



Blend Active FAQ

Question 1 I misplaced the lid, where can I buy spare bottles, blade bases, lids?

Answer 1 Contact our Consumer Service Team by UK Telephone: 0800 028 7154 or by e-mail: BrevilleEurope@newellco.com they will be able to advise on all spares that are available. You can also purchase a bottle from Amazon: <https://www.amazon.co.uk/Breville-Active-Bottle-Smoothie-VBL247/dp/B0B2KQ9ZG5?th=1>

Question 2 How long can I run my blender for?

Answer 2 Do not operate your Blend Active continuously for more than 30 seconds without giving it a rest period of one minute.

Question 3 My Blender is struggling to crush Ice?

Answer 3 Your blender can be used to crush ice. For best results and to prevent possible damage to the blades, always add a small amount of liquid to the ice before processing.

Question 4 Are the bottle BPA free?

Answer 4 All Blend Active bottles are BPA Free.

Question 5 Why does my blender smoke when using it?

Answer 5 Never use operate your Blend Active continuously for more than 30 seconds without giving it a rest period of one minute. Occasionally food substances / ice can get jammed if not enough liquid has been added. Running the unit will not unblock any jam. Please remove the bottle with the blade base, shake the bottle & allow the unit to cool for 1 minute before attempting to blend again.

Question 6 Are the bottles, lids & blade bases dishwasher safe?

Answer 6 All bottles, lids & blade bases are dishwasher safe, except for the food processor blade housing.

Question 7 Why has my unit stopped working / no power?

Answer 7 All Blend Active units are fitted internally with a Safety Thermal Fuse to protect the motor from overheating. If your unit has stopped this is likely because the unit has been run against user guidance for greater than 30 seconds & tripped the safety fuse. Never use operate your Blend Active continuously for more than 30 seconds without giving it a rest period of one minute. If this is not the case and your product is still within warranty, please contact our Consumer Service Team by UK Telephone: 0800 028 7154 or by e-mail: BrevilleEurope@newellco.com

Question 8 I lost my Blend Active Instruction booklet, where can I find a replacement?

Answer 8 All Instruction Booklets are available on the Breville Website or follow this path <https://www.breville.co.uk/instruction-manuals/personal-blenders/blend-active/blend-active-manual.html>

Question 9 Why is my food / ice jamming in the bottle & not blending?

Answer 9 Occasionally food / ice may jam in the bottle if there is an imbalance of the ratio of food / ice / liquid. If the ingredients become stuck around the blade during processing, simply remove the bottle from the motor unit, give it a shake then refit it and carry on processing. Always remove the bottle when attempting to agitate or otherwise redistribute the ingredients.

Question 10 Can I blend hot foods in a Blend Active?

Answer 10 Your Blend Active is not suitable for processing hot food.