Troubleshooting Steps

How come the blender does not start?

There is a safety system in place to prevent the blender from starting if 1) the jar 2) the chopper (specific models only) or 3) the mill (specific models only) is not properly attached to the motor unit.

My Philips Blender gets blocked during processing

If the motor or blade unit of you Philips Blender gets blocked during processing, read our article below for possible causes and solutions.

Unclogging your Philips Blender

Follow the steps below to unclog your appliance:

- Switch off the appliance
- If your appliance has a protective cover please remove it.
- Use a spatula to dislodge the ingredients that are blocking the blade unit.
- We also recommend processing reduced amounts. Cut very hard ingredients into smaller pieces as shown in the image below.

Did these steps not help to solve the issue? Please contact us for further assistance.





My Philips blender is not working

If your Philips Blender does not start, read our article for possible causes and solutions.
Blender jar icon is flashing (HR3760 & HR3770)
Note: The information below applies only for models HR3760 and HR3770.

If the blender jar is not in the correct position, the blender jar icon will flash on the control panel (Fig. a) and the blender will not work.

In this case, make sure that you have turned the blender jar clockwise all the way until a "click" sound is heard. The blender jar icon will disappear and go to "power on" mode (Fig. b).

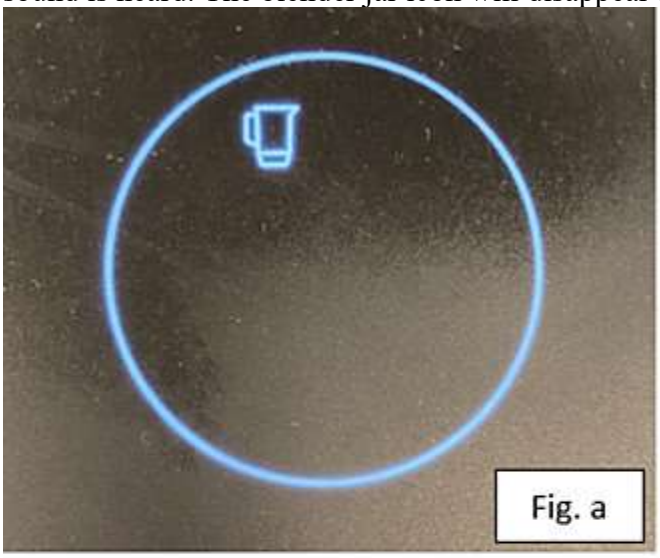


Fig. a



Fig. b

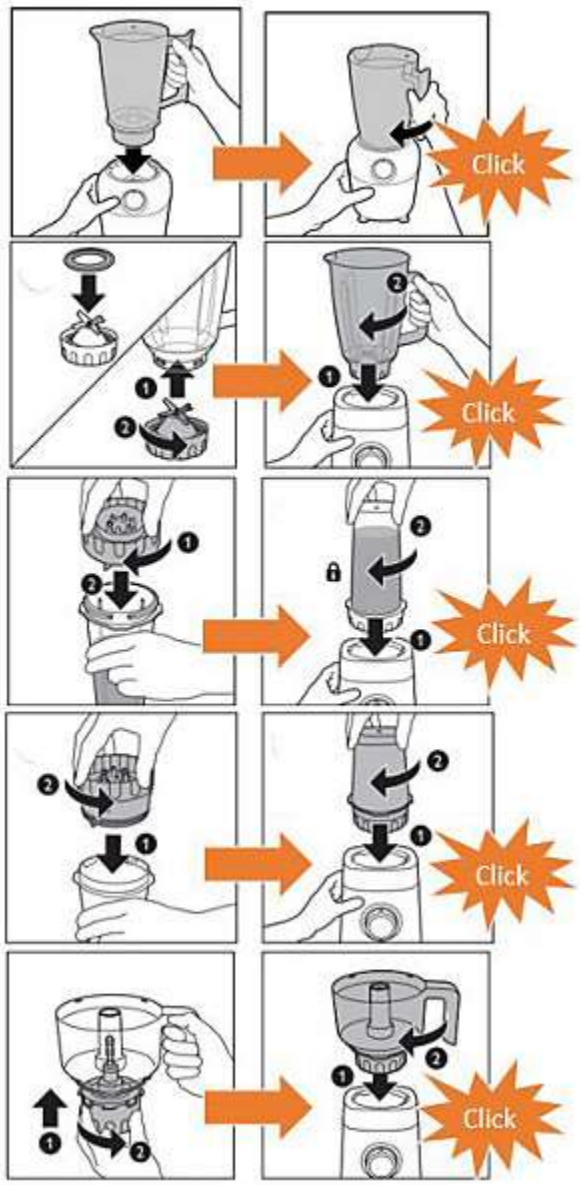
The power cord is not plugged into the socket

Please check that the power cord is correctly plugged to the socket.

The safety lock is locked

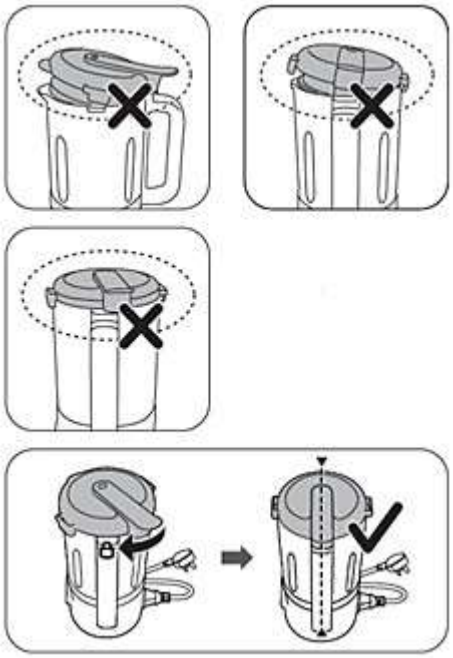
Your blender will not work while the safety lock is locked. Please place the blender jar in the correct position so that the built-in safety lock is unlocked.

To do this, make sure that you have turned the blender jar, mill, chopper or tumbler clockwise all the way until a "click" sound is heard.



Both clips locked (HR2037/50 & HR2038/20)
Note: The information below applies only for models HR2037/50 and HR2038/20.

If both clips (image below) are not locked in place, your blender will not work. Make sure that the clips on both sides of the lid are locked in position before use.



The overheat protection system was triggered
In this case, the overheat protection switched off your Philips blender to prevent damage due to overheating. This can happen when processing ingredients that are too thick.

Please switch off the blender and unplug it. Let it cool down at room temperature. Then you can plug it in and switch it on again.

It could produce an odour as a result, but don;t worry about that; your Philips Blender is safe to use.
The rotary knob is not pointing to "OFF"
Note: The information below does not apply to models: HR2037/50, HR2038/20

Make sure that the knob is pointing to "OFF" before you switch on the blender. After that, rotate it to the desired setting.

If these steps have not solved the issue, please contact us for further assistance.