

# NINJA®

PROGRAMMABLE

## XL 14-CUP

### COFFEE MAKER

# DCM200

Series

## OWNER'S GUIDE



ninjakitchen.com

**THANK YOU**  
for purchasing the Ninja® Programmable Coffee Maker.



**REGISTER YOUR PURCHASE**

- registeryourninja.com
- 1-877-646-5288
- Scan QR code using mobile device

**RECORD THIS INFORMATION**

Model Number: \_\_\_\_\_  
Serial Number: \_\_\_\_\_  
Date of Purchase: \_\_\_\_\_  
(Keep receipt)  
Store of Purchase: \_\_\_\_\_

**THIS BOOK COVERS MODEL NUMBER:**  
DCM200, DCM200A, DCM201, DCM201BK

**TECHNICAL SPECIFICATIONS**

Voltage: 120V- 60Hz.  
Power: 1100 Watts  
Water Reservoir  
Capacity: 70 oz.

**PLEASE READ CAREFULLY AND  
KEEP FOR FUTURE REFERENCE.**

These instructions are designed to help you get a complete understanding of your new Ninja Programmable Coffee Maker.

If you have any questions, please call our Customer Service line at 1-877-646-5288.

**TIP:** You can find the model and serial numbers on the QR code label located on the back of the unit by the power cord.

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# IMPORTANT SAFEGUARDS

READ ALL INSTRUCTIONS BEFORE USE • HOUSEHOLD USE ONLY

Read all instructions before using your NINJA® PROGRAMMABLE COFFEE MAKER.

When using electrical appliances, basic safety precautions should always be followed, including the following:

## ⚠ WARNING

### General Precautions

- 1 This appliance can be used by persons with reduced physical, sensory, or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- 2 To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). As a safety feature, this plug will fit into a polarized outlet only one way. If the plug does not fit fully into the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. **DO NOT** force into outlet or try to modify to fit.
- 3 Keep the appliance and its cord out of reach of children. **DO NOT** allow the appliance to be used by children. Close supervision is necessary when used near children
- 4 To eliminate a choking hazard for young children, discard all packaging materials immediately upon unpacking.
- 5 Children shall not play with the appliance.
- 6 To protect against fire, electric shock, and injury to persons, **DO NOT** immerse cord, plugs, or body of machine in water or other liquid.
- 7 **NEVER** carry the appliance by the power cord or pull it to disconnect from electrical socket; instead grasp the plug and pull to disconnect.
- 8 **DO NOT** operate any appliance with a damaged cord or plug, or after the appliance malfunctions, or has been dropped or damaged in any manner. Contact SharkNinja Operating LLC for service.
- 9 For household and work top use only. **DO NOT** let the power cord hang over the edge, or touch hot surfaces such as the stove.

10 **NEVER** use socket below counter.

- 11 To avoid risk of fire, electrical shock, or damage to the unit, **DO NOT** store or use unit in an appliance garage or under a wall cabinet.
- 12 Unplug from outlet when either the appliance or display clock is not in use and before cleaning. Allow to cool before putting on or taking off parts and before cleaning the appliance.
- 13 Turn off and allow to cool before putting on or taking off parts, and before cleaning the appliance.

### Operating Notice

To disconnect, turn any control to “off”, then remove plug from wall outlet.

- 14 The use of an accessory not recommended by the manufacturer may create an overflow condition and scalding hazard, or result in fire, electric shock, or personal injury.
- 15 **ALWAYS** use appliance on a clean, dry, level surface.
- 16 **DO NOT** place appliance on or near a hot gas or electric burner or in a heated oven. **DO NOT** let cord touch hot surfaces or hang over edges of tables or counters.
- 17 **DO NOT** use this appliance for anything other than its intended use.
- 18 **DO NOT** use outdoors.
- 19 **DO NOT** touch hot surfaces. Use handles or knobs.
- 20 **ALWAYS** place a vessel beneath the brew basket to receive the brewed coffee.
- 21 Scalding may occur if brew basket is opened during a brew or clean cycle.
- 22 **DO NOT** reach under or touch the drip stop during or upon completion of a brew as residual dripping hot coffee may cause scalding and burns to skin.

- 23 If the unit is dripping from the drip stop without the carafe in place, return the carafe back on the unit.
- 24 **DO NOT** fill water reservoir with anything other than water, as other liquids may damage your brewer.
- 25 **DO NOT** overfill the water reservoir. Fill water only to the Max Fill line.
- 26 **DO NOT** run the appliance without water.
- 27 Exceeding maximum brew basket capacity may cause overflow. **DO NOT** use fine or espresso ground coffee.

### Carafe

- 28 The carafe is designed for use with this appliance only. **DO NOT** place carafe on or near a hot gas or electrical burner, or in a heated oven.
- 29 **DO NOT** set a hot carafe on a wet or cold surface.
- 30 **DO NOT** use a cracked or scratched carafe or a carafe that has a loose or weakened handle.
- 31 **DO NOT** clean carafe with abrasive cleaners, steel wool pads, or other abrasive materials.
- 32 **DO NOT** place carafe in microwave.
- 33 **DO NOT** expose carafe to extreme temperature changes.
- 34 **DO NOT** drink directly from the carafe. Liquid from the carafe may be very hot.
- 35 **DO NOT** use the carafe to store food when not in use.

- 36 Ensure the carafe is completely empty before starting a cleaning or brewing cycle. Starting a cycle with water, coffee, or tea in the carafe will cause an overflow.

### Care & Maintenance

- 37 Allow the appliance to cool before removing any parts and before cleaning.
  - 38 To prevent illness from bacterial growth in the appliance, follow all cleaning instructions in the Care & Maintenance section of this Owner’s Guide.
  - 39 Clean the system on a weekly basis.
  - 40 If the product is not operating properly, visit ninjakitchen.com or contact SharkNinja Operating LLC for examination, repair, or adjustment. Any servicing needs shall be performed by an authorized service provider.
  - 41 Cleaning and user maintenance shall not be made by children unless they are older than 8 and supervised.
- ### Cord Statement
- 42 A short power-supply cord is provided to reduce the risks resulting from becoming entangled in or tripping over a longer cord.
  - 43 **DO NOT** use an extension cord. **DO NOT** use an external timer or separate remote-control system.

**⚠ WARNING ⚠**  
Risk of fire or electric shock  
Do not remove bottom cover.



Indicates to read and review instructions to understand operation and use of product.



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.



Do not immerse in any liquids.



Take care to avoid contact with hot surface. Always use hand protection to avoid burns.

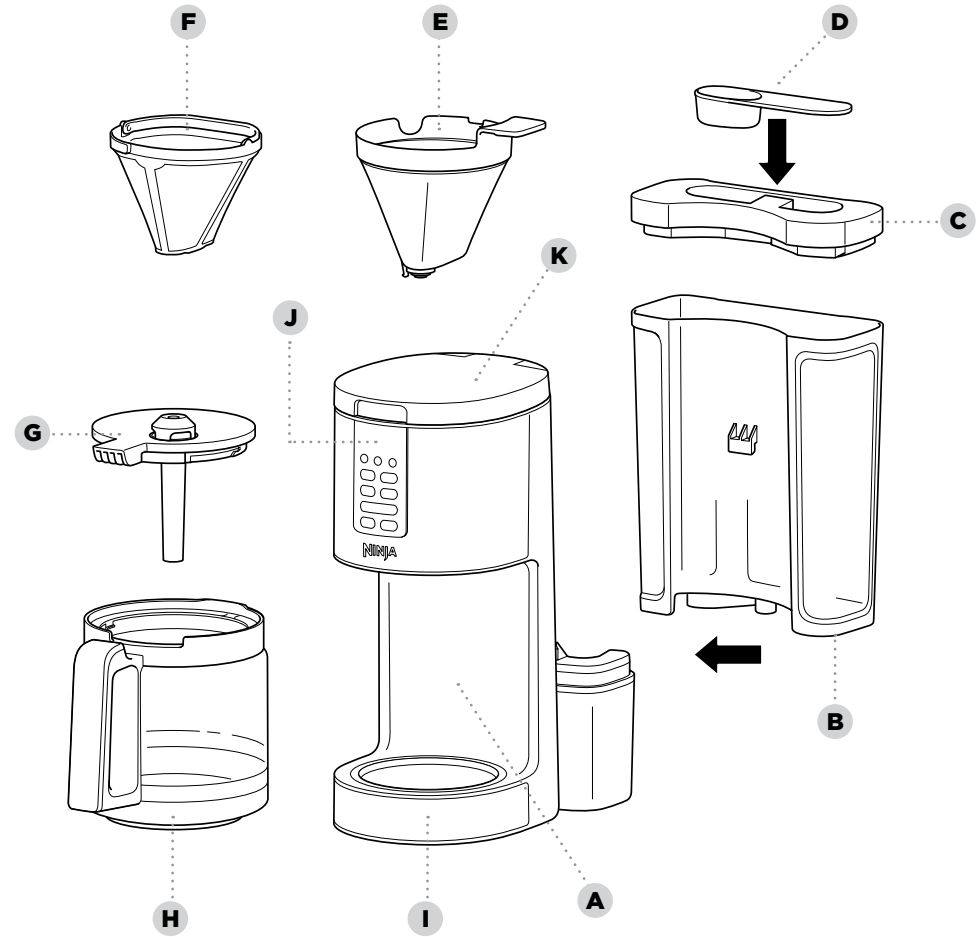


For indoor and household use only.

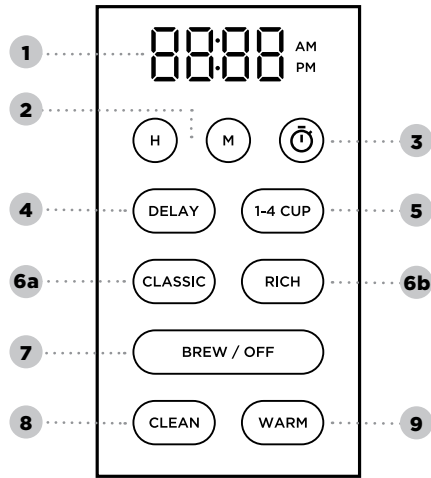
## READ AND SAVE THESE INSTRUCTIONS

# PARTS

- A Coffee Maker  
(power cord & storage not shown)
- B Removable Water Reservoir
- C Water Reservoir Lid
- D Integrated Ninja® Scoop
- E Removable Brew Basket
- F Permanent Filter
- G Brew-Through Lid
- H Glass Carafe
- I Adjustable Warming Plate
- J Control Panel
- K Showerhead



## USING THE CONTROL PANEL



- 1 Programmable Digital Clock
- 2 Clock Hour and Minute Buttons
- 3 Freshness Timer Button (not available on all models)
- 4 Delay Brew Button
- 5 1-4 Cup Brew Button
- 6 Brew Styles  
(a) Classic Brew Button  
(b) Rich Brew Button
- 7 Start Brew/Off Button
- 8 Clean Cycle Button
- 9 Keep Warm Button

## FEATURES OF THE NINJA PROGRAMMABLE COFFEE MAKER

- **1-4 CUP Brew** Brewing 4 cups of coffee or fewer? When the 1-4 CUP button is selected, the coffee maker's brew cycle will be optimized for brewing smaller batches, resulting in the most flavorful coffee.

**IMPORTANT: DO NOT** fill the reservoir higher than the 4 cup line, as the unit will use up the total amount of water in the reservoir regardless of the 1-4 CUP setting.

- **CLASSIC Brew** Smooth, well-balanced flavor.
- **RICH Brew** For a richer coffee but still smooth.
- **Freshness Timer (Not available on all models)** Lets you know how long your coffee has been waiting for you. Press the freshness timer once to show the amount of time that has passed since brewing completed. The freshness timer counts up to a maximum of 4 hours.
- **Auto-Off** The unit will automatically shut off after 15 minutes of no interaction. To manually shut off the unit, press and hold BREW/OFF for 3 seconds.
- **Keep Warm** Keep your brew at the ideal temperature for up to 4 hours. The Adjustable Warming Plate will activate when a brew has started and is set to remain on for 2 hours. Press WARM to turn it off.

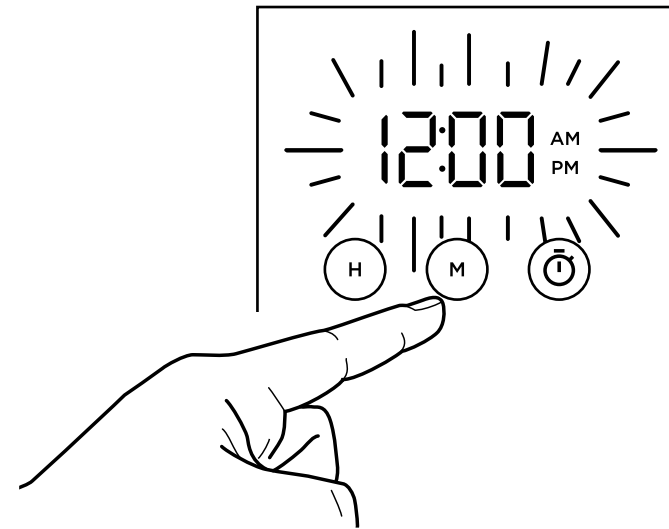
## PREPARING FOR USE

### BEFORE FIRST USE

- 1 Remove all packaging material and stickers from the coffee maker.
- 2 Wash the water reservoir, carafe, brew basket, and permanent filter in warm, soapy water with a soft cloth. Rinse parts and dry thoroughly.
- 3 Plug in the power cord.
- 4 Fill the reservoir to the 14 cup line with fresh water and place it on the base.
- 5 Place the empty carafe on the base and prime the system by running a full carafe on Classic brew with water only. After the cycle is complete, discard the water.

**NOTE:** We recommend fresh, cool, filtered water. Well water is not recommended.

### SETTING THE CLOCK

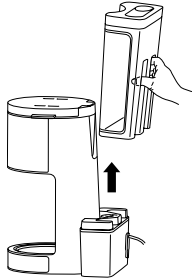


- 1 Plug the power cord into an electrical outlet and the digital clock will begin to flash.
- 2 Use the **H** and **M** buttons to set the clock to the current time. The AM or PM indicator will illuminate on the right side of the display as you are setting the time.
- 3 When the desired time is reached, allow 5 seconds for it to set.

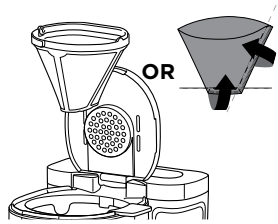
**NOTE:** If you unplug the brewer or experience a power loss, you will need to reset the clock the next time the brewer is powered on.

## HOW TO BREW

- 1 Place the brewer on a dry, clean, and level surface. Plug your brewer in to power it on.
- 2 Remove the water reservoir from the unit by lifting it straight up. Remove the lid entirely and fill the water reservoir to the desired level.



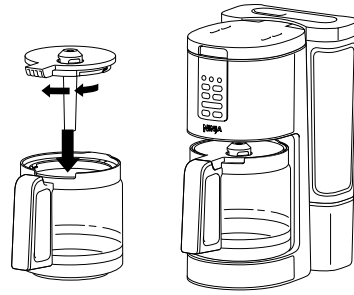
- 3 Place the brew basket in the unit. Then place the permanent filter or a #4 paper cone filter in the brew basket.



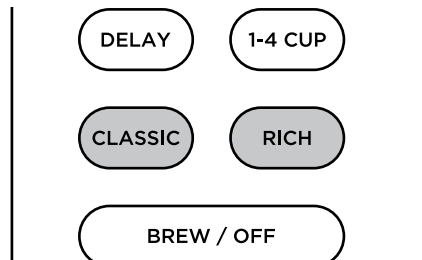
**NOTE:** If using a paper filter, fold the paper filter along the seams, open it fully, and firmly press it into the filter holder, making sure it is fully seated.

- 4 Add your desired amount of coffee grounds to the filter. Reference the Coffee Measurement Chart on page 9.

- 5 Place the brew-through lid on the carafe and turn clockwise to lock into place. Then place carafe under the brew basket.



- 6 Select either **CLASSIC** or **RICH** brew style. If you are brewing 4-cups or less, also select **1-4 CUP**.

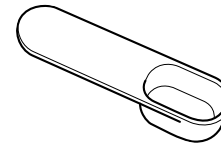
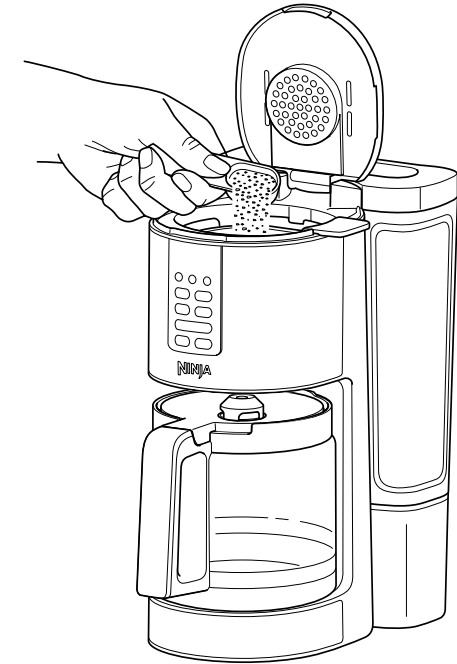


- 7 Press **BREW** to start brewing. When the brewing is complete, the unit will beep, the clock will display "End", and the warming plate will remain on for the set amount of time.

**NOTE:** Each brew has a pre-infusion cycle with varying times. The brew will begin, pause for a short period of time, and then continue brewing. This pre-infusion cycle is used to evenly saturate the coffee grounds.

**NOTE:** Do not add more more cups of water than coffee you want to brew, as the unit will use up the total amount of water in the reservoir regardless of the 1-4 CUP setting.

## PREPARING & USING YOUR NINJA® PROGRAMMABLE COFFEE MAKER



Integrated Ninja® Scoop

### USING THE NINJA SCOOP

The Ninja Scoop is used for accurately measuring coffee grounds. The scoop is equivalent to 2 tbsp. of coffee. Measurements are based on level scoops and may be adjusted to your preferred taste.

### PREVENTING COFFEE OVERFLOW

Always measure with level scoops of a medium grind size. When using decaf coffee, use fewer scoops.

### COFFEE MEASUREMENT CHART

| SERVING SIZE                        | CUPS OF COFFEE | GROUNDS                    | WATER       |
|-------------------------------------|----------------|----------------------------|-------------|
| 1-4 Cups<br>(Select 1-4 CUP button) | 2 cups         | 1 Ninja Scoops or 2 tbsp.  | 2-cup line  |
|                                     | 4 cups         | 2 Ninja Scoops or 4 tbsp.  | 4-cup line  |
| 6-14 Cups                           | 6 cups         | 3 Ninja Scoops or 6 tbsp.  | 6-cup line  |
|                                     | 8 cups         | 4 Ninja Scoops or 8 tbsp.  | 8-cup line  |
|                                     | 10 cups        | 5 Ninja Scoops or 10 tbsp. | 10-cup line |
|                                     | 12 cups        | 6 Ninja Scoops or 12 tbsp. | 12-cup line |
|                                     | 14 cups        | 7 Ninja Scoops or 14 tbsp. | 14-cup line |

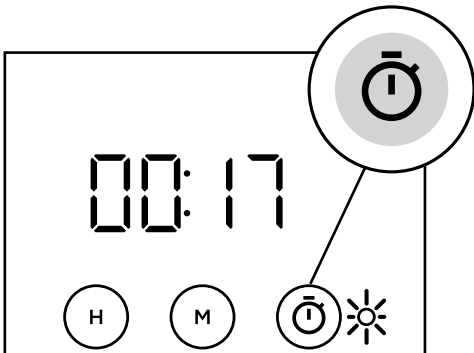
## PREPARING & USING YOUR NINJA® PROGRAMMABLE COFFEE MAKER - CONT.

### COFFEE FRESHNESS TIMER (NOT AVAILABLE ON ALL MODELS)

The coffee freshness timer lets you know how long your coffee has been waiting for you since the end of your previous brew. At the end of every brew, the freshness timer will activate (as indicated by the LED next to the button when pressed), and it will begin counting. To view the freshness timer after a brew, press the Freshness Timer Button once and the clock time will change to show the amount of time that has passed since the previous brew cycle was completed. Press again at anytime to display the clock time. The freshness timer runs for 4 hours. After 4 hours is reached, the timer will stop, the LED will turn off, and the display will automatically switch back to the clock.

**NOTE:** If you press the freshness timer button and the clock flashes "00:00", then either a brew has not been completed or the timer has exceeded the 4 hour maximum.

**EXAMPLE:** Image below shows that it has been 17 minutes since last brew.

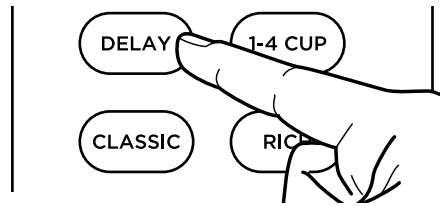


**NOTE:** The freshness timer can only be activated and viewed after a brew cycle has completed. The time and delay brew cannot be set when the freshness timer is displayed (indicated by the illuminated LED to the right of the button).

### PROGRAMMING DELAY BREW

**NOTE:** The unit must remain on for the Delay Brew function to work. **DO NOT** unplug the unit after setting Delay Brew.

- 1 Plug in the power cord.
- 2 After filling the water reservoir and adding ground coffee to the filter, be sure the reservoir and brew basket are securely in place. Place the empty carafe under the brew basket.
- 3 Press **DELAY**. The clock will flash "12:00" or the last time that was set. Use the hour (H) and minute (M) buttons to set the time you would like the Delay Brew to begin. The AM or PM indicator will illuminate on the right side of the display as you are setting the time.



- 4 Select the brew style, and your selection will illuminate. If brewing fewer than 4 cups, press **1-4 CUP**.
- 5 Once you have set the time and brew style, press **DELAY** or **BREW** to activate, or wait 5 seconds for Delay Brew to lock in. When activated, the unit will beep, and DELAY will remain illuminated.
- 6 To cancel the program, press **DELAY**.

## CARE & MAINTENANCE

### ADJUSTABLE WARMING PLATE

The warming plate will turn on once the brew has started. By default, the warming plate will remain on for 2 hours and will automatically turn off after the time has elapsed. To manually turn off the warming plate, press the **WARM** button after the brew has completed. You can turn the warming plate back on by pressing **WARM** again. Wait until the surface has cooled completely before touching.

**NOTE:** The unit will continue to brew if additional water is added to the reservoir. **DO NOT** add more water when using the **WARM** function.

### KEEP WARM TIME & TEMPERATURE ADJUSTMENT

(TEMPERATURE ADJUSTMENT IS NOT AVAILABLE ON ALL MODELS.)

You can adjust how long the warming plate remain on (up to 4 hours) and/or set the temperature to High, Medium, or Low. By default, the warming plate is set to remain on for 2 hours. To change the time/temperature settings of the warming plate, follow these instructions:

- 1 Press and hold the **WARM** button until the clock flashes, displaying how long the warming plate is currently set to stay on.
- 2 Quickly press the hour (H) or minute (M) button to adjust the time up to 4 hours or decrease the time to 0 hours. Press **WARM** to set the new time. Or wait 5 seconds, and the unit will beep, signifying the new time has been set.
- 3 To change the temperature, press the hour (H) or minute (M) button, then press **WARM**, or wait 5 seconds for the temperature to lock in. To keep the same temperature, press **WARM**, or wait 5 seconds for the same temperature to lock in.

**NOTE:** If you set the warming time to 0 hours, it will skip the warming temperature menu. When set to 0 hours, the warming plate will not automatically activate during or after a brew cycle, but you can still manually turn it on by pressing **WARM**.

### CLEANING AFTER A BREW

- 1 After the unit has cooled, remove the brew basket and discard the grounds and paper filter, if used. If using the permanent filter, wash it thoroughly with soap and warm water or place on the top rack of the dishwasher.
- 2 Empty the water reservoir and hand-wash or place in the dishwasher with opening facing downwards. We recommend thoroughly washing the water reservoir weekly.

**NOTE:** For best results, we recommend rinsing the reservoir after brewing.

- 3 We recommend cleaning your carafe with warm, soapy water and a soft brush, or placing it on the top rack of your dishwasher. **DO NOT** use a wire brush.

**NOTE:** The glass carafe, brew-through lid, permanent filter, water reservoir, water reservoir lid, and scoop are dishwasher safe.

- 4 After the coffee maker has cooled, wipe down the main unit, showerhead, and water reservoir shelf with a cloth and warm water. **DO NOT** immerse the coffee maker in water.

### TO CLEAN AND DESCALE YOUR NINJA PROGRAMMABLE COFFEE MAKER

The clean function allows you to clean your unit whenever you would like. As a guideline, we recommend running a clean cycle if it is taking significantly more time to brew than normal.

**NOTE:** Make sure the 1-4 CUP button is not selected/illuminated before running a clean cycle.

- 1 Set the empty carafe beneath the brew basket.

## CARE & MAINTENANCE CONT.

- 2 Use a descaling solution specifically formulated for coffeemaker cleaning and follow the directions on the package. Fill the water reservoir up to, but not exceeding, the 14-Cup Line.

**OR**

Add 16 oz. of white vinegar to the water reservoir, then fill the rest of the reservoir with water up to, but not exceeding, the 14-Cup Line.

**IMPORTANT:** Use only white vinegar.

- 3 Once the water reservoir is filled with your cleaning solution or vinegar mixture, press the **CLEAN** button. The clean cycle will take up to an hour. To cancel the clean cycle, press the **CLEAN** button again.
- 4 The unit will beep when the clean cycle successfully completes.
- 5 Empty the contents of the carafe and place it back under the brew basket. Clean the water reservoir with warm, soapy water to remove any cleaning solution that could affect the flavor of your coffee.

- 6 Refill the reservoir with fresh water up to, but not exceeding, the 14-Cup Line and set the empty carafe beneath the brew basket.
- 7 Flush the system by running a 14-Cup Classic Brew cycle with water only. After the cycle is complete, discard the water and thoroughly clean the carafe.

**NOTE:** The clean cycle will take up to an hour. If you cancel the clean cycle, your machine will not be properly descaled.

**NOTE:** Running a water-only clean cycle will not descale the brewer properly.

**NOTE:** Hard water will cause scale buildup faster than soft water, and the brewer will need to be cleaned more often.

## TROUBLESHOOTING GUIDE

### There is sediment in my coffee.

- If using a permanent filter, the sediment at the bottom of the brewed coffee may be due to using finely ground coffee.
- To reduce the amount of sediment in the brewed coffee, use a slightly coarser grind or use a paper filter.

**NOTE: DO NOT** use paper filter in conjunction with the permanent filter, as this could cause water and/or coffee to clog or back up in the filter basket.

- Using too many grounds can cause the filter holder to overflow. Once cooled, clean out the filter holder and refill using the appropriate amount of coffee (1 scoop per 2 cups).

### Paper filter is folding over.

- The unit is designed to take a #4 cone filter. Be sure you are using this size and shape, as larger sizes may fold over. Allow the filter holder to cool before handling. Be sure the paper filter is folded along its two seams and is pressed firmly into the filter holder. Alternatively, you can wet the sides of the paper filter to temporarily adhere it to the filter holder.

### Coffee is too weak.

- For stronger coffee, use the Rich Brew setting. If you want an even bolder flavor, you can add more coffee grounds to the filter.

## TROUBLESHOOTING GUIDE

### Coffee is too strong.

- For milder coffee, try the Classic Brew setting. If you want an even milder flavor, use fewer grounds in the filter.

### Coffee is leaking.

- After removing the water reservoir, there may be a small amount of water in the reservoir valve. This can be easily removed with a dry cloth.
- If the leak is coming from the bottom of the brew basket, the removable filter holder valve may be clogged. Rinse the filter holder with water and press the valve repeatedly until the clog is cleared.
- If the leak is coming from the bottom of the coffee maker, call Customer Service at 1-877-646-5288.

### Brew will not start.

**NOTE:** The brew will begin, pause, and then continue. This process is used to evenly saturate the coffee grounds.

- Ensure the unit is powered on and the display is illuminated. If there are no lights, the machine is not getting power; try a different outlet.
- Check to make sure there is water in the water reservoir.
- Make sure the carafe is in place. The brewer will not dispense coffee if the carafe is not under the brew basket. If it is not in place, the brew will remain in the brew basket, which could lead to overflow.
- If the brew still does not start, it may be time to run a clean cycle. Please refer to the To Clean and Descaling Your Ninja® Programmable Coffee Maker section.

### Brew cycle is too slow.

- A full carafe brew will take approximately 12-15 minutes. If a full carafe brew takes longer than expected, you may need to run a clean cycle. Please refer to the To Clean and Descaling your Ninja® Programmable Coffee Maker section.

### Carafe overflowed.

- The carafe may not have been empty prior to brewing, or the water level exceeded the Max Fill line on the water reservoir prior to brewing. Reminder **DO NOT** add additional water to the reservoir after a brew or cleaning cycle has already started.
- The carafe holds 70 fl. oz. To avoid overflows, make sure carafe is empty prior to brewing and the water reservoir is not filled past the 14-Cup Line.

### Brew basket overflowed.

- Check that the carafe is in place with the lid secured. If the carafe is in place, the bottom of the filter holder may be clogged. This can happen with finely ground coffee or too many coffee grounds in the filter holder. Rinse the filter holder with water and press the valve repeatedly until the clog is cleared.
- Decaf coffee grounds will absorb water differently. Use fewer scoops when using decaf grounds.

**NOTE:** We recommend using medium-grind coffee



## PRODUCT REGISTRATION

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Please visit [registeryourninja.com](http://registeryourninja.com) or call 1-877-646-5288 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.

## REPLACEMENT PARTS

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To order additional parts and accessories, visit [ninjaaccessories.com](http://ninjaaccessories.com) or contact Customer Service at **1-877-646-5288**.

# Shark | NINJA

## ONE (1) YEAR LIMITED WARRANTY

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**  
**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.

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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