



# Drink Machine Two Speed and Drink Machine Advance

VM0100 and VM0100A

## SECTIONS

English.....1  
 French .....9  
 Spanish ..... 17

## SYMBOLS

	Warning		Caution
	NEVER touch moving parts. Keep hands and utensils out of the container		Operate with the lid and lid plug in place
	Electric Shock Hazard		Read and understand the owner's manual
	High temperature when blending hot liquids		Do not immerse
	DO NOT insert items into the container while the blender is in use		On/Off
	Unplug while not in use, before cleaning, changing accessories or touching parts that move while the blender is in use		

## RECYCLING INFORMATION

This product has been supplied from an environmentally aware manufacturer.

This product may contain substances that could be harmful to the environment if disposed of in places (landfills) that are not appropriate according to legislation.

The 'crossed-out wheelee bin' symbol is placed on this product to encourage you to recycle wherever possible.

Please be environmentally responsible and recycle this product through your recycling facility at the end of its life.



To see the complete line of Vitamix products, visit [vitamix.com](http://vitamix.com).

**Vita-Mix® Corporation  
 Commercial Division**  
 8615 Usher Road, Cleveland, Ohio 44138 U.S.A.  
 Tel: +1 440 235 0214 Email: [commercial@vitamix.com](mailto:commercial@vitamix.com)

## IMPORTANT INSTRUCTIONS FOR SAFE USE

### ⚠ WARNING



#### To Avoid Injury.

Read and understand the instruction manual before using this machine. Basic safety precautions should be followed, including the following.



### ⚠ WARNING



#### Electrical Shock Hazard.

ONLY use an earthed outlet.

**DO NOT** remove the earth.

**DO NOT** use an adapter.

**DO NOT** use an extension cable.

**Failure to follow instructions can cause death or electric shock.**

#### READ ALL THE INSTRUCTIONS, SAFEGUARDS AND WARNINGS BEFORE OPERATING THE BLENDER.

1. Read all instructions.
2. To protect against risk of electric shock, do not put the motor base in water or any other liquid.
3. Close adult supervision is necessary when the machine is used by or near children.
4. Unplug the power cable from the wall outlet when the Vitamix® machine is not in use, before disassembling, putting on or taking off parts, and before cleaning, other than washing the container.
5. Never contact moving parts, especially the blades.
6. Do not operate the machine if it malfunctions, has a damaged cable or plug, has been dropped or is damaged in any manner. If you purchased your equipment in the U.S.A., call Vitamix Technical Support on (800) 886 5235 for examination, repair, possible replacement, or electrical or mechanical adjustment. If you purchased outside of the U.S.A., please contact your local authorised Vitamix Distributor, or contact the Vitamix International Division on +1 (440) 782 2450 or email [international@vitamix.com](mailto:international@vitamix.com) to find a distributor near you.
7. The use of attachments, including canning jars, not recommended or sold by Vitamix may cause fire, shock or injury. Do not use attachments that are not recommended or sold by Vitamix, doing so will void the warranty. Alteration or modification of this product in any form is not recommended, and as such may result in bodily injury.
8. Do not use outdoors.
9. Do not let the power cable touch hot surfaces or hang over the edge of a table or work surface.
10. Do not place the machine on or near a hot gas or electric hob, in a heated oven, or allow the machine to touch hot surfaces. External heat sources can damage the machine.
11. Keep hands and utensils out of the container while the motor is running to prevent the possibility of severe personal injury and/or damage to the Vitamix machine. A rubber spatula may be used, but only when the machine is not running. With the flexible rubber lid in place, the Vitamix tamper (sold separately) may be used while the motor is running.
12. **WARNING:** Blade is sharp. Handle carefully.
  - Never try to remove the blade while the container is sitting on the motor base.
  - Do not operate with loose, nicked or damaged blade – replace immediately.
  - To reduce the risk of personal injury, never place the blade assembly on the motor base without the blender container properly attached.
13. The maximum normal load is equivalent to the liters listed on the container, i.e. 0.9-liter and substantially less with thick mixtures.
14. The container should not be more than 2/3 full when the tamper is left in place while blending. Do not exceed 30 seconds of continuous blending with the tamper in place.
15. **CAUTION:** Cooling problems resulting in thermal shut-off and eventual motor damage may result if the machine is operated in sound chambers other than those approved by Vitamix.
16. Always operate the Vitamix machine with a lid in place.
17. **CAUTION:** The light in the front panel Start/Stop switch, when lit, indicates that the power to blender is on and the blender could start. Turn off the power, or unplug the machine before touching movable parts. Shut off the power switch at night or whenever the machine is left unattended.

#### SAVE THESE INSTRUCTIONS

#### IMPORTANT NOTES!

The instructions appearing in this Use and Care Manual cannot cover every possible condition and situation that may occur. Common sense and caution must be practised when operating and maintaining any appliance.

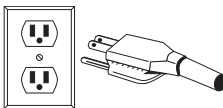
#### IMPORTANT INSTRUCTIONS FOR SAFE USE

Do not leave your Vitamix blender unattended when operating.

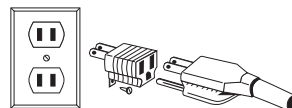
Any repair and servicing, or the replacement of parts, must be performed by Vitamix or an authorised service representative.

**NOTICE:** FAILURE TO FOLLOW ANY OF THE IMPORTANT SAFEGUARDS AND IMPORTANT INSTRUCTIONS FOR SAFE USE IS A MISUSE OF YOUR VITAMIX BLENDER THAT CAN VOID YOUR WARRANTY AND CREATE THE RISK OF SERIOUS INJURY.

- The blender's power cable comes equipped with a three-prong (earthed) plug which mates with a standard three-prong power socket (Figure A). **This cable will vary for countries outside the United States of America.**
- Adapters (Figure B) are available for two-prong outlets. Do not cut or remove the third (earth) prong from the plug or power cable.
- Consult your electrician if you are not sure if the wall socket is earthed through the building's wiring. With a properly earthed two-prong wall socket, earth the machine by attaching the tab on the adapter to the wall outlet cover by means of the screw in the center of the cover (Figure B).



**FIGURE A**



**FIGURE B**

**MAINTAINING YOUR VITAMIX BLENDER**

In order to maximise the life of and keep your Vitamix® product in good working order, it is important that you follow a few simple maintenance tips:

1. Periodically inspect the drive socket for visible wear and tear, cracks or breaks to the socket. If damage is found, replace the drive socket with the extra drive socket enclosed with your blender. To purchase additional replacement drive sockets, contact Vita-Mix® Corporation (hereinafter 'Vitamix') on +1 (800) 866 5235 to find a dealer near you. For customers outside the U.S.A., contact your authorised Vitamix Distributor, or call the Vitamix International Division at +1 (440) 782 2450 or email international@vitamix.com for a distributor near you.
2. Manually rotate the blade-bearing assembly to make sure that it turns without hesitation or doesn't spin too freely. If the blade hesitates or spins too freely, contact Vitamix for warranty information or to find a dealer near you.
3. Never run the machine without the centring pad properly placed on the base and never remove the container from the base before blending is complete and the blades have stopped moving.

**LIMITED WARRANTY (Unless otherwise covered by a Contract)**

Vita-Mix® Corporation (hereinafter 'Vitamix') warrants to the original end user ('Purchaser') that its commercial Vitamix blenders (consisting of a motor base, container and lid, hereinafter collectively referred to as the 'Equipment') will be free from defects in material and workmanship for the warranty periods applicable to the Equipment as described herein and subject to the conditions set forth below. Proof of purchase is required.

The following are the sole remedies of the Purchaser and set forth the only warranty obligations of Vitamix. No employee of Vitamix or any other person is authorised to make any warranty in addition to or amendment of the following warranties.

**WHAT IS COVERED UNDER THE WARRANTY**

**A. Motor Base Warranty (which includes the control board and touch pad):**

Vitamix warrants to the original end user that:

- If the motor base fails due to defects in material or workmanship within thirty (30) days from the date of purchase, then Vitamix will replace the motor base with a new motor base.
- If the motor base fails due to defects in material or workmanship after thirty (30) days from the date of purchase but within one (1) year from the date of purchase, then Vitamix will assume the cost of all parts and labour necessary to repair the motor base.
- If the motor base fails due to defects in material or workmanship after the first year but within three (3) years from the date of purchase, then Vitamix will assume the cost of all parts necessary to repair the motor base.

**B. Container, Lid, Lid Plug, Centring Pad, Blade Assembly, Drive Socket and Sound Enclosure Warranty (If included):**

Vitamix warrants to the original end user that if a sound enclosure, container, lid, blade assembly or drive socket fails due to a defect in materials or workmanship within one (1) year from the date of purchase, Vitamix will assume the cost of all parts and labour necessary to repair the component. The sole obligation of Vitamix under these warranties is to repair or replace the warranted part or parts as determined exclusively by Vitamix.

**IN NO EVENT, WHETHER BASED ON CONTRACT, INDEMNITY, WARRANTY, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE, SHALL VITAMIX BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHATSOEVER INCLUDING, WITHOUT LIMITATION, LOSS OF PROFIT OR REVENUE. THE ABOVE LIMITED WARRANTY IS YOUR EXCLUSIVE REMEDY, AND YOU AND VITAMIX HEREBY EXPRESSLY DISCLAIM ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY AND ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, AND, WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, YOU AND VITAMIX HEREBY EXPRESSLY EXCLUDE, TO THE EXTENT PERMITTED BY LAW, THE APPLICATION OF ANY SALE OF GOODS LEGISLATION AND THE UNITED NATIONS CONVENTION ON CONTRACTS FOR THE INTERNATIONAL SALE OF GOODS, AS MAY BE APPLICABLE.** Some jurisdictions do not allow a limitation on implied warranties or on special, incidental or consequential damages.

**WHAT IS NOT COVERED UNDER THE WARRANTY (Coverage Exclusions)**

These warranties do not include repairs needed due to:

- A. Normal wear-and-tear;
- B. Abuse, misuse, negligent use;
- C. Alteration of the Equipment, including but not limited to the motor base, container, lid or sound enclosure;
- D. Exposure to extreme conditions; or
- E. Improper installation of the Equipment, including but not limited to poor workmanship, not following specifications provided and/or inadequate ventilation of the 'In-Counter' models of the blending unit.

**WHEN DO THE WARRANTIES APPLY? (Coverage Conditions)**

The warranties contained herein run only to the original end user and are not transferable. To make a warranty claim, proof of purchase is required.

Any warranty offered by Vitamix is only valid if used in accordance with: a) the owner's manual that may also be accessed at vitamix.com; b) the express warranty; and c) any and all maintenance instructions regardless of when they are supplied.

**WHAT CAUSES THE WARRANTY TO BE VOID**

All product warranties are void if:

The blender is placed in a sound enclosure not manufactured by Vitamix.

Any component of a covered piece of Equipment or part has been modified, altered, 'reconditioned' or repaired by persons other than Vitamix, an authorised Vitamix Service Center or an authorised Vitamix Distributor.

Any covered Vitamix component is used with a component not expressly authorised in writing by Vitamix (i.e. using a Vitamix container with a non-Vitamix motor base and/or using a Vitamix motor base with a non-Vitamix container); or

Any part of the blender is improperly installed, including but not limited to poor workmanship, not following specifications provided and/or inadequate ventilation of the 'In-Counter' models.

**HOW TO OBTAIN WARRANTY COVERAGE AND REPAIR**

**Who to Contact For Warranty Service and Repair:** In the event that your Vitamix blender needs service or repair covered by the terms of this warranty, please call Vita-Mix Corporation, an authorised service center or a local distributor for warranty assistance.

For Equipment purchased and located in the U.S.A.: Call Vitamix Technical Support: (800) 866 5235.

For Equipment purchased outside the continental U.S.A.: Contact your authorised Vitamix Distributor or the Vitamix International Division on +1 (440) 782 2450 or email international@vitamix.com to find a distributor near you.

You will be asked to provide proof of purchase for the Equipment. If the remote technical support team cannot fix the Equipment remotely, the Equipment will need to be serviced. The team will help you to either locate an authorised service center or arrange for the Equipment to be shipped back to Vitamix.

**How to Ship the Equipment to Vitamix for Service**

**A.** Obtain a Return Authorisation Number Before Shipment. Do not return or send in Equipment without approval from Vitamix. Under no circumstances will Vitamix be responsible for the cost of any unauthorised repairs. All Equipment returns must have the Return Authorisation Number ("RA") clearly marked on the outside of the box. Any Equipment that is sent to Vitamix without prior authorisation or approval will be returned to the sender's address 'as is' without repair.

**B.** Properly Package The Returned Item. Any item sent to Vitamix must be sent in the original or sufficient packaging.

SPECIFICATIONS

Drink Machine Two Speed and Drink Machine Advance

Volts: 120 VAC

Amps: 11.5 (2.3 peak hp\*)

Hz: 50/60

## PARTS AND FEATURES



### WARNINGS!

Rotating blades can cause severe injury. DO NOT reach into the container while the machine is running.

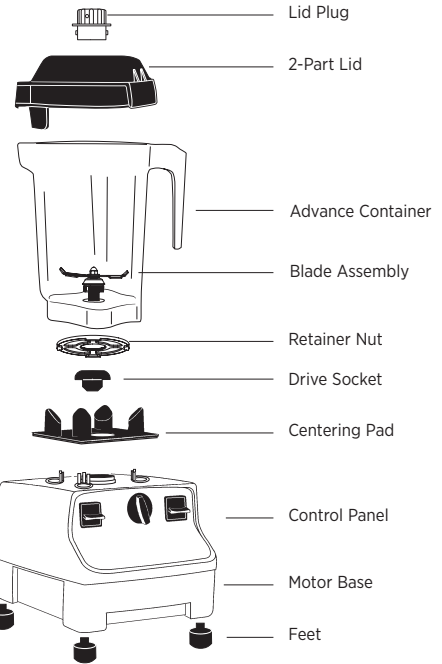
#### When processing hot liquids or mixtures:

- The two-part latching lid must be securely locked in place. Do not use the one-piece lid or a non-latching lid. This allows steam to escape naturally and will prevent the lid from coming off when the machine is turned on.
- Do not start processing hot liquids at high speed. Always start processing hot liquids on a low speed, then progress to a high speed while the machine is running.
- Use caution with hot liquids. Liquids may spray from under the lid plug or escaping steam may cause scalding.

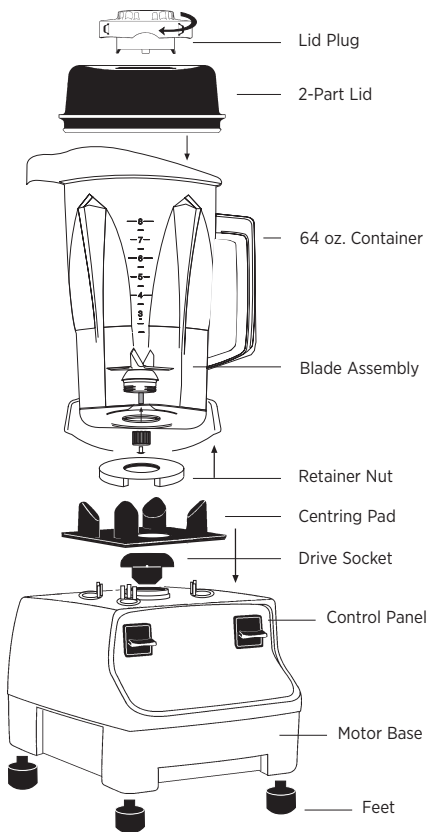
### IMPORTANT NOTES!

#### Containers:

Drink Machine Advance blenders are optimised for use with the Vitamix 1.4 L Advance container. Use of Vitamix Standard containers (2.0 L, 0.9 L) may require programming adjustments. Call Vitamix Customer Services or your distributor for more information. Outside the United States and Canada, your machine may come with a different container configuration.



**Note:** Your control panel switches may look different from this illustration.



**Note:** Your control panel switches may look different from this illustration.

Tamper



(use with tall 2-liter and 1.4-liter containers. Not used with 0.9-liter Advance containers.)



### WARNINGS!

Rotating blades can cause severe injury. DO NOT reach into the container while the machine is running.

**Do not** force the tamper into the container. Excessive force may cause the tamper to extend too far into the container and may cause damage to the blades.

**Do not** use the older tamper that has a straight and smooth surface and no 'step'. Use of the older model may cause damage to the blades.

#### When processing hot liquids or mixtures:

- The two-part latching lid must be securely locked in place. Do not use the one-piece lid or a non-latching lid. This allows steam to escape naturally and will prevent the lid from coming off when the machine is turned on.
- Do not start processing hot liquids at high speed. Always start processing hot liquids on a low speed, then progress to a high speed while the machine is running.
- Use caution with hot liquids. Liquids may spray from under the lid plug or escaping steam may cause scalding.

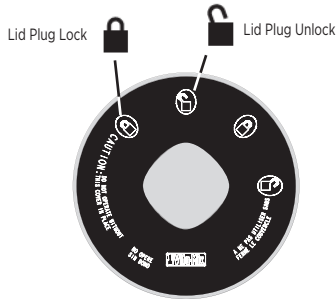
#### Tamper (not used with Advance containers)

The Tamper, sold with Drink Machine Two-Speed machines, prevents air bubbles from forming while blending and allows for the processing of very thick and/or difficult-to-process frozen mixtures. While the machine is running, use the tamper to push the ingredients onto the blades.

#### Using the Tamper:

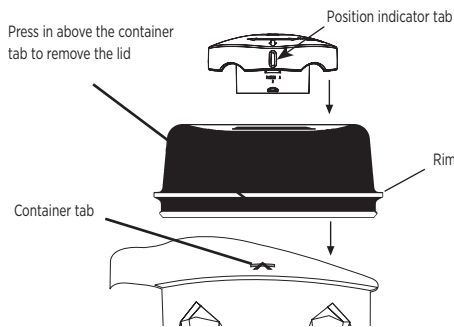
- If thick mixtures stop circulating, you may have a trapped air bubble. Insert the tamper through the lid and stir to release it.
- Use it only with the lid locked in place and lid plug removed.
- The splash disc (near the top of the tamper) and lid prevent the tamper from hitting the blades when the lid is secured properly.
- The container should not be more than  $\frac{3}{4}$  full when the tamper is used.
- Do not use the tamper for more than 30 consecutive seconds (to avoid overheating).
- Holding the tamper straight should allow extra-thick ingredients to circulate. If they do not circulate, point the tamper towards the side or corner of the container.

## PARTS AND FEATURES



**FIGURE A**

Top view of the lid showing the Locking Icons



**FIGURE B**

### Two-Piece Lid - 64 oz. (2.0-liter) Container (FIGURE B)

The two-piece lid is easy to clean and easy to put on and take off.

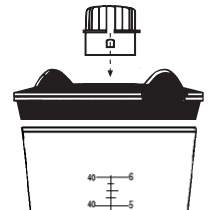
- The lid has a continuous rim which latches inside the container tabs. Push one side of the rim under one tab, and with the heel of your hands push down, over the opposite tab, to snap the lid into position.
- To remove the lid, place your hands around the lid, pressing your thumbs above one of the container tabs. Push in and lift off.
- To secure the lid plug: (FIGURE A) Position the lid plug over the lid and align either of the position indicator tabs with an unlocked icon. Press the plug into the lid and turn until an indicator tab is aligned with one of the locked icons. (Turn the lid over to be sure that plug is properly locked – the locking feet must be seated into the lid-locking notches.) The bottom surface of the plug should be snug against the top of the lid.
- The lid plug can be removed when using the tamper or adding ingredients. Turn the plug to an unlocked icon to remove.

**CAUTION: Do not use the one-piece lid when processing hot ingredients. Not for use with a tamper.**

### Two-Piece Lid - 48 oz. (1.4-liter) Stackable Container (FIGURE C)

The two-piece lid is easy to clean and easy to put on, take off and seal.

- Push the lid into the container until the side latches snap under the container lip.
- To remove a fully latched lid, squeeze the tabs together on both sides of the container, then pull upwards and off.
- The lid plug can be removed when using the tamper. Twist the plug to fasten or remove.



**FIGURE C**

### 32 oz. (0.9-liter) Containers (Optional)

- May require new programming. Visit [Vitamix.com](http://Vitamix.com) for more information.

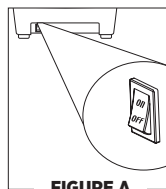
## CONTROL PANELS

### IMPORTANT NOTES!

Vitamix machines come with several different control options. Please ensure that you are following the instructions for your model.

#### Drink Machine Advance Model

1. **On/Off Switch:** This is a lighted switch. When the light is lit, the power is on. Located on the front of the machine below the control panel (Figure A). The On/Off switch controls the power to the machine. While plugged in, switch to on to ready the machine for blending. Shut off the power switch at night or whenever the machine will be left unattended.
2. **Start / Stop Switch:** Depress the start switch to activate a program setting and again to stop a program mid blending cycle. During operation, you may interrupt a program by pressing the Start/Stop switch.
3. **Program Dial:** Allows the user to select a number of pre-programmed settings. The machine will shut off automatically at the end of the program. A program can only be activated when the power switch is on.
4. **Pulse Switch :** The pulse switch can be used to quickly refresh the contents of the container by depressing the switch and holding it down for as long as needed. The pulse switch can only be used when the power switch is on.



**FIGURE A**



#### Drink Machine Two-Speed Model

1. **On/Off Switch:** Up for ON. Down for OFF.
2. **High/Low Switch:** Up for HIGH. Down for LOW.





## WARNINGS!

### When processing hot liquids:

- **Do NOT expose the container to temperatures over 210°F (99°C). Do NOT expose the container to hot liquids or ingredients over 210°F (99°C). Do not leave blender unattended when in use. Use caution. Escaping steam or splashes may scald. Never start on the highest speed when blending hot ingredients.**
- When the machine is not in use, unplug the machine from the outlet.
- If you detect a change in the sound of the machine or if a hard or foreign object comes into contact with the blades, do not serve the contents. Inspect your blade assembly for loose, nicked or missing parts. If parts are loose, missing or nicked, replace with a new blade assembly.
- Lock the lid. This will prevent the lid from blowing off when the machine is activated.
- Do not let mixtures, liquids or food products dry in the container. Rinse after use. Dry product may lock around the blade and weaken/tear the bearings seal when restarted. Do not place containers in the freezer.
- Extremely low temperatures combined with hot ingredients and/or the immediate rapid action of the blade may crack the container. Due to the nature of the materials used in the Advance containers, microwaving and automatic dishwashing are not recommended.

### Blending Tips

- Place liquids and soft foods in the container first, then solid items and, finally, ice. High speed is recommended for heavy-duty blending.
- Set the container on the motor base by aligning it over the centring pad anchored to the base. (The motor must be completely stopped before positioning the container).
- Containers are not to be used for hard, dry materials. DO NOT run your machine with an empty container.
- Always use a lid when blending. If blending hot ingredients, the lid must be securely latched in place. When processing hot liquids, DO NOT use a non-latching or one-piece lid.
- Plug the machine into the nearest outlet (if unplugged).
- When making nut butters use tamper to shorten processing time. When blending oil-based foods, do not process for more than one minute after the mixtures starts to circulate in the container. Processing for longer periods can cause damage to the container and motor overheating.
- Due to the blending speed of the machine, processing times are greatly reduced over other manufacturers' machines. Until you become accustomed to the speed, watch your mixture carefully to avoid over-blending.
- **Automatic Overload Protection:** Your Vitamix motor is designed to protect itself from overheating. If the motor shuts off, press the On/Off Switch to Off. Turn the power switch on after 5 minutes to check if blender is reset and ready to operate. The blender might require up to 45 minutes to reset.

### Use

1. Depending on your model, perform the following:
  - Drink Machine Two Speed - Make sure that the High/Low Switch is in the low position. Move the On/Off switch to the On position. After starting the blend, move the High/Low switch to the High position. Once the blend is complete, move the High/Low switch to the Low position. Move the On/Off switch to the Off position.
  - Drink Machine Advance - Move the On/Off switch to On. Select the desired program on the dial and then press the Start/Stop switch to activate the blades.
2. If mixture stops circulating, you probably have a trapped air bubble. Depending on your model, perform the following:
  - Drink Machine Two-Speed - Insert the tamper through the lid while blending.
  - Drink Machine Advance - Press Start/Stop to stop the motor. Remove the container from the base and stir or scrape the mixture from the sides of the container into the center using a rubber spatula to press any air bubbles away from the blades. Replace the lid and continue blending.
3. After the blender has been stopped, wait until the blade is completely still before removing the lid or container from the motor base.
4. Drink Machine Advance: to use the pulse switch to refresh drinks: Make sure the power is on. With the container on the motor base, depress the pulse switch. Release the switch to stop the motor.
5. Unplug the blender when not in use.

### Drink Machine Advance Programs

#### Program #1 - Single Thin

- 15 sec. blend time - top speed 49%
- 12 oz. to 24 oz. Frappe/Frappuccino (50/50 ratio liquid to ice)
- 12 oz. to 24 oz. Virgin or loaded frozen cocktail (50/50 ratio liquid to ice)
- 12 oz. to 24 oz. Ice and puree granita smoothie (50/50 ratio liquid to ice)

#### Program #2 - Double Thin

- 21 sec. blend time - top speed 49%
- 24 oz. to 48 oz. Frappe/Frappuccino (50/50 ratio liquid to ice)
- 24 oz. to 48 oz. Virgin or loaded frozen cocktail (50/50 ratio liquid to ice)
- 12 oz. to 48 oz. Ice and puree granita smoothie (50/50 ratio liquid to ice)
- 12 oz. to 16 oz. Hard Pack milkshake (25% liquid to 75% ice cream by finished yield)

#### Program #3 - Thick Single Smoothie

- 26 sec. blend time - top speed 100%
- 12 oz. to 24 oz. Frozen Fruit smoothie (50/50 ratio frozen fruit to liquid)
- 12 oz. to 24 oz. Smooth ice and puree smoothie (50/50 ratio liquid to ice)

#### Program #4 - Thick Single Smoothie

- 32 sec. blend time - top speed 100%
- 24 oz. to 48 oz. smoothie (50/50 ratio frozen fruit to liquid)
- 24 oz. to 48 oz. Smooth ice and puree smoothie (50/50 ratio liquid to ice)

#### Program #5 - Hard Pack Shake

- 25 sec. blend time - top speed 87%
- 16 oz. to 20 oz. Hard Pack milkshake (25% liquid to 75% ice cream by finished yield)

#### Program #6 - Hard to blend

- 45 sec. blend time - top speed 100%

### Best Blend Quality and Machine Performance - Ingredient Temperature Ranges:

Refrigeration temperature: 38° F (3.3° C) Note: blending refrigerated ingredients at a temperature of 41° F (5° C) or above is not recommended.

Freezer temperature: 0° F (-17.7° C) Note: blending ingredients at a temperature less than 0° F (-17.7° C) is not recommended.

## PROGRAMMING

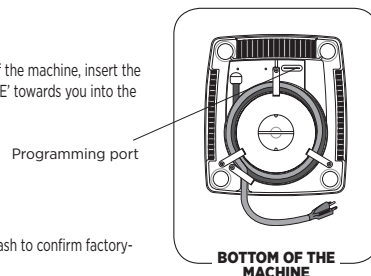
The Drink Machine Advance® is pre-programmed with settings optimised for the Advance® container. The programs can be customised by using a programming chip or programmer software kit available from Vitamix®. Call your distributor or Customer Services for more information. Although your machine comes from the factory pre-set with the programs, follow these instructions when using a custom programming chip.

### Programming with a Custom Chip

1. Turn on the power to the machine using the On/Off switch located on the front of the machine below the control panel.
2. Remove the container and lift the front of the machine so that you can see the bottom programming port. Facing the front of the machine, insert the custom programming chip with the silver contact bars up and the words, 'THIS SIDE FACING TO THE FRONT OF THE MACHINE' towards you into the port located below the label area.
3. The On/Off Switch will flash during programming. Within 5 seconds, the six Pre-Set Programs will be re-programmed. The On/Off switch will stop flashing when programming is complete.
4. Remove the programming chip, return it to the original package and store in a safe, easily accessible spot.
5. Place the machine back on its feet and replace the container.

### Programming Port Resetting Pre-Set Programs to original factory settings

To reset, while holding down the Pulse switch, turn on the power to the machine with the On/Off switch. The On/Off switch will flash to confirm factory-reset in progress.



## IMPORTANT NOTES!

\* Be sure to wring excess water out of the cloth or sponge when cleaning around the controls or any electrical part.

\*\* To prolong container life, Vitamix® recommends using soaps with a low Ph balance, such as a liquid dishwashing detergent (Ivory Liquid®).

\*\*\* Recommended sanitising solution: 1.5 tsp. 7.4 ml institutional or household bleach in 2.0 L water.

**Cleaning Products:** Do not use abrasive cleaning agents or concentrated bleach when cleaning. Do not use any cleaners containing Quaternary Sanitisers on the containers.

**Cleaning:** Switches may become sticky from use. Unplug the machine and use a wet cloth, moistened with water and a mild detergent, to clean around the edges of the switch paddles until they function freely. Clean carefully, using caution not to allow water or other liquids to infiltrate the switch. Dry with a soft cotton cloth.

### Motor Base/Control Panel

1. **Unplug the power cable.**
2. Gently wash the outside surface with a damp soft cotton cloth moistened with a mild solution of warm water and non-abrasive detergent or non-abrasive liquid spray cleaner. **Never immerse the motor base in water or any other liquid.**
3. Thoroughly clean the switches so that they work freely. They may become sticky from use. Unplug the machine and use a wet cloth, moistened with water\* and a mild detergent, to clean around the edges of the switch paddles until they function freely. Work the switches back and forth a few times to loosen any dried residue underneath. Leaving switches sticky will damage or burn out the switches. Clean carefully, using caution not to allow water or other liquids to infiltrate the switch.
4. Dry with a soft cotton cloth.

### Lid

Separate the lid and plug. Wash in warm soapy water. Rinse clean under running water and dry. Reassemble before use.

### Container and Lid

For maximum container life, do not wash in a dishwasher.

1. To Clean: Fill container 1/4 full with warm (43° C) water and add a few drops of dishwashing liquid.\*\* Return the container to the motor base and firmly position the two-piece lid. Run the machine for 30 seconds. Empty the container. Repeat this step.
2. To Rinse: Fill the container 3/4 full with warm (43° C) water, do not add soap. Return the container to the motor base and firmly position the two-piece lid. Run the machine for 30 seconds. Empty the container.
3. If any solid residue remains, remove the blade assembly and wash all container parts in warm soapy water. Rinse and drain. Reassemble before the next step. Do not soak the blade agitator assembly.
4. To Sanitize: If all solid residue is gone after Step 2 or after the completion of Step 3, fill the container 3/4 full with a sanitising solution mix.\*\*\* Return the container to the motor base and firmly position the two-piece lid. Run the machine on a high speed for 30 seconds. Turn off the machine and allow the mixture to stand in the container for an additional 1 1/2 minutes. Pour out the mixture.
5. Return the container to the motor base and run it empty for an additional 5 seconds. Do not rinse after sanitizing. Allow the container to air dry.

### Problems:

- Increased vibration
- Leaking from the bottom of the container
- Increased container noise

### Possible Actions:

- a. Check the blade assembly for loose, damaged or nicked components and replace.
- b. Tighten the retainer nut with the retainer nut spanner, moving clockwise until it is snug.

- Machine will not run

- a. Double-check to make sure that the power cable is firmly in the power socket.
- b. Check to make sure that the switches are clean and moving freely.
- c. The thermal protector may have shut the machine off. If the motor shuts off, press the On/Off switch to Off. Turn the power switch on after 5 minutes to check if blender is reset and ready to operate. The blender might require up to 45 minutes to reset.

- Loud noise from blades
- Blades don't spin

- a. Drive socket may be broken. Check for a fine crack down the center, or worn teeth, replace with a new drive socket (Item No. 891). Instructions are included with the part.
- b. Blade bearings need to be replaced. Spin the blades using the drive spindle at the bottom of the container. If the blades spin freely with no resistance, replace the blade assembly.

- The machine will not run when the Start/Stop switch is activated

Check the On/Off switch to make sure that the switch is in the on position. Note: The Start/Stop switch is lit when the power is on.

- The machine is running irregularly
- Setting selected starts the wrong program

- a. Turn the machine off and on again to reset the programming.
- b. Reset the machine to its original factory settings.

**If you cannot fix your machine with these suggestions,** technical help is available by calling Vitamix® technical support on +1 800 886 5235. If you purchased your equipment outside the U.S.A., contact your local Vitamix Distributor or telephone the Vitamix International Division on +1 440 782 2450 or email [international@vitamix.com](mailto:international@vitamix.com) to find a distributor in your country. For online help, visit [www.vitamix.com/commercial](http://www.vitamix.com/commercial).

## IMPORTANT NOTES!

**NOTE:** The thermal protector may have shut the machine off. If the motor shuts off, press the On/Off switch to Off. Turn the power switch on after 5 minutes to check if blender is reset and ready to operate. The blender might require up to 45 minutes to reset. Cooling may be quickened by placing the motor base in a cool spot. Unplug first. To speed up the process, try circulating the air with a vacuum or fan aimed at the bottom of the base. When the thermal protector shuts off the motor, review your processing techniques and your instructions.

Your recipes may be too thick (add liquid), be processed for too long at too low a speed setting, or have too much material in them. If the motor seems to be overheating but the thermal protector has not turned the machine off, stop the machine and remove the container from the base.



Vita-Mix® Corporation  
8615 Usher Road  
Cleveland, OH 44138 U.S.A.

**vitamix.com**

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