



# PROFESSIONAL PLUS BLENDER DUO® WITH AUTO-IQ®

OWNER'S GUIDE  
804109972



Recipe book is not included

It's important to read this instructions prior to using your new product for the first time.

## IMPORTANT SAFETY INSTRUCTIONS

PLEASE READ CAREFULLY BEFORE USE • FOR HOUSEHOLD USE ONLY

### 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. Do not use appliance for other than intended use.

- Read all instructions prior to using the appliance and its accessories.
- Carefully observe and follow all warnings and instructions. This unit contains electrical connections and moving parts that potentially present risk to the user.
- Take your time and exercise care during unpacking and appliance setup. This appliance contains sharp, loose blades that can cause injury if mishandled.
- Take inventory of all contents to ensure you have all parts needed to properly and safely operate your appliance.
- Blades are sharp. Handle carefully.
- This product is provided with a Stacked Blade Assembly. ALWAYS exercise care when handling blade assemblies. The blade assemblies are sharp and are NOT locked in place in their containers. The blade assemblies are designed to be removable to facilitate cleaning and replacement if needed. ONLY grasp the blade assembly by the top of the shaft. Failure to use care when handling the blade assemblies will result in a risk of laceration.
- 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.
- Turn the appliance OFF, then 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.
- Before use, wash all parts that may contact food. Follow washing instructions covered in this instruction manual.
- Before each use, inspect blade assemblies for damage. If a blade is bent or damage is suspected, contact a service center.
- DO NOT use this appliance outdoors. It is designed for indoor household use only.
- 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.
- DO NOT operate any appliance with a damaged cord or plug, or after the appliance malfunctions or is dropped or damaged in any manner. This appliance has no user-serviceable parts. If damaged, contact a service center.
- This appliance has important markings on the plug blade. The entire supply cord is not suitable for replacement. If damaged, please contact a service center.
- Extension cords should NOT be used with this appliance.
- To protect against the risk of electric shock, DO NOT submerge the appliance or allow the power cord to contact any form of liquid.
- DO NOT allow the cord to hang over the edges of tables or counters. The cord may become snagged and pull the appliance off the work surface.
- DO NOT allow the unit or the cord to contact hot surfaces, including stoves and other heating appliances.
- ALWAYS use the appliance on a dry and level surface.
- DO NOT allow children to operate this appliance or use as a toy. Close supervision is necessary when any appliance is used near children.
- This appliance is NOT intended to be used by people 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.
- ONLY use attachments and accessories that are provided with the product or are recommended by SharkNinja. The use of attachments, including canning jars, not recommended or sold by SharkNinja may cause fire, electric shock, or injury.
- NEVER place a blade assembly on the motor base without it first being attached to its corresponding container (pitcher or cup) with the lid also in place.
- Keep hands, hair, and clothing out of the container when loading and operating.
- During operation and handling of the appliance, avoid contact with moving parts.
- DO NOT fill containers past the MAX FILL or MAX LIQUID lines.
- DO NOT operate the appliance with an empty container.
- DO NOT microwave any containers or accessories provided with the appliance.
- NEVER leave the appliance unattended while in use.
- DO NOT blend hot liquids. Doing so may result in pressure buildup and steam exposure that can pose a risk of the user being burned.

- DO NOT process dry ingredients with the Single-Serve Blending Cup and Pro Extractor Blades® Assembly, or the pitcher and Stacked Blade Assembly.
- DO NOT perform grinding operations with the Single-Serve Blending Cup and Pro Extractor Blades® Assembly, or the pitcher and Stacked Blade Assembly.
- NEVER operate the appliance without lids and caps in place. DO NOT attempt to defeat the interlock mechanism. Ensure the container and lid are properly installed before operation.
- Before operation, ensure all utensils are removed from containers. Failure to remove utensils can cause containers to shatter and potentially result in personal injury and property damage.
- Keep hands and utensils out of containers while chopping to reduce the risk of severe personal injury or damage to the blender/food chopper. A scraper may be used ONLY when the blender or processor is not running.
- If you find unmixed ingredients sticking to the sides of the cup, stop the appliance, remove the blade assembly, and use a scraper to dislodge ingredients.
- DO NOT open the pitcher's pour spout cap while blender is operating.
- If you find unmixed ingredients sticking to the sides of the pitcher, 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.
- DO NOT attempt to remove the container or lid from the motor base while the blade assembly is still spinning. Allow the appliance to come to a complete stop before removing lids and containers.
- If the appliance overheats, a thermal switch will activate and temporarily disable the motor. To reset, unplug the appliance and allow it to cool for approximately 30 minutes before using again.
- DO NOT expose the containers and accessories to extreme temperature changes. They may experience damage.
- Upon completion of processing, ensure the blade assembly is removed BEFORE emptying container's contents. Remove the blade assembly by carefully grasping the top of the shaft and lifting it from the container. Failure to remove the blade assembly before emptying the container results in a risk of laceration.
- If using the pitcher's pour spout, hold the cover in place on the container or ensure lid lock is engaged when pouring to avoid risk of injury.
- Remove the Pro Extractor Blades® Assembly from the Single-Serve 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.
- The maximum wattage rating for this appliance is based on the configuration of the Pro Extractor Blades Assembly and Single-Serve Cup. Other configurations may draw less power or current.
- DO NOT submerge the motor base or control panel in water or other liquids. DO NOT spray motor base or control panel with any liquid.
- DO NOT attempt to sharpen blades.
- Turn off the appliance and unplug the motor base before cleaning.

### TECHNICAL SPECIFICATIONS

Voltage: 120V-, 60Hz

## SAVE THESE INSTRUCTIONS

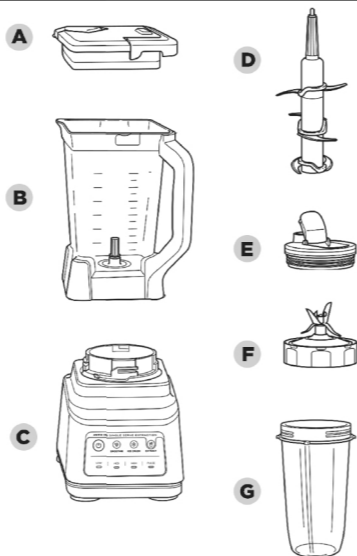
### PARTS

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

#### PARTS

- A Pitcher Lid
- B 72 oz.\* Total Crushing® Pitcher
- C Motor Base (attached power cord not shown)
- D Stacked Blade Assembly
- E Spout Lid
- F Pro Extractor Blades® Assembly
- G Single-Serve Cup

\*64 oz. max liquid capacity.



NOTE: Number of Single-Serve Cups and Spout Lids vary by model.

NOTE: Accesories may vary depending on the model. Refer to quick guide, if available.

The images shown here are for illustrive purposes only and may be subject to change.

## BEFORE FIRST USE

IMPORTANT: Review all warnings before proceeding.

### DID YOU KNOW?

- You can take your drinks on the go using the spout lid.

NOTE: All attachments are BPA free and dishwasher safe. It is recommended that the containers, lids, and blade assemblies be placed on the top rack of the dishwasher. Ensure blade assemblies and lids are removed from the containers before placing in the dishwasher. Exercise care when handling blade assemblies.

- Remove all packaging materials from the unit. Exercise care when unpacking blade assemblies, as the blades are sharp.
- The Stacked Blade Assembly is NOT locked in place in their containers. Handle the Stacked Blade Assembly by grasping the top of the shaft.
- Handle the Pro Extractor Blades® Assembly by grasping around the perimeter of the blade assembly base.
- Wash containers, lids, and blade assemblies in warm, soapy, water using a dishwashing utensil with a handle to avoid direct contact with the blades. Exercise care when handling blade assemblies, as the blades are sharp.
- Thoroughly rinse and air-dry all parts.
- Wipe control panel with a soft cloth. Allow it to dry completely before using.

## FEATURES

Use the Power button to turn the unit on or off.

### AUTO-IQ® PROGRAMS

Intelligent preset programs combine unique blending and pausing patterns that do the work for you. Once a preset program is selected, it will start immediately and automatically stop when blending is complete. To stop blending before the end of the program, press the currently active button again.

#### AUTO-IQ PROGRAMS FOR THE TOTAL CRUSHING® PITCHER



#### SMOOTHIE

Make a batch of super-smooth, sippable drinks and shakes from fresh or frozen fruit, liquids, and ice.

#### ICE CRUSH

Turn ice, juices, and fruit into expertly blended frozen drinks.

NOTE: Ice Crush program is not available on all models.

#### AUTO-IQ PROGRAMS FOR THE SINGLE-SERVE CUP



#### SMOOTHIE

Make a batch of super-smooth, sippable drinks and shakes from fresh or frozen fruit, liquids, and ice.

#### ICE CRUSH

Turn ice, juices, and fruit into expertly blended frozen drinks.

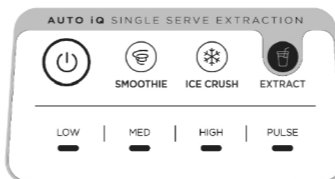
#### EXTRACT

Ideal for tough, leafy, or fibrous whole fruits and vegetables, including their skins, seeds, and stems.

NOTE: Ice Crush program is not available on all models.

NOTE: The unit can detect which container is installed on the motor base. Only the functions available for a particular container will illuminate on the control panel.

### MANUAL PROGRAMS



#### LOW, MEDIUM, and HIGH

When selected, each of these speeds runs continuously until turned off. They do not work in conjunction with any preset programs.

#### PULSE

Offers greater control of pulsing and blending. Operates only when PULSE is pressed. Use short presses for short pulses and long presses for long pulses.

## USING THE TOTAL CRUSHING® PITCHER

IMPORTANT: As a safety feature, if the pitcher and lid are not properly installed, the motor will be disabled. If this happens, repeat step 5 on the following steps. When the pitcher and lid are properly installed, the program button LEDs will illuminate, indicating the appliance is ready to use.

NOTE: If the unit is plugged in and powered on, but the pitcher is not installed, the LEDs on the control panel will flash

NOTE: Auto-iQ® programs have pauses and changes in speed throughout the cycle.

NOTE: DO NOT add ingredients before completing installation of the Stacked Blade Assembly.

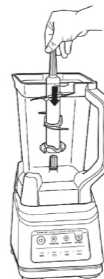
NOTE: If the Stacked Blade Assembly is not fully seated, you will not be able to install and lock the lid.

NOTE: The pitcher lid handle will not fold down unless it is attached to the pitcher.

- Plug in motor base and place on a clean, dry, level surface such as a countertop or table.



- Lower the Total Crushing Pitcher onto the motor base. The handle should be aligned slightly to the right and the pitcher should be oriented so the LOCK symbols are visible on the motor base. Rotate the pitcher clockwise until it clicks into place.



- Exercising care, grasp the Stacked Blade Assembly by the top of the shaft and place it onto the drive gear inside the pitcher. Note that the blade assembly will fit loosely onto the drive gear.

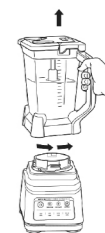


- Place the lid on the pitcher, aligning the triangle symbol on the lid with the triangle symbol on the handle. Press down on the handle until it clicks into place. The triangle symbols MUST be aligned for the lid to lock and the unit to operate. Once the lid is locked in place, press the Power button to turn unit on. The available program buttons will illuminate and the unit will be ready for use.

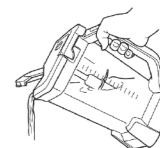


- If using an Auto-iQ® program, first select the program that best suits your recipe. The preset feature will automatically stop at the end of the program. To stop the unit at any time, press the currently active button again.

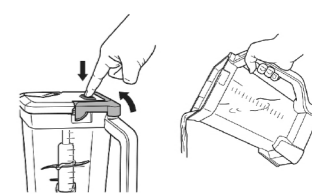
- If using a manual program, select your desired speed. Once the ingredients have reached your desired consistency, press the active button again, and wait for the unit to come to a complete stop.



- To remove the pitcher from the motor base, turn the pitcher counterclockwise and then lift up.



- To pour out thinner mixtures, ensure the lid is locked in place, then open the pour spout cap.



- For thicker mixtures that cannot be emptied through the pour spout, remove the lid and Stacked Blade Assembly before pouring. To remove the lid, press the RELEASE button and lift the handle. To remove the blade assembly, carefully grasp it by the top of the shaft and pull straight up. The pitcher can then be emptied.



- Turn the unit off by pressing the Power button. Unplug the unit when finished. Refer to the Care & Maintenance section for cleaning and storage instructions.

## USING THE SINGLE-SERVE CUP

**NOTE:** If the unit is plugged in and powered on, but the cup is not installed, the LEDs on the control panel will flash.

**NOTE:** Preset programs have pauses and changes in speed throughout the cycle.

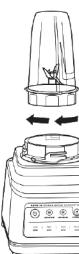
- 1 Plug in motor base and place on a clean, dry, level surface such as a countertop or table.



- 2 Add ingredients to the Single-Serve Cup. **DO NOT** add ingredients past the **MAX LIQUID** line on the cup.



- 3 Install the Pro Extractor Blades® Assembly onto the top of the cup. Twist the lid clockwise until it's sealed tightly.



- 4 Turn the cup upside down and install on the motor base. Align the tabs on the cup with the slots on the base, then rotate cup clockwise until it clicks into place. Once the cup is locked in place, press the Power button to turn unit on. The available program buttons will illuminate and the unit will be ready for use.



- 5a If using an Auto-iQ® program, first select the program that best suits your recipe. The preset feature will automatically stop at the end of the program. To stop the unit at any time, press the currently active program again.

- 5b If using a manual program, select your desired speed. Once the ingredients have reached your desired consistency, press the active button again, and wait for the unit to come to a complete stop.



- 6 To remove the cup from the motor base, turn the cup counterclockwise and then lift up.



- 7 Remove the Pro Extractor Blades® Assembly by twisting the cap counterclockwise. **DO NOT** store blended contents with Pro Extractor Blades Assembly attached. Exercise care when handling the blade assembly, as the blades are sharp.



- 8 Turn the unit off by pressing the Power button. Unplug the unit when finished. Refer to the Care & Maintenance section for cleaning and storage instructions.



- 9 To enjoy your drink on the go, place the Spout Lid onto the Single-Serve Cup and twist lid clockwise until firmly sealed. For storing ingredients in the cup, use only the Spout Lid to cover.

## CARE & MAINTENANCE

### CLEANING

Separate all parts. Wash all containers in warm, soapy water with a soft cloth.

#### • Hand-Washing

Wash blade assemblies in warm, soapy water using a dishwashing utensil with a handle to avoid direct contact with the blades. Exercise care when handling blade assemblies as the blades are sharp. Thoroughly rinse and air-dry all parts.

#### • Dishwasher

All attachments are dishwasher safe. It is recommended that the lids, containers, and blade assemblies be placed on the top rack of the dishwasher **ONLY**. Ensure the blade assemblies are removed from their containers before placing in the dishwasher. Exercise care when handling blade assemblies.

#### • Motor Base

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

**DO NOT** use abrasive cloths, pads, or brushes to clean the base.

### STORING

Wrap the power cord around the cord wrap on the back of the motor base. Store the unit upright and store all blade assemblies inside or attached to their respective containers with their lids locked in place.

**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

This unit features a unique safety system that prevents damage to the motor and drive system should you inadvertently overload the it. If the unit is overloaded, the motor will be temporarily disabled. Should this occur, follow the reset procedure below.

- 1 Unplug the unit from the electrical outlet.
- 2 Allow the unit to cool for approximately 15 minutes.
- 3 Remove the container's lid and blade assembly. Empty the container and ensure no ingredients are jamming the blade assembly.

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

## TROUBLESHOOTING GUIDE

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

### The LEDs on the control panel are flashing.

- If the unit is plugged in and powered on, but there is no container installed, the LEDs on the control panel will flash. Install a container and the available program buttons will illuminate, indicating the unit is ready for use.

### The Manual Program LEDs (Low, Medium, High, Pulse) are flashing.

- If Low, Medium, High, and Pulse LEDs are flashing, unplug the unit from the electrical outlet and allow it to cool for 30 minutes. Remove the container's lid and blade assembly and empty the contents to ensure no ingredients are jamming the blade assembly.

### Lid/Pro Extractor Blades® Assembly is hard to install on the cup.

- Set the cup on a level surface. Carefully place the lid or Pro Extractor Blades Assembly on the top of the cup and align the threads so the lid/Pro Extractor Blades Assembly sits flat on the cup. Twist clockwise until you have a tight seal.

### Unit doesn't mix well; ingredients get stuck.

- Using the Auto-iQ® programs is the easiest way to achieve great results. The pulses and pauses allow the ingredients to settle toward the blade assembly. If ingredients are routinely getting stuck, adding some liquid will usually help.
- When filling the cup, start with fresh fruit or veggies, then leafy greens or herbs. Next add liquids or yogurt, then seeds, powders, or nut butters. Finally, add ice or frozen ingredients.

### Unit moves on counter while blending.

- Make sure the surface and feet of the unit are clean and dry.

### Preset program will not work.

- The unit can detect which container is on the motor base. You may be trying to use a program that is not designed for the container you have installed. The programs will light up, indicating which programs are available for each container.

### Unit doesn't 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 use a continuous blending cycle.

### The pitcher lid handle will not fold down.

- If not attached to the pitcher, the handle will not fold down. For storage, place the lid on the pitcher and press down on the handle until it clicks into place.

## REFURBISHED PRODUCT LIMITED NINETY DAYS WARRANTY

The **Refurbished Product Service Center** offers the following WARRANTY to the ORIGINAL purchaser of a product which we have refurbished.

This product that has been refurbished is warranted against any electronic or mechanical defects for a period of NINETY DAYS from the date of the original purchase by the consumer. Since this unit was sold as a refurbished item, the warranty does not apply to any cosmetic appearance items such as scratches. Should a defect occur, the **Refurbished Product Service Center** will repair or, at its option, replace defective unit/parts with new or rebuilt materials without charge for either parts or labor. Replacement unit/parts will be warranted for the remaining portion of the original warranty period.

This warranty does not cover installation or damage from accident, misuse, abuse, improper wiring, incorrect voltage, operating the unit against the instructions in the owner's manual or any product which has been opened, altered, or tampered with.

This warranty does not cover costs for removal and or installation of the unit for repair. Under no circumstances shall the service center be liable for any special, incidental or consequential damages or for any other expenses incurred by reason of use or sale of this product. This warranty is in lieu of any other warranties expressed or implied warranty of merchantability of fitness for particular use or otherwise.

This warranty gives the consumer specific legal rights and they may also have other rights which vary from State to State. Some States do not follow the exclusion or limitation of incidental or consequential damages, hence the above exclusion and limitations may not apply.

**Refurbished Product Service Center**  
13225 Marquardt Avenue Santa Fe Springs, CA 90670.

## WARRANTY REPAIR INFORMATION

If you need service on your unit and this product requires repair during the 90 days warranty period; please go to [www.ConsumerServiceRefurbish.com](http://www.ConsumerServiceRefurbish.com) or call the **Refurbished Product Service Center** at 562-946-3531 to obtain the required return authorization (RA) number. Pack the unit properly (the original carton is ideal for this purpose) along with a copy of your purchase receipt and a letter describing the problem. Send the unit freight prepaid and insured to:

**Refurbished Product Service Center,**  
Att: Customer Service Department 13225 Marquardt Avenue Santa Fe Springs, CA 90670

Your unit will be promptly repaired and returned to you. We will refuse to accept delivery of the returned unit unless the assigned RA number appears on the outside of the shipping carton.

### Owner's Information

(Keep for your permanent records)

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

PHONE: \_\_\_\_\_ E-MAIL: \_\_\_\_\_

MODEL: \_\_\_\_\_ SERIAL NO.: \_\_\_\_\_

### SharkNinja Operating LLC

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.

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