

X1 / X2

ASCENT X SERIES

VM0230 and VM0231

HIGH-PERFORMANCE BLENDER

SYMBOLS	
	Warning and Caution
	NEVER touch moving parts. Keep hands and utensils out of the container.
	Electric Shock Hazard
	High temperatures exist when blending hot liquids.
	Unplug while not in use, before cleaning the motor base or centering pad, or touching parts that move.
	ALWAYS operate with the lid and lid plug in place.
	Read and understand the owner's manual.
	NEVER immerse the power cord, power plug, or motor base in water or any other liquid.
	Parts will become hot with extended use. NEVER touch the motor base drive socket or the drive spline in the blade base.
	On / Off
	Start / Stop
	Pulse
	Self-Cleaning
PROGRAM SYMBOLS (CORRESPOND TO VITAMIX RECIPES) - NOTE: Only on the Ascent X2 Model	
	Smoothies
	Frozen Desserts
	Hot Soup



SPECIFICATIONS

Voltage:	120 V
Frequency:	50 - 60 Hz
Current:	12 Amps
Height:	with 48 oz. / 1.4 L container on motor base: 17.00 inches / 43.2 cm
Depth:	9.75 inches / 24.8 cm
Width:	7.75 inches / 19.7 cm





WARNING



Carefully read all instructions before operating the appliance for the first time. Save these instructions for future reference.



ALWAYS use grounded outlets.

NEVER remove the ground.

NEVER use an adapter.

NEVER use an extension cord.

NEVER plug the appliance into a timer or an outlet controlled by a switch.



ALWAYS turn off AND unplug the appliance when not in use and before assembling, disassembling, moving, cleaning, and storing.



NEVER immerse the power cord, power plug, or motor base in water or any other liquid.

If the appliance becomes submerged, unplug immediately.

Failure to follow instructions can cause death or electrical shock.

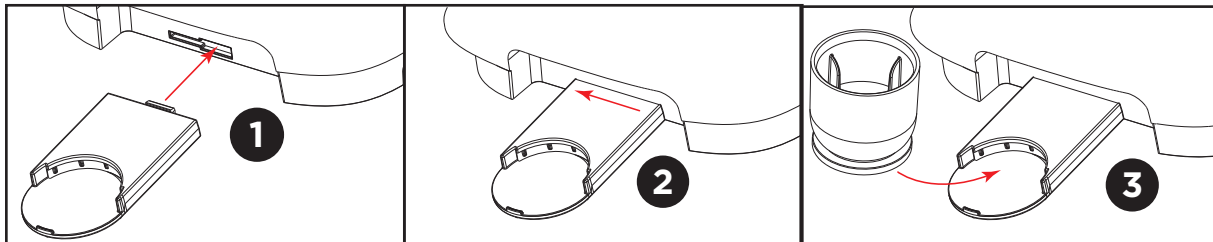
This product is intended for HOUSEHOLD USE ONLY and is not intended to be used for commercial purposes.

1. THE FAILURE TO FOLLOW ANY OF THE IMPORTANT SAFEGUARDS AND IMPORTANT INSTRUCTIONS FOR SAFE USE IS A MISUSE OF YOUR VITAMIX APPLIANCE THAT CAN VOID YOUR WARRANTY AND CREATE THE RISK OF SERIOUS INJURY.
2. The instructions appearing in this manual cannot cover every possible condition and situation that may occur. Common sense and caution must be practiced when operating and maintaining any appliance.
3. Strictly follow the care and cleaning instructions provided in this manual.
4. NEVER use the appliance for anything other than its intended use.
5. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience or knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
6. Children should be supervised to ensure that they do not play with the appliance. Keep the cord out of reach from children.
7. Remove and discard packaging materials, the power plug cover, and promotional labels before using the appliance for the first time.
8. NEVER unplug the appliance by pulling on the cord. To unplug the appliance, grasp the power plug and pull from the outlet.
9. NEVER come in contact with moving parts, especially the blades.
10. NEVER operate the appliance with loose, nicked, or damaged blending blades. Check the blending blades prior to each use and replace if damaged.
11. NEVER tighten the acorn nut (on the top of the blade assembly). If loose, replace the blade assembly immediately.
12. NEVER place the appliance on or near a hot gas or electric burner, or where it could touch any other source of heat.
13. NEVER modify the plug in any way. If the appliance will not operate, unplug the appliance and reset the household electrical system circuit protector. If the circuit protector continues to trip, unplug the appliance from the outlet and contact a qualified electrician.
14. NEVER allow the power cord to hang over the edge of a table or counter, touch hot surfaces, or become knotted.
15. ALWAYS ensure the appliance is completely and properly assembled before operation including the unwinding of the power cord fully before use.
16. The blending blade assembly is very sharp. Handle carefully and keep out of reach of children.
17. NEVER use attachments other than those provided with the appliance or offered separately from Vitamix. The use of attachments, including preserving jars, not sold or recommended by Vitamix may cause fire, electric shock, or injury and will void the warranty.
18. Alteration or modification of any part of the appliance, including the use of any part or parts that are not genuine authorized Vitamix parts, may cause fire, electric shock, or injury and will void your warranty.
19. ALWAYS ensure the appliance is unplugged from the power outlet before cleaning the motor base or centering pad, or touching parts that move.
20. NEVER fill the container above the "MAXIMUM CAPACITY" line to avoid risk of injury caused by damage to the lid and container.
21. When blending hot liquids or ingredients in the container, use caution; spray or escaping steam may cause burns.
22. ALWAYS begin processing on the lowest speed setting, Variable Speed 1. Keep hands and other exposed skin away from the lid opening to prevent possible burns.
23. Extreme caution must be used when moving an appliance or container filled with hot oil or other hot liquids; spray or escaping steam may cause burns.

IMPORTANT SAFEGUARDS

24. NEVER touch surfaces that may be hot.
25. NEVER remove ingredients from the appliance during operation. Ensure the motor has completely stopped and the container removed from the motor base before removing any ingredients.
26. If food becomes lodged around the blending blade, remove the container from the motor base, and use a spatula to dislodge the food. NEVER use fingers as the blending blade is sharp.
27. Keep hands, hair, clothing, and utensils away from all moving parts during operation to reduce the risk of severe injury to persons and/or damage to the appliance. A spatula may be used, but only when the container has been removed from the motor base.
28. If the blend is not processing when blending dry, thick, or heavy mixtures, stop operation and use a spatula to dislodge the food. NEVER use fingers as the blending blade is sharp. Allow the motor to cool for 1 minute before turning the appliance back on.
29. NEVER allow the blending blade to soak in water.
30. NEVER use outdoors or on moving vehicles or boats.
31. NEVER leave the working area when the appliance is in use.
32. NEVER leave any foreign object, such as spoons, forks, knives, or the lid plug in the container as this will damage the blades and other components when starting the appliance and may cause injury.
33. If during use, the sound of the appliance changes or if a hard or foreign object comes into contact with the blades, NEVER serve the food being made with the appliance.
34. NEVER expose the container to temperatures or ingredients over 210°F (99°C).
35. ALWAYS operate the appliance with the lid and lid plug firmly in place when the machine is in operation. NEVER remove the 2-part lid while the blades are rotating. Only remove the lid plug to add ingredients and to use the tamper.
36. NEVER operate the appliance without the centering pad installed properly underneath the container.
37. Ensure the container is flush with the centering pad to ensure the drive spline is engaged with the drive socket before operating.
38. NEVER place a blade assembly on the motor base unless assembled to the Vitamix container to reduce the risk of injury.
39. NEVER attempt to place a container on an operating motor base or operate a motor base without a container properly in place.
40. When making nut butters or oil-based foods, do not process for more than one minute after the mixture starts to circulate in the container. Processing for longer periods can cause overheating.
41. Regularly inspect the power cord, power plug, and the appliance for any damage. NEVER operate if damaged in any way or after the appliance malfunctions. Immediately cease use of the appliance and visit www.vitamix.com or call Vitamix Household Technical Support at 1.800.484.2649 or 1.440.235.4840 or email service@vitamix.com at once for examination, repair, replacement, or adjustment. If purchased outside the U.S.A. or Canada, contact your local Vitamix dealer.
42. Any repair, servicing, or replacement of parts must be performed by Vitamix or a Vitamix authorized service representative.
43. **SAVE THESE INSTRUCTIONS.**

TAMPER HOLDER INSTALLATION



This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Changes or modifications not expressly approved by Vitamix could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: 1) Reorient or relocate the receiving antenna. 2) Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. 3) Increase the separation between the equipment and receiver. 4) Consult the dealer or an experienced radio/TV technician for help.

To ensure compliance with FCC and ISSED RF exposure requirements this device must be installed to provide a minimum of 20cm between the device and people.



CAUTION

Rotating Blades Can Cause Damage. Lids and tampers are NOT interchangeable between different container styles, types, and sizes. Use the tamper that was supplied with your appliance.

Container, Lid, Lid Plug, and Tamper

NOTE: Previous Ascent-compatible SELF-DETECT® containers will work with the Ascent X Series, however, not all programs will be available.

12-Cup Food Processor Attachment with SELF-DETECT (VM0215)

48-ounce Aer™ Disc Container (VM0190)

48-ounce Container with SELF-DETECT (VM0190)

48-ounce Dry Grains Container with SELF-DETECT (VM0190)

48-ounce Stainless Steel Container (VM0216)

64-ounce Low Profile Container with SELF-DETECT (VM0184)

- The blender and containers communicate through wireless SELF-DETECT technology. Each container is programmed to run on the motor base for optimum performance according to its size and functionality.
- ALWAYS leave the lid on when operating the appliance and remove ONLY the lid plug to use the tamper or to add ingredients.
- NEVER use the tamper for more than 30 consecutive seconds to avoid overheating. The container should not be more than 2/3 full when the tamper is used.
- NEVER operate the appliance without ensuring the lid is securely locked in place.

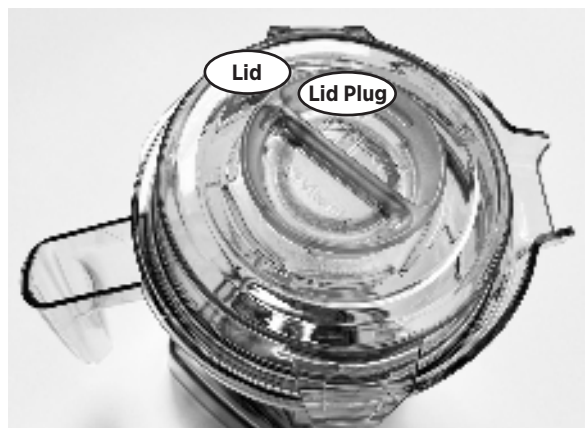
NOTE: The appliance will run without a lid on the container, but a lid MUST be attached to contain the ingredients during processing.

- The lid plug is marked so it can be used as a measuring cup.
- Insert the lid plug through the lid plug opening. Lock the plug in place by rotating it clockwise. To remove, turn the plug counter-clockwise and lift it out.
- Lids and tampers are NOT interchangeable between different container styles, types, and sizes. **Use only the tamper and lid supplied with your appliance. If you do not have the correct tamper for your container, contact Vitamix Household Technical Support.**
- ALWAYS load the container according to the Vitamix recipe directions or the Load Order Illustration page 6.


Motor Base

- The motor is designed to protect itself from overheating.
- If the appliance will not start immediately, check to ensure the appliance is plugged in and the On/Off Switch is ON.
- If the motor has overheated, allow the motor to cool for 20-45 minutes.

ASCENT X1 MODEL



PARTS AND FEATURES


On/Off Switch  – Controls power to the machine and is located on the lower right side of the motor base.


Status Indicator – (Ascent X1 Model only)

- Illuminates brightly once a compatible container is in position or when the motor is running.
- Dims in sleep mode if the control panel is not used for 30 seconds.
- Dims if a compatible container is not properly positioned on the motor and the unit is not in sleep mode.
- Flashes 2 times if the desired program is started but is not available for the attached container or container is not present.
- Flashes 3 times if the appliance has an error.
- Flashes continuously if the motor is overheated. Allow the motor to cool for 20-45 minutes.


Display – (Ascent X2 Model only)

- **Container Detect** - Shows three dashes (- - -) on the display if a compatible container is not properly positioned on the motor base. 0:00 will show on the display once a compatible SELF-DETECT container is in position.
- 0 - will show on the display if there is no program available for the attached container.
- **Sleep Mode** – Dims the display if the control panel is not used for 30 seconds. To exit sleep mode, rotate the Variable Speed Dial to the desired speed or program for the next blend.
- **Error Code** – Shows numbers on the display indicating the appliance has experienced a fault. Document the error code number and contact Vitamix Household Technical Support for resolution.
- **Timer** - Counts up when using variable speed until the Start/Stop Switch is pressed. Each container is programmed with a specific maximum run time. The blender will shut down automatically when the maximum run time has elapsed.
- **Motor Overheated** - Flashes three dashes (- - -) on the display if the motor is overheated. Allow the motor to cool for 20-45 minutes.

Pulse  – Rotates the blade at the speed selected on the Variable Speed Dial.

Start/Stop Switch  – Starts or stops the blending at any time and is located on the right side of the control panel.


Variable Speed Dial - Contains all the modes the appliance operates:

- **Variable Speed** – Provides manual speed control from Variable 1 (slowest) to 10 (highest).
- **Standby** | - Pauses the appliance and has it ready to start the next recipe. Standby is located at the top position on the Variable Speed Dial.
- **Self-Cleaning**  – Runs the cleaning cycle after water and dish-washing liquid have been added to the machine and the lid and lid plug are in place. See page 7 for cleaning procedures.

ASCENT X2 MODEL



On/Off

- **Programs** – (Ascent X2 Model only) Operates the appliance for preset times and will stop automatically at the end of the program. When the Start/Stop Switch  is pressed in the middle of a program, the machine will stop and the program time will reset on the display to the beginning of the run time. The Program icons are displayed in Vitamix recipes.



Smoothies



Frozen Desserts



Hot Soup



WARNING



To Avoid Injury. NEVER TOUCH MOVING PARTS.
Keep hands and utensils out of the container during appliance operation. NEVER insert fingers or utensils around the blades while the blades are spinning.



NEVER fill the container above the "MAXIMUM CAPACITY" line to avoid risk of injury caused by damage to the lid and container.



To avoid possible burns, NEVER start on speeds above Variable Speed 1 when processing hot liquids in a large container. Escaping steam, splashes, or contents may burn. ALWAYS operate with the lid and lid plug in place and start on Variable Speed 1, then slowly increase to 10.

Parts will become hot with extended use. NEVER touch the motor base drive socket or the drive spline in the blade base.

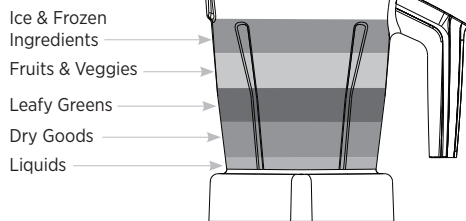
TIPS TO PREVENT OVERHEATING

- Process only Vitamix recipes when learning to use the appliance.
- NEVER process recipes for longer than recommended. Over-processed blends can also result in the incorrect recipe texture.
- NEVER process recipes at lower or higher speeds than recommended.
- Use the tamper to process thicker mixtures and keep ingredients moving around and through the blades.

BLENDING IN THE CONTAINER

1. Press the On/Off Switch on the lower right side of the motor base (see page 5 for location) to the ON (I) position.
2. Load the container according to the Vitamix recipe directions or the Load Order Illustration.

Load Order Illustration



IMPORTANT! ALWAYS operate the appliance with the lid and lid plug firmly in place when the machine is in operation. NEVER remove the lid while blades are rotating. Only remove the lid plug to add ingredients and to use the tamper.

3. Place the lid onto the container:
 - Push down on the lid until the two tabs snap onto the lip of the container.
 - Insert the lid plug and turn clockwise to lock it into the lid.
4. Place the container with lid onto the motor base.

NOTE: The appliance will run without a lid on the container, but a lid **MUST** be attached to contain the ingredients during processing.

 - For the Ascent X1 Model, the status indicator light will be fully illuminated when the container is in position. The status indicator light will be dim if a container is not detected on the motor base.
 - For the Ascent X2 Model, 0:00 will show on the display once a container is in position. Three dashes (- - -) will be displayed if a container is not detected on the motor base.
5. **TO USE VARIABLE SPEED:**
 - a. Turn the dial clockwise to Variable Speed 1.
 - b. Press the Start/Stop Switch. The blades will begin to turn and the timer (Ascent X2 Model only) will count the minutes and seconds the blend has been processing.
 - c. Rotate the dial between Variable Speed 1 and 10 during the blending cycle to increase or decrease the speed of the blades.
 - d. At the end of the blend, rotate the dial counter-clockwise to Standby | or press the Start/Stop Switch >|◻ to stop the appliance.

TO USE PROGRAMS:

- a. Turn the Variable Speed Dial counter-clockwise to the desired program. (The Ascent X2 model will display the default program time.)
 - b. Press the Start/Stop Switch to start the program. The appliance will stop automatically at the end of the program or press the Start/Stop Switch at any time to stop the program.
6. If the mixture stops circulating:
 - a. Remove the lid plug by turning it counter-clockwise, insert the tamper through the lid plug opening, and stir until the mixture 'burps'.
 - b. If this does not work, press the On/Off Switch to stop the motor.
 - c. Remove the container from the motor base, remove the lid, and use a rubber spatula to press the air bubble away from the blades.
 - d. Add liquid if necessary.
 - e. Replace the lid and lid plug and return the container to the motor base and continue blending.
 6. After blending, wait until the blades stop completely before removing the lid or removing the container from the motor base.
 7. Use a Vitamix Under Blade Scraper or spatula to remove salsa, jelly, jam, peanut butter, and other ingredients from the container.

! WARNING



To Avoid Injury and Damage

To avoid inadvertent activation, turn off and unplug the appliance before cleaning.

NEVER tighten the acorn nut (on the top of the blade assembly). If loose, replace the blade assembly immediately.



Electrical Shock Hazard

ALWAYS unplug the motor base before cleaning or when not in use.

NEVER put the motor base in water or other liquid.

Failure to follow instructions can cause death or electrical shock.



BEFORE FIRST USE

- NEVER attempt to remove the retainer nut or blade assembly from the container. The container is designed to be completely cleanable without removing the retainer nut and blade assembly. The cleaning and sanitizing procedures or a dishwasher cleaning cycle will ensure a complete and thorough cleaning of the container and components.
 - If the container is damaged, DO NOT USE IT. Contact Vitamix Household Technical Support IMMEDIATELY for assistance.
1. Wipe the motor base with a damp, soft cloth or sponge rinsed in a mild solution of liquid dish soap and warm water and dry with a soft cloth.
 2. Wash and install the tamper holder. See page 3 for tamper holder installation instructions
 3. Wash the container, lid, lid plug, and tamper with warm, soapy water. Rinse all parts and wipe dry with a dry, soft cloth.
 4. Place the appliance on a counter that is level, dry, and clean.
 5. Plug the appliance into a grounded, 3-prong outlet.

MOTOR BASE CLEANING

1. Turn off and unplug the appliance and remove the container from the motor base..
2. Wash the outside surface with a damp, soft cloth or sponge rinsed in a mild solution of liquid dish soap and warm water.
NOTE: NEVER immerse the power cord, power plug, or motor base in water or any other liquid.
3. The centering pad can be removed for more thorough cleaning and is dishwasher safe or can be hand-washed in warm, soapy water.
4. Immediately dry all surfaces and polish with a soft cloth.


TAMPER CLEANING

The tamper is dishwasher safe or can be hand-washed in warm, soapy water. Rinse clean under running water and then dry.

CONTAINER CLEANING - DISHWASHER

The container, lid, blade base, and seal are dishwasher safe or can be hand-washed and sanitized using the following procedures.

CONTAINER CLEANING - SELF-CLEANING

1. Fill the container half full with warm water and add a couple of drops of dishwashing liquid.
2. Snap or push the complete 2-part lid into the locked position.
3. Rotate the knob counter-clockwise to the Self-Cleaning icon. 
4. On the Ascent X2 model, the processing time will display for the Self-Cleaning program.
5. Press the Start/Stop Switch.
6. The program will stop automatically when complete.
7. Rinse and drain all pieces.

CONTAINER CLEANING - VARIABLE SPEED

1. Fill the container half full with warm water and add a couple of drops of dishwashing liquid.
2. Snap or push the complete 2-part lid into the locked position.
3. Press the Start/Stop Switch to turn on the appliance and slowly increase to Variable Speed 10.
4. Run the appliance for 30 to 60 seconds.
5. Rotate the Variable Speed Dial to Standby | or to Variable Speed 1 and press the Start/Stop Switch to turn off the appliance.
6. Rinse and drain all pieces.

CONTAINER SANITIZING - BLEACH

1. First perform the "Container Cleaning" instructions.
2. Then repeat the "Container Cleaning" instructions but add 1.5 teaspoons (7.4 ml) of liquid bleach to 16 oz. (473 ml) of water.
3. Allow the mixture to stand in the container for an additional 1-1/2 minutes.
4. Pour the bleach mixture out. Allow container to air dry. DO NOT rinse after sanitizing. If desired, rinse immediately before next use.

CONTAINER SANITIZING - VINEGAR

1. First perform the "Container Cleaning" instructions.
2. Then repeat the "Container Cleaning" instructions but use 16 oz. (473 ml) of vinegar for every 16 oz. (473 ml) of water.
3. Allow the mixture to stand in the container for an additional 3 full minutes. Total contact time of the vinegar solution in the container should equal 5 minutes.
4. Pour the vinegar solution out of the container over the inside surface of the 2-part lid.
5. Repeat the sanitizing procedure a second time (Steps 2 through 4).
6. Allow the container and lid to air dry. DO NOT rinse after sanitizing. If desired, rinse immediately before next use.

WARRANTY AND SERVICE

10-Year Full Warranty

1. Product Registration.

Vita-Mix Corporation (“Vitamix”) strongly encourages you to register your purchase by completing and returning the product registration card that came with this Blender. You can register online at vitamix.com/warranty; or by calling our Customer Service Department at 1.800.848.2649 or 1.440.235.4840. Failure to register your product purchase will not diminish your warranty rights. However, registering your purchase will allow Vitamix to better serve you with any of your customer service needs.

2. Who Can Seek Warranty Coverage.

This Warranty is extended by Vitamix to the owner of this Blender for personal household use only. This Warranty does not apply to products used for commercial, rental or re-sale purposes. Should ownership of the blender change during the 10-year period, please update the Blender’s owner information at vitamix.com.

3. What is Covered.

Vitamix warrants to the owner that if this Blender (a “Blender” consists of a motor blender base, any blending container(s), lids and tamper(s) purchased together) fails within 10 years from the earlier of the date of purchase due or date of delivery as permitted by law due to a defect in material or workmanship or as a result of normal wear and tear from ordinary household use, Vitamix will, within 30 days of receipt of the returned blender, repair the failed Blender or component part of the Blender free of charge. If, in Vitamix’s sole discretion, the failed Blender or component part of the Blender cannot be repaired, Vitamix will elect to either (A) replace the Blender free of charge or (B) refund the full purchase price to the owner, unless Vitamix receives prior written notice of the owner’s preference.

4. What is Not Covered.

This Warranty does not apply to Blenders used commercially or in non-household applications. This Warranty does not cover cosmetic changes that do not affect performance, such as discoloration or the effects of the use of abrasives or cleaners or food build up. This Warranty is only valid if the Blender is used and maintained in accordance with the instructions, warnings and safeguards contained in the owner’s manual.

Containers: Grinding certain herbs and spices in the container/cup will result in cosmetic marring of the container/cup and may cause the blades to wear prematurely. Traces of sand, coarse gritty and abrasive herbs will also cause the blades to wear prematurely. Herbs may contain volatile oils, cause the container/cup to retain the oils and cause permanent discoloration. Your container/cup and blades are not covered under the Vitamix warranty under these circumstances.

Vitamix will not be responsible for the cost of any unauthorized warranty repairs.

REPAIR, REPLACEMENT OR REFUND OF THE PURCHASE PRICE ARE THE EXCLUSIVE REMEDIES OF PURCHASER AND THE SOLE LIABILITY OF VITAMIX UNDER THIS WARRANTY. NO EMPLOYEE OR REPRESENTATIVE OF VITAMIX IS AUTHORIZED TO MAKE ANY ADDITIONAL WARRANTY OR ANY MODIFICATION TO THIS WARRANTY WHICH MAY BE BINDING UPON VITAMIX. ACCORDINGLY, PURCHASER SHOULD NOT RELY UPON ANY ADDITIONAL STATEMENTS MADE BY ANY EMPLOYEE OR REPRESENTATIVE OF VITAMIX. IN NO EVENT, WHETHER BASED ON CONTRACT, INDEMNITY, WARRANTY, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE, SHALL VITAMIX BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOSS OF PROFIT OR REVENUE.

Some states do not allow limits on warranties. In such states, the above limitations may not apply to you. Outside the U.S.A. and Canada, other warranties may apply. This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

5. What Voids the Warranty.

Abuse, misuse, negligent use, alteration of the Blender, exposure to abnormal or extreme conditions, or failure to follow the operating instructions in this manual will void this Warranty. The Warranty is also void if repairs to the Blender or any component part of the Blender are performed by someone other than either Vitamix or an authorized Vitamix Service Provider or if any component part of a Blender subject to this Warranty is used in combination with a motor base or container that is not expressly authorized by Vitamix.

6. How to Obtain Return Authorization Under This Warranty.

In the event that you need service or repair, please call Vitamix Customer Service at 1.800.848.2649 or 1.440.235.4840. You will be asked to provide a date of purchase and proof of purchase for any blender that has not been registered with Vitamix. For blenders subject to this Warranty you will be provided with a return authorization number, up-to-date shipping instructions and a pre-paid return pick up label. Vitamix will pay standard shipping costs on the return of a Blender for warranty service and repair and for return shipment of the blender to you after the warranty repair or replacement. Purchaser is responsible for the costs of special shipping requests.

Within the U.S.A. and Canada, this Warranty is honored directly through the Vita-Mix Corporation.