



COMMERCIAL SERIES

# OWNER'S MANUAL AND USER GUIDE

ENGLISH

  
COMMERCIAL

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MANUAL PLEASE SCAN THE QR CODE.



# TABLE OF CONTENTS

## SECTION 1

IMPORTANT SAFEGUARDS.....	2
---------------------------	---

## SECTION 2

GETTING TO KNOW THE BLENDER.....	4
----------------------------------	---

## SECTION 3

INSTALLATION & OPERATIONAL OVERVIEW.....	5
--	---

3.1 - STEALTH® MODELS.....	5
----------------------------	---

**STEALTH SERIES:** CQB1 Stealth® 885, IQB1 Stealth® 885 (in counter version), CQB2 Stealth® Nitro, CQB3 Stealth® X, CQB3 Stealth® Nitro X

3.2 - CONNOISSEUR™ 825 MODELS.....	9
------------------------------------	---

**CONNOISSEUR SERIES:** ICB5 Connoisseur™ 825, ICB5 Connoisseur™ 825 Spacesaver®

## SECTION 4

CARE AND CLEANING.....	12
------------------------	----

## SECTION 5

TROUBLESHOOTING.....	13
----------------------	----

## SECTION 6

WARRANTY.....	15
---------------	----

## APPENDIX A

COUNTERTOP HOLE TEMPLATE.....	17
-------------------------------	----

## APPENDIX B

PREPROGRAMMED CYCLES.....	18
---------------------------	----

## SECTION 1

# IMPORTANT SAFEGUARDS

### IMPORTANT INFORMATION

Read all instructions carefully before using the Blendtec® blender. Following these instructions will help prevent injuries and damage to the machine.

#### 1.1 SAFETY CERTIFICATION

The Commercial series blenders are certified to electrical and safety standards. Read the label on the machine for electrical and safety certification marking.

#### 1.2 AVOID CONTACT WITH MOVING PARTS

- ALWAYS keep fingers, hands, hair and clothing away from all moving parts.
- ALWAYS keep all utensils away from the drive socket and blender jar blades during operation.
- NEVER put hands into the blender jar or add substances by hand when the blender jar is on the motor base.
- ALWAYS wait until the motor stops before placing the jar or removing it from the motor base.
- DO NOT rock or remove the blender jar during operation.

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

If the blender is dropped or damaged in any way, contact a Blendtec® service agent immediately.

#### 1.4 NEVER OPERATE BLENDER IN LIQUID

To protect against the risk of electrical shock do not put the motor base in water or other liquid. Do not use the blender outdoors where it may get wet.

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

Utensils, rocks, glass, and other non-food items are dangerous if placed in jar. Damage caused by such foreign objects will void

the warranty. Utensils may only be used when the blender is not running.

#### 1.6 NEVER OPERATE THE BLENDER WITHOUT THE LID IN PLACE OR SOUND ENCLOSURE CLOSED (IF SOUND ENCLOSURE IS INCLUDED WITH UNIT)

Do NOT use the Nitro Blending System® micronizer without the sound enclosure closed.

#### 1.7 NEVER OPERATE THE BLENDER USING ATTACHMENTS NOT SOLD BY BLENDTEC®

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

#### 1.8 BLENDER JAR MUST BE PROPERLY IN PLACE WHILE APPLIANCE IS OPERATING

#### 1.9 USE CAUTION WHEN BLENDING HOT LIQUIDS

Do not start blend cycles with boiling or very hot liquids. This may result in burns, damage, or cause the lid to come off. Be careful not to come in contact with any steam.

#### 1.10 POWER CORD PRECAUTIONS

- NEVER operate with a damaged cord or plug. If the supply cord is damaged it must be replaced by the manufacturer or a Blendtec® service agent to avoid a hazard.
- DO NOT permit the cord to hang over the edge of the work surface.
- NEVER use a power strip to supply power to the unit.
- ALWAYS unplug the blender motor before changing blender locations or when cleaning.

**EACH POWER UNIT MUST BE PROTECTED BY A SEPARATE CIRCUIT BREAKER OR FUSE, SEE MODEL LABEL FOR SPECIFICATIONS**

### **1.11 NEVER ATTEMPT TO REPAIR THE UNIT**

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

### **1.12 AVOID TOUCHING THE BLENDER DRIVE SOCKET OR JAR SHAFT AFTER USE**

The blender drive socket and jar shaft may become very hot after blend cycles.

### **1.13 SAFETY**

This appliance is not intended for use by persons (including children) with 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. Children should be supervised to ensure that they do not play with the appliance.

### **1.14 NEVER OPERATE THE BLENDER WITH MORE THAN THE MARKED CAPACITY OF THE JAR**

SECTION 2

GETTING TO KNOW THE BLENDER

2.1 UNPACKING THE BLENDER

1.

Check for any packing material that may have blocked ventilation holes on the blender motor base.
2.

Inspect all items to ensure no damage occurred during shipment. If any damage has occurred or if any items are missing, contact a Blendtec® service agent immediately. (See inside front cover)
3.

Keep these instructions (ie. owner’s manual) for future use.

2.2 POWER SPECIFICATIONS

1.

Blendtec® Commercial series blenders are certified for use with a specific circuit voltage, depending on the model. Make sure to check the model’s power specifications and use a protected circuit when operating the unit.
2.

Newer Stealth® models contain an automatic cooling feature that assists in overall blending performance. If your blender is off and the inner fan continues to blow, don’t be alarmed – this is normal and expected.

	<b>STEALTH® MODELS</b> CQB1 Stealth 885 IQB1 Stealth 885 (in counter version) CQB2 Stealth Nitro CQB3 Stealth X CQB3 Stealth Nitro X	<b>CONNOISSEUR™ 825 MODELS</b> ICB5 Connoisseur 825 ICB5 Connoisseur 825 Spacesaver®
<b>VOLTAGE RANGE</b>	100-127 V or 220-240 V	100-127 V or 220-240 V
<b>FREQUENCY RANGE</b>	50-60 Hz	50-60 Hz
<b>WATTAGE*</b>	1800 W	1800 W
*COUNTRY SPECIFIC WATTAGE EXCEPTIONS		
<b>JAPAN</b>	1300 W	1300 W
<b>TAIWAN</b>	1400 W	1400 W

## SECTION 3

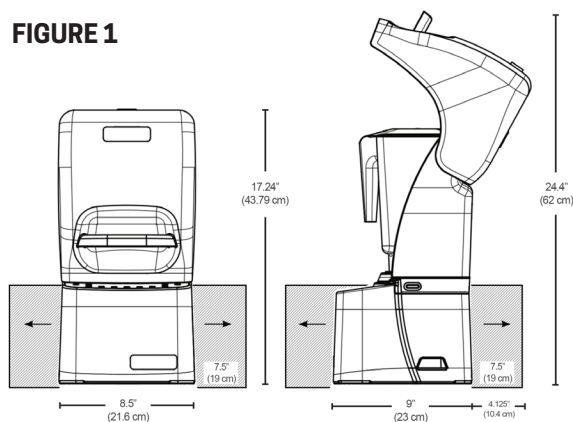
# INSTALLATION & OPERATIONAL OVERVIEW

## 3.1 STEALTH® MODELS

**STEALTH SERIES:** CQB1 Stealth 885, IQB1 Stealth 885 (in counter version), CQB2 Stealth Nitro, CQB3 Stealth X, CQB3 Stealth Nitro X

### 3.1.1 ABOVE-COUNTER INSTALLATION

**FIGURE 1**



- Allow a clearance of at least 5.5" (14 cm) from the sound enclosure to the wall and 26" (66 cm) from the countertop to any over-the counter cabinetry.
- Be sure the blender is installed as per the drawing in Figure 1. Ensure the blender has 7.5" (19 cm) of unobstructed space surrounding the sides and back of the blender to prevent overheating.
- Select a location that is near an electrical outlet. Also consider proximity to ingredients and patrons as well as available counter space.
- Ensure there is enough room above and around the unit to allow for unhampered movement of the sound enclosure.

### 3.1.2 IN-COUNTER INSTALLATION

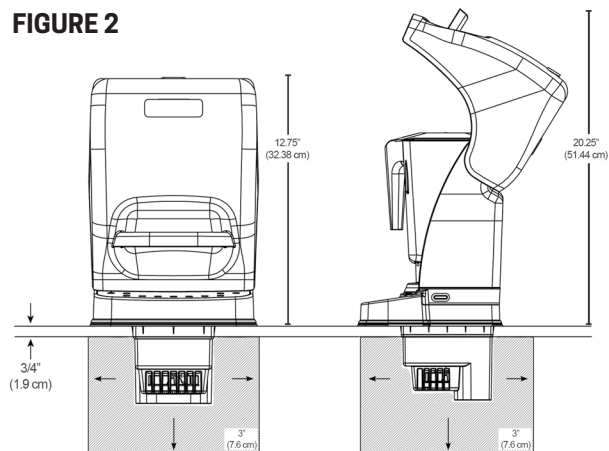
- Ensure the blender is installed per the drawing in Figure 2.
- Ensure electrical supply is accessible under the countertop.

- The countertop can be no thicker than ¾" (1.9 cm) for adequate ventilation.
- Allow a clearance of at least 5.5" (14 cm) from the sound enclosure to the wall and 22" (56 cm) from the countertop to any over-the counter cabinetry.
- Ensure lower cabinetry allows adequate airflow.
- There should be at least 3" (7.6 cm) of unobstructed space below and around the motor. Cabinetry should not be closed; it should allow air to flow freely from the outside to the inside of the cabinet space.
- If installing more than one blender, allow 16" (40.6 cm) of center-to-center blender spacing.
- Cut a hole in the countertop 4 ¾" (11.1 cm) wide and 5 7/8" (14.9 cm) long (see the countertop hole template in Appendix A). Ensure that the 4 ¾" (11.1 cm) sides are parallel to the front edge of the counter.

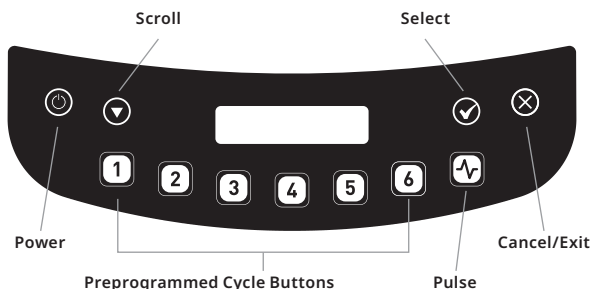
*Note: Double check to ensure that all space requirements and measurements are correct BEFORE cutting.*

Place blender into the countertop; ensure the gasket is flat against the counter surface.


**FIGURE 2**



### 3.1.3 STEALTH® MODEL INTERFACE



#### Preprogrammed Cycles

Preprogrammed cycles run at varying speeds and durations, and automatically stop. To start a cycle, press any preprogrammed button. Press any cycle again to end that cycle, or press ⊗. Hold  to pulse. For slower pulse speeds, hold any preprogrammed cycle button. To program different cycles, see section 3.1.5 of this manual.

### 3.1.4 ADVANCED PROGRAMMING AND DIAGNOSTICS

#### Menu Navigation Tips

Touch and hold ⊗ for three seconds to enter the menu.

1. Use the ▼ to scroll and the ✓ to select the desired function.
2. To return to the main screen from any submenu area, tap the ⊗ until the main screen appears.

### 3.1.5 SELECTING THE DESIRED PROFILE

1. Press ⊗ for three seconds to enter the menu.
2. Press ✓ to select 'profiles'.
3. Press ▼ to scroll.
4. Press ✓ to select desired option.
5. Press ✓ again to activate profile. To cancel selection, press ⊗.

### 3.1.6 CHANGING PREPROGRAMMED CYCLE BUTTONS

#### Temporarily change cycle buttons

1. Press ⊗ for three seconds to enter the menu.
2. Press ▼ to scroll down to Blend Cycles, then press ✓.
3. Choose Standard Blend Cycles or Custom Blend Cycles.
4. Choose the desired blend cycle.\*
5. Select the button to use for this blend cycle change, then press ✓. To cancel selection, press ⊗.

\*To temporarily disable a button, select "Disable button" at this step.

*Note: After customizing a cycle to a number button, an asterisk appears after the profile name when returning to operation mode. Loading a new profile on the blender will reset the profiles back to default cycle buttons.*

#### Permanently change cycle buttons

To permanently change the cycle buttons in a profile, export the revised profile to a USB drive and import the profile on the blender, or use Blend Wizard™.

### 3.1.7 BLEND WIZARD™

In addition to using the profiles and cycles preprogrammed on the blender, Blend Wizard™ can be used to create custom profiles and cycles. For instructions on using Blend Wizard™ to easily develop custom profiles and cycles, visit [my.blendtec.com](http://my.blendtec.com).

### 3.1.8 BLENDER SETTINGS

Blender settings can be changed for optimal blending performance and functionality.

#### Enclosure Safety mode

The enclosure safety feature provides a prompt to ensure the sound enclosure lid is closed during motor operation. It will also turn off the motor if the sound enclosure is raised during blending. This feature cannot be disabled for the Stealth® 895 NBS® model.



To enable or disable the enclosure safety feature, complete the following steps:

1. Press  $\otimes$  for three seconds.
2. Press  $\blacktriangledown$  to scroll down to Settings. Press  $\checkmark$ .
3. Choose Enclosure Safety Mode. Press  $\checkmark$  to select.
4. Use  $\checkmark$  to toggle between disable or enable Enclosure Safety mode.
5. Press  $\otimes$  to exit the menu.

### Screen standby time

Standby mode can be adjusted to the following times: (15 minutes, 1 hour, 6 hours or 12 hours).

To select a new standby time, complete the following steps:

1. Press  $\otimes$  for three seconds.
2. Press  $\blacktriangledown$  to scroll down to Settings. Press  $\checkmark$ .
3. Press  $\blacktriangledown$  to scroll to Screen Standby. Press  $\checkmark$  to select.
4. Press  $\blacktriangledown$  to scroll to desired standby time. Press  $\checkmark$  to select.
5. Press the  $\otimes$  to exit the menu.

### Blend Cycle Pause setting

When in automatic mode, the Blend Cycle Pause setting allows the user to pause and resume a blend cycle at the same time and speed. To enable or disable the Blend Cycle Pause feature, complete the following steps:

1. Press  $\otimes$  for three seconds.
2. Press  $\blacktriangledown$  to scroll down to Settings. Press  $\checkmark$ .
3. Press  $\blacktriangledown$  to scroll to Blend Cycle Pause. Press  $\checkmark$  to select.
4. Use  $\checkmark$  to toggle between disable or enable Blend Cycle Pause.
5. Press  $\otimes$  to exit the menu.

### Language

The menu is available in three languages: English, French, and Spanish. To select a language, complete the following steps: Press  $\otimes$  for three seconds to enter the menu.

1. Press  $\blacktriangledown$  to scroll down to Settings. Press  $\checkmark$  to select.

2. Press  $\blacktriangledown$  to scroll to Language. Press  $\checkmark$  to select.
3. Press  $\blacktriangledown$  to scroll to desired language. Press  $\checkmark$  to select.
4. Press  $\otimes$  to exit the menu.

### 3.1.9 BLENDER STATISTICS

#### Blend cycle counts

To review the total of cycles run on the unit and the number of cycles run on each button:

1. Press  $\otimes$  for three seconds to enter the menu.
2. Press  $\blacktriangledown$  to scroll down to Cycle Counts. Press  $\checkmark$  to select.
3. Press  $\blacktriangledown$  to scroll through Cycle Counts.
4. Press  $\otimes$  to exit the menu.

*Note: The pulse count refers to pulse sets. For example, touching the pulse button 5 times in a row will register as 1 pulse count. Touching the pulse button, then a cycle number and then the pulse button will register as 2 pulse counts.*

#### Diagnostic error log

To review the diagnostic errors that have been logged on the blender.

1. Press  $\otimes$  for three seconds to enter the menu.
2. Press  $\blacktriangledown$  to scroll down to Diagnostic Counts. Press  $\checkmark$  to select.
3. Press  $\blacktriangledown$  to scroll through error counts.
4. Press  $\otimes$  to exit the menu.

*Note: When the Blend Cycle Pause setting is enabled, a cycle can be paused by pressing any button. If the Blend Cycle Pause function is disabled, pressing any button will stop a blend cycle.*

## Exporting blender statistics

Exporting blender statistics (cycle counts, errors, settings and firmware versions) is a way to save diagnostic information, which Blendtec®'s customer service and repair experts will use if problems arise with the unit.

To export blender statistics to a USB drive, complete the following steps:

1. Use a #1 Phillips screwdriver to remove the USB cover at the top of the right side of the blender.
2. Plug the USB drive into the blender's USB port.

*Note: If the blender is in manual or automatic operation mode, the USB flash drive menu will automatically load on the screen. If the blender is in programming mode, go to the main menu and select USB Drive.*

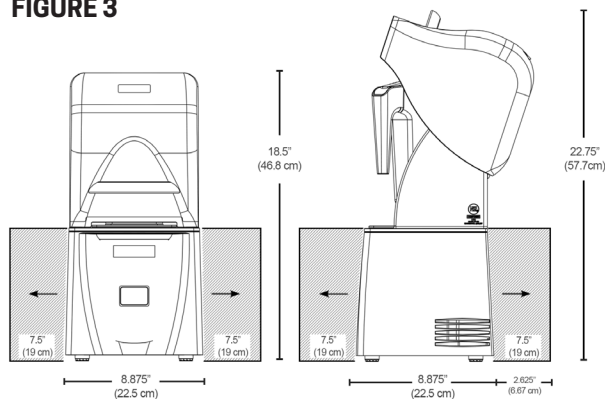
3. Press the ⏮ to Export Counts. Press ⏭ to select. Press ⏭ again to confirm export of counts to the sth-cnts.csv file.
4. After the export process is finished, remove the USB drive from the blender and secure the cover on the USB port with a #1 Phillips screwdriver.

## 3.2 CONNOISSEUR™ 825 MODELS

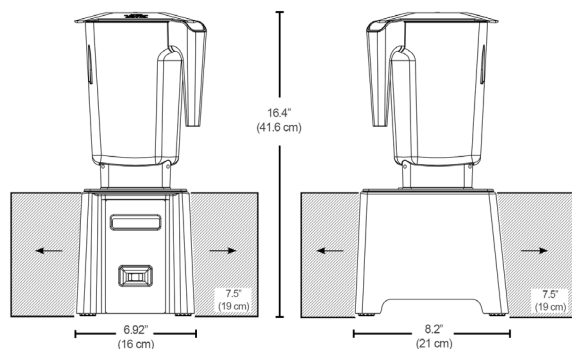
**CONNOISSEUR SERIES:** ICB5 Connoisseur 825, ICB5 Connoisseur 825 Spacesaver

### 3.2.1 ABOVE COUNTER INSTALLATION

**FIGURE 3**



**FIGURE 4**

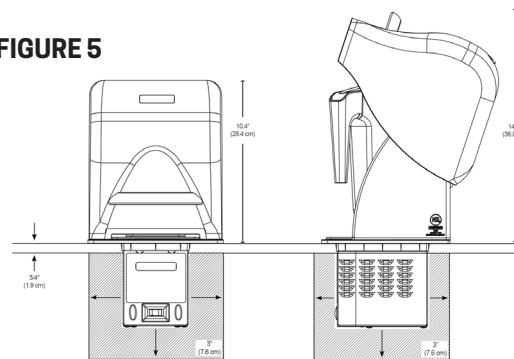


Make sure the blender is installed per the drawing in Figure 3. Ensure the blender has 7.5" (19 cm) unobstructed space surrounding the sides and back of the blender to prevent overheating.

- If installing a sound enclosure, allow a clearance of at least 5.5" (14 cm) from the sound enclosure to the wall and 26" (66 cm) from the countertop to any over-the-counter cabinetry.
- Select a location that is near an electrical outlet. Also consider proximity to ingredients and patrons as well as available counter space.
- Ensure there is enough room above and around the unit to allow for unhampered movement of the sound enclosure.

### 3.2.2 IN-COUNTER INSTALLATION

**FIGURE 5**



MAKE SURE THE BLENDER IS INSTALLED PER THE DRAWING IN FIGURE 5.

- Ensure electrical supply is accessible under the countertop.
- The countertop can be no thicker than 3/4" (1.9 cm) for adequate ventilation.
- If installing a sound enclosure, allow a clearance of at least 5.5" (14 cm) from the sound enclosure to the wall and 18" (45.7 cm) from the countertop to any over-the-counter cabinetry.

*Note: Sound enclosure measurements are not applicable to the Spacesaver® model*

- Ensure lower cabinetry allows adequate airflow.
- There should be at least 3" (7.6 cm) of unobstructed space below and around the motor. Cabinetry should not be closed; it should allow air to flow freely from the outside to the inside of the cabinet space.
- If installing more than one blender, allow 16" (40.6 cm) of center-to-center blender spacing.

- Cut a hole in the countertop 4  $\frac{3}{8}$ " (11.1 cm) wide and 5  $\frac{7}{8}$ " (14.9 cm) long (see the countertop hole template in Appendix A). Ensure that the 4  $\frac{3}{8}$ " (11.1 cm) sides are parallel with the machine operator.

*Note: Double check to ensure that all space requirements and measurements are correct BEFORE cutting.*


- Place blender into the countertop; ensure the gasket is flat against the counter surface.

### 3.2.3 CONNOISSEUR™ MODELS INTERFACE








*Note: Power switch is located on the front of the Connoisseur 825*

#### Preprogrammed Cycles










Preprogrammed cycles run at varying speeds and durations, and automatically stop. To start a cycle, press any preprogrammed button. Press any cycle again to end that cycle. Hold  to pulse. To program different cycles, see section 3.2.6 of this manual.

### 3.2.4 ADVANCED PROGRAMMING AND DIAGNOSTICS

#### Menu navigation tips







1. Press  and  for one second.
2. Press  to scroll down and  to select the desired function.
3. To return to the main menu from any submenu area, tap the  until the main menu screen appears.

### 3.2.5 SELECTING THE DESIRED PROFILE

1. Press  and  for one second to enter the menu.
2. Press  to scroll down to Profiles menu; press  to select.
3. Press  to scroll to desired category; press  to select.
4. Press  to scroll to desired profile and press  to select.
5. Press  to activate profile. To cancel selection, press 'pulse'.

### 3.2.6 CHANGING PREPROGRAMMED CYCLE BUTTONS

#### Temporarily change cycle buttons

1. Press  and  for one second to enter the menu.
2. Press  to scroll down to Blend Cycles, then press  to select.
3. Choose Standard Blend Cycles or Custom Blend Cycles.
4. Choose the desired blend cycle\*.
5. Select the button to use for this blend cycle change, then press . To cancel selection press .

\*To temporarily disable a button, select "Disable button" at this step.

*Note: After customizing a cycle to a number button, an asterisk will appear after the profile name when returning to operation mode. Loading a new profile on the blender will reset the profiles back to default cycle buttons.*

#### Permanently change cycle buttons

To permanently change the cycle buttons in a profile, export the revised profile to a USB drive and import the profile on the blender. Or, using Blend Wizard™ ([my.blendtec.com](http://my.blendtec.com)), edit the profile, then export the profile to the blender.

### 3.2.7 BLEND WIZARD™

In addition to using the profiles and cycles preprogrammed on the blender, Blend Wizard™ can be used to create custom profiles and cycles. For instructions on using Blend Wizard™ to easily develop custom profiles and cycles, visit [my.blendtec.com](http://my.blendtec.com).

### 3.2.8 BLENDER STATISTICS

#### Blend cycle counts

To review the total number of cycles run and the number of cycles run for each button:

1. Press **[2]** and **[4]** for 1 second to enter the menu.
2. Press **[1]** to scroll down to Cycle Counts. Press **[5]** to select.
3. Press **[1]** to scroll through cycle counts.
4. Press **[↵]** to exit the menu.

*Note: The pulse count refers to pulse sets. For example, touching the pulse button 5 times in a row will register as 1 pulse count. Touching the pulse button, then a cycle number and then the pulse button will register as 2 pulse counts.*

#### Diagnostic error log

To review the diagnostic errors that have been logged on the blender:

1. Press **[2]** and **[4]** for one second to enter the menu.
2. Press **[1]** to scroll down to Diagnostic Counts; press **[5]** to select.
3. Press **[1]** to scroll to see the number of errors in each category.
4. Press **[↵]** to exit the menu.

#### Exporting blender statistics

Exporting blender statistics (cycle counts, errors, settings and firmware versions) is a way to save diagnostic information, which Blendtec®'s customer service and repair experts will use if problems arise with the blender. To export blender statistics to a USB drive, complete the following steps:

2. Plug the USB drive into the blender's USB port.  
  
*Note: If the blender is in manual or automatic operation mode, the USB drive menu will automatically load on the screen. If the blender is in programming mode, go to the main menu and select USB Drive.*
3. Press **[1]** to scroll to Export Counts. Press **[5]** to select. Press **[5]** again to confirm export of counts to the ICBUCNTS.CSV file or press **[↵]** to cancel and return to the previous menu.
4. After the export process is finished, remove the USB drive from the blender

#### Exporting and transferring profiles

For more information on exporting and transferring information and BlendWizard™ please see [my.blendtec.com](http://my.blendtec.com)

- For all Connoisseur™ models, the USB port is located on the bottom of the metal motor housing. Connoisseur™ 825 above counter models will need the plastic plate removed to access the USB port.

## SECTION 4

# CARE & CLEANING

### 4.1 CLEANING AFTER USE

1. Add 1 cup (240 ml) warm water and 1-2 drops of liquid dish soap to the blender jar.
2. Place the lid tightly onto the jar, place the jar on the motor base and press and hold the pulse button for 5-10 seconds.
3. Remove and rinse with warm water.

### 4.2 LONG-TERM SANITATION

1. Sanitize the jar per local code by filling the blender jar with a sanitizer diluted to the manufacturer's specifications.
2. Leave the diluted sanitizer in the jar for five minutes.
3. Empty the sanitizer from the jar.
4. Rinse jar thoroughly with water.

### 4.3 MOTOR BASE AND SOUND ENCLOSURE CLEANING

1. Ensure the blender is unplugged before cleaning.
2. Wipe down the plastic housing of the motor base, gaskets, metal top, and sound enclosure with a clean, damp rag. A mild all-purpose, nonabrasive cleaner may be used.
3. The drive socket can be cleaned by using a cotton swab or a toothpick

### 4.4 CLEANING TIPS AND CAUTIONS

1. Do not use stiff bristled brushes or abrasive cloths/pads to clean the blender base, jar or sound enclosure as this will dull or scratch the surface.
2. Do not use a water jet of any kind to clean the motor base.
3. NEVER submerge the motor base in water. Doing so will void the warranty.

## SECTION 5

# TROUBLESHOOTING

While we do not expect you to have any problems with your blender, sometimes issues do occur. Use the following guidelines to see if the problem is easily fixed or requires service.

### 5.1 WHERE TO START?

- If the blender won't turn on, is displaying an error message, or causes an issue without a jar on top of the machine, continue to section 5.2.
- If the jar has an issue or the blender has an issue that only occurs when a jar is on top of the machine, continue to section 5.3.
- If the blender is working and the jar is working but the blend is unsatisfactory, continue to section 5.4.

### 5.2 BLENDER TROUBLESHOOTING

#### If the display is not lit:

- Check that the blender power switch/button is turned on.
- Check the circuit breaker/fuse or try a different power outlet on a different circuit breaker.

#### If the button does not work:

- Test other buttons to see if the button has been disabled. If another button works, check to see if the button has been disabled in the menu.

#### If overtemp error is displayed - This indicates that the motor is overheating:

- Ensure the blender has enough space for airflow.
- Ensure the jar is not filled beyond the max fill line.
- Ensure the jar is not filled with excessively hard or thick ingredients.

*Note: When this error occurs, the blender will be in protection mode until it cools to operating temperature. If the blender does not work after 20 minutes or more of cooling time, contact a Blendtec® service agent.*

#### If overload error is displayed - This indicates an overload on the motor:

- Ensure the jar is not filled beyond the max fill line.
- Ensure the jar is not filled with excessively hard or thick ingredients.

*Note: To clear the error, unplug and replug the machine.*

#### If the problem goes away when the jar is removed from the blender, or when a different jar is used, see section 5.3.

**If an error on the display is not listed in the manual, or the troubleshooting steps listed above have not resolved the issue, please see the inside cover for details on how to contact a Blendtec® service agent about purchasing replacements or checking on warranty status.**

### 5.3 JAR TROUBLESHOOTING

#### If the jar is leaking or causing an issue, remove the jar from the base and empty it:

##### If the jar is leaking:

- Check that the lid is fully seated on the jar.
- Grab the jar shaft and try to wiggle it. If the shaft can move side to side or up and down, stop using and replace the jar.

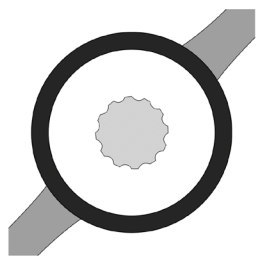
#### If the jar is causing an error on the motor base:

- Try a different jar on the blender base. If the jar is causing the issue stop using and replace the jar.

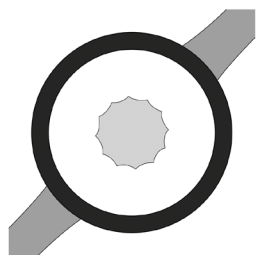
#### **If the blade is not spinning:**

- Ensure the jar is fully seated on the blender base.
- Check if the blade is firmly affixed to the drive shaft. Hold the drive shaft in one hand and try to spin the blade with the other hand. If the blade turns without turning the drive shaft, stop using and replace the jar.
- Compare the bottom of the jar to Figures 7 and 8 below to evaluate the jar splines. If the jar splines look like Figure 8, stop using and replace the jar.

**FIGURE 7**



**FIGURE 8**



If the jar needs to be replaced or the troubleshooting steps listed above have not resolved the issue, please see the inside cover for details on how to contact a Blendtec® service agent about purchasing replacements or checking on warranty status.

## **5.4 RECIPE TROUBLESHOOTING**

### **If the blender has stopped blending or if the blended texture of product is lumpy or uneven, do the following:**

- Ensure the mixture is not cavitating during the cycle. Cavitation is a condition in which an air pocket forms within the drink mix because the mix is too cold or too solid. The blender blade then spins freely in the cavity. This problem can be corrected by increasing the mix temperature by either reducing ice, increasing liquid and/or ensuring that the frozen ingredients used in the recipe are never colder than 10° F (-12° C).
- If the recipe is mixing well but has not had enough time for complete blending, increase cycle time. Try a longer cycle or touch and hold the pulse button for the required extra blending time.
- If blade will not spin or is causing the blender to display an error, ensure the jar is not filled with excessively hard or thick ingredients and see section 5.2 and 5.3.

**If blend quality is not as desired and the troubleshooting steps listed above have not resolved the issue, please see the inside cover for details on how to contact a Blendtec® service agent about purchasing replacements or checking on warranty status.**

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



## SECTION 6

# WARRANTY

### 6.1 WARRANTY DESCRIPTION

Blendtec® warrants Blendtec® Commercial counter-top blenders and jars against defects in materials and workmanship under normal use and maintenance for the applicable warranty period on parts and labor required to repair or replace components that, in the sole opinion of Blendtec®, are defective. The warranty period may vary as established at the time of purchase. Discontinued items, limited edition items, or color selections will be replaced with the closest equivalent current product. In order to honor the warranty, Blendtec® will require a serial number, model number, and proof of purchase from an authorized dealer at the time of the claim. In addition, the serial number label on the unit must remain intact and unaltered or the warranty is void.

The following items are NOT included in the blender warranty coverage:

- Normal maintenance, adjustments and cleaning as outlined in this manual.
- Repairs due to unauthorized service or modifications to the blender, product tampering or use of non-standard parts or accessories without prior written approval from Blendtec®.
- Damage caused by: improper installation or ventilation of the blender; electrical supply (e.g., electrical power failure, improper electrical connections, low voltage or voltage drops to the unit); water supply; drainage; exposure to water; or floods, storms or other acts of God.
- Cost of premium labor rates due to holidays, overtime, shipping, etc.
- Parts or assemblies subjected to misuse, abuse, neglect or accidents or lack of specified maintenance or operational procedures.
- Damage or problems caused by installation, relocation of unit, cleaning and/or maintenance procedures inconsistent with the technical instructions provided in this manual.
- Claims for personal injuries, incidental or consequential damages or economic loss (profit or revenue), however caused.

### 6.1.1 WATER DAMAGE AND ABUSE

It is critical to prevent liquids from entering the motor base. The motor base has been designed to deflect liquids from entering. However, in some instances of heavy spillage or a lack of appropriate cleaning procedures, liquids may enter the motor housing. It is important to promptly clean up all spills on the motor, around the counter and under the sound enclosure base (if used). Failure to do so may result in liquids being pulled into the motor, which will lead to premature failure. This cause of failure is considered abuse and is not covered under the warranty.

### 6.1.2 COUNTRY OF PURCHASE

Warranty is provided only in the country in which the equipment was purchased from an authorized sales representative. Use of the equipment outside the country of purchase voids all warranties, expressed or implied. If a customer chooses to utilize a local service center outside of the country of original sale, he or she can reasonably expect to pay for parts, labor, shipping, duties, taxes, etc., necessary to make the repair and return the equipment.

### 6.1.3 SERVICE PROCEDURE

If the troubleshooting steps in Section 5 does not resolve the problem with the blender, contact Blendtec® customer service at 1-800-BLENDTEC (US customers) or a Blendtec® service agent (international customers). To locate the international Blendtec® service agent please visit: <https://www.blendtec.com/pages/commercial-dealers-international>. Before calling, please have the blender, the blender's serial number, and description of the problem. Many issues can be resolved simply and quickly over the phone. If the problem cannot be resolved over the phone, the unit may require repair or replacement. Do not attempt to do this alone. If your machine is out of warranty, repair is an option. Follow the Service Procedure instructions to contact a Blendtec® service agent. Blender owner will be responsible for shipping costs, parts for the repair, and labor costs as applicable.

**THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES OR GUARANTEES OF ANY KIND, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**

In no event shall Blendtec® be liable for any special, indirect, incidental or consequential damages. Upon the expiration of the warranty period, Blendtec®'s liability under this warranty shall terminate. The foregoing warranty shall constitute the sole liability of Blendtec® and the exclusive remedy of the customer or user.

*Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.*

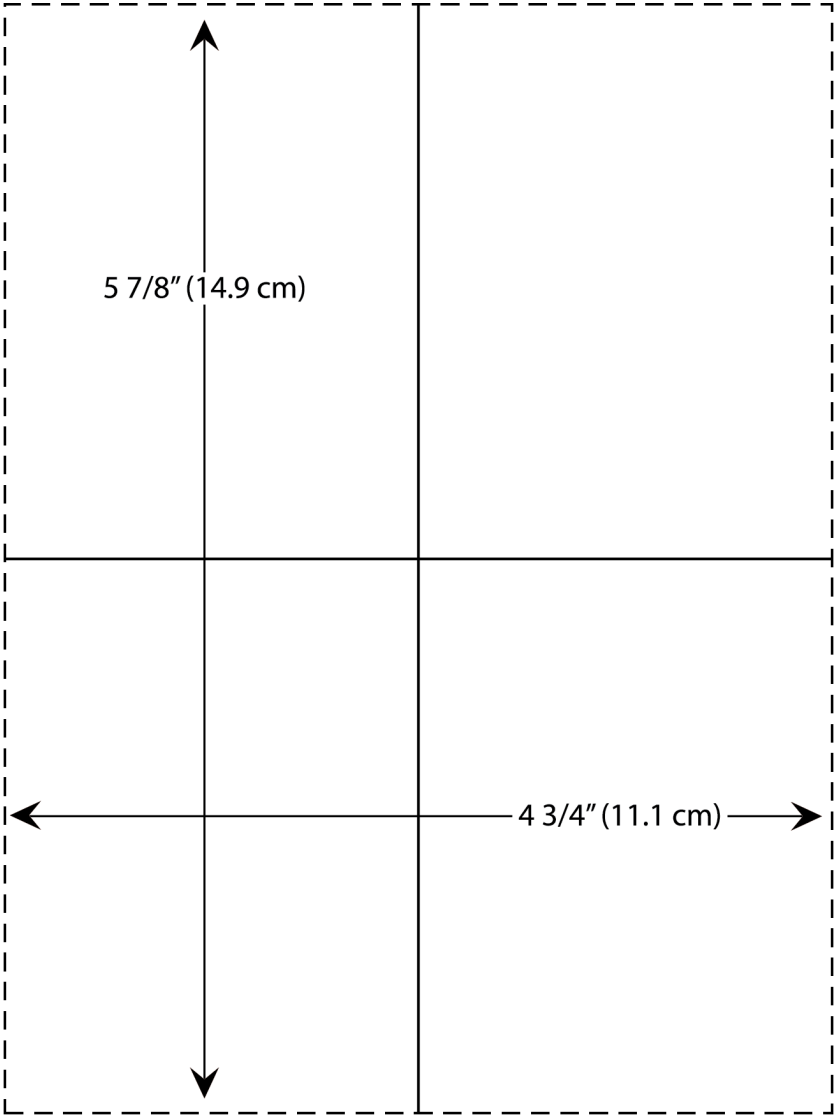
#### **6.1.4 EU WARRANTY NOTICE - COMMERCIAL PRODUCT**

This product is designed, marketed, and intended exclusively for use by businesses and professionals acting in the course of their trade, business, or profession.

If the product is purchased or used by a person qualifying as a "consumer" under applicable EU or Member State law, mandatory consumer protection rights may apply. Such rights are governed by law and are not affected by any commercial warranty provided with this product.


Where the product is purchased and used in a business-to-business (B2B) context, EU consumer protection legislation does not apply, and the rights and remedies available are governed by the applicable commercial warranty and the terms agreed between the parties, subject to mandatory provisions of applicable law.

# COUNTERTOP HOLE TEMPLATE




APPENDIX B

# PREPROGRAMMED CYCLES

Stealth® Models					
Button	Stealth® 895 NBS***	Multipurpose *	Smoothie	Coffee	Milkshake
1	Nitro 20 sec	small milkshake	small smoothie w/fresh fruit	small margarita/ice cappuccino	small milkshake
2	Nitro 30 sec	granita/medium milkshake	medium smoothie 4	large ice cappuccino	granita/medium milkshake
3	small margarita/ice cappuccino	small margarita/ice cappuccino	granita/medium milkshake	small slushy/milkshake	milkshake w/frozen fruit
4	medium smoothie	medium smoothie 4	medium smoothie 3	granita/medium milkshake	large milkshake 1
5	large smoothie 4	large smoothie 4	large smoothie 4	large smoothie 2	large milkshake 2
6	granita medium milkshake	50 sec @ speed 7	50 sec @ speed 7	50 sec @ speed 7	large milkshake 3
	pulse @ speed 7	pulse @ speed 7	pulse @ speed 7	pulse @ speed 7	pulse @ speed 7

\*Indicates default profile for Stealth 885 and Stealth 885 in-counter models. \*\*Indicates default profile for Stealth 895 NBS.

Connoisseur™ 825 Models				
Button	Multipurpose *	Smoothie	Coffee	Milkshake
1	small milkshake	small smoothie w/fresh fruit	small margarita/ice cappuccino	small milkshake
2	granita medium milkshake	medium smoothie 4	large ice cappuccino	granita/medium milkshake
3	small margarita/ice cappuccino	granita/medium milkshake	small slushy/milkshake	milkshake w/frozen fruit
4	medium smoothie 4	medium smoothie 3	granita/medium milkshake	large milkshake 1
5	large smoothie 4	large smoothie 4	large smoothie 2	large milkshake 2
	pulse @ speed 7	pulse @ speed 7	pulse @ speed 7	pulse @ speed 7

\*Indicates default profile





**blendtec**  
COMMERCIAL

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