

Troubleshooting

Unit will not turn on.

Food chute is not locked in place. Ensure that the cone is level inside the cone holder. Tabs must be inserted between notches. Place food chute onto base. Turn clockwise until it locks into place.

This machine is equipped with motor overload protection. If the motor stops during operation due to overheating, unplug and allow it to cool down for 15 minutes. Plug machine back in to resume normal operation.

No food is coming out of the cone.

The food pusher grip is not securely pressed into the food. Press firmly and make sure grip is inserted into food. If grip is spinning on top of food, the food pusher has lost its grip on the food. Stop the motor. Remove the food, cut a flat edge on the food, and try again.

Excessive force is required to process food or no food is coming out of the cone.

Pulp has clogged the blade. Carefully remove cone as directed in the “Cleaning and Storage” section. Clean with the brush and try again. Or, the food pusher has lost its grip on the food. See above.

Food won't spiralize. Food mashes or breaks apart.

Some soft or overripe foods may not be suitable for spiralizing. Choose firm foods. See Foods to Spiralize on page 6 for suggestions. A success tip is to think of foods that can be grated on a manual food grater. If a food can be grated, it is appropriate for spiralizing.

Not pressing hard enough or pressing too hard. Apply light, constant pressure to food pusher while spiralizing. Allow the Spiralizer to work at its own pace. **NOTE:** Pressing harder will not speed up the process or make the Spiralizer cut better.

Food is not centered in the food chute. Stop the motor. Cut a flat edge and try again. Best results occur when the food most closely fits the size of the food chute and when it is held vertically with the food pusher securely inserted in the end, not allowing the food to fall over on its side.