cools to operating temperatures. If the blender does not work after 20 minutes or more of cooling time, please call your Blendtec Service Agent.

Touch Error - This indicates that more than one touch sensor on the blender has been touched. To avoid this message, touch the centre of the desired button. If this icon remains on when no one is touching the touch area, unplug and re-plug in the blender. If the problem persists please contact your Blendtec Service Agent.

Overload Error – This indicates an overload of the motor

1. Clear the error message by pressing any button or turning the blender off and on again.
2. Remove the jar, and run the blender to determine whether the issue related to the jar or the motor.
3. With the jar removed, check for blockages in or around the socket on the motor base and the blade assembly on the jar.
4. Place the jar securely on the motor base, and touch to pulse the blade through the mixture.

5. Ensure the jar is not loaded with excessively hard or thick ingredients. If overload condition reoccurs contact your Blendtec service agent.

Reset Errors – If this message appears on the LED information centre it indicates there has been an error. There are error messages from E-01 through to E-06. If any of these errors appear, press the cancel/exit button to clear the message. If the error message reappears please contact your Blendtec Service Agent.

EZ 600™/ CHEF 600™

Overtemp Error – This indicates that the motor is overheating. The blender has been disabled until the unit cools to operating temperatures. If the blender does not work after 20 minutes or more of cooling time, please call your Blendtec Service Agent.

Overload Error – This indicates an overload on the motor.

1. Clear the error message by pressing any button or turning the blender off and on again.
2. Remove the jar, and run the blender to determine whether the issue related to the jar or the motor.
3. With the jar removed, check for blockages in or around the socket on the motor base and the blade assembly on the jar.
4. Place the jar securely on the motor base, and touch to pulse the blade through the mixture.
5. Ensure the jar is not loaded with excessively hard or thick ingredients.

If overload condition reoccurs contact your Blendtec service agent.

2.3 NOISE LEVEL CHANGES

If the blender noise level has increased from original levels, determine whether the sound is coming from the blender motor or jar.

1. Blender Motor: Remove the jar from the motor base and run the motor. If it is excessively noisy, contact your Blendtec Service Agent.
2. Jar: After checking the motor, place the jar back on the motor with about 16oz (475ml) of water. Run the motor for a few seconds using the pulse button. If you have more than one jar, test a different one to determine whether the sound is different. If a jar is excessively noisy or if the blade assembly seems looser sounds “gravelly” when turned by hand, contact your Blendtec Service Agent.

2.3 NOT BLENDING OR UNSATISFACTORY BLENDED TEXTURE

If the blender has stopped blending or if the blended texture of the product is lumpy or uneven, do the following:

1. Ensure the mixture is not cavitating during the cycle. Cavitation is a condition in which an air pocket forms within the drink mix because the mix is too cold or too solid. The blender blade then spins freely in this cavity. This problem can be corrected by increasing the mix temperature by either reducing ice, increasing liquid, and or ensuring that the frozen ingredients used in the recipe are never colder than 10 degrees Fahrenheit (-12 degrees Celsius)

2. If the recipe is mixing well but has not had enough time for complete blending, increase time cycle. Try a longer cycle or touch and hold the pulse button for the required extra blending time.
3. Make sure that the jar is fully seated on the blender base.
4. Check if the blade is firmly affixed to the drive shaft. Hold the drive shaft in one hand and try to spin the blade with the other hand. If the blade turns without turning the drive shaft contact your Blendtec Service Agent.
5. TRIED EVERYTHING? If none of the proceeding suggestions work, contact your Blendtec service agent for further assistance.

2.4 UNRESPONSIVE CONTROL SURFACE

If the control surface of your blender is not responding, wipe it down with a damp rag to remove any liquids or particle build-up. If that doesn't work, unplug the power cord and then plug it in again.

INSTRUCTIONS THAT APPEAR IN THIS USER GUIDE ARE NOT MEANT TO COVER EVERY POSSIBLE CONDITION OR SITUATION THAT MAY OCCUR. GOOD JUDGEMENT MUST BE USED WHEN OPERATING THIS OR ANY OTHER MACHINERY.