

FAQs

How thick are the slicing discs in the food processors?

The following measurements are a general guideline for premium models. Compact models may vary. Coarse slicing disc: 4mm Fine slicing disc: 2mm

My food processor will not work. What can I do?

It is highly likely the interlock needs a little more alignment for its first use, particularly if it is new. Your food processor can be operated when empty for short periods of time and we would advise the following simple steps if you have any problems:

- Ensure the bowl handle is on the right hand side, with the control dial facing you. Start the handle at the 1 o'clock position and pull it around to the right hand side firmly.
 - Place your chosen blade in the unit.
 - Attach the lid, ensuring the feed tube (the funnel on the lid) is locked into the handle - also on the right hand side. For ease of assembly it is better to start the funnel at the 1 o'clock position and pull the lid clockwise to the right.
 - Switch the processor to the first speed, ensuring it is plugged in at the wall socket and switched on.
- If the food processor still doesn't start, firmly pull the handle clockwise, towards you. It may click as it locks. The processor will then start, and subsequent interlocks will be much easier.



Does my product contain BPA?

Bisphenol A (BPA) is a chemical that is used primarily in the manufacture of polycarbonate (PC) raw material plastic. PC is a plastic that is often used in mouldings for food packaging; for example in drinks bottles.

We do not use polycarbonate in the manufacture of any parts which come into contact with food, and we will not release a product for sale unless tests show that NO BPA is detected.

What is the Pulse (P) function?

The pulse button is used when you need short bursts of power at the maximum speed. This is controlled by the user which means you control how long the machine is run for.

It is a useful way of avoiding over processing. For example, it can be used to fold fruit into a cake mixture at the end of processing.

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Does the blade unit come off of the blender for cleaning?

Yes, the base can be removed to ensure thorough cleaning. Remember to be very careful as the blades are sharp.

The blade unit should only be washed by hand to avoid damage to your product.



What is the difference between a food processor and a kitchen machine?

A kitchen machine is primarily for mixing dough and cake mixtures. A food processor can do these jobs but not with the efficiency of a kitchen machine. If you are planning on making cakes you should consider how many you will make. If it is going to be a frequent requirement then a kitchen machine would be a better choice. A food processor is perfect for processing foods at high speed, for example slicing or grating ingredients. It often includes accessories such as a whisk for meringues and other useful tools. If you don't bake very often this may be better suited to your needs. It is also worth taking note of the fact that many food processors are smaller in size and lighter than a kitchen machine. This may be a deciding factor if you have limited space in your kitchen. The Titanium range of Chef and Major and Cooking Chef mixers offer the best of both worlds and include a food processor attachment. Please see our website for further product information.

What are the differences between a citrus press and a centrifugal juicer?

A Citrus Juicer is a device that squeezes the juice out of a citrus fruit, the fruit must be cut in half before being juiced and most of the pulp stays on the half fruit.

A Centrifugal Juicer will juice harder and whole fruits by spinning them through a fine mesh. This results in pulp build up, usually in a storage device, and also a large amount of juice.

Food. Made better with Kenwood

Source: Kenwood / Vision Critical, On-line Survey September 2017. 76% of 102 people agreed with the statement: 'Food. Made better with Kenwood.'

Why are broken bowls, blenders and lids not covered by the guarantee?

Non-mechanical parts aren't covered by the guarantee, for example if they are accidentally dropped, or similar. The guarantee covers mechanical parts and workmanship.

The drive shaft is loose and does not click in to the motor unit. Is this normal?

On some older models, yes, the drive shaft is loose when initially placed on the motor unit. When the bowl, bowl tool and lid are interlocked fully they will secure the drive shaft in place. If your food processor doesn't start please check our article to rectify this.

The blender for my food processor is broken. How can I obtain a replacement?

A replacement blender can be purchased from our spares supplier via www.4kenwood.co.uk or by calling 0844 557 3653. Please have your model number available.

Should I remove the red tabs at the bottom of the blender?

The red tabs should be in place. They are a necessary safety feature of the blender base and will stop the attachment from operating if removed.

Can I order replacement parts for my Food Processor?

Yes, additional or replacement components are available from our spares supplier via www.4kenwood.co.uk or by calling 0844 557 3653. Please have your model number available - this is located on the underneath of your appliance.

How do I process breadcrumbs?

We would recommend using a blender. Slightly staler bread will process better than very fresh bread. We would advise that cubes of bread (crusts removed) are dropped one at a time through the hole in the lid onto the revolving blades. Once one cube is processed the next can be added. If using fresh bread you may have to stop and empty the unit at intervals because the unit will clog and unprocessed bread will sit on top of the blades. For small amounts you can also use a mini chopper but care should be made not to overload the unit.

There is a burning smell from my food processor. Why is this?

During the first few uses, there may be a burning smell.

This is likely to be a 'newness smell' and it will lessen as you use your product more often.

Please ensure the user instructions are adhered to and the motor isn't run for longer than recommended.

Can I place my food processor bowl and lid in the dishwasher?

Yes - the bowl and lid can be washed in a dishwasher. Please use a low temperature cycle and place the items on the top rack.