



CREAMi™

OWNER'S GUIDE

"Recipe book is not included"

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



| | |
|---|---|
| | 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: | |

IMPORTANT SAFETY INSTRUCTIONS

HOUSEHOLD USE ONLY • READ ALL INSTRUCTIONS BEFORE USE

⚠ 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 Take inventory of all contents to ensure you have all parts needed to properly and safely operate your appliance.
- 4 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.
- 5 Before use, wash all parts that may contact food. Follow washing instructions covered in this instruction manual.
- 6 Before each use, inspect Creamerizer™ Paddle for damage. If paddle is bent or damage is suspected, contact a service center.
- 7 **DO NOT** use this appliance outdoors. It is designed for indoor household use only.
- 8 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.
- 9 **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. contact a service center.
- 10 This appliance has important markings on the plug. The entire supply cord is not suitable for replacement. If damaged, please contact a service center.
- 11 Extension cords should **NOT** be used with this appliance.
- 12 To protect against the risk of electric shock, **DO NOT** submerge the appliance or allow the power cord to contact any form of liquid.
- 13 **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.
- 14 **DO NOT** allow the unit or the cord to contact hot surfaces, including stoves and other heating appliances.
- 15 **ALWAYS** use the appliance on a dry and level surface.
- 16 **DO NOT** allow children to operate this appliance or use as a toy. Close supervision is necessary when any appliance is used near children.
- 17 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.
- 18 **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.
- 19 **NEVER** place the Creamerizer Paddle on the motor base without it first being attached to the outer bowl lid and the lid being attached to the outer bowl.
- 20 Keep hands, hair, and clothing out of the container when loading and operating.
- 21 During operation and handling of the appliance, avoid contact with moving parts.
- 22 **DO NOT** fill containers past the **MAX FILL** lines.
- 23 **DO NOT** operate the appliance with an empty container.
- 24 **DO NOT** microwave the containers or accessories provided with the appliance, except the CREAMi Pint. The pint can be microwaved.
- 25 **DO NOT** microwave the pint for more than 8 minutes at a time. Wait until cooled before microwaving again.
- 26 **NEVER** leave the appliance unattended while in use.
- 27 **DO NOT** mix hot liquids. Doing so may result in pressure buildup and steam exposure that can pose a risk of the user being burned.
- 28 **DO NOT** process dry ingredients without adding liquid to the pint. It is not intended for dry blending.
- 29 **DO NOT** perform grinding operations.
- 30 **NEVER** operate the appliance without lids in place. **DO NOT** attempt to defeat the interlock mechanism. Ensure the container and lid are properly installed before operation.
- 31 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.
- 32 Keep hands and utensils out of containers while mixing to reduce the risk of severe personal injury or damage to the unit. A scraper may be used **ONLY** when the processor is not running.
- 33 **DO NOT** carry the unit by the handle of the outer bowl. Hold the unit by grasping both sides of the unit under the head.
- 34 **DO NOT** process hard, loose ingredients or ice. This appliance is not intended to process loose frozen fruit, a block of solid ice, or ice cubes.
- 35 **DO NOT** freeze the pint at an angle. Pints must be placed on a level surface in the freezer. Pints frozen at an angle should **NOT** be processed.

TECHNICAL SPECIFICATIONS

Voltage: 120V~, 60Hz

READ AND SAVE THESE INSTRUCTIONS

TROUBLESHOOTING GUIDE

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

Unit moves on counter while processing.

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

Frozen treat is liquid, not solid, after processing.

- If a base is soft after processing, put the CREAMi™ Pint back in the freezer for several hours or until desired consistency is reached.
- For best results, freeze base for at least 24 hours and process immediately after removing from the freezer. If the processed base is still not firm, try setting your freezer to a colder temperature. The unit is designed to process bases between 9°F and -7°F.
- The proportion of fat or sugar may be too high in your recipe. Consult the inspiration guide and use the included recipes as a guide for best results.

Frozen treat looks crumbly or powdery after processing.

- When bases are frozen in very cold freezers, they may come out crumbly. After running a One-Touch Program, use the RE-SPIN program to make your frozen treat smoother and creamier.
- The proportion of fat or sugar may be too low in your recipe. Consult the inspiration guide and use the included recipes as a guide for best results.

One-Touch Programs will not illuminate.

- Ensure the unit is plugged into a working outlet before installing the outer bowl. Then press the power button to select a program.
- Make sure the unit is fully assembled for use. If the unit is powered on and the outer bowl is not installed correctly, the install light will flash. If the paddle is not installed correctly, the install light will illuminate. All One-Touch Programs will illuminate when the unit is fully assembled.
- The unit does not allow you to run programs back to back. Between programs, lower the bowl and check the results before raising the bowl and running another program.

Install light is flashing.

- The outer bowl is not installed or is not installed correctly. Make sure to install the paddle into the outer bowl lid and the lid onto the outer bowl. Then place the outer bowl onto the motor base with the handle centered below the control panel. Twist the handle to the right to raise the platform and lock the bowl in place.

Install light is steadily illuminated.

- The outer bowl is correctly installed, but the paddle is missing or has been incorrectly installed. Lower the platform by pressing and holding the bowl release button on the left of the motor base while twisting the outer bowl handle toward the center. Be sure the paddle is installed in the lid.

One progress bar light as well as all program lights are flashing.

- The motor has overloaded and needs to be reset. Unplug the unit, remove the bowl, and allow the motor base to cool for approximately 15 minutes before running again.
- Remove the outer bowl lid and paddle. Ensure no ingredients are jamming the lid assembly.
- The ingredients you are trying to process might be too dense. Make sure you are using ingredients with sugar or fat. Follow the recipes in the inspiration guide for best results.
- Your freezer might be very cold. The unit is designed to process bases between 9°F and -7°F. Change the setting of your freezer, move the pint to the front of your freezer, or leave the pint out on the counter for a few minutes before processing.
- **DO NOT** process a solid block of ice, ice cubes, or hard, loose ingredients such as frozen fruit.

Middle two segments of the progress bar are flashing.

- There was an error and the program did not successfully complete. Check that the paddle is installed properly and try running the program again.

Pint froze at an angle in the freezer.

- To avoid damaging the unit, **DO NOT** process a pint that has been frozen at an angle. **DO NOT** process if the pint has been scooped out of and then refrozen unevenly.
- Always smooth-out the surface of your ice cream before re-freezing. If the pint is frozen unevenly, put the pint in the fridge to allow the ingredients to melt. Then whisk to make sure the ingredients are combined. Refreeze, making sure to place the pint on a level surface in your freezer.

Outer bowl will not release from motor base after processing.

- Wait approximately 2 minutes, then try to remove the outer bowl again. Hold the release button on the left side of the motor base and twist bowl handle clockwise to remove. This may take some force.
- To prevent the outer bowl from getting stuck on the motor base, make sure the cavity on top of the paddle is fully dry before processing. Also, when processing different bases consecutively, make sure to rinse and dry the paddle after processing each base. With some recipes, water may freeze between the paddle and motor base causing them to stick together; drying the paddle between runs will prevent this.

Inside of CREAMi Pint is scratched.

- Light scratching of the pint is normal after regular use. To keep the pint from scratching, prep ingredients in a separate bowl and avoid aggressive use of metal utensils in the pint. Clean with soft, non-abrasive cloths.

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 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.: _____

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.

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Assembly & process



1.

Plug in unit first

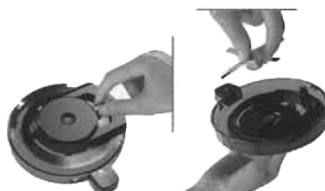
The unit will NOT run if the outer bowl is installed before the unit is plugged in.



2.

Install CREAMi™ Pint

Remove lid from pint and check that the ingredients have not been frozen at an angle. Place the pint containing the frozen base in the outer bowl.



3.

Install Creamerizer™ Paddle

Press and hold the paddle latch on the top of the outer bowl lid, then insert the paddle in the bottom of the lid. Release the latch to secure the paddle.



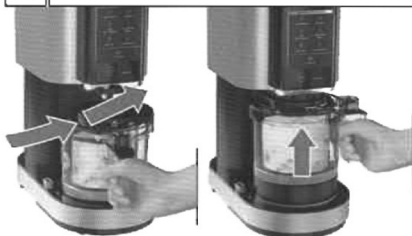
4.

Install lid

Position the tab of the lid just slightly to the right of the outer bowl handle so the lines on the lid and handle align. Rotate the lid clockwise to lock.

NOTE

If programs will not illuminate, make sure the unit is properly assembled. See the troubleshooting section of the safety instructions if install light is illuminated.



5.

Install outer bowl

After plugging in the unit, place the outer bowl on the base with the handle in the middle of the unit. Twist handle to the right to raise the platform and lock the bowl in place. You should hear a click.



6.

Select program

Press the power button, then select the program that suits your recipe.



7.

Remove bowl

When program ends, hold the release button on the left of the motor base and twist bowl handle clockwise to remove.



8.

Remove lid

Press the lid unlock button and twist to remove lid.

Spoon not supplied



MIX-IN



If adding mix-ins, use a spoon to create a 1 1/2-inch wide hole that reaches the bottom of the pint.

Add chopped or broken mix-ins to the hole in the pint and process again using the MIX-IN program.

OR



RE-SPIN



9.

If not adding mix-ins, RE-SPIN can be used on a crumbly or powdery pint to make it creamy. RE-SPIN is often needed for very cold bases.

DO NOT RE-SPIN before using MIX-IN program.

Disassembly & cleaning



Remove pint & paddle

Lift the pint out of the outer bowl.

Rinse the outer bowl lid to remove any sticky residue or pieces wedged in the paddle.

Then remove the paddle by pressing the paddle latch on top of the lid
All parts are dishwasher safe (top rack only) and can also be hand-washed



Outer bowl lid

locks Creamerizer Paddle in place.



Creamerizer™ Paddle

This dual functioning paddle finely shaves and mixes frozen ingredients into the creamiest treats.



CREAMi™ Pints & Lids

BPA-free pints and lids for making and storing CREAMi treats.

Outer bowl

securely holds the pint in place during processing.

NOTE: Unit color and programs may vary by model.

The image shown here is for illustrative purposes only and may be subject to change.

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.

