



## FREQUENTLY ASKED QUESTIONS

### How do I assemble the pint on the motor base?

1. First, plug in power cord and place on a clean, dry, level surface, such as a countertop or table. Please note that the unit will NOT run if the outer bowl is installed on the unit before it is plugged in.
2. Install the CREAMi™ pint: place the pint containing the frozen base in the outer bowl. (Before installing, remove lid from pint and check that the ingredients have not been frozen at an angle.)
3. Install the Creamerizer™ paddle: depending on your unit, the paddle is installed in one of the following two ways. A) Press and hold the paddle latch on the top of the outer bowl lid, then insert the paddle in the bottom of the lid. Release the latch to secure the paddle. OR B) Push the paddle into the underside of the outerbowl lid.
4. Install lid: position the tab of the lid just slightly to the right of the outer bowl handle so the lines on the lid and handle align. Rotate the lid clockwise to lock.
5. Install outer bowl: after plugging in the unit, place the outer bowl on the base with the handle in the middle of the unit. Twist handle to the right to raise the platform and lock the bowl in place. You should hear a click.

### How do I disassemble the outer bowl and pint from the motor base?

1. Remove bowl: hold the release button on the left of the motor base and twist bowl handle clockwise to remove.
2. Remove lid: press the lid unlock button and twist counterclockwise to remove lid.
3. Remove pint: lift the pint out of the outer bowl.
4. Remove paddle: rinse the outer bowl lid to remove any sticky residue or pieces wedged in the paddle, then remove the paddle by pressing the paddle latch on top of the lid.

### What should I use or not use as mix-ins?

What to use: chocolate, nuts, candy, frozen fruit, and more to elevate any treat.

What not to use: fresh fruit, sauces, and spreads. Adding fresh fruit, fudge, and caramel sauces will water down your treat. Chocolate hazelnut spread and nut butters also do not mix well. In place of these items, we recommend using frozen fruit or chocolate/caramel shell toppings.

### **How should I prep mix-ins?**

Hard mix-ins—like chocolate, candy, and nuts— will remain intact and not get broken down during the MIX-IN program, so we recommend using smaller pieces of hard mix-ins, such as mini chocolate chips and candies or pre-chopped nuts.

Soft mix-ins—like cereal, cookies, and frozen fruit—will get broken down and shrink during the MIX-IN program, so we recommend using larger pieces of soft mix-ins.

### **How do I add mix-ins to my treat?**

The MIX-IN program can be used to fold in slices and chunks of mix-ins. First, after processing your base using one of the other One-Touch Programs, use a spoon to create a 1 1/2-inch wide hole that reaches the bottom of the pint. Add mix-ins to the hole in the pint. After adding mix-ins, install the pint on the motor base with outer bowl, paddle, and outer bowl lid assembled, then run the MIX-IN program.

Notes:

- If adding mix-ins to store-bought ice cream, you do not have to process the ice cream on another program first. Just scoop the store-bought ice cream into the pint, make a hole, and add the mix-ins. Then process using the MIX-IN program.
- If adding mix-ins to a milkshake, do not process the milkshake before adding mix-ins. Add the mix-ins and milk, then process using the MILKSHAKE program.

### **How much of my mix-in(s) should I add?**

We recommend adding 1/4 cup of your favorite crushed candies, frozen fruits, chopped nuts, chocolate pieces, and more. When adding several different types of mix-ins, we recommend not exceeding 1/4 cup in total.

Feel free to adjust the quantity of mix-ins to your taste. If you would like fewer chunks, add less than 1/4 cup. If you would like more chunks, mix-in more than 1/4 cup. When adding more than 1/4 cup, be sure that the outer bowl lid can still comfortably close over the pint to process using the MIX-IN program. It also helps to dig a deeper and wider hole when adding more than 1/4 cup of mix-ins.

## What is the difference between each One-Touch Program?

Each One-Touch Program is intelligently designed to whip up delicious creations in 1–2 1/2 minutes. Programs vary in length and speed according to the optimal settings for creating perfectly creamy results with each kind of treat.

This means that the paddle spins at different speeds for different programs and that some programs take longer than others. For example, the ICE CREAM program is shorter with a lower paddle-spin speed than the SORBET program. This is because ice cream contains both fat (from dairy) and sugar, while sorbet does not contain much fat (if any), which makes it freeze with a "harder" texture.

In choosing the program for your own recipe, the most important point to consider is what ingredients are in your pint, not what texture is expected. When considering what program to run your own recipe on, compare it to the recipes in the inspiration guide or on NinjaCreami.com. Find a recipe that has similar ingredients and use the program prescribed for that recipe.

## How do I best freeze my prepped base in the pint?

- If adjustable, make sure your freezer's temperature is set properly. The unit is designed to process bases that are between 9°F and -7°F. If your freezer is within this range, your pint should reach the appropriate temperature.
- Upright freezers work best. We do not recommend using a chest freezer, as they tend to reach extremely cold temperatures.
- Make sure that the storage lid is on the pint and that the pint is on a level surface in the freezer. To avoid damaging your unit, DO NOT process a pint if ingredients have been frozen at an angle or if the pint has been scooped out of and then refrozen unevenly. \*If a pint is frozen unevenly, melt, whisk, and then re-freeze the ingredients on a level surface in the freezer for 24 hours.
- Freeze for at least 24 hours. Although the CREAMi pint may hit freezing temperatures before 24 hours is up, it will need to get even colder before it is ready for processing.

## What can I make if I don't have 24 hours?

- You can make a milkshake or customize store-bought ice cream with mix-ins in minutes.
- To make a milkshake: add 1 1/2 cups of store-bought ice cream to a pint. With a spoon, create a 1 1/2-inch wide hole that reaches the bottom of the pint. Add mix-ins to the hole in the pint (optional), then add 1/2 cup of milk. Process using the MILKSHAKE program.
- To customize store-bought ice cream: scoop 1 1/2 cups of store-bought ice cream into a pint. With a spoon, create a 1 1/2-inch wide hole that reaches the bottom of the pint. Add your mix-ins to the hole in the pint. Process using the MIX-IN program.

### **How do I make recipes dairy-free? What substitutions can I use?**

- For Ninja™ Test Kitchen recipes, you can substitute unsweetened oat milk for milk (1:1), unsweetened coconut cream for heavy cream (1:1), and vegan cream cheese for cream cheese (1:1). Make sure to use unsweetened substitutes and to whisk any coconut cream by itself before using it as a substitute.
- We do not recommend other dairy substitutions unless specifically called out in the recipe.
- Please note that making dairy substitutions will change the texture of your treat.

### **How do I make recipes use less sugar? What substitutions can I use?**

- For Ninja™ Test Kitchen recipes, you can substitute raw agave nectar for light corn syrup.
- We do not recommend other sugar substitutions unless specifically called out in the recipe.
- When using ANY sugar substitutes for any recipe, use the LITE ICE CREAM program to process

### **My frozen treat is liquid, not solid, after processing.**

- If a base is soft after processing, put the CREAMi™ Pint back in the freezer for several hours or until the desired consistency is reached.
- For best results, freeze base for at least 24 hours and process immediately after removing from the freezer. If the processed base is still not firm, try setting your freezer to a colder temperature. The unit is designed to process bases between 9°F and -7°F.
- The proportion of fat or sugar may be too high in your recipe. Consult the inspiration guide and use the included recipes as a guide for best results.

### **My frozen treat looks crumbly or powdery after processing.**

- When bases are frozen in very cold freezers, they may come out crumbly. After running a One-Touch Program, use the RE-SPIN Program to make your frozen treat smoother and creamier.
- DO NOT RE-SPIN if planning to use the MIX-IN program. Instead, proceed with the mix-in process. Your treat should be creamier after using the MIX-IN program.
- RE-SPIN is often needed for very cold bases. If your freezer is set to a very cold temperature, you may need RE-SPIN more frequently. The unit is designed to process bases between 9°F and -7°F. If your freezer is too cold, try changing the freezer's temperature setting, moving the pint to the front of your freezer, or leaving the pint out on the counter for a few minutes before processing.
- The proportion of fat or sugar may be too low in your recipe. Consult the inspiration guide and use the included recipes as a guide for best results.

### **When should I use RE-SPIN?**

- If your base is crumbly or powdery after processing, use the RE-SPIN program to make it smoother and creamier. Note: do NOT RE-SPIN if you will also be using the MIX-IN program, since running both after another program may overprocess ingredients. Also, do NOT use RE-SPIN to process leftovers.
- RE-SPIN is often needed for very cold bases from the freezer; if your freezer is set to a very cold temperature, you may need RE-SPIN more frequently. The unit is designed to process bases between 9°F and -7°F. If your freezer is too cold, try changing the freezer's temperature setting, moving the pint to the front of your freezer, or leaving the pint out on the counter for a few minutes before processing.
- Beside use with frozen bases, RE-SPIN can be used to customize the texture of your smoothie bowl or milkshake. Smoothie bowls made in the CREAMi™ are thicker than your average smoothie bowls. If you would like your smoothie bowl to be thinner, select RE-SPIN to process the mixture until your desired texture is achieved. Similarly, if you would like your milkshake thinner, add 1–2 tablespoons of milk and select RE-SPIN. Process until your desired texture is achieved. However, note that mix-ins may sink to the bottom of thin milkshakes.

### **Are all pieces dishwasher safe?**

All parts, except for the motor base, are top rack dishwasher safe. Do not wash any part in the bottom rack of the dishwasher.

### **How do I clean my unit?**

Hand-Washing: Wash containers, lids, and paddle in warm, soapy water. Thoroughly rinse and air-dry all parts.

Dishwasher: All parts, except for the motor base, are top rack dishwasher safe. Do not wash any part in the bottom rack of the dishwasher.

Motor Base: 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. Using a damp cloth, wipe the spindle below the control panel after each use.

If liquid is trapped between the motor base and the platform, raise the platform to clean. Place the outer bowl onto the motor base with the handle centered below the control panel. Twist the handle to the right to raise the platform and lock the bowl in place. Then use a damp cloth to clean the area between the base and the raised platform.

Outer Bowl Lid: Remove the paddle before cleaning the outer bowl lid as ingredients may be stuck under the paddle. Then run warm water through the paddle release lever and out the drain holes on either side. Position the lid with the lever side down to fully drain the lid.

Remove the dark grey rubber lip seal wrapped around the middle of the underside of the outer bowl lid. Then hand wash the lid and seal with warm, soapy water or place in the dishwasher.

**The following is not a Frequently Asked Question. This is the recipe required to meet UL wattage testing requirements. Please do not try this recipe at home.**

- Set the freezer to -18°C and let the freezer stabilize.
- Whisk 1 box of instant chocolate pudding powder (110 grams) with 2 cups of milk for 2 minutes.
- Pour base into an empty CREAMi™ Pint up to the MAX FILL line.
- Place the pint in the freezer for 17.5 hours.
- Process on the base using the RE-SPIN program.