

# GoWISEUSA® HIGH-PERFORMANCE Professional HEATING Blender

Instruction Manual

GW22501



[WWW.GOWISEUSA.COM](http://WWW.GOWISEUSA.COM)

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## Product Introduction



Blend your favorite smoothies, dips, treats as well as cook your favorite soups, milk and more with the GoWISE USA High-Performance Professional Heating Blender. This blender is designed with a 1400W motor and 8 stainless steel blades designed to crush, slice, and chop any ingredient resulting in a creamy refreshment or snack or a delicious hot bowl of soup. It comes with a family-sized 59-ounce glass pitcher with a built-in 800W PFOA-Free ceramic coated heating element, 6 blending presets, adjustable blade speed control, and a pulse function.

## Important Safeguards

**Before using electric appliances, basic safety procedures should always be followed including the following:**

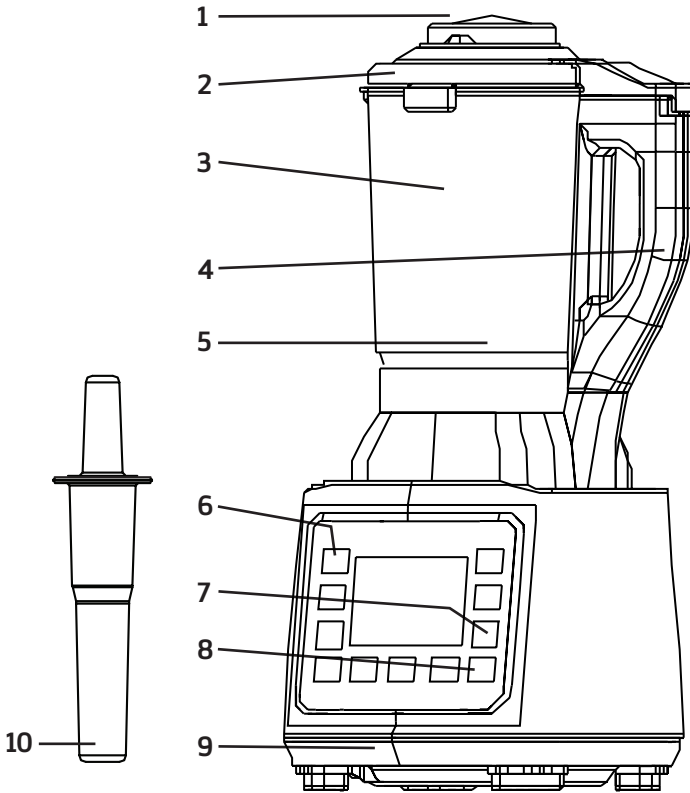
1. Read the instruction manual completely.
2. Do not immerse the motor base or cord/plug in water or other liquid.
3. This appliance must be supervised when in used by or near children.
4. Unplug the appliance before putting on or taking off parts and before cleaning to avoid electric shock and injury.
5. Avoid contact with moving parts.
6. Do not operate the appliance if the cord or plug is damaged in any way. Contact GoWISE USA customer support for more instructions.
7. Do not operate the appliance after it malfunctions, or is dropped or damaged. Contact GoWISE USA customer support for more instructions.
8. This product is not for outdoor use.
9. Do not let the cord hang over the end of a table or counter.
10. Keep hands and utensils out of the container to prevent the risk of injury or damage to the blender. A scraper may be used when the blender is not running.
11. The blades are sharp. Take extra caution when handling the blades.
12. Do not operate the blender when the cover is not in place.
13. Do not use attachments, including canning jars, with the blender. The use of attachments that are not recommended by the manufacturer can result in injury and damages.
14. Do not remove the lid cap of the two-piece cover when blending hot liquids.
15. You must only use the supplied power cable and only

## Important Safeguards (cont)

- connect to a grounded 120-volt 15amp power socket.
16. Do not cut the ground pin or use an extension cord with this product.
  17. Do not use in a dusty atmosphere.
  18. Do not drop. Dropping or rough use of the unit will cause damages to the product.
  19. Do not place near strong magnets or strong electric currents.
  20. When the blender is not in use, turn off and unplug the blender from the power source.
  21. Do not attempt to repair, open, or alter any components of the blender. In the case of improper use or if the blender has been altered and repaired in any way, the warranty will be void.
  22. GoWISE USA does not accept responsibility for additional or consequential damage other than what is covered by legal product responsibility.
  23. GoWISE USA is not responsible for the end use of this product or when used for purposes that are not specified.
  24. Be sure to read the installation, operation, and maintenance instructions thoroughly before installing or servicing this equipment. Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury, or death.
  25. All maintenance and repairs must be made by a factory authorized provider. Do not attempt to repair or alter the appliance in any way. This will void the warranty.

**WARNING:** Do not store or use gasoline or flammable vapors and liquids near this or any appliances.

## Assembly & Parts List



- |                  |                  |            |
|------------------|------------------|------------|
| 1. Refilling cap | 5. Blade group   | 9. Base    |
| 2. Lid           | 6. Pulse switch  | 10. Tamper |
| 3. Pitcher       | 7. Speed control |            |
| 4. Handle        | 8. Start/Stop    |            |

## Specs

Color	Voltage	Power	Capacity
Black	120V/60Hz	1400W	59 oz

## **About your Blender**

### **START/STOP**

The START/STOP button activates the motor on a setting and turns on the LCD Display.

### **PULSE Function**

The PULSE function is used for extra power in short bursts. The button activates the blades to turn at their highest speed setting for as long as the button is pressed. This can help with crushing ingredients, such as ice.

### **CHOP Function**

The CHOP function provides a quick blade rotation to chop or mix ingredients. The blade will spin for 1-2 seconds when pressed. This is helpful when a chunkier consistency is desired. The chop button can be used during a heating preset or when no preset or speed is selected.

### **PRESETS**

6 built-in presets to blend your favorite snack or treat with a push of a button.

### **Tamper**

The tamper is used to push ingredients down into the blades. When there is not much liquid inside the container, larger ingredients may sit on top of the blades and not move. Use the tamper to press down on the ingredients to resume blending.

### **Adjustable Speed**

To manually adjust the blade speed, press the Blade Speed button. Using the + and - buttons, select your desired speed and press START/STOP. This provides more control over how

## **About your Blender (cont)**

to chop or blend ingredients.

### **Soft Start Function**

In Normal mode (Not Pulse) the high-speed blender will gradually accelerate to the set speed.

The Blender has dual protection circuits, one for the motor over heat and one for the over current supply.

### **Adjustable Temperature**

To manually adjust temperature, press the Manual button. Using the + and - buttons, select your desired temp and press START/STOP.



## Before First Use

Remove all packaging material and promotional labels before using your blender for the first time. Wash the pitcher, lid, lid cover and tamper in warm soapy water before using it for the first time. Position the blender on a firm and leveled table or bench. **NOTE: DO NOT IMMERSE THE Pitcher IN WATER OR GET THE BASE OF THE Pitcher WET.** The base of the pitcher contains connections that power the blender. No parts of the blender are dishwasher safe.

## Using Your Blender

1. Plug the unit into a household power outlet. Make sure the blender sits on a level and dry surface, moisture may result in the blender moving during operation.
2. Place the pitcher onto the motor base correctly. You may need to rotate the pitcher so that the connection aligns correctly.
3. Add desired ingredients. Do not fill above the maximum level. **For cold items, the max is 56 ounces. For soups and other hot ingredients, the max is 48 ounces.**
4. Press the lid firmly onto the pitcher. Place lid cover then twist to lock the lid cover. Press START/STOP to turn the blender on.
5. To manually set the speed, press Blade Speed button and adjust to the desired speed and press start. The motor will gradually accelerate to the set speed. Press the START/STOP button again to stop blending. **NOTE:** The speed of the blender will reduce slightly after 30 seconds of operation and then return to the set speed. This improves the blending performance by briefly reducing the rotation speed of the blade assembly. This allows the ingredients to settle closer to the blades for optimal mixing.
6. To manually adjust the temperature, press the Manual button. Use the "+" and "-" buttons to set to your desired temperature. Press Manual and use the "+" and "-" buttons to set a cooking time. Press "START/STOP" to begin.
7. If the ingredients are not circulating, remove the lid cover carefully and use the tamper to push or mix the ingredients as required.

**WARNING:** Do not leave the blender unattended during operation.

## Using Your Blender (cont)

8. When finished, remove the pitcher from the motor base, then remove the lid. Pour mixture from the pitcher, use a spatula or plastic scraper if necessary. **DO NOT USE METAL UTENSILS. IT MAY DAMAGE THE BLADES.**
9. Press the "Chop" button periodically to blend the ingredients. This is helpful for mixing ingredients and preventing the contents at the bottom from burning. To blend for a longer duration, you must stop the blender first then blend to the desired consistency and start your program over.

**NOTE:** You may notice a slight odor from the blender motor during the first use. This is normal and expected when the motor is being used for the first time.

**WARNING:** Do not place any body parts or foreign objects in the blender while it is in use. The blades are very sharp and can cause serious injury.

If you have any issues with the blender, please stop using the blender and contact customer support at 1-855-233-9199.

## Using the Presets

To use a preset, press the PRESETS button to cycle through the 4 options. Once your preset of choice is flashing, press the START/STOP button to begin. NOTE:

To blend during a heating preset, press the CHOP button.

This will spin the blade for 1-2 seconds and will not stop or interrupt your preset. This is helpful for mixing ingredients and preventing the contents at the bottom from burning. To blend for a longer duration you must first stop your preset, blend to the desired consistency, and start your preset over.

- 1. Frozen Treat:** Press the Frozen Treat button and press the "Start/Stop" button to select the preset. The blade speed will start at 6 and the timer will begin counting down from 47 seconds. The blade speed will vary throughout the preset time. Press the Start/Stop button at any time to stop the preset.
- 2. Smoothie** Press the Smoothie button then press START/STOP to select the preset. The blade speed will vary throughout the preset time. Stop the preset at any time by pressing the Start/Stop button.
- 3. DIY Milk:** Press the preset button to cycle through the 4 presets until DIY Milk flashes on the LCD screen. Press Start/Stop to select the preset. The time on the display will begin counting up. The contents will heat until it reaches a boil. Throughout the preset time, the contents will blend and heat at alternate times. To stop the preset, press the START/STOP button.
- 4. Soup:** Press the preset button to cycle through the 4 presets until Soup flashes on the LCD screen. Press Start/Stop to select the preset. The time on the display will begin counting up. The contents will heat until it reaches a boil. Then, it will drop to a simmer. The contents will heat to a boil then drop to a simmer.

## Using the Presets (cont)

5. **Dip:** Press the preset button to cycle through the 4 presets until Dip flashes on the LCD screen. Press Start/Stop to select the preset. The time on the display will begin counting up. The contents will heat until it reaches a simmer. The blades will spin for 3-4 seconds in 1-minute intervals. The cooking time is up to 10 minutes. Stop the preset at any time by pressing the Start/Stop button. **NOTE: Be careful when using the blender during this preset because contents and jar will be hot. Use an oven mitt or pot holder to prevent injury or scalding.**
6. **Baby Food:** Press the preset button to cycle through the 4 presets until Baby Food flashes on the LCD screen. Press Start/Stop to select the preset. The blender will bring the contents to a boil and cook up to 22 minutes. The blades will begin rotating after the contents have cooked and vary in speed for 2 minutes. Stop the preset at any time by pressing the Start/Stop button. Allow food to cool before serving. **NOTE: Be careful when using the blender during this preset because contents and jar will be hot. Use an oven mitt or pot holder to prevent injury or scalding.**

## Using the Tamper

The tamper is used to press ingredients down towards the blades. It is recommended to move the tamper either straight down or around the sides for the best results. Do not use excessive force with the tamper.

1. Follow steps in “Using your Blender” section.
2. Press the lid firmly into the container, do not insert the lid cover.
3. Insert the tamper through the lid hole.
4. Press START/STOP or use the PULSE function. Use the tamper to push down ingredients through the lid hole.

**WARNING:** Do not force the tamper down the lid opening as this may cause damage to the blender and the tamper. **NEVER USE THE TAMPER WITHOUT THE LID IN PLACE.**

## TIPS

### *Crushing Ice*

For best results when crushing ice, the ice must be dry, (not watery or melting ice) and use the tamper.

1. Fill the container with no more than 1/3 full of ice.
2. Press the lid firmly into the container, remove the lid cover.
3. Turn on the blender and gradually increase to maximum speed.
4. Push down the ice to the blades using the tamper.
5. Stop blending before the ice starts melting, which is approximately 10-15 seconds. This ice will clump together and not be as powdery.
6. Remove the ice by turning the pitcher upside down. Use a plastic utensil and carefully shift ice that is stuck underneath the blade.

### *Heating*

The blender has a powerful 800 watt heating element that allows you to boil liquids in minutes or sauté ingredients with ease. For detailed instructions on utilizing the heating feature, refer to the soup section of the recipe book.

**WARNING:** Take extra caution when blending hot liquids or making hot soups because there is a risk of burning and injury.

## TIPS

### *Jammed Ingredients*

When blending certain ingredients, chunks may get stuck below the blades. This is indicated by a loud noise from the blender. In this instance, please follow the instructions below:

1. Press the START/STOP button to turn off the blender.
2. Remove the pitcher from the motor base and remove the lid.
3. Use a plastic utensil and carefully move the ingredients from underneath the blades.
4. Correctly place the pitcher back onto the motor base, insert the lid and proceed with blending.

**NOTE:** If the ingredients are continuing to get jammed, remove the large chunks and chop them down to a smaller size then continue blending.

### *Juicing*

The blender will blend the skins and seeds of fruits and vegetables. This ensures that the fiber and essential vitamins and nutrients are retained. The juice will be thicker due to fiber and pulp in the juice. You can strain the pulp using a piece of muslin cloth or a fine strainer, which will result in a consistency similar to juice.

1. Chop your fruits or vegetables to a small manageable size and place in the pitcher.
2. Blend ingredients as per instructions. Strain juice if desired.

**NOTE:** Large seeds like seeds from peaches or avocados should be removed before placing them in the blender.



## Cleaning and Storage

1. Add a drop of dish soap to the blender pitcher and add 24 oz of water. Add to blender base and press CLEAN button. Rinse ONLY the inside of the pitcher when finished. DO NOT SUBMERGE THE Pitcher IN WATER.
2. Unplug the motor base from the power outlet.
3. Use a moist cloth to wipe down the exterior. DO NOT SUBMERGE THE MOTOR BASE IN WATER.
4. Clean the lid, lid plug and tamper in warm soapy water, rinse and dry.

**NOTE:** No parts of the blender are dishwasher safe.

If you have any questions regarding your product, please contact GoWISE USA customer support at **1-855-233-9199** or via e-mail **support@gowiseusa.com**.

## ***General Warranty (Excluding Refurbished/Auction Items)***

GoWISE USA has a 1-year limited warranty for all products. Products are warranted against defects in materials and workmanship for 1-year from the date of purchase, when used in accordance with the instructions provided. This warranty does not cover damages or wear resulting from accident, misuse, abuse, commercial use, or unauthorized adjustment and/or repair.

This warranty ONLY covers defects in materials and workmanship and will NOT pay for:

- Items that wear out from normal use including blender pitchers, blades, lids, fryer baskets, pans, pressure cooker pots or lids.
- Damage or failure of this appliance resulting from accident, alteration or misuse.
- Discoloration or surface rust which are conditions that result from normal use or improper maintenance.
- Damage or failure of this appliance resulting from unauthorized modifications made to this appliance.
- Noises associated with the ordinary operation of appliances
- Costs associated with removal of the product from home for exchange including shipping costs to and from our facilities.

If the item was a gift and there is not gift receipt, please contact the person who gifted this to you for a copy of the receipt or invoice. If it's inappropriate, please request the person who gifted you this product to get the warranty claim started.

If a product is replaced, the replacement product warranty coverage will cover the warranty that was left from the original product. The warranty does not restart from the date of the replacement.

***PLEASE CALL: 855-233-9199 for RETURN INSTRUCTIONS.***

**WE DO NOT SERVICE PRODUCTS OUTSIDE THE 48 CONTINENTAL UNITED STATES. (WE WILL SHIP TO A FREIGHT FORWARDER FOR CUSTOMERS)**

**NOTE:** Customers are responsible for all return shipping costs. When item(s) are returned under warranty as being defective, they are thoroughly tested to verify manufacturer defect. If any item(s) are determined to be in proper working order after testing, all shipping costs to have the product returned to the customer will be the responsibility of the customer

This warranty gives you specific legal rights and you may have other rights which vary from state to state.

### **Refurbished Policy**

All Refurbished items are sold "AS IS" and are not eligible for refunds. If a refurbished item is received either defective or DOA (Dead on Arrival), customers MUST contact GoWISE USA customer support within 30-days from delivered date.

**THIS WARRANTY ONLY APPLIES TO REFURBISHED ITEMS THAT ARE PURCHASED DIRECTLY FROM GOWISE USA AND DOES NOT APPLY TO REFURBISHED ITEMS THAT ARE PURCHASED FROM 3RD PARTY SELLERS.**

### **Regarding Purchase From 3rd Parties**

In order for the GoWISE USA customer service team to look up the warranty information regarding the product(s), the original order information and/or proof of purchase is required. Without this information GoWISE USA will be unable to move forward with providing a replacement under warranty, as we do not know the date or origin of the purchase. GoWISE USA does not have a working business relationship with 3rd party selling sites or services or individuals which are not listed below as one of our Authorized Retailers. GoWISE USA is not responsible for making inquiries to such 3rd parties for the purpose of obtaining documentation. It is the responsibility of the person(s) making the warranty claim to provide original documentation such as order information and/or a receipt so that customer service can process your request. Any claim made under GoWISE USA warranty guidelines must be made by original purchaser of the product(s). Any defective product will be replaced as long as the issues with the device fall within warranty guidelines.

### **Authorized Retailers**

- Amazon
- GoWISE USA (Amazon, Sears Marketplace)
- WayFair
- morningsave.com
- Houzz
- Home Depot





## Notes

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**GoWISEUSA®**

www.gowiseproducts.com  
support@gowiseusa.com  
1-855-233-9199

- To ensure correct use of this appliance, read these instructions carefully and thoroughly
- Please keep this manual for future reference.
- Thank you for purchasing this GoWISE USA product.