

# NINJA®

**QB1000**

Series

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**OWNER'S GUIDE**

## **MASTER PREP® PROFESSIONAL ULTIMATE FOOD AND DRINK MAKER**



ninjakitchen.com

# THANK YOU FOR PURCHASING

The Ninja® Master Prep® Professional Ultimate Food and Drink 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:

QB1000  
QB1000R  
QB1000WH  
QB1000BL  
QB1000LD  
QB1004

## TECHNICAL SPECIFICATIONS

Voltage: 120V, -60Hz  
Power: 450 Watts  
Blender Pitcher Capacity: 48 oz.  
40 oz.  
Chopping Bowl Capacity: 16 oz.

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




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

# IMPORTANT SAFEGUARDS

HOUSEHOLD USE ONLY • READ ALL INSTRUCTIONS BEFORE USE

	<b>Read and review instructions for operation and use.</b>
	<b>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.</b>
	<b>For indoor and household use only.</b>
<b>When using electrical appliances, basic safety precautions should always be followed, including the following:</b>	

## **WARNING:**

- 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 Take your time and exercise care during unpacking and appliance setup. This appliance contains sharp, loose blades that can cause injury if mishandled.
- 4 Take inventory of all contents to ensure you have all parts needed to properly and safely operate your appliance.
- 5 Stacked Blade Assembly is sharp and not locked in place. Handle carefully.
- 6 **CAUTION** Chopping blades are sharp, handle with care, especially when removing the blade from the bowl, emptying the bowl and during cleaning. When handling the chopping blades, always hold by the plastic shaft.
- 7 Turn the appliance **OFF**, then 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.
- 8 **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.
- 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 **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.
- 13 Extension cords should **NOT** be used with this appliance.
- 14 **DO NOT** allow children to operate this appliance or use as a toy. Close supervision is necessary when any appliance is used near children.
- 15 This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they are closely supervised and instructed concerning use of the appliance by a person responsible for their safety. Close supervision is necessary when any appliance is used by or near children. Children should be supervised to ensure that they do not play with the appliance.
- 16 Before each use, inspect blade assemblies for damage. If a blade is bent or damage is suspected, contact SharkNinja to arrange for replacement.
- 17 **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.
- 18 **DO NOT** allow any part of the unit to contact hot surfaces, including stoves and other heating appliances.
- 19 **DO NOT** place on or near a hot gas or electric burner or in a heated oven.
- 20 **ALWAYS** use the appliance on a dry and level surface.
- 21 Keep hands, hair, and clothing out of the container when loading and operating.

- 22 **NEVER** leave the appliance unattended while in use.
- 23 **ONLY** use attachments, including canning jar, 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.
- 24 During operation and handling of the appliance, avoid contact with moving parts.
- 25 To protect against electric shock, **DO NOT** immerse cord, plug or any part of the main unit in water or any other liquids.
- 26 Check that the voltage indicated on the rating plate corresponds with that of the local network before connecting the appliance to the mains power supply.
- 27 **DO NOT** use with damaged cord or plug.
- 28 **DO NOT USE** if the appliance is not working, has been dropped, dropped into water, damaged or left outdoors.
- 29 **NO SERVICEABLE PARTS.** Incorrect re-assembly or repair can cause a risk of electrical shock or injury to persons when the appliance is used. Contact Customer Service.
- 30 This appliance contains no user-serviceable parts. All repairs should only be carried out by a qualified engineer. Improper repairs may place the user at risk of harm.
- 31 Remove the power cord from the mains power supply when not in use, before assembling or disassembling parts, and before cleaning.
- 32 **DO NOT** abuse the power cord. Never carry the appliance by the power cord. To unplug the appliance from the mains power supply, grasp the plug and not the cord and pull to disconnect.
- 33 **DO NOT** leave the appliance unattended whilst connected to the mains power supply.
- 34 **CAUTION: DO NOT PROCESS HOT FOODS OR HOT LIQUIDS.** Allow hot ingredients to cool before processing.
- 35 **DO NOT** remove the power pod before the chopping blades have stopped turning.
- 36 **CAUTION** Chopping blades are sharp, handle with care, especially when removing the blade from the bowl, emptying the bowl and during cleaning. When handling the chopping blades, always hold by the plastic shaft.
- 37 **DO NOT** attempt to sharpen blades.
- 38 **DO NOT** expose the containers and accessories to extreme temperature changes. They may experience damage.
- 39 **DO NOT** use containers if they are cracked or chipped.
- 40 **DO NOT** use the appliance if chopping blades are bent or damaged.
- 41 Keep hands and utensils out of containers while chopping to reduce the risk of severe personal injury or damage to the blender/food chopper. A scraper may be used **ONLY** when the blender or processor is not running. When using the processor, always use food pusher to add food. **NEVER** add food by hand.
- 42 Immediately release the On/Off pulse button on the power pod in the event that the appliance malfunctions during use.
- 43 To reduce the risk of injury, **NEVER** operate the appliance without the splash guard and bowl in place; **DO NOT** try to defeat the interlock mechanism; make sure that the cutting blades are properly assembled before operating the appliance.
- 44 **DO NOT** use appliance for other than intended use.
- 45 **DO NOT** operate the appliance with an empty container.
- 46 **DO NOT** fill containers past the MAX FILL or MAX LIQUID lines.
- 47 If the appliance overheats, a thermal switch will become activated and shut off the motor. To reset, unplug the appliance and let it cool down for approximately 10 minutes before using again.
- 48 Be certain cover is secured in place before operating the appliance.
- 49 **DO NOT** microwave any containers or accessories provided with the appliance.
- 50 **DO NOT** perform grinding operations with chopping blades.

## SAVE THESE INSTRUCTIONS

# IMPORTANT SAFEGUARDS

HOUSEHOLD USE ONLY • READ ALL INSTRUCTIONS BEFORE USE

- 51 DO NOT** process dry ingredients without adding liquid to food chopper. The food chopper is not intended for dry chopping.
- 52** If using the pour spout, hold the cover in place on the container when pouring to avoid risk of injury.
- 53** Keep hands and utensils away from the cutting blade while chopping food to reduce the risk of severe injury to persons or damage to the food chopper. A scraper may be used but only when the food chopper is not running.
- 54** To reduce the risk of injury, never place cutting blade on base without first putting bowl properly in place.
- 55** Chopped meat cannot ever exceed 220 g in 16-ounce Bowl, 450 g in 40-ounce Pitcher, or 550 g in 48-ounce Pitcher. Chopped Parmesan cheese cannot ever exceed 220 g in 16-ounce Bowl, 300 g in 40-ounce Pitcher, or 400 g in 48-ounce Pitcher. Dry soybeans cannot ever exceed 330 g in 16-ounce Bowl. Chopped baking chocolate cannot ever exceed 200 g in 16-ounce Bowl, 600 g in 40-ounce Pitcher, or 700 g in 48-ounce Pitcher. Operating time should be no more than 15 continuous seconds.

## SAVE THESE INSTRUCTIONS

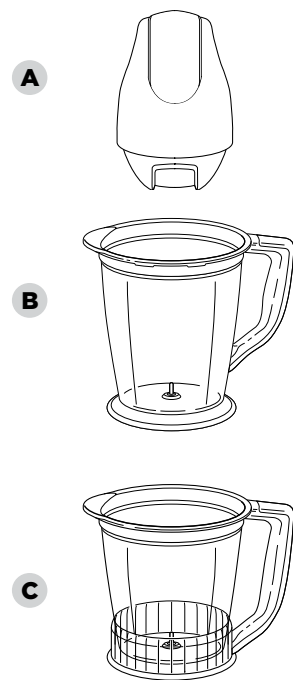
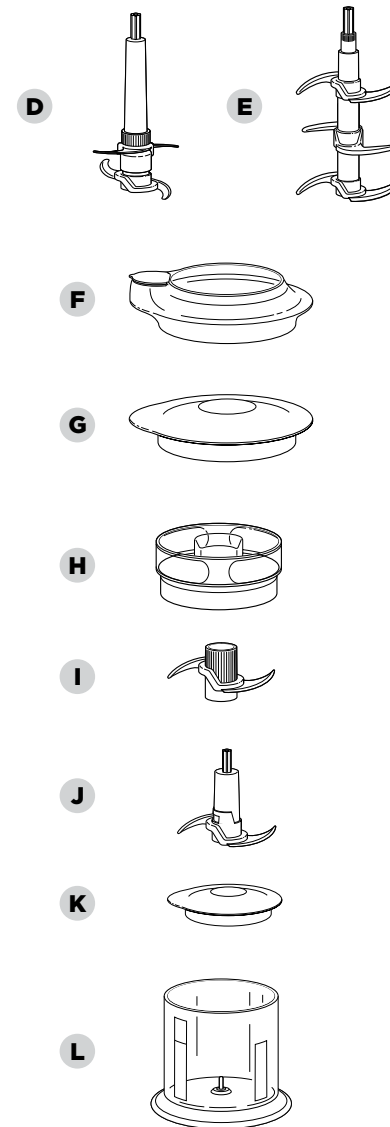
### BEFORE FIRST USE

**IMPORTANT:** Review all warnings on pages 4–6 before proceeding.

- 1 Remove and discard any packaging material, stickers, and tape from the unit.
- 2 Pay particular attention to operational instructions, warnings, and important safeguards to avoid any injury or property damage. The blade assemblies are **NOT** locked in place in their containers. Handle the blade assemblies by grasping the top of their shafts.
- 3 Wash the pitchers, bowl, splash guard, lids, and blade assemblies in warm, soapy water using a dishwashing utensil with a handle to avoid direct contact with the blades. Exercise care when handling blade assemblies, as the blades are sharp.
- 4 Thoroughly rinse and air-dry all parts.
- 5 The pitchers, bowl, splash guard, lids, and blade assemblies are dishwasher safe. It is recommended that the splash guard, lids, and blade assemblies be placed on the top rack of the dishwasher. Ensure blade assemblies and lids are removed from their containers before placing in the dishwasher. Exercise care when handling blade assemblies.

## PARTS

- A Master Pod (power cord not shown)
- B Master Prep® Professional 48 oz. Pitcher with Non-Slip Base
- C Master Prep Professional 40 oz. Pitcher with Non-Slip Base
- D 4 Stacked Blades
- E Ninja 6-Blade Assembly
- F Pitcher Splash Guard
- G Pitcher Storage Lid
- H Chopping Bowl Splash Guard
- I Upper Chopping Blade Assembly (bowl)
- J Lower Chopping Blade Assembly (bowl)
- K Chopping Bowl Storage Lid
- H Chopping Bowl with Non-Slip Base



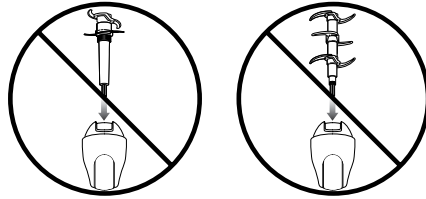
**NOTE:** Number of bowls and lids vary by model. Type of pitchers available vary by model.

# USING THE MASTER PREP® PROFESSIONAL BLENDER PITCHERS

**IMPORTANT:** Review all warnings on pages 4–6 before proceeding.

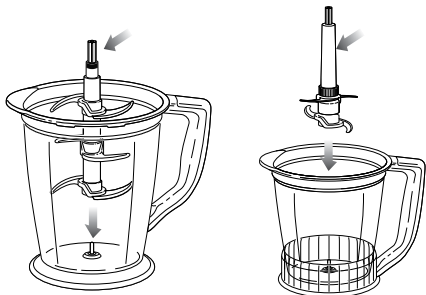
**IMPORTANT:** Never run the appliance empty.

**NOTE:** Number of bowls and lids vary by model. Type of pitchers available vary by model.

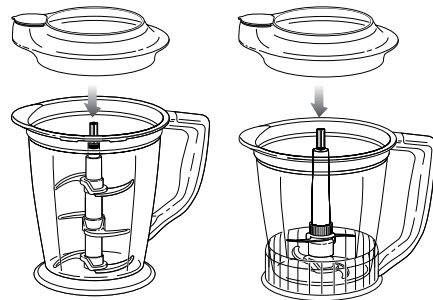


**IMPORTANT: DO NOT** try to place the Ninja 4-Blade or 6-Blade Assembly onto the Master Pod and then into the Master Prep Professional Blender Pitcher. Always assemble the Ninja 4-Blade or 6-Blade Assembly inside the pitcher.

- 1 Review warning and caution statements above before proceeding.
- 2 Place the Master Prep Professional Blender Pitcher on a clean, dry, level surface.

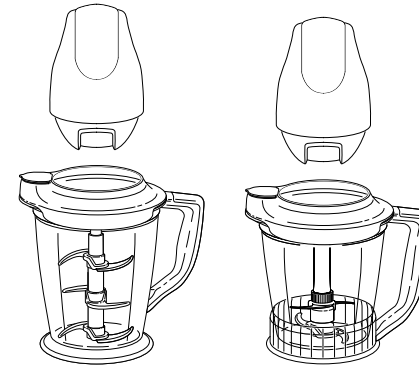


- 3 Holding the Ninja 6-Blade Assembly or 4 stacked blades by the shaft, place onto the spindle pin inside the Master Prep Professional Blender Pitcher.

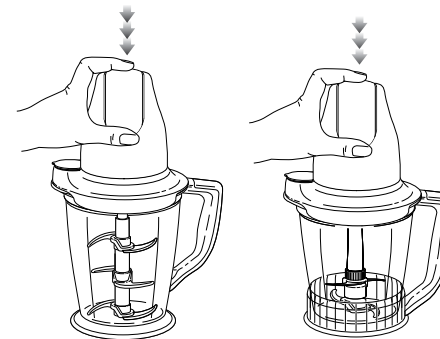


- 4 Place the Pitcher Splash Guard onto the top of the Master Prep Professional Blender Pitchers.

**IMPORTANT:** Never add ingredients to the pitcher before placing the blade assembly in first.



- 5 Place the power head on top of the blender jug splash guard making sure that it is securely in place. **DO NOT** attempt to operate the appliance without the safety splash guard in place



- 6 To start the appliance, plug the power cord into an electrical outlet, securely hold power head while operating and press on the on/off pulse button located on the top of the power head.

- 7 Hold the Master Prep® Professional Blender Pitchers firmly while depressing the pulse button to ensure the unit stays in place.
- 8 To stop the appliance, remove your fingers from the On/Off pulse button.

**NOTE: DO NOT** operate the appliance continuously for more than 15 seconds at a time.

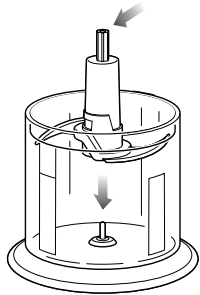
- 9 Make sure that the blade assembly has stopped completely before removing the power head.
- 10 If the ingredients stick to the side of the Master Prep Professional Blender Pitchers, stop the appliance, remove the power head and the splash guard. Use a spatula to dislodge the pieces and then replace the splash guard and the power head. Continue processing.
- 11 Depending on the consistency of the contents, use the pouring spout to empty liquid contents.
- 12 For thicker consistencies, first remove the splash guard and blade assembly (by its shaft), then empty contents of the Master Prep Professional Blender Pitchers.

# USING THE MASTER PREP® PROFESSIONAL CHOPPING BOWL

**IMPORTANT:** Review all warnings on pages 4–6 before proceeding.

**IMPORTANT:** Never run the appliance empty.

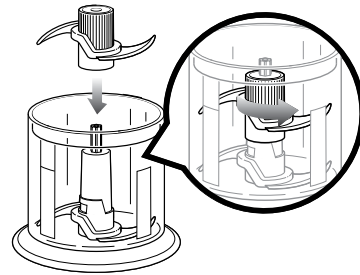
- 1 Review warning and caution statements above before proceeding.
- 2 Place the Master Prep Professional Chopping Bowl on a clean, dry, level surface.



- 3 Holding the Lower Chopping Blade Assembly by the shaft, place it over the spindle pin inside the Master Prep Professional Chopping Bowl.



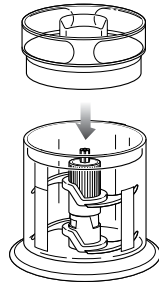
**IMPORTANT: DO NOT** try to place the Chopping Blade Assembly onto the power head and then into the Master Prep® Professional Chopping Bowl.



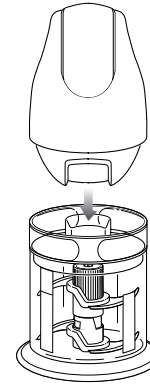
- 4 Carefully insert the Upper Chopping Blade Assembly over the Lower Chopping Blade Assembly rotating it until it locks onto the Lower Chopping Blade Assembly

**IMPORTANT:** Never add ingredients into the Master Prep Professional Chopping Bowl before placing the blade assembly in first.

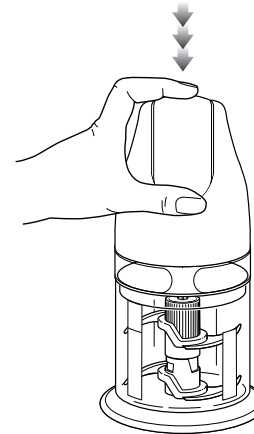
- 5 Place the food that you want to process into the Master Prep Professional Chopping Bowl.



- 6 Place the splash guard on the Chopping Bowl.



- 7 Place the power head on top of the splash guard making sure that it is securely in place. **DO NOT** attempt to operate the appliance without the safety splash guard in place.



- 8 To start the appliance, plug the power cord into the electrical outlet, securely hold power head while operating and press on the on/off pulse button located on the top of the power head.

- 9 Hold the Master Prep® Professional Chopping Bowl firmly while depressing the pulse button to ensure the unit stays in place.

**NOTE: DO NOT** operate the appliance continuously for more than 15 seconds at a time. Be careful not to over process. For coarsely chopped foods, use repeated short pulsing action until the desired consistency is reached.

- 10 To stop the appliance, remove your fingers from the pulse button.
- 11 In order to obtain a better quality of chopping, operate the appliance by using the “pulse” method.
- 12 Make sure that the Chopping Blade Assembly has stopped completely before removing the power head.
- 13 If the ingredients stick to the side of the Master Prep Professional Chopping Bowl, stop the appliance, remove the power head and the splash guard. Use a spatula to dislodge the pieces and then replace the splash guard and the power head. Continue processing
- 14 Remove the blade assembly by its shaft before you empty the contents of the Master Prep Professional Chopping Bowl.

## CARE & MAINTENANCE

### CLEANING

**⚠ CAUTION: Make sure that the Master Pod is unplugged from the power source before inserting or removing any attachment and before cleaning.**

**⚠ CAUTION: DO NOT immerse the Master Pod into water or any other liquid.**

Separate all parts from each other.

#### Hand-Washing

Wash the pitchers, bowl, splash guard, lids, and blade assemblies in warm, soapy water. When washing the blade assemblies, use a dishwashing utensil with a handle to avoid direct hand contact with blades. Handle the blade assemblies with care to avoid contact with sharp edges. Rinse and air-dry all parts thoroughly.

#### Dishwasher

The pitchers, bowl, splash guard, lids, and blade assemblies are dishwasher safe. It is recommended that the splash guard, lids, and blade assemblies be placed on the top rack of the dishwasher. Ensure blade assemblies and lids are removed from their containers before placing in the dishwasher. Exercise care when handling blade assemblies.

#### Master Pod

Unplug the unit before cleaning. Wipe motor base with a clean, damp cloth.

### STORING

Store the Master Prep® Professional upright with the blade assembly and splash guard attached to the corresponding container. Loosely wrap the power cord around the Master Pod.

### RESETTING THE MOTOR THERMOSTAT

The Ninja Master Prep Professional features a unique safety system which prevents damage to the unit's motor and drive system should you inadvertently overload your appliance. If the appliance is being overloaded, the motor will stop. To reset the appliance, follow the resetting procedure below:

- 1 Unplug the appliance from the electrical outlet.
- 2 Remove the Master Pod and splash guard, empty the container, and ensure no food is jamming the blade assembly.
- 3 Allow the appliance to cool for approximately 10 minutes.
- 4 Replace the splash guard and Master Pod onto the container and plug the appliance into the electrical outlet.
- 5 Proceed to use the appliance as before, making sure not to exceed the recommended maximum capacities.

**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](http://registeryourninja.com) and have the product on hand when you call.

## TROUBLESHOOTING GUIDE

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

### Motor Doesn't Start or Blade Assembly Doesn't Rotate.

- Check that the bottom of power pod is clean and there is no food blocking connection when placing on containers.
- There is too much food in the container.
- The unit has overheated. Unplug and wait approximately 10 minutes before using again.
- Make sure the power pod is securely placed on splash guard.
- Check that the plug is securely inserted into the electrical outlet.
- Check fuse or breaker. Replace fuse/reset breaker.

### Food is Unevenly Chopped.

Either you are chopping too much food at one time, or the pieces are too big. Try cutting the food into smaller pieces of even size and processing smaller amounts per batch.

### Food is Chopped Too Fine or is Too Watery.

The food has been over processed. Use brief pulses or process for shorter time. Let Ninja Chopping Blade Assembly stop completely between pulses.

### Food Collects on Splash Guard or on the Sides of the Master Prep® Blender Pitchers or Master Prep Bowl.

You may be processing too much food. Turn the machine off. When the blade assembly stops rotating, remove the Master Pod and the splash guard. Remove some of the food being processed.

### You Cannot Achieve Snow From Solid Ice.

Do not use ice that has been sitting out or has started to melt. Be sure to use short pulses in the beginning to break up large pieces.



## REPLACEMENT PARTS

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

## PRODUCT REGISTRATION

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Please visit [registeryourninja.com](http://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

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, blades, blender bases, 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.

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

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