



the barista's choice

## Blender troubleshooting Suggestions

We are sure that Blendtec blenders really are the best on the market but even they can have the odd problem from time to time. There are a few things you can check before you give us a call. However **under no circumstances** start taking it apart – this will void any warranty!

### Problem: BLENDER MOTOR WILL NOT TURN ON

- Make sure the main power switch on the lower-front panel is turned on.
- Check the plug switch and/or circuit breaker to make sure it is set to the on position.
- Unplug, then re-plug in the power cord.
- Determine if the numbers on the Liquid Crystal Display (LCD) indicator are lit. An absence of lit LCD indicates a lack of power to the microprocessor.

Check the LCD for the following readings;

#### Overtemp

Indicates an overheated condition has been detected and the motor has been disabled until the unit cools to operating temperatures. Allow motor to cool for at least 20 minutes.

#### Overload

Indicates an overload on the motor. Turn the motor off for 10 seconds (using the switch) then turn the motor on again to clear the overload condition. Check the blender jar for blockage.

#### Low Voltage

Indicates not enough voltage coming to the motor. Turn the motor off. Correct the cause of low voltage. (Normally caused by more than one appliance drawing power on the same circuit. Could be low power from power source {brown out}.) Turn the motor on again and continue operations.

## Problem: BLADE STOPS

If the overload switch stops the blender, remove the blender jar and carefully check for blockage of the blade. If no blockage is found, replace jar and use the "pulse" button on the touch pad to quickly pulse the blade through the mixture. Once the blade spins freely, a programmed button may be used.

## Problem: NOISE LEVEL CHANGES

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

### Base

Check to see if the excess noise is coming from the base. Remove the jar from the base and press cycle number one. Listen to the motor sound without a jar attached. If it is excessively noisy, give us a call.

### Jar

Check to see if the excess noise is coming from the jar. Place the jar back on the base. Run the motor for a few seconds using the "P" button. Switch jars back and forth to determine whether the sound changes as different jars are used. If a jar is excessively noisy, or if the blade assembly seems loose or sounds "gravelly" when turned by hand, just give us a call.

## Problem: BLENDED TEXTURE UNSATISFACTORY

If the blended texture of product is lumpy or uneven, do the following:

- Make sure the mixture is not cavitating during the cycle. Cavitation is a condition in which the blender blade spins freely in an air pocket within the drink mix because the mix is too cold or too solid. This problem can be corrected by increasing the mix temperature (by reducing ice, increasing liquid and/or insuring that the frozen ingredients used in the recipe are never colder than 10 degrees F). When the right combination of correctly tempered ingredients is used, the resulting drink is **always** smooth, thick and blendable without operator attention.
- Increase cycle time. If the drink is mixing well but has not had enough time for complete blending, try a longer cycle (usually by using a higher button number to start the blender) or touch and hold the "Pulse" button for required extra blending time.
- Make sure the drive shaft on the jar is fully engaged into the drive socket or that the blade is firmly affixed to the drive shaft.

**TRIED EVERYTHING?** If none of the preceding suggestions work please give us a call, we may have the answer, or we can arrange a repair for you.

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