

# Blendtec<sup>®</sup> home



## **Model HP3A** Instruction Manual



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## SECTION 1

# IMPORTANT INFORMATION

Read all instructions carefully before using your Blender™

### 1.1 SAFETY CERTIFICATION

The blender is certified by ETL (Report No. 3018204-4, 3018204-2 & 3018204-3).



### 1.2 CERTIFICATION

Blender and its accessories are certified by NSF International (NSF), under K-TEC in the NSF Official Listing.



### 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 the blender is operating.
- NEVER place jar into drive socket if blender motor is operating.
- DO NOT rock the blender during operation.

These precautions will prevent personal injury and/or damage to the blender.

### 1.4 NEVER OPERATE THE BLENDER IF IT APPEARS DAMAGED

If the blender malfunctions call your 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.

### 1.5 NEVER OPERATE BLENDER IN LIQUID

Do not operate the blender motor in water or any other liquid. Avoid all contact between the motor and water. Do not use the blender outdoors where it is subject to precipitation.

### 1.6 NEVER PUT NON-FOOD ITEMS INTO JAR

Metal utensils, rocks and glass are dangerous if placed in jar. Damage caused by such foreign objects will void the warranty. Keep hands and utensils out of jar while blending to reduce the risk of severe injury to persons or damage to the blender. Utensils may only be used when the blender is not running.

### 1.7 NEVER OPERATE THE BLENDER WITHOUT THE LID IN PLACE

## **1.8 NEVER OPERATE THE BLENDER USING ATTACHMENTS NOT SOLD BY BLENDTEC**

The use of any unauthorized attachments may cause fire, electric shock, and/or injury and will void the warranty.

## **1.9 CONTAINER MUST BE PROPERLY IN PLACE WHILE APPLIANCE IS OPERATING**

### **1.10 BLADES ARE SHARP! HANDLE CAREFULLY!**

### **1.11 WHEN BLENDING HOT LIQUIDS, REMOVE CENTER PIECE OF LID**

### **1.12 POWER CORD PRECAUTIONS**

- NEVER operate with a damaged cord or plug. (If the supply cord is damaged it must be replaced by the manufacturer, or authorized service agent to avoid a hazard)
- DO NOT permit the cord to hang over the edge of the work surface.
- NEVER use an extension cord with the unit.
- Unplug the blender motor when not in use; before changing blender locations; or cleaning.

### **1.13 NEVER ATTEMPT TO REPAIR THE POWER UNIT**

Never remove the blender motor cover. The blender motor does not contain self-adjustable or serviceable parts. A qualified service agent must make all service adjustments. Removing the cover or attempting to service the blender will void the warranty.

### **1.14 TURN THE POWER SWITCH OFF WHEN NOT IN USE**

The Power Switch (ON/OFF switch) is located on the back of the blender motor cover.

### **1.15 AVOID TOUCHING THE BLENDER DRIVE SOCKET AFTER EXTENSIVE USE.**

The blender drive socket may become hot after numerous cycles.

### **1.16 CLOSE SUPERVISION IS NECESSARY WHEN APPLIANCE IS USED BY OR NEAR CHILDREN.**

### **1.17 THE BLENDER IS INTENDED FOR HOME USE ONLY! ANY USE OF THE BLENDER FOR COMMERCIAL PURPOSES VOIDS ALL WARRANTIES.**

# **SAVE THESE INSTRUCTIONS**

## **SECTION 2**

**SAVE ALL PACKAGING MATERIALS AND INSTRUCTIONS FOR FUTURE USE.**

### **2.1 UNPACKING YOUR BLENDER**

You should have received the following items:

- Motor base
- Blender jar with lid
- Recipe book

1. Remove blender motor, blender jar and lid from packaging.
2. Unwind the power cord.
3. Check for any packing material that may have blocked ventilation holes in the blender motor.
4. Inspect all items to ensure no damage occurred in shipment.
5. If any damage has occurred contact your Blendtec service agent immediately.

### **2.2 RECORDING YOUR SERIAL NUMBER AND DATE OF PURCHASE**

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

Motor Serial #:

---

(Found on bottom of motor base)

Date of Purchase:

---

Purchased From

### **2.3 REGISTRATION OF YOUR BLENDER**

Register online at [www.blendtec.com](http://www.blendtec.com) (select "Product Registration" under the Support button) or return the registration card to the address provided.

## **SECTION 3**

### Blender OVERVIEW

(Refer to Figures 1 and 2)

#### **3.1 BLENDER MOTOR**

- Motor Cover: Houses the power unit in a durable, easy-to-clean polycarbonate.
- Touch Pad: Consists of six buttons that contain pre-programmed settings for selective blender control, a pulse button, and two speed control buttons.
- LCD Information Center: will indicate status of unit as well as overload or over-temperature conditions.
- Power Unit: This unit is located within the blender motor and contains the machinery that runs the blender.
- Power Switch: Located on the back lower-right corner of the power unit.

#### **3.2 BLENDER JAR ASSEMBLY**

The blender jar assembly consists of the blender jar, blade assembly, and lid.

- Jar: Made from polycarbonate to provide maximum efficiency and clear visibility of blender performance.
- Blade Assembly: Stainless steel designed to provide fast consistent blending

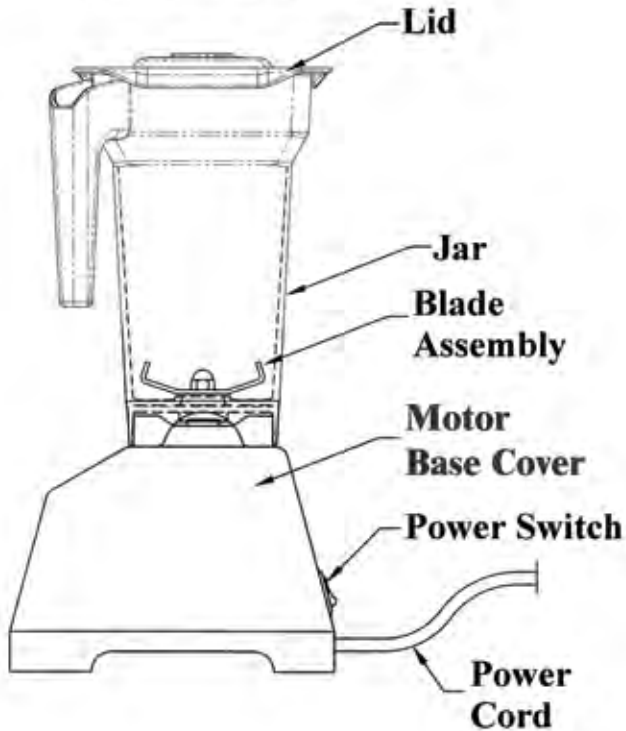
## **SECTION 4**

### **INSTALLATION**

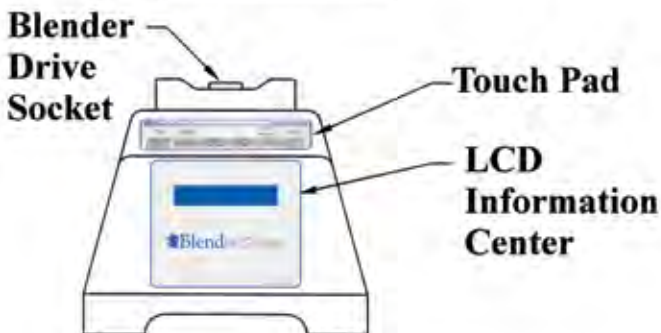
We recommend that surge protection be placed between the receptacle and the blender motor.

1. Place blender on a flat, clean and dry surface.
2. Make sure a plug outlet is available within four feet of the blender motor.
3. Ensure that the unit is turned off before plugging it into a separate 120-volt receptacle.
4. Ensure that blender vents are unobstructed to allow proper cooling during use.

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



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





## **SECTION 5**

### **CARE AND CLEANING**

#### **5.1 AFTER USE CLEANING**

1. Add 1 cup of hot water and a drop of liquid dishwashing soap to the blender jar.
2. Place the lid tightly onto the jar. Place the blender jar on the blender base, and with your hand placed on top of the lid; press the pulse button for 5 seconds.
3. Rinse with clear water until all soap is rinsed from jar and lid.
4. Clean the blender base by simply wiping the base and touchpad with a damp rag and water.

#### **5.2 LONG-TERM SANITATION**

1. For long-term sanitation, occasionally fill the blender jar half way with hot water.
2. Add one teaspoon of liquid chlorine bleach.
3. Stir for 10 seconds to mix water and bleach. Let mixture stand in blender jar for five minutes.
4. Empty water/bleach mixture and rinse the jar thoroughly to ensure that there is no bleach mixture left in the jar. Turn jar RIGHT SIDE UP on dish rack until dry.

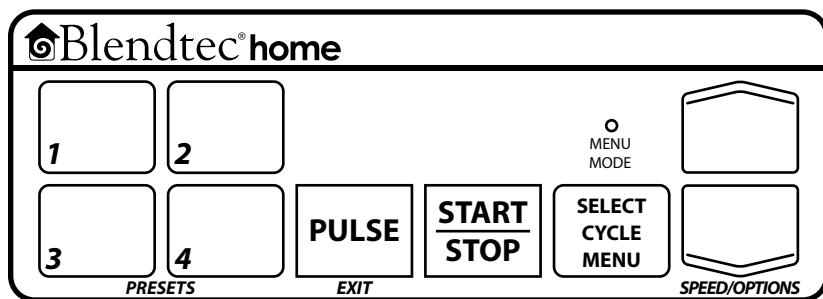
#### **5.3 CLEANING TIPS AND CAUTIONS**

- Do not use abrasives or stiff brushes to clean the blender base or jar as this will dull or scratch the surface. Cosmetic damage is not covered by warranty.
- NEVER submerge the blender motor in water. Avoid submerging blender jars for more than 5 minutes. Water penetration through the lower jar seals will reduce the life of the jar. After cleaning, we recommend the blender jar be stored upright.
- BLENDER JAR IS DISHWASHER SAFE - TOP RACK ONLY! Extreme temperatures damage the lower seal to the jar.

## SECTION 6

### OPERATIONAL OVERVIEW

Your Blendtec home blender has 30+ pre-programmed blend cycles for your convenience, or optional manual controls. A representation of the controls is found below:



#### 6.1 BEFORE YOU BEGIN OPERATION

1. Turn on the main power switch located on the back of the blender motor in the lower right corner. The display on the front will read "Blendtec home"
2. Place the blender jar on the base, making sure the jar is secure. Attach the blender lid.

#### 6.2 MANUAL CONTROLS

**START/STOP:** The START/STOP button can be pressed at any time to stop the current blender function.

**PULSE:** To use the high speed pulse, simply hold hold the pulse button for the desired amount of time. The blender will stop when you release the button. The Pulse function can also be activation during a blend cycle. When the pulse button is pressed the current cycle pauses and the pulse begins. When the pulse button is released the selected cycle resumes.

**SPEED UP/SPEED DOWN:** Pressing the UP button will start a speed cycle for 50 seconds. During this time press or hold down the UP/DOWN arrows to control up to 9 speeds at which the blender can operate

## 6.3 AUTOMATIC AND CUSTOM CONTROLS

**PRESETS:** The four numbered buttons on the left side of the touchpad operate four customizable pre-selected blend cycles. To select one of these presets simply press the designated button.

**SELECTING A CYCLE FROM THE CYCLE MENU:** To access the Cycle Menu press the SELECT CYCLE MENU button. The Menu Mode LED will light. The first category to appear on the LCD display is BEVERAGES. Continue pressing or hold down the SELECT CYCLE MENU button to cycle through the cycle categories.

Once the category of cycles has been reached, press or hold down the arrow keys to scroll through the cycles listed in that category. To use this cycle, press the START/STOP button. The LCD display will show the cycle name and the time remaining within the cycle.

After a cycle has completed within the Menu Mode, the SELECT CYCLE MENU and UP/DOWN arrows can be used to select another cycle.

Press the PULSE button to exit the Menu Mode.

**PULSE CYCLES:** Unlike the other cycles, the FOOD PROCESSING category cycles (Chop, Whip, and Puree) function similar to the pulse function. Use the START/STOP button as you would the PULSE button by pressing for the desired duration and releasing when complete.

**PROGRAMMING A PRESET:** Enter the Menu Mode by pressing the SELECT CYCLE MENU button. Using the SELECT CYCLE MENU and UP/DOWN arrows navigate to the cycle you wish to program onto the preset. When the name of the desired cycle appears on the LED display, press and hold the desired preset button for two seconds. The display will change to read the name of the existing cycle on the preset, then change to read "ProgrammingBttnX" where "X" is the number of the preset. When the programming is complete, the blender will beep twice and the display will read "Program Complete". The blender will exit menu mode automatically and the preset is available for use.

If the blender fails to program the button, the display will read, "Program Failed". If you continue to receive this message after multiple attempts to program your blender, contact Blendtec customer service at 800-253-6383 for assistance.

## 6.4 RESTORING FACTORY DEFAULTS

The Blendtec home blender has the following cycles set as factory defaults:

BUTTON #	CATEGORY	CYCLE NAME
1	Multi-Use	Low Energy
2	Beverages	Smoothie
3	Drinks/Ice Cream	Mixed Drinks
4	Whole Foods	Whole Juice

To restore your blender to these settings, press and hold preset button 4 and the START/STOP button. The display will read, "RestoringDefaults". When the programming is complete, the display will read, "Restore complete" and the blender will be ready for use in standard mode.

**FIGURE 3 - BLEND CYCLES\*\***

Beverages	Drinks/ Ice Cream	Whole Foods	Food Processing	Multi-Use
Smoothie	Ice Cappuccino	Light Juice	*Chop	Low Energy
XL Smoothie	Ice Cream	Whole Juice	*Whip	Medium Energy
Milkshake, Ice	Mixed Drinks	Frozen Fruit/ Yogurt	*Puree	Speed 6
FullStrength™	Fruit Drinks	Sauces, Dips	Knead Dough	Medium Energy Up/Down
Hot Chocolate	Granita	Soups	Grind Grain	High Energy Up/Down

*\*Chop, Whip, and Puree function as pulse cycles, see instructions above for details.*

*\*\*There is a possibility of a sixth category for custom manufactured machines. Please see the individual documentation for details on these custom cycles.*

# SECTION 7

## TROUBLESHOOTING

### 7.1 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 back lower-right corner is turned ON.
- Check your house circuit breaker switch or fuse, to make sure it is set to the ON position.
- Unplug the power cord from the wall receptacle, wait 5 seconds, then plug power cord back in.
- Determine if the Liquid Crystal Display (LCD) is lit. An absence of a lit LCD indicates a lack of power to the unit.
- Remove the blender jar from the blender motor and check to make sure the blade turns freely while unattached to the motor. If the blade does not move freely the problem may be the jar, not the motor. Check the jar by turning the shaft by hand to see if it rotates easily.

#### **Look at the LCD:**

- A reading of “OVERTEMP” indicates that the motor is overheating. The blender has been disabled until the unit cools to operating temperatures. Turn off and unplug the unit. Allow it to cool for at least 20 minutes.
- A reading of “OVERLOAD” indicates an overload on the motor. Turn off and unplug the unit. Plug in the unit and turn the motor on again to clear the over-load condition. Check the blender jar for blockage. If overload condition re-occurs, contact your Blendtec service agent.
- **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.

### 7.2 NOISE LEVEL CHANGES

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

- **Blender Motor:** Check to see if the excess noise is coming from the blender base. Remove the jar and press cycle number two or three. 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 motor. Run the motor for a few seconds using the Pulse button. If you have more than one jar, test a different jar 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.

### 7.3 BLENDED TEXTURE UNSATISFACTORY

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

- Ensure 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 ensuring that the frozen ingredients used in the recipe are never colder than 10 degrees Fahrenheit (-12 degrees Celsius).
- 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 higher button number to start the blender) or touch and hold the "Pulse" button for required extra blending time.
- **TRIED EVERYTHING?** If none of the preceding suggestions work, contact your Blendtec service agent for further assistance.

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

## **SECTION 8**

### WARRANTY

#### WARRANTY DESCRIPTION (US Domestic and Canada)

Your Blendtec Blender motor is warranted for 3 years or 10,000 cycles, whichever happens first. The jar assembly, including all moving jar parts, is covered against leaking or breakage for 1 year. The blender jar blade and the motor base drive socket are covered by a lifetime warranty. Warranties begin from date of purchase.

The quality of Blendtec blenders are unsurpassed. You will enjoy years of wonderful and reliable service from your Blendtec Blender.

Warranties begin from the date of purchase. Cosmetic damage, product abuse, unreasonable use, damage resulting from an accident, product tampering, servicing performed or attempted by unauthorized service agencies, units that have modifications, or have been or used for commercial purposes are not included under this warranty.

### **THIS WARRANTY APPLIES ONLY TO PRODUCTS SOLD BY BLENDTEC OR ITS AUTHORIZED DEALERS**

#### Limited Three Year Warranty

Blendtec warrants the blender motor to be free of defect in material and workmanship for a period of three years. During this period, such defects will be repaired or the product replaced, at Blendtec's discretion, without charge. This warranty does not cover damage caused by misuse, accident, or negligence. All implied warranties, including but not limited to implied warranties of fitness and merchantability are limited in duration to a period of three years on motor and one year on Jar. Any unit submitted for repair must be accompanied by proof of original purchase and should be shipped prepaid to:

**Blendtec home**  
1206 South 1680 West  
Orem, UT 84058  
(800) 253-6383  
(801) 222-0888

**FOR QUESTIONS REGARDING THIS WARRANTY  
CONTACT CUSTOMER SERVICE AT  
(800) 253-6383 OR (801) 222-0888.**

## **UNDER WARRANTY**

1. Contact Blendtec immediately to diagnose the difficulty. Please have blender 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 replacement. If blender is under warranty Blendtec will repair or replace the unit at no cost. Cosmetic damage and abuse are not included.
3. Upon receiving instructions from Blendtec, box up your existing unit and enclose the following:

Your name:  
Address:  
Phone number:  
The blender serial number:  
(located on the bottom of the blender motor base)  
Cycle Count (from the LCD indicator):  
Your purchase date:                      Place of purchase:  
An explanation of the problem:

## **OUT OF WARRANTY**

1. Contact Blendtec to diagnose the difficulty. Please have the blender serial number ready along with a description of the problem. Do not attempt to do your own repairs. Many issues can be resolved simply and quickly over the phone.
2. If the blender is not under warranty and you wish to have it repaired, box up the blender motor and ship it to Blendtec and you will be billed for services rendered.
3. When you ship your unit please enclose the following:

Your name:  
Address:  
Phone number:  
The blender serial number:  
(located on the bottom of the blender base)  
Cycle Count (from the LCD indicator):  
Your purchase date:                      Place of purchase:  
An explanation of the problem:





1206 South 1680 West  
Orem, UT 84058  
801-222-0888  
blendtechome.com

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**HP-14**

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