



Please read this manual carefully before operating your unit and retain for future reference.

"Recipe book is not supplied"

804106833



## TWISTI™ HIGH-SPEED BLENDER DUO

# IMPORTANT SAFETY INSTRUCTIONS

PLEASE READ CAREFULLY BEFORE USE • FOR HOUSEHOLD USE ONLY

	Read and review instructions for operation and use.
	Indicates the presence of a hazard that can cause personal injury, death or substantial property damage if the warning included with this symbol is ignored.
	For indoor and household use only.
When using electrical appliances, basic safety precautions should always be followed, including the following:	

## WARNING

- 1 Read all instructions prior to using the appliance and its accessories.
- 2 Carefully observe and follow all warnings and instructions. This unit contains electrical connections and moving parts that potentially present risk to the user.
- 3 **ALWAYS** exercise care when handling the Hybrid Edge™ Blades Assembly. The blades are sharp, handle carefully. **ONLY** grasp the Hybrid Edge 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.
- 4 Take your time and exercise care during unpacking and appliance setup. This appliance contains sharp, loose 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 Blades are sharp. Handle carefully.
- 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 Before use, wash all parts that may contact food. Follow washing instructions covered in this instruction manual.
- 9 To protect against the risk of electric shock, **DO NOT** submerge the appliance or allow the power cord to contact any form of liquid.
- 10 **DO NOT** use this appliance outdoors. It is designed for indoor household use only.
- 11 This appliance has important markings on the plug blade. The attachment plug or entire cordset (if plug is molded onto cord) is not suitable for replacement. If damaged, the appliance shall be replaced.
- 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.
- 13 **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.
- 14 Extension cords should **NOT** be used with this appliance.
- 15 **DO NOT** allow 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 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 assembly for damage. If a blade is bent or damage is suspected, contact a service center.
- 18 **DO NOT** attempt to sharpen blades.
- 19 **DO NOT** allow the unit or the cord to hang over the edges of tables or counters. The cord may become snagged and pull the appliance off the work surface.
- 20 **DO NOT** allow any part of the unit to contact hot surfaces, including stoves and other heating appliances.
- 21 **ALWAYS** use the appliance on a dry and level surface.
- 22 **NEVER** place a blade assembly on the motor base without it first being attached to the container.
- 23 Keep hands, hair, and clothing out of the container when loading and operating
- 24 **ONLY** use attachments and accessories that are provided with the product or are recommended by SharkNinja. The use of attachments not recommended or sold by SharkNinja may cause fire, electric shock, or injury.
- 25 During operation and handling of the appliance, avoid contact with moving parts.
- 26 **DO NOT** operate the appliance with an empty container.
- 27 **DO NOT** fill containers past the **MAX FILL** or **MAX LIQUID** lines.
- 28 **DO NOT** microwave any containers or accessories provided with the appliance.
- 29 **DO NOT** perform grinding operations.
- 30 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.
- 31 **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.
- 32 **DO NOT** expose the containers and accessories to extreme temperature changes. They may experience damage.

- 33 **NEVER** leave the appliance unattended while in use.
- 34 **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 blend without drizzle cap securely in place.
- 35 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.
- 36 **DO NOT** attempt to remove the container and lids from the motor base while the blade assembly is still spinning. Allow the appliance to come to a complete stop before removing lid and container.
- 37 Remove the Hybrid Edge™ Blades Assembly from the Ninja® Nutrient Extraction\* Cup or Ninja TWISTI™ Pitcher 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.
- 38 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 15 minutes before using again.
- 39 The maximum wattage rating for this appliance is based on the configuration of the Hybrid Edge Blades Assembly and Ninja TWISTI Pitcher. Other configurations may draw less power or current.
- 40 **DO NOT** process dry ingredients without adding liquid to the Ninja Nutrient Extraction\* Cup or Ninja TWISTI Pitcher. They are not intended for dry blending.
- 41 To protect against risk of electrical shock, **DO NOT** immerse the motor base in water or other liquid. Unplug the motor base before cleaning.
- 42 Keep drizzle hole covered while processing.
- 43 Add liquids only through the drizzle hole and do not fill past max fill lines.

## WHAT'S IN THE BOX



\*Extract a drink containing vitamins and nutrients from fruits and vegetables.

## USING THE CONTROL PANEL

**NOTE:** For best results when making thicker recipes, use the **BOWL** or **SPREAD** program and twist the built-tamper continuously while processing.



### 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.

#### EXTRACT

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

#### SMOOTHIE (not included with all models)

Combine your favorite fresh or frozen ingredients, liquids, and powders to create smoothies and protein shakes.

#### FROZEN

Crush ice and frozen fruit into restaurant-style frozen drinks.

#### SPREAD (not included with all models)

Create anything from spreadable nut butters to zesty dressings to the perfect hummus.

**NOTE:** The image shown here is for illustrative purposes only and may be subject to change. The actual descriptions of control panel and their locations may vary, depending on the model.

### BOWL

Make thick, spoonable smoothie bowls, creamy frozen yogurt, and refreshing sorbets.

### MANUAL MODE

#### START/STOP

Press once to start continuous running up to 60 seconds; press again to stop. Can also be pressed to stop a running Auto-iQ program.

#### 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.

## NUTRIENT EXTRACTION\* CUP ASSEMBLY



1. Fill single-serve cup with desired contents. Screw on the blade assembly until you have a tight seal.
2. Flip cup upside down and install on base. Rotate clockwise until it clicks into place.
3. Select any program to begin blending.
4. When blending is complete, remove cup from base. Then remove the blade assembly.

\*Extract a drink containing vitamins and nutrients from fruits and vegetables.

## PITCHER ASSEMBLY



1. Screw on the blade assembly until you have a tight seal. Fill pitcher with desired contents.
2. Install the lid by aligning the red tab to the right of the pitcher handle. Rotate tab clockwise into the pitcher handle to align and lock into place.
3. Install the container on the base. Rotate pitcher clockwise until it clicks into place. Programs will illuminate when unit is ready to use.

**NOTE:** The images shown here are for illustrative purposes only and may be subject to change.

## Taking It To Go?

Place the spout lid on top of the single-serve cup, and turn clockwise to seal.



## NOTE:

In order to ensure the highest possible standard for refurbished items, all units are thoroughly inspected as part of the process. For this item, water may be used during the refurbishing process and so; you may notice some condensation in the water reservoir. It is recommended to rinse the water reservoir with fresh water prior to its first use.

## USING THE DRIZZLE HOLE AND Built-In TAMPER



Use the drizzle hole to add liquid ingredients while processing. Keep the drizzle hole cap closed when processing liquids.



To get the thickest, most even results, twist the non-removable built-in tamper **COUNTERCLOCKWISE** to push ingredients toward the blades, reducing the amount of liquid needed for blending.

**NOTE:** The tamper is **NOT** removable from the pitcher lid.

**NOTE:** **DO NOT** microwave or freeze any container.

**WARNING:** Handle the blade assembly with care, as the blades are sharp.

## BLEND & ENJOY



1.

Select desired program. For thick outputs, twist the built-in tamper on the lid **counterclockwise** continuously while processing.



2.

If results are too thick, open the drizzle hole cap and add more liquid. Close the cap and continue twisting the tamper **counterclockwise** during blending.



3.

When blending is complete, remove the pitcher from the base. Then remove the lid and blade assembly.

**NOTE:** Keep the drizzle cap closed when processing liquids.

## CLEANING



### Dishwasher

Containers, lids, and blade assembly are all dishwasher safe.



### Hand-Washing

Wash containers, lids, and blade assembly in warm, soapy water. When washing the blade assembly, use a dishwashing utensil with a handle.

**TIP:** For stuck-on ingredients, place 1 or 2 small drops of dish soap into the pitcher, and add warm water up to the single-serve Liquid Fill line. Install lid and blend on **BOWL** program. Twist the built-in tamper counterclockwise continuously while cleaning.

## TROUBLESHOOTING GUIDE

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

### Display reads “- -”.

- If vessel is properly installed and the display reads “- -”, ensure the interior of the base area is clean of any debris.

### Control panel does not illuminate.

- Make sure unit is plugged in. If the unit is plugged in and no container is installed, the unit will display “- -”. The available programs will illuminate after placing a container on base and rotating it clockwise until it clicks into place.

### Control panel doesn't turn off.

- Remove container from base by rotating it counterclockwise and lifting it up. The display with flash “- -”. Unplug the power cord from the outlet. If the unit remains plugged in, the display will time out after 3 minutes of inactivity. Press any button to wake the 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.

- If using the TWISTi Pitcher, during the blending process twist the built-in tamper counterclockwise continuously to circulate ingredients.

### Unit moves on counter while blending.

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

### Hybrid Edge™ Blades Assembly is hard to install on the container.

- Set the container on a level surface. Carefully place the lid or blade assembly on the top of the container and align the threads so the lid/blade assembly sits flat. Twist clockwise until you have a tight seal.

### Can't remove the tamper from the pitcher lid for cleaning.

- The tamper is built in and not removable from the pitcher lid.

### Resetting the motor.

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

- Unplug the unit from the electrical outlet.
- Allow the unit to cool for approximately 15 minutes.
- 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.

# Smoothie bowl basics

## USING THE PITCHER

For 1 serving, use fill lines:

MAX FILL

LIQUID FILL

TIP:

For 2 servings, use fill lines:

MAX FILL

LIQUID FILL

### DID YOU KNOW?

Smoothie bowls are **thicker and spoonable**, compared to smoothies, which are thinner and drinkable.

**NOTE:** The images shown here are for illustrative purposes only and may be subject to change.



1.

Install the blade assembly. Add milk, or milk alternative such as soy, coconut, almond, or oat milk, up to the **LIQUID FILL** line.

For 1 serving , use the 8-ounce fill line, or for 2 servings , use the 10-ounce fill line.

**ALWAYS DO THIS FIRST.**



2.

Add **frozen fruit**, directly from freezer, and/or açai or dragon fruit packets, up to the **MAX FILL** line. For 1 serving , use the 16-ounce fill line or for 2 servings , use the 34-ounce fill line.

Cut larger fruit, like bananas, in quarters.

**If using açai or dragon fruit packets, thaw slightly and cut in quarters.**

**NOTE:** Amplify your base by adding 1 scoop of yogurt, flavor powder, protein powder, and/or nut butter.

3.

Install the lid onto the pitcher, then install the pitcher onto the motor base. Select **BOWL**. Twist the built-in tamper **counterclockwise continuously** while processing.



After blending is complete, pour into a bowl then add your favorite toppings, such as coconut flakes, granola, fresh bananas, berries, and agave nectar.



## 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.: \_\_\_\_\_

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