

## **QUICK TROUBLESHOOTING TIPS**

### **Leaks when I use it:**

We recommend checking different cups to isolate the leak to the cup or blade. If the blade leaks from the underside or side with both cups, then the blade will need to be replaced. We recommend contacting customer service toll free at 855-346-8874 with the NutriBullet handy, so customer service can check all your parts.

### **Not turning on:**

We recommend checking the cups to make sure they have all 3 of the activator tabs on the rim of the cup. If this is not the issue, we recommend trying our actuator cleaning tips here: <https://www.nutribullet.com/getting-started>. Making sure that the actuators in the motor base are clean will make it easier to insert the cups to activate the motor base. If this does not resolve the issue, please call customer service toll free at 855-346-8874, with the NutriBullet handy, so customer service can check all your parts.

### **Stopped chopping ingredients, and the blades do not spin:**

We recommend contacting customer service toll free at 855-346-8874 with the NutriBullet handy, so customer service can check all your parts.

### **Motor makes noise:**

We recommend contacting customer service toll free at 855-346-8874 with the NutriBullet handy, so customer service can check all your parts.

### **After Leakage:**

We recommend trying our actuator cleaning tips here: <https://www.nutribullet.com/getting-started>. Making sure that the actuators in the motor base are clean, will make it easier to insert the cups and activate the motor base. If this does not resolve the issue, please call customer service toll free at 855-346-8874, with the NutriBullet handy, so customer service can check all your parts.