

# NINJACHEF™


## CT800

Series

### INSTRUCTIONS



 [ninjakitchen.com](http://ninjakitchen.com)

 1-877-646-5288

# THANK YOU

for purchasing the Ninja Chef™ Blender

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**TIP:** You can find the model and serial numbers on the QR code label on the back of the motor base.

## REGISTER YOUR PURCHASE



registeryourninja.com



1-877-646-5288



Scan QR code using mobile device

## RECORD THIS INFORMATION

Model Number: \_\_\_\_\_

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

Date of Purchase (Keep receipt): \_\_\_\_\_

Store of Purchase: \_\_\_\_\_

## TECHNICAL SPECIFICATIONS

Voltage: 120V, 60Hz

Watts: 1500W

## PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.

These instructions are designed to help you get a complete understanding of your new Ninja Chef Blender.

If you have any questions, please call our Customer Service line at 1-877-646-5288.

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# IMPORTANT SAFETY INSTRUCTIONS

PLEASE READ CAREFULLY BEFORE USE • FOR HOUSEHOLD USE ONLY

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## **⚠ WARNING**

To reduce the risk of injury, fire, electrical shock, or property damage, basic safety precautions must **ALWAYS** be followed, including the following numbered warnings and subsequent instructions.

- 1** Read all instructions prior to using the appliance and its accessories.
- 2** Carefully observe and practice all warnings and instructions. This unit contains electrical connections and moving parts that potentially present risk to the user.
- 3** **ALWAYS** handle the 72 oz. Pitcher with care when cleaning. Contact with the blade assembly will result in a risk of laceration.
- 4** Take your time and exercise care during unpacking and appliance setup. This appliance contains sharp blades that can cause injury if mishandled.
- 5** Take inventory of all contents to ensure you have all parts needed to properly and safely operate your appliance.
- 6** **ALWAYS** exercise care when handling the Pro Extractor Blades® Assembly. The blades are sharp. **ONLY** grasp the Pro Extractor Blades Assembly by the outer perimeter of the blade assembly base. Failure to use care when handling the blade assembly will result in a risk of laceration.
- 7** Unplug the appliance from the outlet when not in use, before assembling or disassembling parts, and before cleaning. To unplug, grasp the plug by the body and pull from the outlet. **NEVER** unplug by grasping and pulling the flexible cord.
- 8** To protect against electric shock, **DO NOT** unplug from electrical outlet while unit is running. Turn the unit off first before unplugging.
- 9** Before first use, wash all parts that may contact food. Follow washing instructions covered in this instruction manual.
- 10** To protect against the risk of electric shock, **DO NOT** submerge the appliance or allow the power cord to contact any form of liquid.
- 11** **DO NOT** use this appliance outdoors. It is designed for indoor household use only.
- 12** This appliance has a polarized plug (one prong is wider than the other). To reduce the risk of electric shock, this plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. **DO NOT** modify the plug in any way.

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- 13 DO NOT** operate any appliance with a damaged cord or plug, or after the appliance malfunctions, or has been dropped or damaged in any manner. This appliance has important information on the plug prong. The entire cord set is **NOT** suitable for replacement. If damaged, please contact SharkNinja LLC for service.
- 14 DO NOT** use extension cords with this appliance.
- 15 DO NOT** allow young children to operate this appliance or use as a toy. Close supervision is necessary when any appliance is used near children.
- 16** This appliance is not intended to be used by people (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- 17** Before each use, inspect blade assemblies for damage. If a blade is bent or damage is suspected, contact SharkNinja to arrange for replacement.
- 18 DO NOT** attempt to sharpen blades.
- 19 DO NOT** allow the cord to hang over the edge of tables or counters or to contact hot surfaces, including stoves and other heating appliances.
- 20 ALWAYS** use the appliance on a dry and level surface.
- 21** Keep hands, hair, and clothing out of the pitcher and Single-Serve Cup when loading and operating.
- 22 ONLY** use attachments and accessories that are provided with the product or are recommended by SharkNinja. Use of attachments not recommended or sold by SharkNinja may cause fire, electric shock, or injury.

**CONTINUED ON PAGE 5**

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**SAVE THESE INSTRUCTIONS**

# IMPORTANT SAFETY INSTRUCTIONS

PLEASE READ CAREFULLY BEFORE USE • FOR HOUSEHOLD USE ONLY

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## WARNING

To reduce the risk of injury, fire, electrical shock, or property damage, basic safety precautions must **ALWAYS** be followed, including the following numbered warnings and subsequent instructions.

- 23** During operation and handling of the appliance, avoid contact with moving parts.
- 24 DO NOT** operate the appliance with an empty pitcher or cup.
- 25** While blending liquids or ingredients that are frozen, cold, or room temperature, **DO NOT** fill pitcher past the MAX LIQUID line.
- 26 DO NOT** microwave any pitcher or accessories provided with the appliance.
- 27** Before operation, ensure all utensils are removed from pitcher and cup. Failure to remove utensils can cause vessel to shatter and potentially result in personal injury and property damage.
- 28 ALWAYS** operate blender with lid and lid cap firmly in place. The lid cap should be removed only when adding ingredients and when using the tamper. **NEVER** remove the lid cap while blending hot liquids.
- 29** Keep hands and utensils out of pitcher and cup while blending to reduce the risk of severe injury or damage to the blender. While the blender is running, the **ONLY** utensil that may be used is the included tamper. When the blender is **NOT** running, then a scraper may be used.
- 30 DO NOT** blend hot ingredients or liquids in the blender cup. Doing so may cause excessive pressure buildup, resulting in the risk of the user being burned. Only the pitcher can be used to blend hot ingredients.
- 31** To avoid risk of scalding from spray or escaping steam, **DO NOT** blend hot or warm liquids or ingredients beyond the MAX HOT LIQUID fill line. Liquids or ingredients above the MAX HOT LIQUID fill line need to be at room temperature or colder for processing.
- 32 DO NOT** blend hot ingredients or liquids on the pulse setting to avoid risk of scalding from spray or escaping steam.
- 33** To avoid the risk of scalding, **NEVER** operate the appliance without pitcher lid and lid cap in place while blending hot liquids. **DO NOT** use the tamper while blending hot liquids. Keep hands and exposed skin away from lid cap while blending hot ingredients to prevent possible burns from escaping steam. Failure to keep the lid cap in place while blending hot liquids may result in risk of scalding.
- 34** Handle the pitcher with care when blending hot ingredients, as the lid, lid cap, and sides of pitcher may become hot to touch. When moving the pitcher, use the handle to carry. If needed, hold bottom of pitcher to stabilize.

- 35** If at any time the blender cup becomes warm to the touch, or steams or vents while blending, immediately stop blending ingredients and turn off the unit.
- 36 DO NOT** perform grinding operations with the blender cups and Pro Extractor Blades® Assembly.
- 37** Remove the Pro Extractor Blades Assembly from the blender cup upon completion of blending. **DO NOT** store ingredients before or after blending them in the cup with the blade assembly attached. Some foods may contain active ingredients or release gases that will expand if left in a sealed container, resulting in excessive pressure buildup that can pose a risk of injury. For ingredient storage in the cup, use only Spout Lid to cover.
- 38 NEVER** place a blade assembly on the motor base without it first being attached to its corresponding container and lid.
- 39** Flashing light indicates ready to operate. Avoid any contact with blades or moveable parts.
- 40 DO NOT** attempt to defeat the interlock mechanism. Ensure the pitcher and lid are properly installed before operation.
- 41 DO NOT** expose the pitcher, cup, blade assemblies, and accessories to extreme temperature changes. They may experience damage.
- 42 NEVER** leave the appliance unattended while in use.
- 43** If you find unmixed ingredients sticking to the sides of the pitcher, use the included tamper, with the lid locked on the pitcher, to dislodge ingredients when unit is operating. If not using the tamper, stop the appliance, remove the lid, and use a spatula to dislodge ingredients. **NEVER** insert your hands into the pitcher, as you may contact one of the blades and experience a laceration.
- 44 DO NOT** attempt to remove the pitcher, pitcher lid, or cup from the motor base while the blade assembly is still spinning. Allow the appliance to come to a complete stop before removing pitcher, pitcher lid, or cup.
- 45** If the appliance overheats, a thermal switch will activate, temporarily disabling the motor, and the control panel will not function when modes are pressed and display "Err". To reset, unplug the appliance and allow it to cool for approximately 15 minutes before using again.
- 46** The maximum wattage rating for this appliance is based on the configuration of the Bottom Blades and pitcher. Other configurations may draw less power or current.
- 47 DO NOT** spray the motor base or screen with water or other liquids.
- 48** Turn off the appliance and unplug the motor base before cleaning.

## SAVE THESE INSTRUCTIONS

# GETTING TO KNOW YOUR NINJA CHEF™ BLENDER

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## WELCOME!

Congratulations on your purchase. Use this instruction manual to learn about the great features of your Ninja Chef blender. From assembly to use to maintenance, you will find it all in here.

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There are a variety of accessories that are compatible with this blender series.

**NOTE: The top flap of your box shows the select accessories that are included with your model.**

Visit [ninjaaccessories.com](http://ninjaaccessories.com) to purchase our Single-Serve Cup Kit or the Double-Walled To-Go Tumbler with Spout Lid, so you can blend drinks and take them on the go.

If you have any questions, concerns, or feedback, we would love to hear from you. Give us a call at 1-877-646-5288 or visit [ninjakitchen.com](http://ninjakitchen.com)

\*64 oz. max liquid capacity

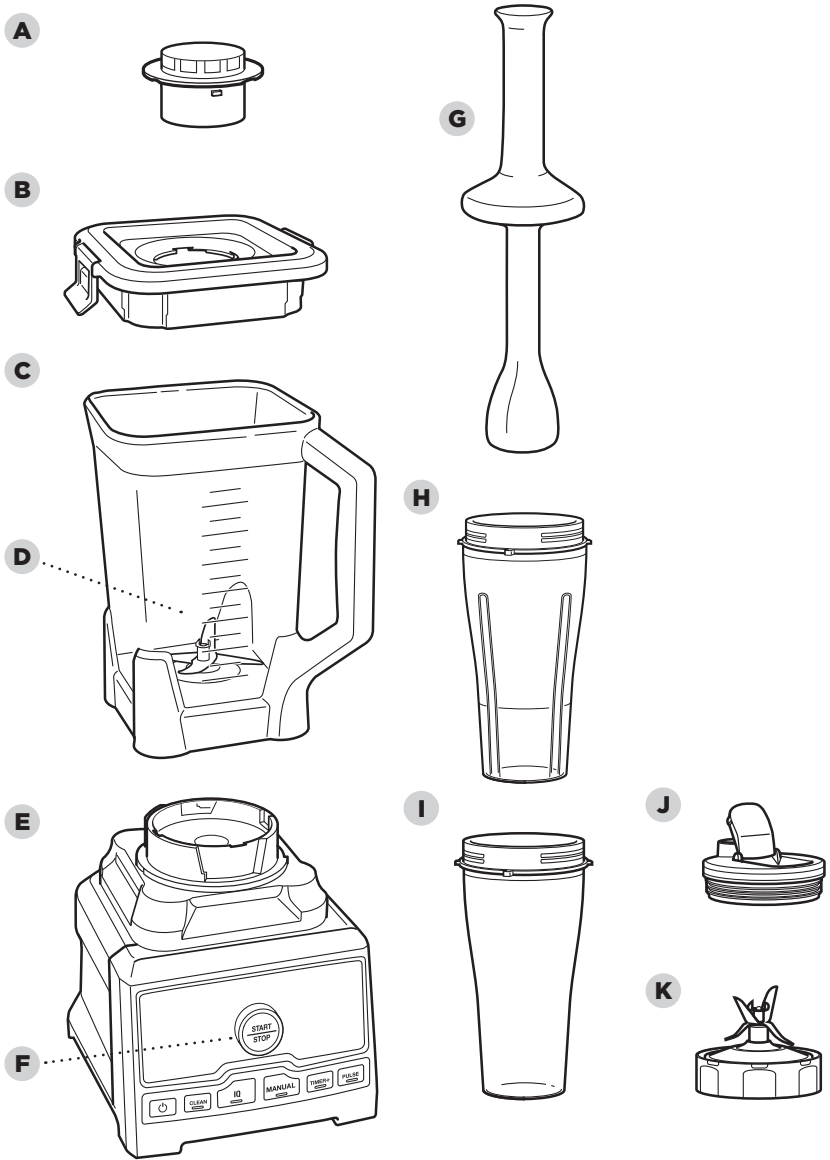
## MAIN UNIT

- A** Lid Cap
- B** Pitcher Lid
- C** 72 oz. Pitcher\*
- D** Bottom Blades
- E** Motor Base
- F** Activation Dial
- G** Tamper

## AVAILABLE ACCESSORIES

- H** 24 oz. Double-Walled To-Go Tumbler
- I** 24 oz. Single-Serve Cup
- J** Spout Lid
- K** Pro Extractor Blades® Assembly



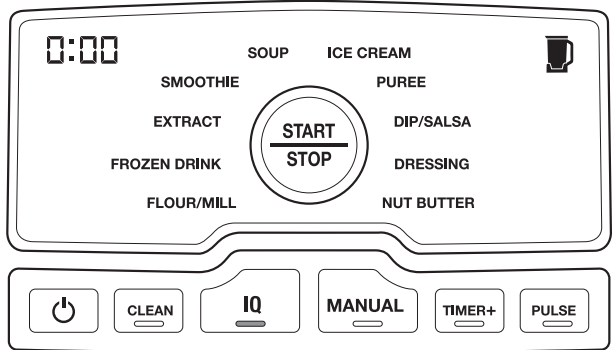


# FEATURES

★ **IMPORTANT:** Review all warnings on pages 3–6 before proceeding.

## DID YOU KNOW?

- All containers and lids are BPA free.
- All blades, containers, and lids are dishwasher safe.



## MODES:

### CLEAN

To run the self-cleaning program, first add warm water to the CLEAN line and a couple drops of dishwashing soap to the pitcher. Select CLEAN mode, then press START/STOP to begin. The unit will shut down when the cleaning cycle is complete. Once complete, thoroughly rinse and air-dry the pitcher.

### iQ

These 10 pre-set programs combine a unique set of pulsing, pausing, and blending patterns to take the guesswork out of making meals and drinks. The speed changes and pauses are designed to provide consistent, delicious results every time at the touch of a button.

### MANUAL

The activation dial gives you total control over blending speed. By turning the dial while in MANUAL mode, you can vary blending speed from 1 (slowest) to 10 (highest).

### TIMER+

Use TIMER+ mode to set a countdown timer. Select TIMER+ and add blend time in 10-second intervals by repeatedly pressing the TIMER+ button. Set the speed by turning the dial to the desired setting. Press START/STOP to activate the unit. Blending will stop automatically when countdown is complete.

### PULSE

Select PULSE and turn the dial to the desired speed. Press the START/STOP button in short bursts to pulse. The unit will blend only while the button is pressed.

## AUTO-iQ PROGRAMS:

FLOUR/MILL, FROZEN DRINK, EXTRACT, SMOOTHIE, SOUP\*, ICE CREAM, PUREE, DIP/SALSAS, DRESSING, NUT BUTTER.

\*Blend soup in the pitcher from hot ingredients.

# BEFORE FIRST USE

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- 1** Remove all packaging materials from the unit. Exercise caution when handling the pitcher, as bottom blade assembly is sharp.
- 2** If included with your model, handle the Pro Extractor Blades® Assembly by grasping around the perimeter of the blade assembly base.
- 3** Wash containers, lids, blade assemblies, and tamper in warm, soapy water using a dishwashing utensil with a handle to avoid direct contact with the blades. The pitcher and the Single-Serve Cup can be cleaned automatically by running the self-cleaning cycle (see instructions on page 19). Exercise care when cleaning the blade assemblies, as the blades are sharp.
- 4** Thoroughly rinse and air-dry all parts.
- 5** All attachments are dishwasher safe. It is recommended that the lids and tamper be placed on the top rack of the dishwasher.
- 6** Wipe the motor base with a clean, damp cloth.

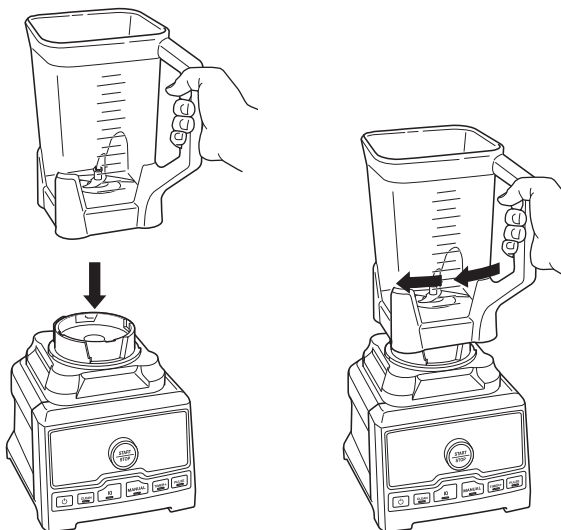
# USING YOUR 72 OZ. PITCHER

★ **IMPORTANT:** Review all warnings on pages 3–6 before proceeding.

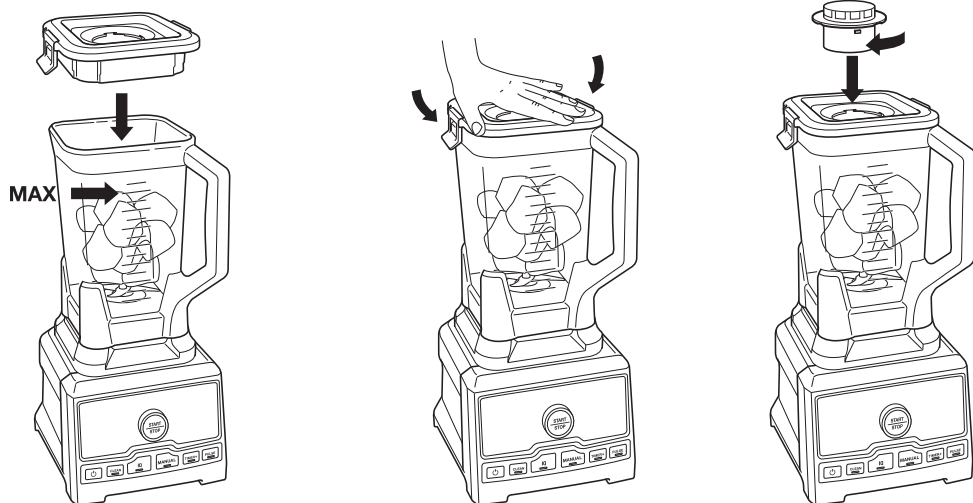
**IMPORTANT:** Hot ingredients are meant only for blending in the pitcher, **NOT** in the cup.

💡 **TIP:** To learn more about the unit's programs, refer to page 9.

💡 **TIP:** Use the lid cap to easily add oil to emulsify dressings. Add desired measurement of oil to the cap, then pour into the pitcher through the hole in the lid. Replace cap when finished.



- 1** Plug in motor base and place on a clean, dry, level surface such as a countertop or table. Press downward on the motor base to adhere the suction cups to the work surface. Ensure the motor base is connected to power.
- 2** Lower the pitcher onto the motor base. The pitcher can be installed in two different orientations. The handle can be aligned on either the right side or the front of the motor base. The pitcher should be oriented so the LOCK symbols are visible on the motor base. Then rotate the pitcher clockwise until it clicks into place.



- 3** Add ingredients to the pitcher, making sure not to exceed the MAX LIQUID line on the side of the pitcher. When blending any room temperature, cold, or freezing ingredients, such as beverages or smoothies, **DO NOT** exceed the MAX LIQUID line on the side of the pitcher. When blending hot ingredients, such as soups and sauces, **NEVER** exceed the MAX HOT LIQUID line **or use the pulse setting.**
- 4** Place lid onto pitcher, then press down firmly, making sure that both side clips on lid fully snap onto lip of pitcher. Insert the lid cap into the lid and turn clockwise to lock. When the unit is connected to power and the pitcher is correctly locked onto the motor base, the unit is ready to be powered on.

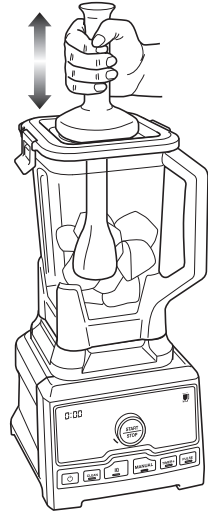
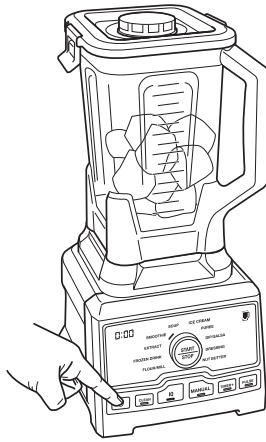
# USING YOUR 72 OZ. PITCHER - CONT.

★ **IMPORTANT:** Review all warnings on pages 3–6 before proceeding.

★ **IMPORTANT:** As a safety feature, if the pitcher is not properly installed, a flashing “JAR” message will appear on the control panel. If this happens, repeat step 2 on page 11. When the pitcher is properly installed, the power light will flash and the mode light will illuminate steadily, indicating the unit is ready for use.

💡 **TIP:** If unmixed ingredients are sticking to the pitcher, remove lid cap and insert tamper through the hole in the lid. Use tamper to push ingredients closer to the blades. When used correctly, the tamper will not contact the blades. Remove tamper when finished and replace the lid cap.

**NOTE:** Press the power button  $\phi$  to turn the unit on. The button will flash when vessel is assembled and ready to use. Press the power button  $\phi$  to turn the unit off when finished.



## 5 AUTO-iQ® MODE

To begin, press the  $\phi$  button. The unit will automatically default to Auto-iQ mode and the power button will flash, indicating the unit is ready to operate. To use an Auto-iQ program, turn the dial to your desired program and press START/STOP to begin. The Auto-iQ program will automatically stop when complete.

## 6 MANUAL MODE

To switch to Manual mode, select MANUAL. To choose a blending speed, turn the dial to the desired speed. As you turn the dial, the control panel will display the speed level in the upper left corner. Press START/STOP to begin. During blending, turn the dial clockwise to increase speed and counterclockwise to decrease speed.

If desired, or if ingredients are not blending properly, use the tamper to help push ingredients towards the blades. When ingredients have reached the desired consistency, press the START/STOP button on the dial. Be sure to wait for the unit to come to a complete stop before removing the pitcher from the base or the lid from the pitcher.



- 7** To remove the pitcher from the motor base, turn the pitcher counterclockwise and then lift it off the motor base.

- 8** To remove the lid, pull up one of the side tabs, then lift off the lid. The pitcher can then be emptied.

If hot ingredients were blended, place the pitcher on a flat surface, carefully hold the pitcher handle, and remove the lid. Exercise caution when pouring ingredients to prevent possible burns.

For units that include the Double-Walled To-Go Tumbler, pour your finished blended drink into the cup and twist the Spout Lid onto the cup to take your drink on the go.

- 9** When finished, unplug the unit and release the motor base from the work surface. To release the motor base, place your hands underneath it and gently pull it toward you. Refer to page 19 for storing instructions.

# USING YOUR SINGLE-SERVE CUPS

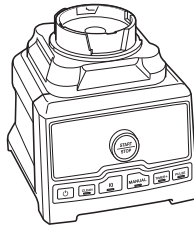
★ **IMPORTANT:** Review all warnings on pages 3–6 before proceeding.

★ **WARNING: DO NOT** blend hot ingredients in the cup. Doing so may cause excessive pressure buildup, resulting in the risk of the user being burned. Hot blending is meant for the pitcher only.

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**NOTE:** The Single-Serve Cup may not be included with your blender model. Please view the top flap of the box to see which accessories are included with your unit.

**To purchase additional accessories, visit [ninjaaccessories.com](http://ninjaaccessories.com).**

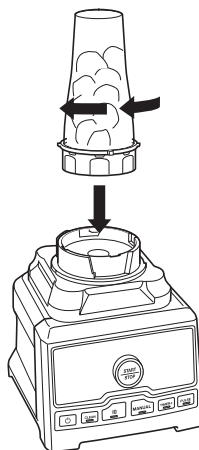


- 1** Place the unplugged motor base on a clean, dry, and level surface such as a countertop or table. Press downward on the motor base to adhere the suction cups to the work surface. Ensure the motor base is connected to power.
- 2** Add ingredients to the Single-Serve Cup. **DO NOT** add ingredients past the MAX LIQUID line on the cup.





- 3** Place Pro Extractor Blades® Assembly on top of cup and rotate clockwise until sealed tightly.





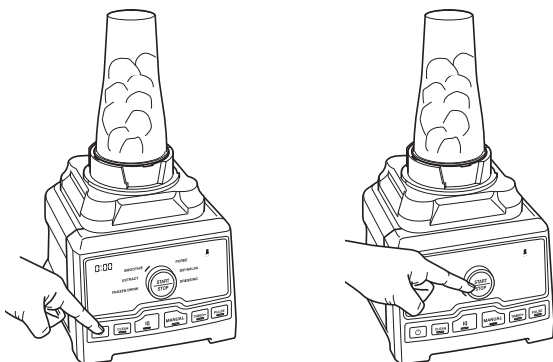
- 4** Turn the Single-Serve Cup upside down and install onto the motor base. Align the tabs on the cup with the slots on the base, then rotate cup clockwise until it clicks into place.

## USING YOUR SINGLE-SERVE CUPS - CONT.


★ **IMPORTANT:** Review all warnings on pages 3–6 before proceeding.

★ **IMPORTANT:** As a safety feature, the timer will flash “JAR” and the motor will be disabled if the cup is not properly installed. If this happens, repeat step 4 on page 16. When the cup is properly installed, the power light will flash and the mode light will illuminate steadily, indicating the unit is ready for use.

**NOTE:** Press the power button  to turn the unit on. The button will flash when vessel is assembled and ready to use. Press the power button  to turn the unit off when finished.



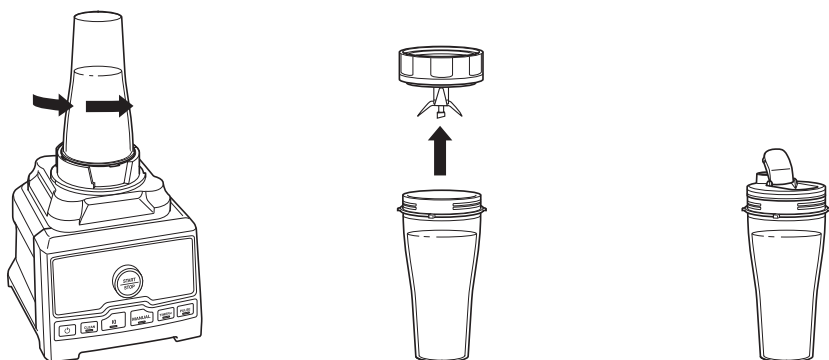
### 5 AUTO-iQ® MODE

To begin, press the  button. The unit will automatically default to Auto-iQ mode and the power button will flash, indicating the unit is ready to operate. To use an Auto-iQ program, turn the dial to your desired program and press START/STOP to begin. The Auto-iQ program will automatically stop when complete.

### 6 MANUAL MODE

To switch to Manual mode, select MANUAL. To choose a blending speed, turn the dial to the desired speed. As you turn the dial, the control panel will display the speed level in the upper left corner. Press START/STOP to begin. During blending, turn the dial clockwise to increase speed and counterclockwise to decrease speed.

When ingredients have reached the desired consistency, press the START/STOP button on the dial. Be sure to wait for the unit to come to a complete stop before removing the cup from the base.



- 7** To remove the cup from the motor base, turn the cup counterclockwise and then lift it off the motor base.
- 8** Remove the Pro Extractor Blades® Assembly by twisting it counterclockwise. Exercise care when handling the blade assembly, as the blades are sharp. **DO NOT** store blended contents with the Pro Extractor Blades Assembly attached.
- 9** To enjoy your drink on the go, place the Spout Lid onto the Single-Serve Cup and twist clockwise until firmly sealed. For storage in the cup, use only Spout Lid to cover.
- 10** Unplug the appliance when finished and release the motor base from the work surface. To release the motor base, place your hands underneath it and gently pull it toward you. Refer to page 19 for storing instructions.

# CARE & MAINTENANCE

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## CLEANING

**1** Separate all parts.

### **2 Hand-Washing**

Wash containers, blade assemblies, lids, and tamper in warm, soapy water, using a dishwashing utensil with a handle to avoid direct contact with the blades. Exercise care when washing Pro-Extractor Blades® Assembly and pitcher, as the blade assemblies are sharp. Thoroughly rinse and air-dry all parts.

### **Dishwasher**

The tamper and all containers, lids, and blade assemblies are dishwasher safe. It is recommended that the tamper and lids be placed on the top rack of the dishwasher. Exercise care when handling pitcher and Pro Extractor Blades assembly, as the blade assemblies are sharp.

### **Using Clean Mode**

To run the self-cleaning program with the pitcher, first add warm water to the MAX CLEAN line and a couple drops of dishwashing soap to the pitcher. Secure the pitcher lid and lid cap in place. Select CLEAN mode, then press START/STOP to begin. The unit will shut down when the self-cleaning cycle is complete. Make sure to thoroughly rinse and air-dry the pitcher.

When using CLEAN mode for the blender cup, fill the cup halfway with warm water and add one drop of dishwashing soap.

### **Motor Base**

Turn off the unit and unplug the motor base before cleaning. Wipe motor base with a clean, damp cloth.

Clean the control panel with a soft cloth, such as microfiber, to prevent scratching. To remove residue from the control panel, you may use an all-purpose cleaner.

**NEVER** directly spray the base or control panel with water or other liquids.

**DO NOT** use abrasive cloths/pads/brushes to clean the base or control panel, as this can dull or scratch the surface.

## STORING

Store the unit upright with the lid on the pitcher.

**DO NOT** store blended or unblended ingredients in the Single-Serve Cup with the Pro Extractor Blades assembly attached.

**DO NOT** stack items on top of the containers. Store any remaining attachments alongside the unit or in a cabinet where they will not be damaged or create a hazard.

## RESETTING THE MOTOR THERMOSTAT

This unit features a unique safety system that prevents damage to the motor and drive system should you inadvertently overload the unit. If the unit is overloaded, the motor will be temporarily disabled, and the control panel will not function when modes are pressed and display "Err". Should this occur, follow the reset procedure below.

- 1** Unplug the unit from the electrical outlet.
- 2** Remove the pitcher lid. Empty the pitcher and ensure no ingredients are jamming the blade assembly.
- 3** Allow the unit to cool for approximately 15 minutes.
- 4** Return the pitcher to the motor base.

**IMPORTANT:** Ensure that maximum capacities are not exceeded. This is the most typical cause of appliance overload.

If your unit needs servicing, please call Customer Service at 1-877-646-5288.

## ORDERING REPLACEMENT PARTS

To order additional parts and attachments, please visit [ninjaaccessories.com](http://ninjaaccessories.com) or contact Customer Service at 1-877-646-5288.

# TROUBLESHOOTING GUIDE

**⚠ WARNING: To reduce the risk of shock and unintended operation, turn off power and unplug unit before troubleshooting.**

## **Motor does not start or blade assembly does not rotate.**

- Make sure the pitcher or blender cup is securely placed on motor base. If “JAR” message appears on control panel, the pitcher or cup is not installed correctly.
- The unit is turned off. Press the power button (⏻) to turn on.
- Check that the plug is securely inserted into the electrical outlet.
- Check the fuse or circuit breaker.
- The unit may have overloaded or overheated. The unit will stop and the control panel will not function when modes are pressed **and will display "Err"**. **Unplug, remove jar, remove contents and wait** approximately 15 minutes before using again.

## **Food is chopped too fine or is too watery.**

- The food has been over-processed. Use PULSE mode for controlled processing.

## **Food collects on lid or on the sides of the pitcher.**

- The mixture is too thick. Add more liquid or use the tamper to help push the ingredients toward the blades.

## **You cannot create snow from solid ice.**

- **DO NOT** use ice that has been sitting out or has started to melt. Use ice straight from the freezer.
- Start with a few pulses and then go to a continuous blending cycle.
- For best results, use the tamper to push the ice down toward the blades.

## **Motor base won't stick to counter or tabletop.**

- Make sure surface and suction feet are wiped clean. Suction feet will only stick to smooth surfaces. Suction feet **WILL NOT** stick on some surfaces such as wood, tile, and non-polished finishes.
- **DO NOT** attempt to use appliance when the motor base is stuck to a surface that is not secure (cutting board, platter, plates, etc.)

## **You get a blinking “JAR” message.**

- The container is not installed properly. For your safety, the unit will only be able to be turned on when it is properly assembled. Please refer to the assembly pages of this instruction manual for assistance.

## **Why can't I run the CLEAN program twice?**

- CLEAN mode is intended to be used as a single cycle. The unit will lock the user out from running back-to-back CLEAN mode cycles. If container is not completely clean after the CLEAN cycle is complete, please follow hand-washing or dishwasher instructions above.

## **You get a blinking "Err" message.**

- Your motor has overheated or your unit has been running for more than 2 minutes within a brief period of time. If this occurs, simply unplug the unit, remove the container, and allow unit to cool before restarting.



# Shark | NINJA ONE (1) YEAR LIMITED WARRANTY

The 1-Year Limited Warranty applies to purchases made from authorized retailers of SharkNinja Operating LLC. Warranty coverage applies to the original owner and to the original product only and is not transferable.

SharkNinja warrants that the unit shall be free from defects in material and workmanship for a period of 1 year from the date of purchase when it is used under normal household conditions and maintained according to the requirements outlined in this instruction manual, subject to the following conditions and exclusions.

## What is covered by my warranty?

1. The original unit and/or non-wearable components deemed defective, in SharkNinja's sole discretion, will be repaired or replaced for up to 1 year from the original purchase date.
2. In the rare event that a replacement unit is issued, the warranty coverage ends six months after the receipt date of the replacement unit or the remainder of the existing warranty, whichever is greater. If the unit is replaced, SharkNinja reserves the right to replace the unit with one of equal or greater value.

## What is not covered by my warranty?

Our Customer Service and Product Specialists are available to provide all the warranty service options available to you, including the possibility of upgrading to our VIP Warranty Service Options for select product categories.

1. Normal wear and tear of wearable parts (including all blending vessels, lids, blades and blender base) which require regular maintenance and/or replacement to ensure the proper functioning of your unit are not covered by this warranty.
2. Any unit that has been tampered with or used for commercial purposes.
3. SharkNinja will cover the cost for the customer to send the unit to us for repair or replacement. A fee of \$19.95 for return shipping costs will be charged at the time of return shipment of the repaired or replacement unit.
4. Damage caused by misuse, abuse, or negligent handling, or damage due to mishandling in transit.
5. Consequential and incidental damages.
6. Defects caused by or resulting from damages from shipping or from repairs, service, or alteration to the product or any of its parts which have been performed by a repair person not authorized by SharkNinja.
7. Products purchased, used, or operated outside of North America.

## Problems with your unit/How to get service:

If your appliance fails to operate properly while in use under normal household conditions within the warranty period, visit [ninjakitchen.com](http://ninjakitchen.com) for product care/maintenance self-help. Our Customer Service and Product Specialists are also available at 1-877-646-5288 to assist with product support and warranty service options.

## How to initiate a warranty claim:

You can call 1-877-646-5288 to have a Customer Service specialist assist you. Please note, you must call 1-877-646-5288 to initiate a warranty claim. Return and Packing Instruction information will be provided at that time.

For Customer Service hours, visit [ninjakitchen.com](http://ninjakitchen.com).

Replacement parts are available for purchase at [ninjaaccessories.com](http://ninjaaccessories.com). For more information about which parts are classified as wearable or non-wearable, please visit [ninjakitchen.com/warranty](http://ninjakitchen.com/warranty).

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

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



**SharkNinja Operating LLC**  
**US: Needham, MA 02494**  
**CAN: Ville St-Laurent, QC H4S 1A7**  
**1-877-646-5288**  
**ninjakitchen.com**

Illustrations may differ from actual product. We are constantly striving to improve our products; therefore the specifications contained herein are subject to change without notice.

AUTO-IQ and PRO EXTRACTOR BLADES are registered trademarks of SharkNinja Operating LLC.

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For SharkNinja U.S. Patent information, visit [sharkninja.com/USPatents](http://sharkninja.com/USPatents).

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CT800\_Series\_IB\_E\_170710  
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