

Why won't my motor base stick to the counter?

Make sure that the counter surface and the suction feet are wiped clean. The suction feet will only stick to a smooth, clean surface.

Note: The suction feet will not stick to some surfaces like wood, non-polished finishes, and tile.

Why won't the pump turn on?

Make sure the AA batteries are properly installed in the pump and the battery cover is securely in place.

If the pump still doesn't turn on, the batteries may need to be replaced.

If you are using an AC adapter, make sure that it is manufactured by SharkNinja and the connector is fully inserted into the pump. Other after-market adapters are not compatible with the pump.

The pump is taking longer than expected to turn off.

The pump will automatically shut off once a vacuum seal is achieved. If a vacuum seal is not achieved, remove the pump from the lid. Turn off the pump and check the following:

Make sure the pour spout on the lid is fully closed and that the lid handle is clicked into place.

Ensure that the FreshVac™ tab on the lid is properly installed. **DO NOT** remove the tab from the lid.

The ingredients were not chopped evenly.

For best results, we recommend that you prep the ingredients by cutting them into pieces that are similar in size. When adding ingredients to the Precision Processor® Bowl, do not fill past the max fill line.

Ingredients are getting stuck and/or are not mixing well.

For best results, we recommend using the pre-programmed Auto-iQ® functions. The pulses and pauses allow for the ingredients to settle toward the blade assembly.

If your ingredients are routinely getting stuck, adding liquid will help.

For the most uniform consistency, we recommend adding ingredients in the following order: First, add fresh fruits and vegetables, followed by leafy greens and herbs. Next, pour in liquids

and/or yogurt. You can then add dry or sticky ingredients like seeds, powders, and nut butters. Finally, top off with ice or frozen ingredients.

The light won't turn green.

If your vessel does not achieve a full vacuum seal, the FreshVac pump will automatically shut off and the light will remain white.

To achieve a full vacuum seal, make sure that:

The pitcher lid is properly assembled.

The spout is fully closed.

Replace the batteries if necessary.

The pitcher doesn't fit on the base.

Align the pitcher so the handle is toward the right side of the motor base, in a diamond shape. Once it is aligned correctly on the motor base, turn the pitcher clockwise until it clicks into place.

There is a hissing noise when I open the FreshVac tab.

This is completely normal. Lifting the FreshVac tab lets oxygen back into vessel, which will cause a hissing noise.

The flip cap came off.

If the flip cap comes off, simply align the side tabs with the indentations on the cup to get it back into place.