

Troubleshooting

- **Motor doesn't start, or blades don't rotate:** Check that the plug is securely inserted into the electrical outlet. Check that the Splash Guard, and Power Unit are securely in place.
- **Food is unevenly chopped:** Either you are chopping too much food at one time, or the pieces are not small enough. Try cutting the food into smaller pieces of even size, and processing smaller amounts per batch.
- **Food is chopped too fine or is too watery:** The food has been over-processed. Use brief pulses or process for shorter time. Let blades stop completely between pulses.
- **Food collects on splash guard/safety cover or on the sides of the pitcher or bowl:** You may be processing too much food. Turn the machine off. When the blades stop rotating, remove the power head, and the splash guard. Remove some of the food being processed.

What comes with the Master Prep® Professional?

- 1 48 oz. Pitcher with blade set, splash guard & storage lid, 1 40 oz. bowl with blade set & storage lid, 1 16 oz. chopper with blade set, splash guard & storage lid, 1 power pod.

• **How many splash guards come with the Master Prep® Professional?**

The pitcher splash guard is to be used for both the 48 oz. pitcher and the 40 oz. bowl. The 16 oz. chopper comes with a separate splash guard.

• **Will the Ninja® Master Prep® Professional blend vegetables and fruits into drinkable liquids?**

The Master Prep® Professional is not a juice extractor, but it will blend whole fruits and vegetables into liquid form, you may need to add additional liquids or ice to reach the consistency you desire.

• **Is it OK to put the Ninja® Master Prep® Professional in the dishwasher?**

Yes, all of the Ninja® Master Prep® Professional parts are dishwasher-safe EXCEPT the Power Pod. It is recommended to use the top rack of dishwasher for the blades, lids and splash guards.

• **What are the pitcher, bowl and chopper made of?**

BPA-Free SAN Plastic

• **How much do the containers hold?**

The pitcher holds 48 oz./6 cups; the bowl holds 40 oz./5 cups; the chopper hold 16 oz./2 cups.

• **How many Watts is the Master Prep® Professional?**

It is 450 Watts, that operates on 120V with 60Hz of electrical power.

• **What is the blade speed?**

The Ninja® Master Prep® Professional has a unique one speed pulsing system that allows you to have total control while pulsing and blending to desired consistency.

• **Where can I get additional parts (blades, containers, cups, etc.) for my Ninja™ Master Prep® Professional?**

Simply visit the Parts and Accessories tab on this page to find a variety of available parts/accessories. Or visit www.ninjakitchen.com/parts-and-accessories.

- **If something happens to my unit that was purchased online, or in a retail store how do I take advantage of the warranty?**

Details of the warranty can be found in the User Manual that came with your product. If you have misplaced your User Manual, click on the Manuals tab on this page to download a new one. You may also visit www.ninjakitchen.com/warranty for warranty information.

- **Are the containers stackable?**

The chopper can be placed upside down into the pitcher.

- **Can you make baby food in the Ninja®?**

The Ninja® Master Prep® can puree to a desired consistency.

- **How many blades does the large pitcher have?**

The Pitcher, Bowl and chopper have separate sets of blades that are specially designed to fit in designated container. The 48 oz. pitcher blade set has 6 fixed blades, the 40 oz. pitcher has 4 fixed blades, and the 16 oz. chopper has 4 detachable blades.

- **Is the Instruction Manual available online?**

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