

Troubleshooting Guide

The Infinity™ Blender was engineered with an automatic shut-off feature to prevent overheating during use. If the Infinity™ Blender shuts off to cool itself down, an odor may be detected. Unplug the Infinity™ Blender and wait for it to completely cool down. To prevent overheating, do not process at speeds not recommended.

The Infinity™ Blender is not turning on or working.

1. Plug may not be in the outlet. Plug in the Infinity™ Blender into an appropriate power source.
2. The Red Power Switch on right side of Base may not be on. Check to see if the Power Switch is on.

The Infinity™ Blender does not work when plugged in and Power button and Power Switch are both ON.

Make sure the unit is plugged correctly, try another wall power outlet. If the problem persists, contact customer service.

The Infinity™ Blender is not running at a high enough speed for the recipe.

1. The Dial is not on the correct setting. Turn the Dial to proper setting based on the recipe.
2. The Jar is overloaded. Reduce the amount of your ingredients.

The Infinity™ Blender becoming clogged and not operating efficiently.

1. Certain ingredients can cause clogging. When using the Plunger Lid, remove the Plunger Cap from the Lid and insert the Plunger through hole. Press the ingredients down and around until mixture loosens around the bottom of the Jar.
2. The ingredient amounts higher than specified are being used. Do not fill the Jar above ¾ capacity (1.5 liters, 51 fl oz).
3. Large pieces of ice are not mixing properly. Use smaller pieces of ice.

The blended mixture has lumps or the texture is not even.

Air pocket has formed (cavitation) and mixture is too cold or has solidified in areas, and the blades are spinning in cavity. Increase the temperature by reducing ice in the recipe.

Noises or motions unusual for the normal operation of the Infinity™ Blender are detected.

1. The Blade assembly may be loose, missing a part, or possibly damaged. Turn the Infinity™ Blender OFF and unplug immediately. DO NOT disassemble the Blade assembly. Call Customer Service: 1-877-689-2838 or email help@nuwavenow.com.
2. Foreign objects from ingredients may have been put into the Jar and are making unusual sounds. Prior to adding your ingredients to the Jar and blending, clean fruits/other ingredients and remove all debris or any objects.

Error Message:	Solution(s)
Er1	The NTC Temperature Sensor has short circuited. Contact NuWave Customer Service 1-877-689-2838 or help@nuwavenow.com.
Er2	The NTC Temperature Sensor is open. Contact NuWave Customer Service 1-877-689-2838 or help@nuwavenow.com.
Er3	The NTC Sensor has overheated. Turn the Infinity™ Blender off and allow it to cool. If the Infinity™ Blender is not working after it cools down, Contact NuWave Customer Service 1-877-689-2838 or help@nuwavenow.com.



Model No: 28202

Getting Started

Refer to the Owner's Manual for more details







Button	Function	Use
	Turns the Infinity™ Blender on and off.	Turn the red main Base Power Switch ON. Switch is located on the right side of Blender Base. Press Power button once to turn your Infinity™ Blender on. Press the Power button again and press the red main Base Power Switch OFF to turn your Infinity Blender™ off.
Start/Pause	Starts and pauses the cooking process, and allows you to clear any selections.	Turn the dial to choose your appropriate blending function. Press Start/Pause to start blending. Press Start/Pause again to stop blending. Note: Do not fill Jar above ¾ capacity. For best results, do not fill more than 1.5 liters (51 fl oz) of liquid. Refer to “ Instructions ” in the owner’s manual.
Time	Set your time. Press the up and down arrows to increase or decrease the time on the display.	Times are displayed in minutes and seconds. Adjustments can be made on all settings. Note: When blending for a long period of time, liquids may become hot and steam may escape from the Plunger Cap.
Number Settings	Use the numbered settings. Default time is 3 minutes	For standard blending you can select from one of the numbered speed settings between 1 and 10. Adjust to desired time, then press Start/Pause to begin blending. Note: The lowest setting is #1 (5,000 RPM). The highest setting is #10 (17,000 RPM).
Icons	Icon settings are for specialized blending tasks. Each icon setting has default time and RPM built in.	Turn the dial to desired icon setting and press Start/Pause to begin blending. Note: Always start with cold liquids when blending. DO NOT add hot liquids to the Infinity™ Blender. Hold the Up and Down buttons to move percentage points faster.
Pulse	The Infinity™ Blender offers two Pulse functions where the power settings are fully adjustable.	Press Pulse 1 for short bursts of blending at low power (25% Power). Press Pulse 2 for short bursts of blending at high power (100% Power).
Cleaning	For quick cleaning with soap and water.	Add water and 1-2 drops of liquid dish soap to your Jar, place on the Base, and close the Lid. Turn the dial to Clean. 00:15 will be shown on the LED display. Adjust the time if desired, and then press Start/Pause . Once finished, remove the Jar, rinse thoroughly, and dry before using. Note: For detailed instructions on cleaning refer to “ Cleaning & Maintenance. ”

Icon Settings

For more specialized blending tasks you can select one of the preset icons with the dial. Each icon setting has a default time and RPM built into your Infinity™ Blender.

Notes:

- When blending for a long period of time, steam may escape from Plunger Cap.
- Always start with cold liquids when blending. DO NOT add hot liquids to the blender.
- Do not fill the Jar above ¾ capacity. For best results, do not fill more than 1.5 liters (51 fl oz) of liquid.

					
Clean	Soup	Nuts	Sorbet	Smoothie	Ice
Default Min : Sec 00:15	Default Min : Sec 03:00	Default Min : Sec 01:30	Default Min : Sec 00:30	Default Min : Sec 00:35	Default Min : Sec 00:15
Minimal Min : Sec 00:05	Minimal Min : Sec 00:05	Minimal Min : Sec 00:05	Minimal Min : Sec 00:05	Minimal Min : Sec 00:05	Minimal Min : Sec 00:05
Maximum Min : Sec 02:00	Maximum Min : Sec 05:00	Maximum Min : Sec 02:00	Maximum Min : Sec 02:00	Maximum Min : Sec 02:00	Maximum Min : Sec 02:00
Self-cleaning setting**	Soup and hot chocolate	Jams and spreads	Frozen deserts	Frozen drinks	Ice-based drinks

**Tips for Cleaning Your Infinity™ Blender Jar:

- Add water and 1-2 drops of liquid dish soap to your Jar, place on the Base, and close the Lid.
- Turn the dial to Clean. 00:15 will be displayed. Adjust the time, if desired, then press **Start/Pause**.
- Once finished, remove the Jar, rinse thoroughly, and dry before using.

For detailed instructions on cleaning your Infinity™ Blender see “Cleaning and Maintenance” in the owner’s manual.

1-10 Settings

For standard blending you can select your blending speed from one of the numbered settings from 1 to 10.

1. Turn the dial to your desired settings from 1 to 10.
2. Adjust the time, if desired, then press **Start/Pause** to begin blending at your selected setting.
3. Adjust the number setting using the dial at any point while blending, if needed.



Numbers	Default Min : Sec	Minimum Min : Sec	Maximum Min : Sec	Notes
1-10*	03:00	00:05	05:00	Adjustable speed

*Notes:

- When blending for a long period of time, steam may escape from Plunger Cap.
- Always start with cold liquids when blending. DO NOT add hot liquids to the blender.
- Do not fill the Jar above ¾ capacity. For best results, do not fill more than 1.5 liters (51 fl oz) of liquid.

CAUTION

Moving parts may become hot with extended use.
DO NOT TOUCH.

CAUTION

The power cord needs to be unplugged from the power source before inserting or removing any parts or attachments and before cleaning.

Before First Use

Wash all removable parts in warm, soapy water or in the dishwasher, top rack only. The Jar can be washed using the **Clean** function.

See “Instructions” in the owner’s manual.