

Optimum 9200A

QUALITY YOU CAN TRUST

USER'S MANUAL



2ND GENERATION HIGH-SPEED VORTEX BLENDER

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WELCOME TO YOUR NEW KITCHEN ASSISTANT

Hey there wonderful member of the Froothie Family! Congratulations on your new purchase of the professional high-speed vortex Optimum 9200A blender. The 9200A is well loved all around the world and is used both domestically and commercially! Your new blender is suitable for a variety of different applications and can be used to create amazing smoothies, sauces, milkshakes and purées. You will also be able to quickly chop, blend and grind ingredients in a jiffy!

The Optimum 9200A 2nd Gen is perfect for whipping up healthy frozen fruit ice-creams, preservative-free nut butters, homemade spreads and dips and nutrient rich hot soups. This blender will prove to be your ultimate kitchen assistant, enabling you to cook like a world class chef! Through its many diverse functions, the Optimum 9200A has the ability to extract more nutrients from your food by breaking down the micro cells and phytonutrients of your produce, thus creating healthy, wholesome and nutritionally-beneficial dishes.

With its advanced 6-blade stainless steel motor and easy precision speed control, your smoothies will blend in a matter of seconds. There is no job that is too tough for this world class blender! For even greater results and recipe ideas, visit our website and Facebook page for endless inspiration. You will also find hundreds of free recipes and recipe ideas available online by simply searching 'Optimum 9200A Recipes' on Google.

Fancy seeing the 9200A in action? Then head over to our livestreams where some of our talented chefs and customers share their recipes LIVE! You don't want to miss out on this!

<https://froothie.tv/live>

Lastly, don't forget to join our community over at the Froothie Family Facebook group where people just like you share their experiences, tips, tricks and recipes for all to enjoy!

<http://www.facebook.com/FroothieFamily>

**TO ENSURE YOUR SAFETY AND TO GET THE BEST PERFORMANCE
FROM YOUR OPTIMUM 9200A, PLEASE READ THESE
INSTRUCTIONS CAREFULLY.**

SAFETY FIRST



BEFORE USING YOUR OPTIMUM 9200A, PLEASE READ THESE SAFETY INSTRUCTIONS CAREFULLY.

1. Power supply is Region Specific, please check the information panel on the rear of the machine to ensure you are using the correct power voltage and frequency.
2. Avoid electric shock by switching off the power and unplugging the cord before assembling, disassembling or cleaning the blender.
3. Never immerse the blender base or power cord in water or other liquid.
4. Do not use the appliance outdoors.
5. Do not let the cord hang over the edge of a table or counter.
6. Never leave the blender unattended while it is operating.
7. Ensure close supervision when used by or near children.
8. When not in use, or before assembly or disassembly, turn off the on/off switch and unplug the power lead.
9. Make sure the lid, with the lid plug inserted, is positioned properly on the jug before switching on the blender.
10. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
11. Switch off the appliance and disconnect from supply before changing accessories or approaching parts that move in use.
12. Care shall be taken when handling the sharp cutting blades, emptying the jug and during cleaning.
13. Do not use the blender for anything other than food or beverage preparation.
14. Avoid contact with moving parts.
15. Blades are sharp – handle carefully.
16. Do not operate the appliance if the cord or plug is damaged, the blade becomes loose or broken, if the appliance malfunctions, or it is dropped or damaged in any way. Return the damaged appliance to the nearest authorised service facility for examination, repair or electrical and/or mechanical adjustment.
17. To reduce the risk of severe injury or damage to the blender, do not insert anything (other than the tamper tool supplied with your blender) into the jug while the blender is running.
18. Only use the tamper tool if the blender lid (with the lid plug removed) is in place.
19. Never remove the jug while the blender is running.

SAFETY FIRST (CONTINUED)

20. Never place the blades on the base without first properly attaching the jug.
21. Do not use attachments or accessories other than those supplied with or designed specifically for your blender.
22. Do not fill the jug above the indicated top limit mark.
23. The internals of the appliance are not user serviceable and the appliance should not be opened under any circumstance.
24. Please use the tamper to aid with blending when blender is running at high speeds.
Do Not use the spatula/scrapper whilst the blender is running, this should only be used to scrape down contents from the sides of the jug.

**FAILURE TO FOLLOW SAFETY INSTRUCTIONS AND WARNINGS COULD RESULT
IN SERIOUS INJURY. MISUSE OF YOUR BLENDER MAY DAMAGE YOUR APPLIANCE
AND VOID YOUR WARRANTY.**

GETTING TO KNOW YOUR OPTIMUM 9200A



QUICK START

1. Ensure blender power switch is in the “OFF” Position.
2. Plug the blender into mains power.
3. Place foodstuff to be blended into jug, starting with liquids/softer ingredients and then add solids.
4. Attach the lid (with lid plug in place) onto the jug ensuring the lid is well sealed.
5. Correctly position the jug on the base.
6. Switch the blender’s power (ON/OFF) switch to the “ON” position.
7. Select the desired speed or time setting (thick contents should be blended on “FAST”).
8. When you have finished blending, switch off the blender using the ON/OFF switch.



DO NOT FILL JUG ABOVE THE LIMIT MARK.

USING YOUR OPTIMUM 9200A – BASIC OPERATION

1. Ensure blender power switch is in the “OFF” Position.
2. Plug the blender into mains power.
3. Place foodstuff to be blended into jug, starting with liquids/softer ingredients and then add solids.
4. Attach the lid, with lid plug inserted, by sealing any side of the lid to the jug’s edge and pressing down on the opposite side. Make sure the lid and lid plug are properly in place before you operate the blender.
5. Correctly position the jug on the base.
6. Switch the blender’s power switch to the “ON” position using the on/off switch.
7. Select your desired speed or timer preset.
8. To add food while the blender is operating, switch to a lower speed and remove the lid plug. Slowly add the liquid or chopped foods.
9. To stir food during blending, remove the lid plug and insert the tamper tool supplied with your blender.
10. When you have finished blending, switch off the blender and wait for the blade to come to a complete stop.
11. Once the blade has stopped spinning, lift the jug from the base.
12. Open the jug lid by pressing with your thumb on the side of the lid, and then lift off.
13. Pour out the blended liquid, or use a scraper to scrape out the blended contents.



WHEN BLENDING HOT FOOD, ALWAYS ENSURE THE LID PLUG IS INSERTED IN THE LID AND THE LID IS SECURELY POSITIONED ON THE JUG.

USING THE TAMPER TOOL



Use the tamper tool to push ingredients into the blades and prevent thick or frozen mixtures from sticking to the sides of the jug.

When using the tamper tool, the jug should be no more than 2/3 full. Point and move the tamper to the sides of the jug, rather than in a straight up-and-down motion.

To avoid heating frozen contents; only use the blender in conjunction with the tamper tool for a maximum of 30 seconds. As friction creates heat, the Optimum 9200A will raise the contents of the jug by 4 degrees every 30 seconds. If you blend for too long you will need to add additional ice to freeze the contents again.

When making nut butter, etc. you will need to use the tamper for a longer time and this will cause no damage to the machine, there will still be the same amount of heat rise however.



DO NOT PLACE ANYTHING IN THE JUG OTHER THAN FOOD OR LIQUID WHILE THE BLENDER IS OPERATING. TO STIR FOOD DURING BLENDING, USE THE TAMPER TOOL SUPPLIED WITH YOUR BLENDER.

GETTING THE MOST FROM YOUR OPTIMUM 9200A

To get the best results, place food in the jug in the following order:

1. First liquids.
2. Then soft foods/vegetables.
3. Last add frozen produce and ice.

To process hot liquids:

1. Pour the hot liquid into the jug no higher than the 1.5L mark.
2. Securely insert the lid (with the lid plug in position).
3. To heat cool liquids, begin blending at a SLOW speed then increase to FAST. Continue blending on FAST for several minutes until the contents begin heating.

IMPORTANT: NEVER place hot ingredients (above 70°C = 160°F) into the blender

To process vegetables:

1. For best results, cut the food material into small pieces. You do not need to remove peel, kernels or seeds as the blender will blend these completely.
2. Put the pieces into the blender jug, and then add water until the jug is 2/3 full.
3. Securely insert the lid (with the lid plug in position).
4. Begin blending on SLOW speed and increase to FAST speed until the food is at the desired consistency.

To process ice:

1. Place the ice in the jug.
2. Add water to about three-quarters full and allow the ice to float to the top.
3. Securely insert the lid (with the lid plug in position).
4. Begin blending at SLOW speed and slowly increase the speed to FAST until the ice is at the desired consistency.

GETTING THE MOST FROM YOUR OPTIMUM 9200A

Here's a few great videos:

Kisane from Froothie TV! <https://www.youtube.com/watch?v=ZyWFyaLeo9k> / Candy from our office in Melbourne :) <https://www.youtube.com/watch?v=eio8gQWZS4Y> / Sunny Side Up, our partner from Romania! https://www.youtube.com/watch?v=Qeq_w5QsWXA

Here are a few points we've compiled that are important to achieving the best results:

1. Roasted nuts release their oil content more readily than raw nuts, this makes the process of forming a butter quicker and simpler. The less time the nuts take to blend, the less heat is generated which is good for both the nuts and the blender! Note: the roasted nuts need to be completely cool before you attempt to blend them. This isn't to say you can't make nut butter from raw nuts but we suggest you get used to the process with roasted nuts first and then make the transition once you're comfortable!

2. High Speed - Make sure to use the highest speed on the blender when making any thick recipe, especially nut butter. Using high speed gets the job done faster, generating less heat and reducing strain on the motor.

3. Use the Tamper tool - The tamper tool needs to be used to constantly press the ingredients down from the sides of the jug, making sure it's being processed by the blades. Air pockets will naturally form if nothing is done to stop them so we recommend constantly tamping around the edge of the jug until the process is completed. Note: Make sure not to rest the tamper in the center of the jug (directly above the blades) while blending, this will effectively close the center of the vortex and block air from circulating.

4. Make sure the nuts are dry - If you soak or activate nuts for nut butter, please ensure that they're totally dry before attempting to blend. Using a dehydrator will achieve the fastest/best results though make sure the nuts are totally cooled before blending.

5. Quantity - As a rule of thumb you should always at least cover the blades by 1-2cm. We recommend a maximum 3 to 4 cups of nuts to make sure you're not overloading the blender. This figure can vary depending on the natural oil content of the nuts. The higher the oil content, the larger the quantity that can be blended at once. On the contrary, if you're using nuts with a lower oil content, a lower quantity may be applicable.

6. Adding liquid - Avoid adding water into mixture, it will likely make the mixture clumpy and prevent it from properly forming butter. If you're adding any flavorings or powders, please add them once the butter has already formed. If the mixture is too dry, you can add small amounts of oil, we prefer an oil with a neutral flavour. This shouldn't effect blending, just flavour.

BLENDING TIPS

How can I prevent my machine from overheating?

For the first few uses, there can always be a slight burning smell, this is from the lubricants used in the manufacturing process. The smell wears off after a few uses and the lubricants wear off (20-50 cycles).

If you are using the blender for longer already and you experience a burning smell that means the blender is overheating, and the common cause is overworking your blender, or you used it for the wrong purpose. When you run the blender motor at high/low speed over an extended period, it will be overworked, heat up, and produce a burning smell.

To prevent your blender from overheating please read through the below tips carefully:

Use the Tamper Effectively

Optimum blenders come with a tamper specifically designed to help you improve the flow of food in your blender and to remove air pockets.

If the ingredients are not freely circulating, the tamper needs to be used to improve the flow of food. Whilst the machine is running and the lid is firmly in place, insert the tamper through the lid plug opening and hold it in one of the corners of the jug and the tamper will direct the food straight onto the blades. If there is an air pocket around the blade, the tamper will release the air pocket and create a continuous flow of food through the blades.

Check Your Speed (Important)

The Optimum blenders work best at a high speed to pulverize food and process thick mixtures, we do not recommend blending thick contents at a low speed as it will cause the blender to overload and the overload switch may activate. High speeds not only blend thick contents easier (generating less heat) but also drive the fan harder which helps dissipate more heat.

However running your blender at high speed for too long will overwork your motor, and your Optimum will start to heat up, producing an electrical smell. (This might happen when producing nut butter. To avoid this please follow all the tips outlined here)

Check Your Recipe/Quantity

Every blender jug has a 'Max Line' indicating the maximum level you should add your ingredients to. Anything above the line is overloading and could cause overheating. (Please note: when blending thick/frozen ingredients such as preparing nut butter or blending frozen fruits, fewer ingredients should be added)

For best results please follow an optimum recipe or one designed for our high-speed blenders until you have a good grasp of quantities and methods. It is important to note that some ingredients will require different methods/preparations depending on varietal differences or freshness/quality.

Processing cooked potatoes, cooked rice or cooked beans creates a heavier-than-normal load on the machine. You may want to consider reducing the food quantity placed in the jug by half (depending on how much food you started with) and possibly adding a bit of liquid.

BLENDING TIPS

We also advise you to be careful when blending big chunks of frozen fruit or veggies such as frozen acai blocks, frozen spinach blocks and similar.

Let them thaw for a few minutes and break them into a few smaller pieces to avoid the ingredients getting trapped between the blades preventing the blades from normal functioning.

Follow the Correct Order to put Ingredients in the Blender

Always start with the liquid ingredients first (water, juice), followed by softer ingredients (tofu, yoghurt), then juicer fruits and vegetables (grapes, cucumbers), firmer fruits and vegetables (apples, carrots), frozen ingredients (frozen berries) and finally ice.

Avoid Air Pockets

Letting the blender run with an empty jug will cause blade malfunction and your blender will overheat. The same happens when you create air pockets with your ingredients.

This can be caused for example when adding leafy ingredients on the base of the jug, creating air pockets, preventing the blades from normal functioning, and causing your Optimum to produce a burning smell due to overheating.

Solution: Follow the tips outlined above

Another important reminder:

Avoid tilting the jug or removing the jug from the base while the blender is still running at high speed as this can cause damage to the blades and the drive socket.

If you have followed all the above tips and your blender is still producing a burning smell please contact our customer support team.

Pulse Button:

Pressing the pulse button starts the blender at maximum speed and stops it when released. This gives you instant high-speed blending for quick and easy processing, offering you greater control over textures and consistencies with short high-speed blends.

Best Pulse Function Uses:

Thick Consistencies: the pulse function will help you achieve the perfect thick consistencies without the risk of over blending. This particularly helps with tougher ingredients like frozen fruits, nuts and dates.

Tough Ingredients: roughly chop tough ingredients with the pulse function before switching to other speed settings. This will help achieve a more even blend and will prevent the motor from overloading and overheating.

Leaving Chunks: when adding ingredients to a drink or recipe you may prefer the ingredients to be left in pieces rather than liquids. The pulse function will achieve this consistency to enhance the texture in a range of recipes like pestos and salsas.








Making Crumbs: transform toast, breads and buns into perfectly textured breadcrumbs and croutons using the pulse function. An easy way to add extra crunch and flavour to your dishes.

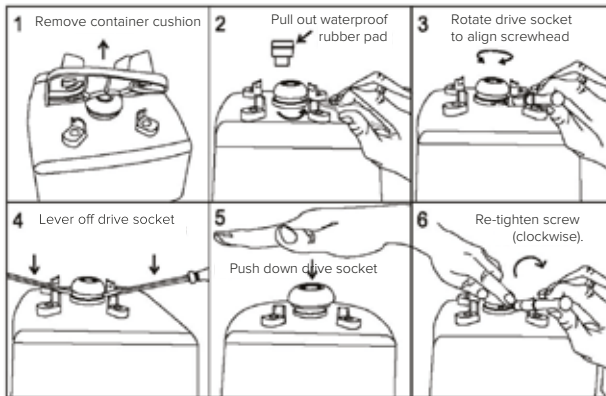
Processing: the pulse function will expertly process a range of savory and sweet ingredients from fresh vegetables to sweet biscuits, achieving the perfect texture for all your sweet and savory creations.

Discover the versatile power of the pulse function, perfect for achieving thick consistencies in your favorite recipes and effortlessly handling tough ingredients for smooth blends. Whether you need chunks, crumbs, or to process ingredients, the pulse function is your key to consistent results.

BLADE ASSEMBLY & DRIVE SOCKET REPLACEMENT

Tools and blender parts

1. Retainer wrench (x2) 	2. Flat-head screwdriver (x2) 
3. Tweezers 	4. Cross-head screwdriver 
5. Jug base plate 	7. Drive socket (mushroom head) 
6. Rubber container cushion 	waterproof rubber pad screw



Note: To test the unit after drive socket replacement, turn the machine on briefly with the container in place while resting your hand on the lid. If the container vibrates excessively, remove the drive socket following steps 1-4, rotate by $\frac{1}{4}$ turn and then re-install following steps 5-8. It may be necessary to try all 4 $\frac{1}{4}$ -turn alignments to find the best balance.

REMOVING THE BLADE ASSEMBLY

Changing the blade assembly

1. Using the wrench or flat-head screwdriver, turn the unit counterclockwise to loosen.
2. Turn clockwise to tighten.

If your bearing cannot free spin with your fingers (Image below) then your bearings within your blade assembly have seized. It is approx. a 5 minute fix to change this part. You will need a new Blade Assembly before doing this repair.



You will need to remove the Black retaining ring that holds the blade assembly. Get a large tapered spoon and place between the gear and the space in the black retaining ring for leverage and turn counter clockwise to loosen the black retaining ring.

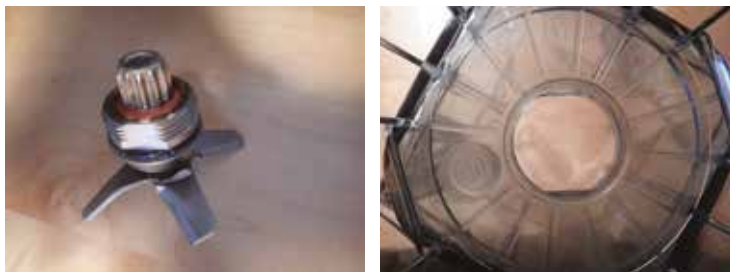


Once the black ring is loosened you can use your hand to loosen the black retaining ring the rest of the way until it comes off. The Blade assembly will now just pull out of the top of the container.



REMOVING THE BLADE ASSEMBLY

When reinserting the blade assembly, ensure to line up the flat sides of your new blade assembly with the flat sides of the container.



Once the blade assembly is in hand tighten the black retaining ring to the blade assembly. Use the spoon to do the final tightening (clockwise to tighten). Check to see you cannot loosen the black ring by hand. This is to ensure no moisture gets trapped between the retaining ring and the blade assembly.

You have now completed changing your blade assembly.

USING THE CONTROL PAD

SLOW speed: Use to chop and slice. Always switch to SLOW speed when adding food or liquid during blending.

MED (Medium) speed: Ideal for slightly harder to blend mixtures and to avoid significant heat rise of jug contents.

FAST speed: Use to refine grains, break down ice, and to blend frozen fruit, whole fruits and vegetables.

Outcome	Setting	Blending time*
Dips and Spreads	20 sec	20 seconds
Purées	20 or 35 sec	20-35 seconds
Smoothies & Shakes	35 or 45 sec	35-45 seconds
Frozen Mixtures	20 or 35 sec	20-35 seconds
Cocktails	20 or 35 sec	20-35 seconds
Smooth Sauces	45 sec or Med	45-60 seconds
Fruit and Vegetable Juices	45 sec or Med	45-60 seconds
Refined Grains	Fast	60-90 seconds
Nut Milk	Fast	60-90 seconds
Nut Butters	Fast	1-2 minutes with tamper
Hot Soups	Fast	4-6 minutes

* Blending times are approximations. Times will vary depending on type of ingredients used and desired consistency.



OVER-BLENDING CAN OVERHEAT YOUR MACHINE IT MAY ALSO CAUSE LOSS OF HEALTHY NUTRIENTS.

BLENDER CLEANING AND MAINTENANCE

You must always clean your blender after use, this is for hygiene and ensuring the longevity of your investment in an Optimum™ blender. Leaving food in the blender is a health risk as bacteria can grow and cause staining to your jug. Bacteria and residual food acids can also damage the seals and shaft to the blade.

To clean the base:

1. Unplug the blender from the power.
2. Using a soft, damp cloth, wipe the surface of the blender base, you can use a mild detergent to remove dried food if required.
3. Use a dry soft cloth to thoroughly dry the blender.

To clean the cushion pad:

1. Disassemble the blender by lifting the jug from the base.
2. Remove the cushion pad from the base.
3. Wipe the cushion pad using a mild detergent and damp cloth, you can submerge this section into a sink if required.
4. After cleaning, towel-dry.
5. Clean the top of the blender base under the cushion pad, any liquid or food residue left on the base can be sucked into the motor and cause significant damage.
6. Put the cushion pad back on the top of the blender using the opposite method to above.



DO NOT PUT ANY PART OF YOUR BLENDER IN THE DISHWASHER OR IMMERSE THE BLENDER BASE IN WATER.

JUG CLEANING AND MAINTENANCE

To clean the jug:

1. After each use, rinse the jug thoroughly with warm water (not hot).
2. Place one to two drops of dish soap in your jug and fill it halfway with warm water.
3. Secure the lid in place.
4. Start the machine on FAST.
5. Run on FAST for 10-60 seconds (depending on what was blended, thick contents take longer to clean).
6. Pour contents out and rinse thoroughly.
7. Turn the jug upside down and let air dry.
8. Check the base of the jug where the cog is (bit that connects blade to bender motor) if this section has been wet by this process; please thoroughly dry it with a towel to ensure the bearing is not water damaged.

For a deep clean, perform the following steps monthly or as needed:

1. Place 4 cups of cool water and 4 cups of white vinegar into the jug and let it soak for between 12 and 24 hours. Pour contents out and rinse thoroughly. Then follow the appropriate cleaning instructions above.
2. If the blade assembly tarnishes:
3. Quite often a surface build-up does occur even with stainless steel (orange tarnishing/going dull) and often you can soak the jug for 24 hours with neat white vinegar just covering the blade assembly and then follow the appropriate cleaning instructions above. Anything left on the blade after this process in respect to discolouration will not affect anything blended or come off into your jug contents.



DO NOT SUBMERGE YOUR JUG IN A SINK OR ATTEMPT TO WASH IT IN A DISHWASHER. THIS WILL CAUSE IRREVERSIBLE DAMAGE TO THE BEARINGS.

REPLACING THE DRIVE SOCKET

1. Unplug your Optimum 9200A from the power.
2. Locate cushion pad on top of machine and remove.
3. Locate plug in blender top, just below drive socket and carefully remove.
4. With the hole at eye level, turn the drive socket by hand (this will not cause damage to the motor) until you can see the Phillips head screw through the hole.
5. Insert small Phillips head screwdriver into hole (Small/PH1 screwdriver) and turn counter-clockwise (anti-clockwise) for 4-5 full rotations. You can use your other hand to check after each turn if the drive socket will come off freely by gently trying to lift it off. Please note: undoing the screw too far may have the screw fall out into the blender, please ensure care is taken to avoid this from occurring.
6. Gently pull the drive socket up off the motor shaft.
7. Inspect drive socket, ensure the plastic socket still has a square shape to match the motor shaft. If this is not the case the drive socket has been stripped out and requires replacement.
8. Check that top of motor is free of debris and identify hole for screw to go back into.
9. Place replacement drive socket, if required back onto blender as pictured. Ensure screw lines up with both the hole in the side of the blender casing and the locating hole in the motor shaft.
10. Push drive socket down firmly and tighten screw back up firmly.
11. Put protective plug back into screw hole.
12. Place cushion pad back on blender, ensuring the "FRONT" is located to the front of the blender (controls end). Please ensure the cushion pad is firmly fastened down in all places including around drive socket, if not secured firmly the drive socket may rub on the cushion pad and cause smoke and damage to both drive socket and cushion pad.

**TO ORDER REPLACEMENT PARTS VISIT
WWW.FROOTHIEINTERNATIONAL.COM
AND SELECT YOUR PREFERRED COUNTRY.**

TECHNICAL INFORMATION

1. **Lid:** Avoids spillage from the jug and with its removable plug/insert.
2. **Lid Plug/Insert:** Prevents liquid from spilling out of the top of the jug, the plug does not fit snugly in place to allow steam to vent while blending hot contents. It is removable to allow adding ingredients while blending and also to use the tamper device.
3. **Jug/Bowl:** The jug contains foods and liquids while blending. Markers on the side of the jug indicate quantities and maximum fill level.
4. **Blade Assembly:** This is the business end of the blender, allowing the chopping and blending of contents. It's unique design makes it suitable for blending both wet and dry contents. Blade assemblies are made of Grade 304 (1/18 Stainless Steel).
5. **Rubber Cushion Pad:** Secures the jug snugly on the top of the blender to ensure safety while blending, it also reduces vibration while blending.
6. **Tamper Device:** Allows you to push contents into the blade assembly to ensure a smooth consistency, it is required to make recipes for Nut Butter and also blending frozen contents effectively.
7. **Blender Base:** Contains the high quality motor and associated electronics to ensure the blender preforms at its peak and can protect itself to avoid overheating.
8. **Motor/Control Board:** Controlled by a PCB to regulate blending speed and preset timer functions.
9. **Overload Protection Switch:** This button, located on the base of the blender ensures the motor is protected from rapid heat rise.



The device complies with the European Directives 2014/35/EU, 2014/30/EU and 2009/125/EC



Australia standard: AS/NZS 60335.2.9:2014+A1-3;
AS/NZS 60335.1:2011+A1-4



Only for EU countries. Do not dispose of electric appliances together with household waste material! In observance of European Directive 2002/96/EC on waste electrical and electronic equipment and its implantation in accordance with national law, electric appliances that have reached the end of their life must be collected separately and returned to an environmentally compatible recycling facility.



Optimum Appliances Pty. Ltd.
PO Box 114, Brunswick
Victoria 3057 Australia

Model	9200A 2nd Generation
Voltage	220-240V
Frequency	50-60Hz
Motor Power	2,611W
Max Work Power	1800W
Serial number	



Made in PRC

HELP! SOMETHING HAS GONE WRONG

PROBLEM	SOLUTION
<p>It's not working!</p>	<p>Check that the machine is plugged in to the wall and the power point is on. Check the overload switch on the base of the blender has not tripped, if so ensure the blender is unplugged from power and press the button back in.</p>
<p>My blender has stopped and is making a beeping noise?</p>	<p>The preset cycle (timer function) has completed its cycle, if you require further blend time, you may select an additional timer cycle or select another setting. Please note that the machine will not run again until another setting is selected.</p>
<p>My blender stopped working half way through blending...</p>	<p>Your blender may have overheated, when blending thick contents (dates, making nut butter) the machine must be used on the highest setting FAST. Allow the machine to cool for 30-45 minutes before turning back on, please also check the overload switch on the base has not activated.</p>
<p>The jug contents are stuck to the side and not blending!</p>	<p>Switch off the blender, remove the lid plug and insert the tamper tool supplied with your blender. Move the tamper at an angle to push the food down off the jug sides. Adding more liquid can also assist with a better blend. You can also use the tamper while you are blending to push the contents into the blades and blend more effectively.</p>
<p>During blending, the contents do not appear to be moving!</p>	<p>The jug may be over-loaded or may have trapped an air bubble. You can carefully remove the lid plug (insert) and use the tamper tool. If the food still does not circulate, try adding more liquid or reducing the quantity in the jug.</p>
<p>Why is my Jug cloudy or stained? How can I clean it?</p>	<p>The minerals from fruits, produce, and leafy greens can cause a film on your jug. We recommend following the Jug Deep Clean instructions on page 13</p>

HELP, SOMETHING HAS GONE WRONG! (CONTINUED)

PROBLEM	SOLUTION
<p>My blender is emitting a strong electrical smell.</p>	<p>For the first few uses there is always a slight burning smell with all high speed blenders, this is from the lubricants used in the manufacturing process, this wears off after a few uses and the lubricants wear off (20-50 cycles). Over the next 1-3 months the electrical ozone (strong smell) will subside, this is from the windings on the motor curing.</p>
<p>That smell has come back again!</p>	<p>When the blender is under high load (thick/very thick contents) or used for a long period (making soups) the smell may return. This is due to heat saturation of the motor but will also reduce over time. This is typical with all high speed blenders and nothing to be concerned about.</p>
<p>My blade assembly has surface tarnishing, has an orange patch or gone dull, I thought it was Stainless Steel?</p>	<p>Your blade assembly is definitely Stainless Steel (Grade 304 to be exact). Stainless Steel is actually the name of the Alloy the material is made of, it merely resists tarnishing, corrosion and rust. Despite its name it is not fully stain-proof. A surface build-up can occur with stainless steel and often you can soak the blades for 24 hours by pouring undiluted (neat) white vinegar into the jug, just covering the blade assembly and then follow normal jug cleaning process on page 11 before you resume using it.</p>
<p>What is the bearing in the jug made of?</p>	<p>It is made of Chrome-Steel. It can not be made from Stainless Steel as it is not strong enough when made as thin as required. Chrome-Steel resists rusting however, to ensure it does not rust please make sure the bearing is kept dry at all times.</p>
<p>I left something I shouldn't have in the blender and damaged the blade assembly.</p>	<p>The blade assemblies are fully replaceable in the jugs, you can order one from Froothie and replace it yourself without having to buy a whole new jug.</p>

WARRANTY TERMS & CONDITIONS

This warranty as outlined below solely covers distributors of the Optimum range of appliances. Please contact your distributor for full product warranty.

Effective as of 1st January 2014

1. Optimum® warrants this appliance to be free from defects in materials and workmanship and to perform satisfactorily in household use for a period of 2 years and in commercial use for a period of 12 months from the date of purchase when used in accordance with the accompanying instruction book.
2. Any warranties exceeding this standard period are offered as extended terms by the selling distributor and claimable only through that provider.
3. Defects that occur within this manufacturers' warranty period, under normal use and care will be repaired or replaced at our discretion only if the selling distributor is unable to do so. This is done solely at our option with no charge for parts. This warranty does not extend to accessories included or purchased separately. Replacements can be offered for major faults as determined by your distributor and at their own discretion.
4. The blade assembly and drive socket will only deteriorate through abuse and misuse are therefore are not covered by this warranty for more than 30 days after purchase date.
5. In the event that the goods requiring repair are under warranty, and this distributor is unable to provide the repairs the customer is responsible for the cost of the return of the product to Optimum® (or their approved service provider) and also the cost of return to the customer.
6. Whilst in transit the goods are at the owner's risk and any further damage during this transportation is not covered under warranty.
7. Customers should ensure that the product being returned is properly packaged so as to ensure that no damage occurs to the product during transit. To be able to process the warranty claim ensure you have included an explanation of any problem, Optimum® will not fault-find and will only repair described faults as covered under warranty.
8. This full warranty is void if this appliance has been subjected to abuse, negligence, accident, alteration, failure to follow operating instructions, or the product has been exposed to abnormal or extreme conditions.
9. Cosmetic changes that do not affect performance, such as discolouration of parts of the product in the hands of the user or the effects of the use of abrasive cleaners will not be warranted or considered defects. The cleaning or removal of food products along with any damage caused by allowing them to build up is not covered by this full warranty.
10. This warranty does not cover normal wear and tear of the product or parts.
11. This warranty does not cover any defect caused by an accident, misuse, abuse, improper installation or operation, lack of reasonable care, unauthorised medication, loss of parts, tampering or attempted repair by a person not authorized by Optimum®.
12. The warranty will not apply if damage, malfunction or failure resulting from alterations, accident, misuse, abuse, fire, liquid spillage, maladjustment of customer controls, use on an incorrect voltage, power surges and dips, thunderstorm activity, acts of God, voltage supply problems, tampering or unauthorised repairs by any persons, use of defective or incompatible accessories, exposure to abnormally corrosive conditions or entry by any insect, vermin or foreign object in the product.
13. Warranty does not cover damage done to any product by using the machine with an alternate power source (solar, inverter, generator, etc.) and the use of these devices to power your appliance is not recommended.
14. You must keep your purchase docket/receipt as proof of purchase and as proof of the date on which the purchase was made. The purchase docket or receipt must be presented when making a claim under this warranty.
15. In the event the receipt of purchase is not presented, then this warranty is invalid. Consumer Law allows us to request reasonable proof of purchase to service a warranty claim.
16. This warranty does not imply, intend to or detract any consumer rights listed in and able to be enforced from Regulated Consumer Law, any condition which is found to be in breach of the consumer law, the single condition shall be void only and all other conditions remain in place.

CONTACTING US

Please contact the distributor located in the Country where you made your original purchase for all Support, Servicing and Warranty.

Your distributor is:



Call to speak to one of our friendly Customer Service Representatives during business hours.

Australia 1300 309 900

New Zealand 0800 741 369

United Kingdom 0800 0789 055

United States 187 766 11851

24/7 After Hours Support, Appliances Faults, Repairs And Warranty.

Australia and New Zealand www.froothiesupport.com

United Kingdom www.froothieuk.supportsystem.com

United States www.froothiesupport.com

Europe www.froothiesupport.com

Customer feedback.

Australia feedback@froothie.com.au

New Zealand feedback@froothie.co.nz

United Kingdom feedback@froothie.co.uk

United States feedback@froothie.com

Europe feedback@froothie.eu

**TO FIND OUT MORE, VISIT FROOTHIE INTERNATIONAL
AND SELECT YOUR COUNTRY.**

www.froothieinternational.com

