



## TWISTI™ HIGH-SPEED BLENDER DUO®

### SS150 Series | Owner's Guide



# IMPORTANT SAFETY INSTRUCTIONS

PLEASE READ ALL INSTRUCTIONS BEFORE USE • FOR HOUSEHOLD USE ONLY

|  |   |
|--|---|
|  | Read and review instructions for operation and use.   |
|  | Indicates the presence of a hazard that can cause personal injury, death, or substantial property damage if the warning included with this symbol is ignored. |
|  | For indoor and household use only.  |
| When using electrical appliances, basic safety precautions should always be followed, including the following: |   |

**⚠ WARNING:** Handle the Hybrid Edge™ Blades Assembly with care, as the blades are sharp.

**⚠ WARNING:** Remove utensils prior to processing. Failure to remove may cause the Nutrient Extraction\* Cup to be damaged or to shatter, which may cause personal injury.

**⚠ WARNING:** Do not blend hot, effervescent, or carbonated liquids. Doing so may cause excessive pressure buildup, resulting in risk of laceration and/or the user being burned.

**⚠ WARNING:** Remove the Hybrid Edge Blades Assembly from the Nutrient Extraction Cup upon completion of blending. Do not store ingredients before or after blending them in the cup with the blade assembly attached. Some foods may contain active ingredients or release gases that will expand if left in a sealed container, resulting in excessive pressure buildup that can pose a risk of injury.

**⚠ WARNING:** To reduce the risk of injury, fire, electrical shock, or property damage, basic safety precautions must always be followed, including the following numbered warnings and subsequent instructions. Do not use appliance for other than intended use.

- 1 Read all instructions prior to using the appliance and its accessories.
- 2 Carefully observe and follow all warnings and instructions. This unit contains electrical connections and moving parts that potentially present risk to the user.
- 3 **ALWAYS** exercise care when handling the Hybrid Edge Blades Assembly. The blades are sharp, handle carefully. **ONLY** grasp the Hybrid Edge Blades Assembly by the outer perimeter of the blade assembly base. Failure to use care when handling the blade assembly will result in a risk of laceration.
- 4 Take your time and exercise care during unpacking and appliance setup. This appliance contains sharp, loose blades that can cause injury if mishandled.
- 5 Take inventory of all contents to ensure you have all parts needed to properly and safely operate your appliance.
- 6 **DO NOT** blend hot liquids. Doing so may result in pressure buildup and steam exposure that can pose a risk of the user being burned. Do not blend without drizzle cap securely in place.
- 7 Blades are sharp. Handle carefully.
- 8 Unplug the appliance from the outlet when not in use, before assembling or disassembling parts, and before cleaning. To unplug, grasp the plug by the body and pull from the outlet. **NEVER** unplug by grasping and pulling the flexible cord.
- 9 Before use, wash all parts that may contact food. Follow washing instructions covered in this instruction manual.

\*Extract a drink containing vitamins and nutrients from fruits and vegetables.

# IMPORTANT SAFETY INSTRUCTIONS

PLEASE READ ALL INSTRUCTIONS BEFORE USE • FOR HOUSEHOLD USE ONLY

- 10 To protect against the risk of electric shock, **DO NOT** submerge the appliance or allow the power cord to contact any form of liquid.
- 11 **DO NOT** use this appliance outdoors. It is designed for indoor household use only.
- 12 This appliance has important markings on the plug blade. The attachment plug or entire cordset (if plug is molded onto cord) is not suitable for replacement. If damaged, the appliance shall be replaced.
- 13 This appliance has a polarized plug (one prong is wider than the other). To reduce the risk of electric shock, this plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. **DO NOT** modify the plug in any way.
- 14 **DO NOT** operate any appliance with a damaged cord or plug, or after the appliance malfunctions or is dropped or damaged in any manner. This appliance has no user-serviceable parts. If damaged, contact SharkNinja for servicing.
- 15 Extension cords should **NOT** be used with this appliance.
- 16 **DO NOT** allow children to operate this appliance or use as a toy. Close supervision is necessary when any appliance is used near children.
- 17 This appliance is **NOT** intended to be used by people with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- 18 Before each use, inspect blade assembly for damage. If a blade is bent or damage is suspected, contact SharkNinja to arrange for replacement.
- 19 **DO NOT** attempt to sharpen blades.
- 20 **DO NOT** allow the unit or the cord to hang over the edges of tables or counters. The cord may become snagged and pull the appliance off the work surface.
- 21 **DO NOT** allow any part of the unit to contact hot surfaces, including stoves and other heating appliances.
- 22 **ALWAYS** use the appliance on a dry and level surface.
- 23 **NEVER** place a blade assembly on the motor base without it first being attached to the container.
- 24 Keep hands, hair, and clothing out of the container when loading and operating
- 25 **ONLY** use attachments and accessories that are provided with the product or are recommended by SharkNinja. The use of attachments not recommended or sold by SharkNinja may cause fire, electric shock, or injury.
- 26 During operation and handling of the appliance, avoid contact with moving parts.
- 27 **DO NOT** operate the appliance with an empty container.
- 28 **DO NOT** fill containers past the **MAX FILL** or **MAX LIQUID** lines.
- 29 **DO NOT** microwave any containers or accessories provided with the appliance.
- 30 **DO NOT** perform grinding operations.
- 31 Before operation, ensure all utensils are removed from containers. Failure to remove utensils can cause containers to shatter and potentially result in personal injury and property damage.
- 32 **NEVER** operate the appliance without lids and caps in place. **DO NOT** attempt to defeat the interlock mechanism. Ensure the container and lid are properly installed before operation.
- 33 **DO NOT** expose the containers and accessories to extreme temperature changes. They may experience damage.
- 34 **NEVER** leave the appliance unattended while in use.
- 35 If you find unmixed ingredients sticking to the sides of the cup, stop the appliance, remove the blade assembly, and use a scraper to dislodge ingredients.

- 36 **DO NOT** attempt to remove the container and lids from the motor base while the blade assembly is still spinning. Allow the appliance to come to a complete stop before removing lid and container.
- 37 Remove the Hybrid Edge™ Blades Assembly from the Ninja® Nutrient Extraction\* Cup or Ninja TWISTi™ Pitcher upon completion of blending. **DO NOT** store ingredients before or after blending them in the cup with the blade assembly attached. Some foods may contain active ingredients or release gases that will expand if left in a sealed container, resulting in excessive pressure buildup that can pose a risk of injury. For ingredient storage in the cup, use only the Spout Lid.
- 38 If the appliance overheats, a thermal switch will activate and temporarily disable the motor. To reset, unplug the appliance and allow it to cool for approximately 15 minutes before using again.
- 39 The maximum wattage rating for this appliance is based on the configuration of the Hybrid Edge Blades Assembly and Ninja TWISTi Pitcher. Other configurations may draw less power or current.
- 40 **DO NOT** process dry ingredients without adding liquid to the Ninja Nutrient Extraction\* Cup or Ninja TWISTi Pitcher. They are not intended for dry blending.
- 41 To protect against risk of electrical shock, **DO NOT** immerse the motor base in water or other liquid. Unplug the motor base before cleaning.
- 42 Keep drizzle hole covered while processing.
- 43 Add liquids only through the drizzle hole and do not fill past **MAX FILL** lines.

\*Extract a drink containing vitamins and nutrients from fruits and vegetables.

## SAVE THESE INSTRUCTIONS

# PARTS

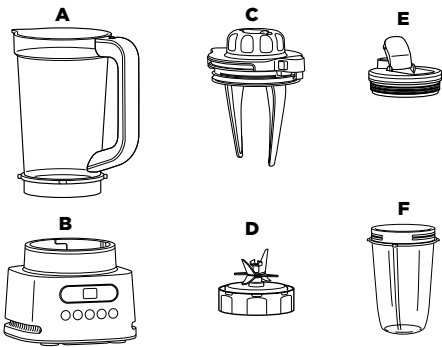
**NOTE:**

- The Hybrid Edge™ Blades Assembly is not compatible with other Ninja® products.
- Number of cups and lids, unit color, cup size, and Auto-iQ® programs vary by model.

- A 34-oz. TWISTi™ Pitcher
- B Motor Base (attached power cord not shown)
- C Lid with Built-in Tamper and Drizzle Hole
- D Hybrid Edge Blades Assembly
- E Spout Lid
- F Nutrient Extraction\* Cup

\*Extract a drink containing vitamins and nutrients from fruits and vegetables.

To purchase more accessories and find great recipes, visit [ninjakitchen.com](http://ninjakitchen.com).



# BEFORE FIRST USE

**IMPORTANT:** Review all warnings before proceeding.

**NOTE:** All attachments are BPA-free. Accessories are top-rack dishwasher safe and should **NOT** be cleaned with a heated dry cycle. Ensure the blade assembly is removed from the container before placing in the dishwasher. Exercise care when handling blade assemblies.

- 1 Remove all packaging materials from the unit. Wash containers, lids, and blade assembly in warm, soapy water using a dishwashing utensil with a handle to avoid direct contact with the blades. Exercise care when unpacking and handling blade assembly, as the blades are sharp.
- 2 Thoroughly rinse and air-dry all parts.

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**⚠ WARNING:** Remove utensils prior to processing. Failure to remove may cause the Nutrient Extraction\* Cup to be damaged or to shatter, which may cause personal injury.

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# GETTING TO KNOW THE TWISTI PITCHER

Powering through tough and frozen ingredients used to require a lot of stopping, scraping, and recipe tinkering. With our new TWISTi pitcher, it is easier than ever to create thick and spoonable smoothie bowls, nut butters, and more. All you have to do is twist the built-in tamper on the lid while blending to push ingredients down toward the blades.



# USING THE CONTROL PANEL

**NOTE:** For best results when making thicker recipes, use the **BOWL** or **SPREAD** program and twist the built-tamper continuously while processing.



## AUTO-iQ® PROGRAMS

Intelligent preset programs combine unique blending and pausing patterns that do the work for you. Once a preset program is selected, it will start immediately and automatically stop when blending is complete. To stop blending before the end of the program, press the currently active button again.

### EXTRACT

Ideal for tough, leafy, or fibrous whole fruits and vegetables, including their skins, seeds, and stems.

### SMOOTHIE (not included with all models)

Combine your favorite fresh or frozen ingredients, liquids, and powders to create smoothies and protein shakes.

### FROZEN

Crush ice and frozen fruit into restaurant-style frozen drinks.

### SPREAD (not included with all models)

Create anything from spreadable nut butters to zesty dressings to the perfect hummus.

### BOWL

Make thick, spoonable smoothie bowls, creamy frozen yogurt, and refreshing sorbets.

## MANUAL MODE

### START/STOP

Press once to start continuous running up to 60 seconds; press again to stop. Can also be pressed to stop a running Auto-iQ program.

### PULSE

Offers greater control of pulsing and blending. Operates only when PULSE is pressed. Use short presses for short pulses and long presses for long pulses.



**NOTE:** Manual programs cannot be used in conjunction with any Auto-iQ programs.

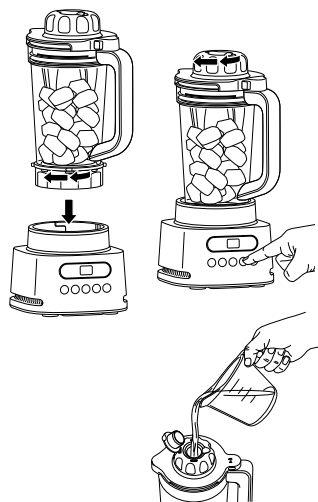
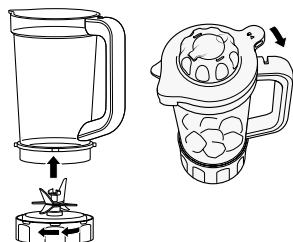
# USING THE NINJA® TWISTI™ PITCHER

**IMPORTANT:** Review all warnings before proceeding.

**NOTE:**

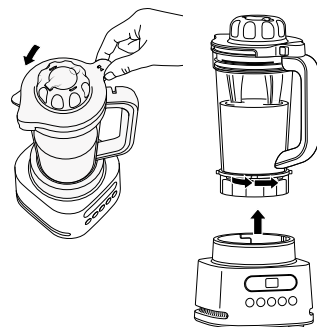
- While processing thick ingredients, twist the built-in tamper *counterclockwise* continuously.
- Keep the drizzle cap closed while processing liquids.

- 1 Place motor base on a clean, dry, level surface such as a countertop or table, then plug in the unit.
- 2 Screw on the Hybrid Edge™ Blade Assembly until you have a tight seal. Fill pitcher with desired contents up to your chosen serving lines.
- 3 If making a smoothie bowl, for single serving, use the  lines or for two servings, use the  lines.
- 4 Install the lid by aligning the red rectangle on the lid with the red line on the top surface of the pitcher handle. Rotate the tab of the lid with the release button clockwise into the pitcher handle to lock into place.



- 5 Install the pitcher on the motor base by aligning the tabs on the pitcher to the slots on the base. Rotate pitcher clockwise until it clicks into place. Programs will illuminate when unit is ready to use.
- 6a If using an Auto-iQ® program, select the program that best suits your desired output. For thick outputs, twist the built-in tamper on the lid counterclockwise continuously while processing. To stop the unit at any time, press the currently active program again.
- 6b If using **START/STOP**, when the ingredients have reached your desired consistency, press the button again, or wait for the unit to come to a complete stop after 60 seconds. If making thick outputs, twist the built-in tamper counterclockwise continuously while processing. If using **PULSE**, use short presses for short pulses and long presses for long pulses.
- 6c If results are too thick, open the drizzle hole cap and add more liquid. Close the cap and continue twisting the tamper counterclockwise during blending.

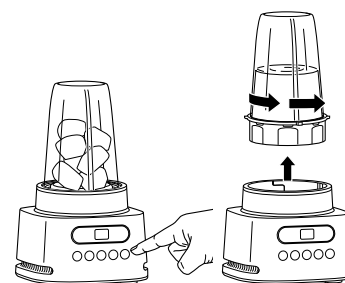
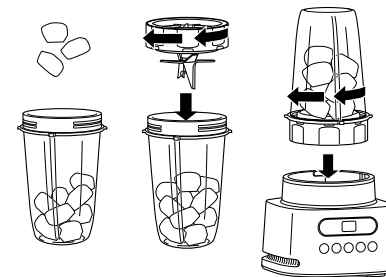
- 7 Remove the lid by pressing the button on the tab until it opens. Lift up to remove. Remove the pitcher from the motor base by turning it counterclockwise, then lifting up.
- 8 To enjoy on the go, pour into a Nutrient Extraction Cup, place the Spout Lid on the top, and twist lid clockwise until firmly sealed. Or pour into a reusable cup of choice.
- 9 Remove the blade assembly by twisting counterclockwise. **DO NOT** store blended contents with the blade assembly attached. Exercise care when handling the blade assembly, as the blades are sharp.
- 10 Unplug the unit when finished. Refer to the Care & Maintenance section for cleaning and storage instructions.



# USING THE NINJA® NUTRIENT EXTRACTION\* CUP

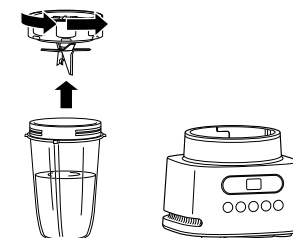
**IMPORTANT:** Review all warnings before proceeding.

- 1 Place motor base on a clean, dry, level surface such as a countertop or table, then plug in the unit.
- 2 Add ingredients to the Nutrient Extraction\* Cup. **DO NOT** exceed the **MAX LIQUID** line.
- 3 Place the Hybrid Edge Blades Assembly on the top of the cup and turn clockwise to seal.
- 4 Turn the cup upside down and install on the motor base by aligning the tabs on the cup with the slots on the base. Then, rotate cup clockwise until it clicks. Once locked in place, the programs illuminate and the unit is ready for use.



- 5a If using an Auto-iQ® program, select the program that best suits your desired output. The preset feature will automatically stop at the end of the program. To stop the unit at any time, press the currently active program again.
- 5b If using **START/STOP**, when the ingredients have reached your desired consistency, press the button again, or wait for the unit to come to a complete stop after 60 seconds. If using **PULSE**, use short presses for short pulses and long presses for long pulses.
- 6 Remove the cup from the motor base by turning the cup counterclockwise, then lifting it up.

- 7 Remove the blade assembly by twisting counterclockwise. **DO NOT** store blended contents with the blade assembly attached. Only use the Spout Lid. Exercise care when handling the blade assembly, as the blades are sharp.
- 8 To enjoy on the go, place the Spout Lid onto the cup and twist lid clockwise until firmly sealed.
- 9 Unplug the unit when finished. Refer to the Care & Maintenance section for cleaning and storage instructions.



\*Extract a drink containing vitamins and nutrients from fruits and vegetables.

# CARE & MAINTENANCE

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## CLEANING

### • Hand-Washing

Wash containers, lids, and blade assembly in warm, soapy water. Use a dishwashing utensil with handle to avoid direct contact with the blades. Exercise care when handling the blade assembly as the blades are sharp. Thoroughly rinse and air-dry all parts.

### • Stuck-on ingredients in the pitcher

For stuck-on ingredients, place 1 or 2 small drops of dish soap into the pitcher and add warm water up to the single-serve Liquid Fill line. Install lid and blend on the **BOWL** program. Twist the built-in tamper counterclockwise continuously while cleaning.

### • Dishwasher

Accessories are top-rack dishwasher safe and should **NOT** be cleaned with a heated dry cycle. Ensure the blade assembly is removed from the container before placing in the dishwasher.

### • Motor Base

Turn off the unit and unplug the motor base before cleaning. Wipe motor base with a clean, damp cloth. **DO NOT** use abrasive cloths, pads, or brushes to clean the base.

## STORING

For cord storage, wrap cord with hook-and-loop fastener near the back of the motor base. **DO NOT** wrap the cord around the bottom of the motor base.

**DO NOT** store blended or unblended ingredients in the cup or pitcher with the blade assembly attached. Use only the spout lid when storing blended or unblended ingredients in the cup.

**DO NOT** stack items on top of the containers. Store any remaining attachments alongside the unit or in a cabinet where they will not be damaged or create a hazard.

## RESETTING THE MOTOR THERMOSTAT

This unit features a unique safety system that prevents damage to the motor and drive system should you inadvertently overload it. If the unit is overloaded, the motor will be temporarily disabled. Should this occur, follow the reset procedure below.

- 1 Unplug the unit from the electrical outlet.
- 2 Allow the unit to cool for approximately 15 minutes.
- 3 Remove the blade assembly from the container. Empty the container and ensure no ingredients are jamming the blade assembly.

**IMPORTANT:** Ensure that maximum capacities are not exceeded. This is the most typical cause of appliance overload.

If your unit needs servicing, call Customer Service at 1-877-646-5288. So we may better assist you, please register your product online at [registeryourninja.com](https://registeryourninja.com) and have the product on hand when you call.

# ORDERING REPLACEMENT PARTS

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To order additional parts and attachments, visit [ninjaaccessories.com](https://ninjaaccessories.com).

# TROUBLESHOOTING GUIDE

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**⚠ WARNING:** To reduce the risk of shock and unintended operation, turn power off and unplug unit before troubleshooting.

### Display reads “- -”.

- If vessel is properly installed and the display reads “- -”, ensure the interior of the base area is clean of any debris.

### Control panel does not illuminate.

- Make sure unit is plugged in. If the unit is plugged in and no container is installed, the unit will display “- -”. The available programs will illuminate after placing a container on the base and rotating it clockwise until it clicks into place.

### Control panel doesn’t turn off.

- Remove container from base by rotating it counterclockwise and lifting it up. The display will flash “- -”. Unplug the power cord from the outlet. If the unit remains plugged in, the display will time out after 3 minutes of inactivity. Press any button to wake the unit.

### Doesn’t mix well; ingredients get stuck.

- Using the Auto-iQ® programs is the easiest way to achieve great results. The pulses and pauses allow the ingredients to settle toward the blade assembly. If ingredients are routinely getting stuck, adding some liquid will usually help.
- When filling the cup, start with fresh fruit or veggies, then leafy greens or herbs. Next add liquids or yogurt, then seeds, powders, or nut butters. Finally, add ice or frozen ingredients.
- If using the TWISTi™ Pitcher, during the blending process twist the built-in tamper counterclockwise continuously to circulate ingredients.

### Unit moves on counter while blending.

- Make sure the counter and feet of the unit are clean and dry.

### Lid or Hybrid Edge™ Blades Assembly is hard to install on the container.

- Set the container on a level surface. Carefully place the lid or blade assembly on the top of the container and align the threads so the lid/blade assembly sits flat. Twist clockwise until you have a tight seal.

### Can’t remove the tamper from the pitcher lid for cleaning.

- The tamper is built in and not removable from the pitcher lid.

### Display reads “E1”

- If the display reads “E1”, the motor has been running for too long. As a safety feature, we recommend running the unit for less than 3 minutes consecutively. Unplug the unit and let it cool for 15 minutes before running again.

# PRODUCT REGISTRATION

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Please visit [registeryourninja.com](https://registeryourninja.com) to register your new Ninja® product within ten (10) days of purchase. You will be asked to provide the store name, date of purchase, and model number along with your name and address.

The registration will enable us to contact you in the unlikely event of a product safety notification. By registering, you acknowledge you have read and understood the instructions for use and warnings set forth in the accompanying instructions.

ONE (1) YEAR LIMITED WARRANTY NJA\_1\_YR\_IB\_LMTD\_WRNTY\_US\_ENG

The One (1) Year Limited Warranty applies to purchases made from authorized retailers of **SharkNinja Operating LLC**. Warranty coverage applies to the original owner and to the original product only and is not transferable.

SharkNinja warrants that the unit shall be free from defects in material and workmanship for a period of one (1) year from the date of purchase when it is used under normal household conditions and maintained according to the requirements outlined in the Owner's Guide, subject to the following conditions and exclusions:

What is covered by this warranty?

- 1. The original unit and/or non-wearable parts deemed defective, in SharkNinja's sole discretion, will be repaired or replaced up to one (1) year from the original purchase date.
- 2. In the event a replacement unit is issued, the warranty coverage ends six (6) months following the receipt date of the replacement unit or the remainder of the existing warranty, whichever is later. SharkNinja reserves the right to replace the unit with one of equal or greater value.

What is not covered by this warranty?

- 1. Normal wear and tear of wearable parts (such as blending vessels, lids, cups, blades, blender bases, removable pots, racks, pans, etc.), which require regular maintenance and/or replacement to ensure the proper functioning of your unit, are not covered by this warranty. Replacement parts are available for purchase at [ninjaaccessories.com](http://ninjaaccessories.com).
- 2. Any unit that has been tampered with or used for commercial purposes.
- 3. Damage caused by misuse, abuse, negligent handling, failure to perform required maintenance (e.g., failure to keep the well of the motor base clear of food spills and other debris), or damage due to mishandling in transit.
- 4. Consequential and incidental damages.
- 5. Defects caused by repair persons not authorized by SharkNinja. These defects include damages caused in the process of shipping, altering, or repairing the SharkNinja product (or any of its parts) when the repair is performed by a repair person not authorized by SharkNinja.
- 6. Products purchased, used, or operated outside North America.

How to get service

If your appliance fails to operate properly while in use under normal household conditions within the warranty period, visit [ninjakitchen.com/support](http://ninjakitchen.com/support) for product care and maintenance self-help. Our Customer Service Specialists are also available at **1-877-646-5288** to assist with product support and warranty service options, including the possibility of upgrading to our VIP warranty service options for select product categories. So we may better assist you, please register your product online at [registeryourninja.com](http://registeryourninja.com) and have the product on hand when you call.

SharkNinja will cover the cost for the customer to send in the unit to us for repair or replacement. A fee of \$20.95 (subject to change) will be charged when SharkNinja ships the repaired or replacement unit.

How to initiate a warranty claim

You must call **1-877-646-5288** to initiate a warranty claim. You will need the receipt as proof of purchase. We also ask that you register your product online at [registeryourninja.com](http://registeryourninja.com) and have the product on hand when you call, so we may better assist you. A Customer Service Specialist will provide you with return and packing instruction information.

How state law applies

This warranty gives you specific legal rights, and you also may have other rights that vary from state to state. Some states do not permit the exclusion or limitation of incidental or consequential damages, so the above may not apply to you.

**SharkNinja Operating LLC**  
**US: Needham, MA 02494**  
**CAN: Ville St-Laurent, QC H4S 1A7**  
**1-877-646-5288**  
**ninjakitchen.com**

Illustrations may differ from actual product. We are constantly striving to improve our products, therefore the specifications contained herein are subject to change without notice.

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HYBRID EDGE and TWISTI are trademarks of SharkNinja Operating LLC.

This product may be covered by one or more U.S. patents. See [sharkninja.com/patents](https://sharkninja.com/patents) for more information.

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