

Blender Will Not Turn On?

The blender is plugged in, but it still will not turn on.

1. Check Outlet

Make sure the blender cord is plugged in correctly. Also, make sure the outlet is properly functioning.

2. Check Cord

Make sure the blender cord is not severed or detached from the plug. If wires are frayed, then use electrical tape to fix.

3. Check Attachment

The attachment piece may not be put on correctly. Double check by removing and re-attaching to the motor body.

4. Buttons Not Registering

If the high-speed setting is used longer than recommended, then the motor will overheat and no longer work. Do not hold the high speed for longer than 50 seconds at a time. If this occurs, then a motor body replacement may be needed.

Smart Stick Not Blending?

The blender is plugged in and running, but the blades are not rotating.

1. Motor Is Not Running

When activating the Smart Stick the motor will start. If the motor is not running, then it may be overheated and will need to be replaced.

2. Plastic Gear Wears Down

If the motor is running but the blades are not moving, the gear might be worn down and will need to be replaced.

3. Blades Broke Off

The blades have broken off of the blender shaft. Food that is too dense may break the blades.

Contact us:

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