

# Blendtec

## operations manual



# Xpress Blender

BRAWN. BRAINS. BLENDTEC.™



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## SECTION 1 – IMPORTANT SAFEGUARDS

Read all instructions carefully before using your Blendtec machine.

### 1.1 SAFETY CERTIFICATION

The Xpress and accessories are certified by ETL to UL standard 763 and by CE Standards.



### 1.2 HEALTH CERTIFICATION

The Xpress and accessories are certified by NSF International.



### 1.3 AVOID CONTACT WITH MOVING PARTS

- Keep fingers, hands, hair and clothing away from all moving parts.
- Keep all utensils away from the drive socket and blender blades during operation. Metal utensils will damage blades.
- **NEVER** put hands into blender jar or add substances by hand when blender is operating.
- **NEVER** place jar into drive socket if blender motor is operating.
- Do not rock the blender when it is operating. Keep the blender jar straight up until the operation is complete.
- These precautions will prevent personal injury and/or damage to the blender.

### 1.4 POWER CORD PRECAUTIONS

- Do not operate with a damaged cord or plug.
- If the supply cord is damaged, it must be replaced by the manufacturer or its service agent in order to avoid a hazard.
- Do not let the cord hang over the edge of the work surface.
- Never use an extension cord with the unit.
- Unplug the blender motor before changing blender locations or cleaning.

### 1.5 NEVER ATTEMPT TO REPAIR THE POWER UNIT

Never remove the blender base cover. The blender base does not contain self-adjustable or serviceable parts. All service and adjustments must be made by a qualified service agent. **Removing the cover or attempting to service the blender will void the warranty.**

### 1.6 TURN THE UNIT OFF WHEN NOT IN USE

**1.7 THE 220/240 VOLT RECEPTACLE** FOR EACH POWER UNIT MUST BE PROTECTED BY A SEPARATE 7.5 AMP OR GREATER CIRCUIT BREAKER OR FUSE.

**Do not use any other electrical equipment on the same circuit as the blender or you risk overloading the circuit and either damaging the blender electronics or blowing the circuit protection.**

**1.8 NEVER OPERATE IF THE UNIT APPEARS DAMAGED**

If the blender malfunctions call the service agent first. If it is dropped or damaged in any way, return the blender to a Blendtec service agent immediately for examination, repair, electrical or mechanical adjustment, or possible replacement.

**1.9 NEVER OPERATE IN LIQUID**

Do not operate the blender motor in water or any other liquid. Avoid any contact between the motor and water. Deliberate use of machine outdoors in conditions where precipitation is present will void the warranty.

**1.10 NEVER PUT ITEMS SUCH AS METAL, ROCKS, OR OTHER HARD MATERIALS INTO BLENDER JAR**

Metal utensils and other hard materials are dangerous. They can cause injury or damage. Damage caused by such foreign objects will void the warranty.

**1.11 NEVER OPERATE USING ATTACHMENTS NOT SOLD BY BLENDTEC**

The use of unauthorized attachments voids the warranty and may cause fire, electric shock, or injury.

**1.12 ALWAYS SECURE THE BLENDER LID BEFORE STARTING THE MACHINE**

Make sure you place a lid on the blender jar before you close the cover.

**1.13 AVOID TOUCHING THE BASE AFTER EXTENSIVE USE**

The base of the blender may become hot after numerous cycles.

**1.14 BLADES ARE SHARP! HANDLE CAREFULLY**

**1.15 When blending HOT LIQUIDS, remove center plug of lid.**

**SAVE THESE INSTRUCTIONS**

## **SECTION 2: COMPONENT OVERVIEW**

### **2.1 BLENDER MOTOR**

The blender motor consists of the motor, touch pad control, and Liquid Crystal Display (LCD) information center. (See Figures 1 and 2.)

- Motor housing: Houses the power unit in a plastic casing. Never remove the motor cover. Removal of the motor cover will void the warranty.
- Blender Motor: This unit is located within the motor housing and contains the machinery which runs the blender, including the electric motor, drive train, and computerized control board.
- Touch Pad: Consists of six buttons which contain pre-programmed settings as well as a pulse for selective blender control.
- LCD Information Center: When a cycle is completed, the display increments the cumulative cycle for warranty purposes. It also indicates overload or over-temperature conditions.

### **2.2 BLENDER JAR ASSEMBLY**

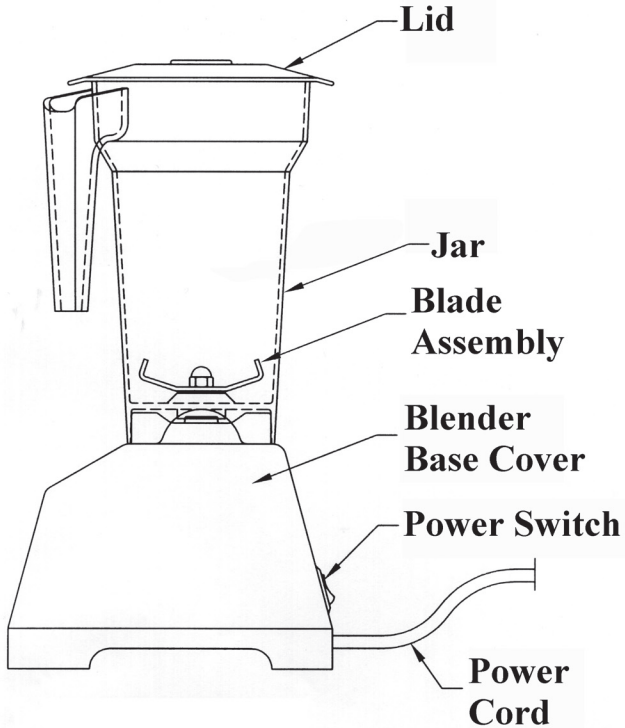
The blender jar assembly consists of the blender jar, blade assembly, and lid. The blender jar assembly integrates these components to ensure consistently blended drinks and greater operator safety.

- Jar: Made from polycarbonate to provide maximum performance as well as clear visibility of blender performance.
- Blade Assembly: Stainless steel, designed to ensure fast, consistent blending.
- Lid: Designed to provide ease of handling and quick removal for high speed operations.

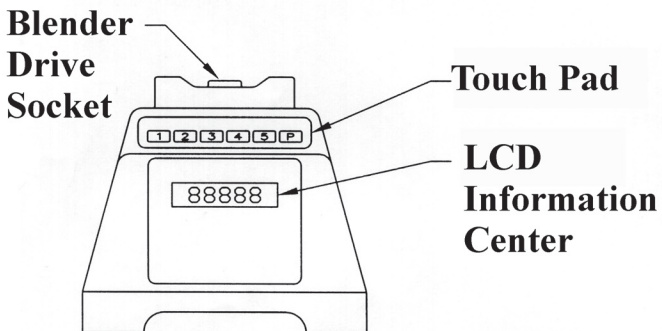
### **2.5 POWER SPECIFICATIONS**

The Xpress is certified for use on 220/240 volt circuits and is limited to 6.5 amps. It is required that this unit be installed with a 7.5 amp or greater circuit breaker or fuse.

**Figure 1**  
**Left Side View**



**Figure 2**  
**Front View**



## **SECTION 3: UNPACKING**

Save the two foam inserts and all packaging for future storage or shipping. Save these instructions for future reference.

### **3.1 UNPACKING YOUR BLENDER**

1. You should have received the following items:
  - Model ES3 Blender Base
  - One or more blender jar with lids
2. Remove blender motor,blender jars and lids from carton.
3. Unwind the power cord.
4. Check for and remove any packing material which may have blocked ventilation holes in either the power unit or the black motor stand.
5. Inspect all items to ensure no damage occurred in shipment.
6. If any damage has occurred contact your Blendtec service agent immediately.

### **3.2 RECORDING YOUR SERIAL NUMBER AND DATE OF SHIPMENT**

Record your blender serial number and date of purchase in the space below. You will need these when contacting Blendtec for service.

Blender Serial # \_\_\_\_\_

Date of Purchase \_\_\_\_\_

Refer to these whenever contacting your Blendtec service agent.



## **SECTION 4: INSTALLATION**

### **4.1 Xpress Installation**

1. Place blender on a flat, clean, dry surface.
2. Make sure plug outlet is available within four feet of the motor base.
3. Plug the unit into a 220/240 volt receptacle with 7.5 amp protection. Make sure switch is turned off before plugging in. Failure to use a dedicated line may result in damage to the blender. Lack of adequate power causes the motor to overheat (which shortens the life of the blender electronics.) Operating the blender in this manner will void the warranty.
4. Ensure that the blender vents are unobstructed to allow for proper cooling during use.

## SECTION 5: OPERATING INSTRUCTIONS

### 5.1 OPERATIONAL OVERVIEW

1. Turn on the main power switch located on the back of the blender.
2. Place the properly filled blender jar on the motor, making sure the jar is seated all the way down and jar lid is secured tightly on the jar.
3. Press the button on the touchpad of your desired blender cycle.

### 5.2 AUTOMATIC CYCLE OPERATION

Buttons 1-5 are programmed cycles designed for various drink combinations.

**Button 1:** Runs at **low** speed for 30 seconds and automatically shuts off.

**Button 2:** Runs at **high** speed for 30 seconds and automatically shuts off.

**Button 3:** Features changing blade speeds for 14 seconds and automatically shuts off.

**Button 4:** High energy cycle running 23 seconds. Used for easy to blend smoothies.

**Button 5:** High energy cycle running 35 seconds. Used for easy to blend fruit smoothies

### 5.3 MANUAL OPERATION

**Pulse Button:** Blends mixture at a constant HIGH speed (70 percent power) while button is depressed. Generally this is the last button on the far right of the blender touchpad and is indicated by the letter "P". This button is normally used for additional blending once a programmed cycle has already been used.

### 5.4 TROUBLESHOOTING SUGGESTIONS

**BLENDER MOTOR WILL NOT TURN ON:** If the blender motor will not turn on, try the following:

- Make sure the main power switch on the rear panel is turned on.
- Check the house current breaker switch or fuse 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 lighted. An absence of lighted LCD indicates a lack of power to the microprocessor.
- Check the LCD:

A reading of “OVERTEMP” indicates an overheated condition has been detected and the motor has been disabled until the unit cools to operating temperatures. Unplug motor and allow motor to cool for at least 20 minutes.

A reading of “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.

A reading of “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, or by low power from a power source {brown out}.) Turn the motor on again and continue operations.

**BLADE STOPS:** If the overload detection 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.

**NOISE LEVEL CHANGES:** If the blender noise level has increased significantly from original levels, determine whether the sound is coming from the motor or jar.

- Motor: Check to see if the excess noise is coming from the motor. Remove the jar from the blender and press cycle number one. Listen to the motor sound without a jar attached. If it is excessively noisy, contact your Blendtec service center.

- Jar: Check to see if the excess noise is coming from the jar. Place the jar back on the blender. 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, contact your Blendtec service center for assistance.

**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 Fahrenheit or -12 degrees Celsius). 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, contact your Blendtec service agent for further assistance.

## **5.5 CLEAN BLENDER JAR DAILY**

1. Using hot tap water, add 4 cups (1liter) of water and 1 1/2 teaspoons (7 ml) of liquid dish washing soap to the blender jar.
2. Place the lid tightly onto the jar. Place the blender jar on the motor and press the “pulse” button for 15 seconds.
3. Rinse with clear water until all soap is rinsed from jar and lid.
4. Store the jar right side up wherever possible. If jars are stored upside down, insure that no water is allowed to stand in the bottom around the blade drive shaft.
5. 64 ounce jars may be stacked one inside the other, but insure that the handles are alternated. **NEVER STACK THESE JARS WITH HANDLES INTERLOCKED!**

*NOTE: When washing the blender jar in a dishwasher, the jar should be placed on the top rack. Blender jars are dishwasher safe up to 220 degrees Fahrenheit (104 degrees Celsius).*

## 5.6 LONG-TERM SANITATION OF JAR

1. For long-term sanitation, periodically fill the blender jar with hot tap water.
2. Add non-chlorine sanitizer according to manufacturer's specifications.
3. Empty water/sanitizer mixture. Store jar as described in section 5.5.

## 5.7 DAILY CLEANING OF MOTOR

1. Make sure the main power switch is off and motor is unplugged before cleaning.
2. When necessary, wipe the top and sides of the blender clean with a damp rag. Mild cleaners like WINDEX® may be used.

## 5.8 WEEKLY CLEANING OF MOTOR (Done in addition to daily cleaning while motor is unplugged and removed from enclosure)

1. Fill the blender drive socket (see figure 1.2) with a strong cleaning solution. **DO NOT OVERFILL.** Let stand for 5 minutes.
2. Clean the inside ridges and grooves of drive socket with a toothpick, an ice pick or some other hard, pointed tool.
3. Turn the motor upside down to drain the material from the drive socket. Use a paper towel or rag to dry the area and replace the motor.

## 5.9 CLEANING TIPS AND CAUTIONS

- Do not use abrasives to clean the blender motor or jar as this will dull or scratch the surface
- Do not use a water jet of any kind to clean this equipment.
- **NEVER** submerge the blender motor in water - **THIS WILL VOID WARRANTY**
- Avoid submerging the blender jars for more than 5 minutes. Water penetration through the lower jar seals will reduce the jar life. When you have cleaned the jar, store it upside down. **Do NOT allow water to stand in the lower seal area.**

- For long term storage of jar, apply a small amount of food-grade oil (such as vegetable oil) to the seals around the blade assembly both inside and outside of the blender jar.

## SECTION 6: WARRANTY AND SERVICE PROCEDURE

### 6.1 WARRANTY DESCRIPTION

Blendtec warrants the Xpress for 1 year.

#### **JAR:**

The polycarbonate jar and internal bearing assembly are warranted against failure as follows:

Jar Model	Warranty
40-501	180 days from purchase date
40-505	1 year from purchase date

The jar model number can be found under the NSF logo on the jar.

#### **BLADES:**

The stainless steel blade is warranted against breakage for the life of the jar. Please note that dulling of the blade may occur as a result of usage and does not affect blending effectiveness.

#### **DRIVE SOCKET:**

The drive socket (see Fig. 1.2) is warranted for the life of the machine.

Warranties begin from date of shipment, or on date of purchase where proof of purchase is provided. Cosmetic damage and abuse are not included within this warranty.

## 6.2 SERVICE PROCEDURE

Should you experience any difficulty in using your Blendtec blender, please do the following:

### UNDER WARRANTY

1. Contact your authorized Blendtec service agent immediately to diagnose the difficulty. Please have your serial number ready as well as a description of the problem. Do not attempt to do your own repairs. Repairs made by persons other than Blendtec authorized service representatives will void the warranty. Many issues can be resolved simply and quickly over the phone.

2. If the difficulty cannot be resolved over the phone, your unit may require repair. If you are under warranty, Blendtec will repair your unit at no cost. Cosmetic damage and abuse are not included.

### OUT OF WARRANTY

1. Contact your Blendtec service agent to diagnose the difficulty. Please have your serial number ready along with a description of the problem. Many issues can be resolved simply and quickly over the phone.

**Attempting to do your own repairs will void the warranty of your machine.**

2. If you are not under warranty and wish to have your unit repaired, box up your existing unit and ship the unit to your authorized Blendtec service agent. Your Blendtec service agent will bill you for services rendered.

When shipping your blender unit to the service agent (either in warranty or out of warranty), Please include the following:

Name:	
Company:	Store Number:
Address:	
Phone:	
Serial Number: (Found on the underside of the motor)	Cycle Count: (Number on the LCD Screen)
Purchase Date:	Place of Purchase:
Problem Description:	







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