

## Troubleshooting for Soupmakers

- **Does the heating function work when I remove the lid?**

No. Removing the lid cuts the power to the unit for maximum safety. The heating function only activates when you have placed on the lid and selected either smooth or chunky soup programs.

- **Can I remove the lid mid-cycle?**

Yes, to add ingredients or seasoning if required. When replacing the blender lid, ensure to fit properly and flush with the jug so steam does not get into the connector.

- **Can I use my Soup Maker to make anything other than soup or smoothies?**

No. The available programs are set to make perfect soup and drinks from scratch. Follow the recipes and adapt them to your own taste.

- **Can I use uncooked meat in soup recipes made in my Soup Maker?**

You should first cook meat separately before transferring into your Soup Maker with additional ingredients from your recipe, as the Soup Maker is only designed to gently heat the soup which is not sufficient for cooking raw meat.

- **Why is my soupmaker showing an E1 error**

The soup maker has been filled above the Max line the over fill sensor may have been triggered. Switch the unit off at the power source and remove the lid, wipe clean the overfill sensor, remove a little of the ingredients, replace the lid and continue cooking. Ensure your ingredients (including liquid) are above the MIN line, failure to do this will impair the blending function.

- **Can I change the times on the smooth and chunky soup settings?**

No. The times for these settings are pre-set.

- **Can I reheat soup I have already made, or reheat tinned/carton soup?**

No. The programs are set to make perfect soup from scratch. The soup could burn to the base of the element causing damage to the product.

- **What if my Soup Maker stops working during a cycle or cutting out?**

Your Soup Maker is fitted with a safety thermostat, which cuts the power and stops the product from working to prevent overheating if it is used continuously on 3 or more cycles or some thick viscous food has burnt to the bottom. If this happens, remove any food from the jug and allow the Soup Maker to cool for 30 minutes. If the blend function is used continuously for more than 20 seconds a safety cut out will cut the power to prevent overheating. When this happens wait for 10 seconds before reusing the blend function. If the error code E1 appears on screen, the jug has been overfilled, removed some ingredients until the level is between the Max & Min mark.

- **Can I make cold soups like Gazpacho in my Soup Maker?**

Yes, but you will first need to cook the soup using either the chunky or smooth soup setting. Then simply allow to cool or refrigerate before enjoying.

- **What if food burns on the base of my Soup Maker?**

Due to the starch and sugars present in some foods, a slight burning may occur if they are placed in direct contact with the inside base of the jug. To prevent this, add half a cup of water or stock to the Soup Maker before placing in any solid ingredients. Then top up with the remaining liquid specified in your recipe. Only use a non-scratch scourer when cleaning the base of your soup maker, which are available at most supermarkets.

- **When making a vegetable soup, why are the potato and pumpkin not cooking through properly?**

Ensure all solid ingredients are diced into small portions to allow for the even cooking time.

- **Tripping electrics.**

Ensure that the blender lid unit is fitted onto the jug properly and sitting flush with the jug. If it is not fitted properly, the poor connection or steam getting into the connection may cause cutting out or tripping electrics.