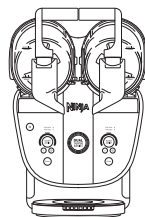




# SLUSHI™ TWIST FROZEN DRINK MAKER WITH SLUSHASSIST

FS701ANZ Series | Owner's Guide



## IMPORTANT SAFETY INSTRUCTIONS

PLEASE READ ALL INSTRUCTIONS BEFORE USE • FOR HOUSEHOLD USE ONLY

|                                                                                                                |                                                                                                                                                               |
|----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                | Read and review instructions for operation and use.                                                                                                           |
|                                                                                                                | Indicates the presence of a hazard that can cause personal injury, death, or substantial property damage if the warning included with this symbol is ignored. |
|                                                                                                                | Combustible material. May burst if heated. (Indicated by a flame symbol with white background, surrounded by a red diamond.)                                  |
|                                                                                                                | Flammable material. (Indicated by a flame symbol with yellow background, surrounded by a black triangle.)                                                     |
|                                                                                                                | For indoor and household use only.                                                                                                                            |
| When using electrical appliances, basic safety precautions should always be followed, including the following: |                                                                                                                                                               |

**⚠ DANGER:** Risk of fire or explosion. Flammable refrigerant used. **DO NOT** puncture refrigerant tubing. Dispose of product properly in accordance with the applicable federal or local regulations pertaining to flammable refrigerants.

**⚠ WARNING:** To reduce the risk of injury, fire, electrical shock, or property damage, basic safety precautions must always be followed, including the following numbered warnings and subsequent instructions. **DO NOT** use appliance for other than intended use.

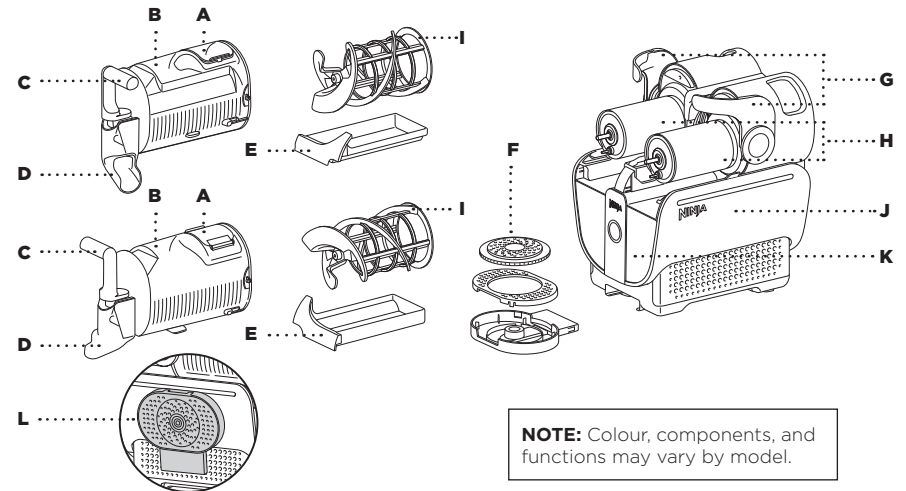
- 1 Read all instructions prior to using the appliance and its accessories.
- 2 Carefully observe and follow all warnings and instructions. This unit contains electrical connections and moving parts that potentially present risk to the user.
- 3 Take inventory of all contents to ensure you have all parts needed to properly and safely operate your appliance.
- 4 Turn the appliance **OFF**, then unplug the appliance from the outlet when not in use, before assembling or disassembling parts, and before cleaning. To unplug, grasp the plug by the body and pull from the outlet. **NEVER** unplug by grasping and pulling the flexible cord.
- 5 Before use, wash all parts that may contact food. Follow washing instructions covered in this instruction manual.
- 6 **DO NOT** operate any appliance with a damaged cord or plug, or after the appliance malfunctions or is dropped or damage in any manner. This appliance has no user-serviceable parts. If damaged, contact SharkNinja for servicing.
- 7 This appliance has important markings on the plug. The entire supply cord is not suitable for replacement. If damaged, please contact SharkNinja for service.
- 8 Extension cords should **NOT** be used with this appliance.
- 9 To protect against the risk of electric shock, **DO NOT** submerge the appliance or allow the power cord to contact any form of liquid.
- 10 **DO NOT** allow the cord to hang over the edges of tables or counters. The cord may become snagged and pull the appliance off the work surface.
- 11 **DO NOT** allow the unit or the cord to contact hot surfaces, including stoves and other heating appliances.
- 12 **ALWAYS** use the appliance on a dry and level surface.
- 13 **DO NOT** allow children to operate this appliance or use as a toy. Close supervision is necessary when any appliance is used near children.

# IMPORTANT SAFETY INSTRUCTIONS

PLEASE READ ALL INSTRUCTIONS BEFORE USE • FOR HOUSEHOLD USE ONLY

- 14 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. Children should be supervised to ensure that they do not play with the appliance.
- 15 Use **ONLY** attachments and accessories that are provided with the product or are recommended by SharkNinja. The use of attachments not recommended or sold by SharkNinja may cause fire, electric shock, or injury.
- 16 Keep hands, hair, and clothing out of the container when loading and operating.
- 17 During operation and handling of the appliance, avoid contact with moving parts.
- 18 **DO NOT** microwave the containers or accessories provided with the appliance.
- 19 **DO NOT** use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
- 20 **DO NOT** damage the refrigerant circuit. This warning is only applicable for appliances with refrigerating circuits that are accessible by the user.
- 21 **DO NOT** use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.
- 22 **DO NOT** add frozen fruit, frozen vegetables, or ice to the unit.
- 23 **DO NOT** add hot ingredients to the unit.
- 24 **DO NOT** submerge the motor base or control panel in water or other liquids.
- 25 **DO NOT** fill vessel past the MAX FILL line.
- 26 **NEVER** leave the appliance unattended while in use.
- 27 Before operation, ensure all utensils are removed from containers. Failure to remove utensils can cause containers to shatter and potentially result in personal injury and property damage.
- 28 **DO NOT** carry the unit by the bail handle. Hold the unit by grasping both sides of the unit under the motor base.
- 29 **DO NOT** process hard, loose ingredients, or ice. This appliance is not intended to process loose frozen fruit, a block of solid ice, or ice cubes.
- 30 **ALWAYS** keep the unit upright.
- 31 After unboxing the unit for the first time, ensure the unit is upright for at least 2 hours before operating to let the refrigerant oils settle in the air conditioning system for best performance.
- 32 The supply cord cannot be replaced. If the cord is damaged, the appliance should be discarded safely.
- 33 Keep rear and sides of the unit open so the compressor can operate properly and not overheat.
- 34 Keep ventilation openings in the appliance enclosure and built-in structure clear of obstruction.
- 35 **DO NOT** damage the refrigerant circuit. This warning is applicable only for appliances with refrigerating circuits that are accessible by the user.
- 36 When using appliance, **make sure both sides and back of it are at least 10 (ten) cm away from walls.**
- 37 When positioning the appliance, ensure the supply cord is not trapped or damaged.
- 38 **DO NOT** place multiple portable socket-outlets or portable power supplies at the rear of the appliance.
- 39 Switch mechanical power switch to Off position after main function (active function).  
**DO NOT** touch the evaporator while operating the machine. Turn off the unit before cleaning the evaporator.

## PARTS



- |                                           |                                                      |
|-------------------------------------------|------------------------------------------------------|
| <b>A</b> Easy-Fill Port and Cover         | <b>G</b> Bail Handle                                 |
| <b>B</b> Vessels*                         | <b>H</b> Evaporator (Attached to Motor Base)         |
| <b>C</b> Comfort Handle                   | <b>I</b> Auger                                       |
| <b>D</b> Pour Spout with Removable Shroud | <b>J</b> Motor Base                                  |
| <b>E</b> Condensation Catch               | <b>K</b> Control Panel                               |
| <b>F</b> 2-Part Drip Tray                 | <b>L</b> Drip Tray Storage (Left Side of Motor Base) |

\*475ml minimum liquid capacity per vessel. 1420ml maximum liquid capacity per vessel.

To find great recipes, visit  
**AU** [ninjakitchen.com.au](http://ninjakitchen.com.au) | **NZ** [ninjakitchen.co.nz](http://ninjakitchen.co.nz).

**NOTE:** Some models come with an additional two straight spouts and wide static drip tray.

## BEFORE FIRST USE

**IMPORTANT:** Review all warnings at the beginning of this Owner's Guide before proceeding.

- 1 Remove all packaging materials from the unit.
- 2 Wash all removable parts in warm, soapy water.
- 3 Thoroughly rinse and air-dry all parts.
- 4 Wipe control panel, motor base, and evaporator with a soft, damp cloth. Allow to dry completely before using.
- 5 **If unit was not in the upright position before use, place it upright on a countertop for at least 2 hours before operating. This allows the refrigerant to settle in the condenser for optimal and safe use.**

## SAVE THESE INSTRUCTIONS

## USING THE CONTROL PANEL

### POWER

- Turn the unit on by flicking the switch at the back of the unit.
- Press to power the unit on and off.

### RINSE CYCLE

- This cycle agitates, without cooling, to rinse the unit. Select the **RINSE** button to start the rinse cycle on the corresponding side of the unit.

### SLUSHASSIST PROGRAM

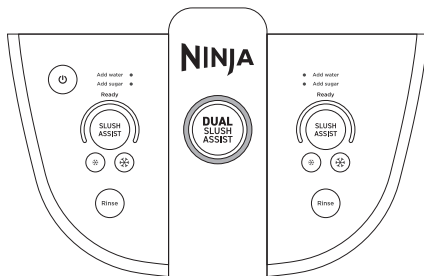
- Unique program that senses combinations of ingredients, auto-adjusts settings, and delivers the optimal slush output every time. Perfect for your at-home creations.
- When **SLUSHASSIST** is selected, the associated LEDs illuminate in blue. The temperature control LEDs rotate clockwise for 10-15 minutes while the optimal slush texture is being calculated.
- When "**SENSING**" has completed, the LEDs around the **SLUSHASSIST** buttons will display the set temperature and slushing will continue. If desired, adjust the texture using dial after "**SENSING**" stage is complete.
- **SLUSHASSIST** is designed for the perfect **sippable slush**, with a thinner consistency. Use this program when only running one vessel or when slushing in both vessels and intending to **dispense separately**.

### DUAL SLUSHASSIST PROGRAM

- Central program begins **SLUSHASSIST** on both sides of the unit at once with one touch of a button.
- **DUAL SLUSHASSIST** is designed for getting the perfect twisted or two flavour output. This requires a **thicker** consistency, best to enjoy with a spoon or a straw. Use this program when slushing in both vessels and **dispensing together**.

### TEMPERATURE CONTROL SETTING

- The temperature control displays temperatures from cold (left) to coldest (right). After sensing has completed, the target temperature will be solid and the left range of LEDs will blink. When each temperature is reached, the LED will become solid. Your slush is complete when all LEDs in the range are solid and full BLUE.
- Adjust the temperature using the temperature control settings on the respective control panel sides for your perfect frozen drink texture.
- **For thinner**, more sippable frozen drinks, adjust the temperature by pressing the left button (small snowflake) under the **SLUSHASSIST** button on the associated control panel side.
- **For thicker**, colder frozen drinks, adjust the temperature by pressing the right button (large snowflake) under the **SLUSHASSIST** button on the associated control panel side.



## ! TROUBLESHOOTING TIPS

- **RECIPE NOT SLUSHING?** If your recipe has not reached the desired texture after 60 minutes, press the colder temperate button (larger snowflake) once and wait 5-10 minutes to see the texture thicken. Repeat until desired texture is achieved.
- **SLUSH NOT DISPENSING?** For the best dispensing experience, fill the unit to the max fill line and ensure the unit is running. For a smoother dispense experience, turn the temperature dial anticlockwise once to get to a warmer temperature. More sippable frozen drinks will dispense more smoothly.

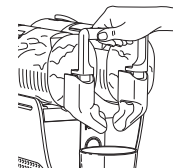
## USING THE DISPENSE HANDLES AND SPINNING DRIP TRAY

When the vessels have reached their determined temperature, you are ready to dispense. Place a cup on the centre of the rotating drip tray.

### USING THE DISPENSE HANDLES:

**To dispense a combined output**, slowly pull the middle of the two handles to dispense both slush outputs at the same time. For more control, use two hands to control the flow for different dispense rates. Stop pulling when the cup is  $\frac{3}{4}$  filled.

**To dispense single outputs**, pull each handle separately. Pull the respective handle (right or left) slowly until the cup is about  $\frac{3}{4}$  full.



### USING THE SPINNING DRIP TRAY:

**For combined twisted outputs**, use your thumb to spin the front wheel of the drip tray, making sure it spins freely. One gentle spin will be enough to twist your flavours consistently while dispensing. Test the force of your spin before dispensing so the cup does not shift. Stop pulling the handles when the cup is about  $\frac{3}{4}$  full.

**For non-twisted outputs**, keep cup placed in centre without spinning and dispense pulling either one or both of the handles.



## REQUIRED SUGAR CONTENT

Too little sugar or too much alcohol will prevent proper freezing of a slush output. Follow guidelines below for a perfect slush every time.

All inputs must contain at least 5g sugar per 100ml.

**NOTE:** Pre-frozen ingredients taste sweeter. Worried your drink might be too sweet? Don't worry, it won't taste as sweet after you freeze and slush it into a frozen drink.

### SUGAR GUIDELINES

Refer to drink/liquid nutrition label to ensure sugar content meets the recommended minimums below:

| SERVING SIZE | Minimum Total Sugar Amount |
|--------------|----------------------------|
| 330ml        | 16.5g                      |
| 750ml        | 37.5g                      |
| 1000ml       | 50g                        |

### SUGAR REQUIREMENT EXAMPLE:

| Nutrition        | per 100ml    | Serving Size                                     |
|------------------|--------------|--------------------------------------------------|
| Energy           | 235kJ/55kcal |                                                  |
| Fat              | 0.5g         |                                                  |
| Sodium           | 25g          |                                                  |
| Carbohydrates    | 11g          |                                                  |
| of which sugars* | 5g           | Total Sugars (5g meets the minimum requirements) |
| Protein          | 0.65g        |                                                  |
| Salt             | 25mg         |                                                  |

### ! TROUBLESHOOTING TIPS

**Low-sugar alert: ADD SUGAR** will appear on the top right control panel screen, and unit will beep at one minute intervals until error is addressed. Unit will shut off if the error has not been resolved after 15 minutes, preset must be pressed again after addition of ingredients.

**To fix ADD SUGAR Alert:** For every 230ml of liquid in the vessel add 2 tablespoons (30g) simple syrup, flavoured syrup, honey, agave nectar, maple syrup, or grenadine. Combine additional sugar with the base prior to pouring in unit. **Press the SLUSHASSIST again to clear the error and continue slushing.**

If using white sugar, coconut sugar, or date sugar, dispense 230ml liquid into separate container and mix to dissolve before retuning liquid to vessel. If at MAX FILL, dispense an extra 230ml liquid to account for the addition and set aside. **Press the SLUSHASSIST again to clear the error and continue slushing.**

**NOTE:** Sugar-free substitutes or artificial sweeteners will not aid in meeting total minimum or maximum sugar requirements.

## DIET, LOW-SUGAR DRINKS AND NO-ADDED SUGAR

Diet and low-sugar drinks won't slush when they're the only ingredient, as too little sugar will prevent recipes from freezing properly. To turn your favourite diet and low-sugar drinks into a Slushi, add the below ingredients to your input:

| LOW-SUGAR DRINK | ADDITIONAL INGREDIENTS                                  |
|-----------------|---------------------------------------------------------|
| 450ml           | 25g erythritol, 15ml lemon juice, & small pinch of salt |
| 800ml           | 45g erythritol, 30ml lemon juice, & small pinch of salt |
| 1000ml          | 50g erythritol, 35ml lemon juice, & large pinch of salt |
| 1150ml          | 60g erythritol, 40ml lemon juice, & 1/4 tsp salt        |

### WHAT IS ERYTHRITOL?

Erythritol is a low-calorie natural sweetener that offers a taste similar to sugar without significantly affecting blood sugar levels or contributing to tooth decay. It is widely used as a sugar substitute in various food products and is considered safe for consumption. As with all dietary components, it is advisable to consume erythritol in moderation as part of a balanced diet.

## ALCOHOL GUIDELINES

Ninja Slushi™ Twist unlocks colder temperature which enables higher alcohol content to slush. When using **SLUSHASSIST** or **DUAL SLUSHASSIST** inputs can contain up to **20%** alcohol. This could be a homemade concoction or an off the shelf bottle of your favourite premade cocktails. The perfect balance for your favourite frozen cocktails at home.

### HARD ALCOHOL/SPIRIT GUIDELINES

To create frozen cocktails, see chart below for the maximum hard alcohol/spirit (vodka, tequila, etc.) content per total recipe size.

| Total Recipe Size | Maximum Spirit Amount (40% ABV) |
|-------------------|---------------------------------|
| 710ml             | 120ml                           |
| 1065ml            | 175ml                           |
| 1420ml            | 235ml                           |

Chart above is a guide for incorporating hard alcohol/spirits (35% +) **ONLY**. When using other alcohols such as wine, beer, seltzer, or pre-made cocktails, refer to the Inspiration Guide.

### TIPS

- **When using LIGHT or LOWER SUGAR drink mixes**, omit water from the recipe and replace with additional light drink mix in the equal amount.
- **When using premade mixes containing alcohol**, omit addition of alcohol from chart instructions and replace with additional drink mix in equal amount.
- **When using full sugar premade mixes with blender instructions**, use 1/2 the amount of ice recommended on package instructions in the form of water (e.g. 1 cup ice = 1/2 cup water).
- **When using light sugar premade mixes with blender instructions**, use 1/4 the amount of ice recommended on package instructions in the form of water (e.g. 1 cup ice = 1/4 cup water).

### ! TROUBLESHOOTING TIPS

**High-alcohol/high-sugar alert:** If the alcohol and sugar content of the input is too high, the unit will detect it and provide an alert: **"ADD WATER"** LED will illuminate the top right screen of the control panel, and unit will beep at one minute intervals until error is addressed. Unit will shut off if the error has not been resolved after 15 minutes, preset must be pressed again after addition of water.

**To Fix ADD WATER Alert:** For every 230ml of liquid in the vessel, add 3 tablespoons (45g) of water to dilute the input, and get a thicker slush texture. **Press program again to clear the error and continue slushing.**

## TIPS & TRICKS

- Keep unit upright for at least 2 hours before first use.
- **DO NOT** add hot ingredients.
- **DO NOT** add ice or solid ingredients like fruit, ice cream, or frozen fruit.
- Pre-frozen ingredients taste sweeter. Worried your drink might be too sweet? Don't worry, it won't taste as sweet after you freeze and slush it into a frozen drink.
- **All inputs must include at least 5g per 100ml sugar.**
- **Inputs can contain a maximum of 20% alcohol.**
- For best results, chill liquid(s) or blended ingredients before adding to the unit.
- For the frostiest results, chill serving glasses before dispensing your frozen drink.
- For your ideal frozen drink texture, use the temperature control dial to adjust.
- When preparing recipes containing dairy, dispense contents within 30 minutes of the preset ending to avoid a foamy output.
- For the best dispensing experience, fill the unit to the max-fill line (1420ml) and ensure the dispense handle is fully extended for maximum liquid dispensing.
- You can run the unit up to 12 hours.
- When dispensing liquid from the **RINSE** feature, gradually pull the dispense handle for the liquid dispense flow. Do not open the dispense nozzle fully unless you are pouring into a large, open container to avoid overspill.

**Minimum input per vessel = 475ml Maximum input per vessel = 1420ml**

**This is NOT a blender.**

- DO NOT** process a solid block of ice or ice cubes.
- DO NOT** make a smoothie or process hard, loose ingredients.
- DO NOT** attempt to blend or macerate non-liquid ingredients.

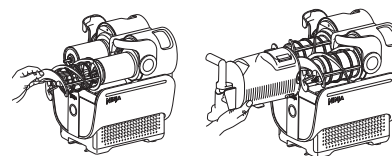
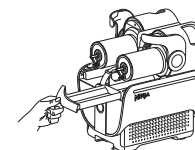
## USING THE NINJA SLUSHI™ TWIST FROZEN DRINK MAKER

**IMPORTANT:** Review all warnings at the beginning of this Owner's Guide before proceeding.

**NOTE:**

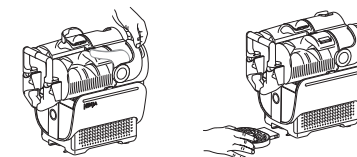
- Minimum 475ml input required in single vessel to use the unit.
- Maximum 1420ml liquid capacity per vessel.
- **DO NOT** add ice or solid ingredients like fruit, ice cream, or frozen fruit.
- **DO NOT** add hot ingredients.

- 1 Ensure all parts are fully cleaned and the motor base is level on a flat, solid surface.
- 2 Install each condensation catch under the evaporators by sliding them into the rail grooves.



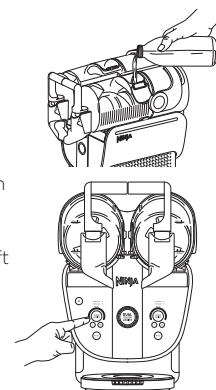
- 3 Install each auger, sliding the (L) auger over the left evaporator, and sliding the (R) auger over the right evaporator. Rotate the augers until it sits into place on the pin.
- 4 With the bail handle up, slide the associated left and right vessel over the installed augers. Each vessel is designed to only fit on either the right or left side. Do not force vessels onto the unit.

- 5 Lock the vessels in place by pushing the bail handle back to seal the vessels.
- 6 Insert the drip tray in front of the motor base until it clicks in place.



**NOTE:** Make sure the unit has been sitting upright on the countertop for at least 2 hours before first use, so the refrigerant can settle in the condenser for optimal and safe use.

- 7 Plug in the unit.
- 8 Add liquid(s) through the easy-fill ports located at the top of the vessels.
- 9 Press the power button to turn on.
- 10a When using both vessels at once: Press the **DUAL SLUSHASSIST** button in the centre of the control panel to activate **SLUSHASSIST** on both vessels. Slushing will begin.
- 10b When using individual (right or left) vessels: Press the **SLUSHASSIST** button on the associated control panel side. Slushing will begin.
11. When the frozen drink(s) reaches determined temperature, the unit will beep and either the corresponding **SLUSHASSIST** button for the right or left vessel **OR** the **DUAL SLUSHASSIST** button for both vessels use will remain solid **BLUE**.



## USING THE NINJA SLUSHI™ TWIST FROZEN DRINK MAKER – CONT.

### NOTE:

- Temperature Control Setting LEDs will pulse while frozen drink is freezing to the set temperature level. Once frozen drink reaches the desired temperature, LEDs will remain solid, the unit will beep. Unit will continue running to keep your frozen drink at the ideal temperature and be ready to dispense.
- Creating drinks can take up to 15-60 minutes depending on ingredients, volume, and starting temperature.
- Pre-frozen ingredients taste sweeter. Worried your drink might be too sweet? Don't worry, it won't taste as sweet after you freeze and slush it into a frozen drink.

12 Place a cup on the centre of the rotating drip tray.

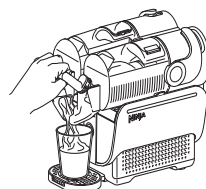
13a **For twisted outputs**, spin the drip tray with your hand using the wheel. Spin quickly but in control so the cup does not shift in place.

13b **For non-twisted outputs**, keep cup placed in centre without spinning.

14a To dispense a combined output, pull both handles to dispense both slushes at the same time. For more control, use two hands to control the flow for different dispense rates. Combine the different vessel outputs with the spinning drip tray for a twisted output.

14b To dispense single outputs, pull each handle separately.

15 Enjoy!



**NOTE: DO NOT** turn off preset until all frozen drink has been dispensed.

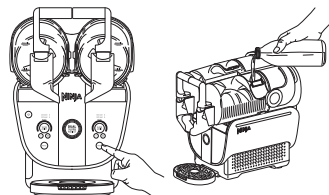
## CARE & MAINTENANCE

### USING THE RINSE CYCLE

**NOTE:** Liquids from rinsing will dispense quickly from vessel pour spout. Ensure you use a large cup or bowl to capture this liquid.

This cycle agitates, without cooling, to rinse the unit. After using the **RINSE** cycle, wash all parts by hand to fully clean the unit after each use.

- 1 Dispense any remaining frozen drink.
- 2 Stop the unit by pressing **SLUSHASSIST**.
- 3 Place a large bowl under the shrouds or move unit to the edge of a sink.
- 4 Add warm water up to the top of the vessel (water can exceed **MAX FILL** line).
- 5 Press the **Rinse** button. Let the Rinse cycle run for 1-2 minutes.
- 6 Slowly dispense the water from each vessel. The harder you pull the handle, the faster the water will dispense.
- 7 Repeat as needed with clean water until water runs clear.
- 8 Stop Rinse cycle by pressing the **Rinse** button again.
- 9 Press the power button to turn off the unit.
- 10 Refer to the Owner's Guide for more details on cleaning parts after using the Rinse cycle.



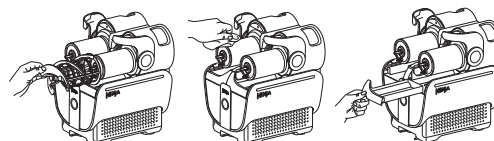
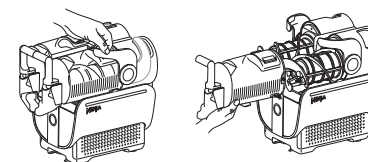
**NOTE:** If needed, repeat until all remaining frozen drink is rinsed off the evaporator.

## CARE & MAINTENANCE – CONT.

### DISASSEMBLY & CLEANING

For best results, use the Rinse cycle before disassembling and cleaning all parts.

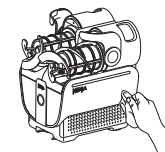
- 1 Unlock the bail handle by pulling forward and remove the vessel by gently pulling it off the unit. Ensure the vessel is tipped downward to prevent remaining liquid from spilling out the back of the vessel. Set aside.
- 2 Slide the auger off the evaporator. Set aside.



- 3 Wipe down the evaporator with a sanitised or warm, damp cloth.
- 4 Gently slide the condensation catch out of the unit, since there may be residual liquid in the condensation catch. Set aside.
- 5 Wipe down unit underneath the evaporator with a sanitised or warm, damp cloth.
- 6 If needed, remove the drip tray and/or spout shroud.

**NOTE:** Drip tray cover can be removed for easy cleaning.

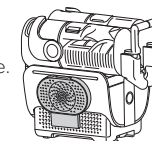
- 7 Hand-wash all parts in warm, soapy water. If needed, repeat until all parts are fully clean.
- 8 Wipe down the motor base with a sanitised or warm, damp cloth.
- 9 Allow all parts to dry thoroughly before reassembling and/or storing the unit.



### STORING

For cord storage, wrap cord with the hook-and-loop fastener near the back of the motor base. **DO NOT** wrap the cord around the bottom of the base. Store the unit upright and store all parts assembled. Store the drip tray on the left side of the unit by hanging it in place. When moving the unit, lift from the bottom of the motor base.

**DO NOT** store ingredients inside the vessel.



### RESETTING THE MOTOR

This unit features a unique safety system that prevents damage to the motor and drive system should you inadvertently overload it. If the unit is overloaded, the motor will be temporarily disabled. Should this occur, follow the reset procedure below.

- 1 Unplug the unit from the electrical outlet.
- 2 Allow the unit to cool for approximately 15 minutes.
- 3 Remove all parts and accessories. Ensure no ingredients are jamming the auger.

**IMPORTANT:** Ensure that maximum capacity is not exceeded. This is the most typical cause of appliance overload.

**DO NOT** process a solid block of ice or ice cubes. **DO NOT** make a smoothie or process hard, loose ingredients.

If your unit needs servicing, please call Customer Service at **AU** 02 8801 7666 | **NZ** 0800 112 660. So we may better assist you, please register your product online at **AU** [ninjakitchen.com.au](http://ninjakitchen.com.au) | **NZ** [ninjakitchen.co.nz](http://ninjakitchen.co.nz) and have the product on hand when you call.

# ORDERING REPLACEMENT PARTS

To order additional parts and attachments, visit **AU** [ninjakitchen.com.au](http://ninjakitchen.com.au) | **NZ** [ninjakitchen.co.nz](http://ninjakitchen.co.nz).

# PRODUCT REGISTRATION

Please visit **AU** [ninjakitchen.com.au](http://ninjakitchen.com.au) | **NZ** [ninjakitchen.co.nz](http://ninjakitchen.co.nz) to register your new Ninja product within ten (10) days of purchase. You will be asked to provide the store name, date of purchase, and model number along with your name and address.

The registration will enable us to contact you in the unlikely event of a product safety notification. By registering, you acknowledge you have read and understood the instructions for use and warnings set forth in the accompanying instructions.

# TROUBLESHOOTING GUIDE

**⚠️ WARNING:** To reduce the risk of shock and unintended operation, turn power off and unplug unit before troubleshooting.

**Unit is difficult to remove from counter for storage.**

- Place your hands underneath both sides of the motor base and gently pull the unit up and toward you.

**Can I add frozen fruit or ice?**

- No. **DO NOT** add frozen ingredients or ice when using this unit.

**Vessel not installed alert: If the vessel is not installed correctly, the unit will detect it and provide an alert. All preset LEDs will flash.**

- To prevent leaking and spills, ensure the vessel is empty before assembling or disassembling onto the motor base. With the bail handle up, slide the vessel over the installed auger and evaporator.
- Lock the vessel in place by pushing the bail handle back to seal the vessel.
- Press the Power button to turn unit on, and the preset LEDs will illuminate, indicating the unit is ready for use.

**Low-sugar alert: If the sugar content of the input is too low, the unit will detect it and provide an alert. “ADD SUGAR” LED will illuminate the respective vessel side. The unit will beep every minute for 15 minutes.**

- Check the sugar content in your recipe to ensure it contains at least 5g per 100ml sugar.
- If using a pre-made beverage, check the ingredient list to ensure the sugar content is at least 5g per 100ml and ensure the beverage doesn’t include artificial sweeteners. Refer to the Required Sugar Content section for more details.
- If a drink does not meet minimum requirements of total sugar, add 2 tablespoons flavoured syrup, sugar, date sugar, coconut sugar, maple syrup, agave, simple syrup, or honey per serving 230ml.
- Restart the unit by pressing the SLUSHASSIST again.

**High-alcohol/high-sugar alert: If the alcohol and sugar content of the input is too high, the unit will detect it and provide an alert. “ADD WATER” LED will illuminate the respective vessel side. The unit will beep every minute for 15 minutes.**

- Recipes can be up to 20% alcohol when using **SLUSHASSIST** or **DUAL SLUSHASSIST**.
- If using hard alcohol/spirits (35% +), use 120ml for every 710ml of total recipe size. Refer to the Alcohol Guidelines section for more details.
  - If a drink exceeds the maximum alcohol amount, add 3 tablespoons water per serving (230ml) to dilute the input.
  - Press SLUSHASSIST again to clear error and continue slushing.

**Motor stall alert: If the motor stalls while running, the unit will detect it and provide an alert. Every Temperature Control LED will flash, and the unit will beep every minute for 15 minutes.**

- This unit features a unique safety system that prevents damage to the motor and drive system should you inadvertently overload it. If the unit is overloaded, the motor will be temporarily disabled.
- Unplug the unit from the electrical outlet.
- Allow the unit to cool for approximately 15 minutes.
- Remove all parts and accessories. Ensure no ingredients are jamming the auger.
- Plug in the unit again and reassemble all parts to resume unit use.

**If the auger stops and the blue target temperature LED pulses, allow the unit to complete its process and do not intervene. The unit will correct itself after this behaviour.**

**Unit failure alert: If the unit fails, the unit will detect it and provide an alert. Every other Temperature Control LED will flash alternately, and the unit will beep every minute for 15 minutes.**

- If the unit fails, please call Customer Service at **AU** 02 8801 7666 | **NZ** 0800 112 660.

**Unit sideways alert: If the unit is on its side during use, the unit will detect it and provide an alert. The top 5 and bottom 5 Temperature Control LEDs will flash alternately, and the unit will beep every minute for 15 minutes.**

- Place the unit upright and let it stand for at least 2 hours before using.

TWO (2) YEAR LIMITED WARRANTY

For warranty claims, you must submit proof of purchase in the form of a valid receipt that shows the date and place of purchase. This 2-year manufacturer's warranty is valid from the date of purchase and applies where your product becomes defective due to faulty materials or workmanship.

Where an item or component is replaced, the replacement item will be covered for the remaining balance of the original 2-year warranty period. Your statutory rights under the Australian Consumer Law **(ACL)** and Consumer Guarantees Act 1993 **(CGA)** may apply beyond the 2-year period, and nothing in this warranty limits those rights. This warranty does not replace but is in addition to your statutory rights:

- **For New Zealand Consumers:** If your product is faulty, you are entitled to remedies under the Consumer Guarantees Act 1993. Where a defect exists, we will repair or replace the faulty part free of charge, or, where a repair or replacement is not reasonable or available, replace the unit with an equivalent or upgraded model. CGA rights apply automatically and continue after this warranty expires.
- **For Australian Consumers:** 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 compensation for any 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.

Nothing in this warranty excludes, restricts, or modifies any rights you may have to compensation for consequential loss under the ACL or CGA. Attempts to exclude these rights may be misleading and are prohibited.

**Your warranty is subject to the following conditions**

- **DO NOT** operate the appliance with a damaged plug or cord, or if the unit has been dropped, damaged or dropped in water.
- To avoid the risk of electric shock, do not disassemble or attempt to repair the appliance on your own. If the supply cord is damaged, it must be replaced by a qualified electrician to avoid a hazard. Incorrect re-assembly or repair can cause a risk of electric shock or injury to persons when the appliance is used.
- The item has not been misused, abused, neglected, altered, modified or repaired by anyone.
- The item has been subjected to fair wear and tear.
- The item has not been used for trade, professional or hire purposes.
- The item has not sustained damage through foreign objects, substances or accident.

**Customer costs within warranty**

The customer is responsible for any inbound freight charges for returning a product for assessment and any outbound freight charges for repair, warranty parts or replacement units.

This does not affect your rights under the ACL or CGA where the law requires us to bear reasonable costs associated with a remedy.

**Who is covered?**

This warranty applies only to the original purchaser, who bought the product from an authorised retailer and non-transferrable. Proof of purchase is required.

**What is not covered?**

- Accessories supplied with the item.
- Components that are subject to natural wear and tear caused by normal use in accordance with operating instructions.
- Unauthorised/improper maintenance/handling or overload is excluded from this warranty.

This warranty against defects is provided by:

**SharkNinja Pty Ltd ABN 87 147 260 197**

Address: Suite 23.03, Level 23, 45 Clarence Street, Sydney NSW 2000

Phone: (+61) 2 8801 7666

Email: customerservice@ninjakitchen.com.au

We will assess the goods and provide a repair, replacement, or refund in accordance with this warranty and your rights under the ACL or CGA.

**How to make a claim**

1. Contact us at customerservice@ninjakitchen.com.au
2. Provide proof of purchase and a description of the issue.
3. You may be asked for photos or to return the product for inspection
4. We will assess whether the defect falls within this warranty and provide the appropriate remedy (repair, replacement, or refund) according to the ACL or CGA.

VISIT US ONLINE AT:

AU [ninjakitchen.com.au](http://ninjakitchen.com.au) | NZ [ninjakitchen.co.nz](http://ninjakitchen.co.nz)

Or follow us on our social media pages:



@NinjaKitchenAU | @NinjaKitchenNZ



REGISTER YOUR PURCHASE



AU [ninjakitchen.com.au](http://ninjakitchen.com.au) | NZ [ninjakitchen.co.nz](http://ninjakitchen.co.nz)



Scan QR code using mobile device

RECORD THIS INFORMATION

Model Number: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_  
(Keep receipt)

Store of Purchase: \_\_\_\_\_

TECHNICAL SPECIFICATIONS

Voltage: 220-240V~, 50Hz  
Power: 500W, 2.6A

Power consumption in off mode: 0.0W

**SHARKNINJA PTY. LTD.**  
**Suite 23.02, Level 23,**  
**45 Clarence St, Sydney NSW 2000**  
**AU 02 8801 7666 | NZ 0800 112 660**  
**[AU ninjakitchen.com.au](http://AU.ninjakitchen.com.au) | [NZ ninjakitchen.co.nz](http://NZ.ninjakitchen.co.nz)**

Illustrations may differ from actual product. We are constantly striving to improve our products; therefore the specifications contained herein are subject to change without notice.

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See [sharkninja.com/patents](http://sharkninja.com/patents) for more information.