NINJA®

CREAMI® SCOOP & SWIRL™

NC701 Series | Owner's Guide

IMPORTANT SAFETY INSTRUCTIONS

PLEASE READ ALL INSTRUCTIONS BEFORE USE • FOR HOUSEHOLD USE ONLY

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

⚠ WARNING

To reduce the risk of injury, fire, electrical shock or property damage, basic safety precautions must always be followed, including the following numbered warnings and subsequent instructions. Do not use appliance for other than intended use.

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 inventory of all contents to ensure you have all parts needed to properly and safely operate your appliance.

4 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.

5 Before use, wash all parts that may contact food. Follow washing instructions covered in this instruction manual.

6 Before each use, inspect Creamerizer™ Paddle for damage. If paddle is bent or damage is suspected, contact SharkNinja to arrange for replacement.

7 **DO NOT** use this appliance outdoors. It is designed for indoor household use only.

8 This appliance has a polarized plug (one prong is wider than the other). To reduce the risk of electric shock, this plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. **DO NOT** modify the plug in any way.

9 **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.

10 This appliance has important markings on the plug. The entire supply cord is not suitable for replacement. If damaged, please contact SharkNinja for service.

11 Extension cords should **NOT** be used with this appliance.

12 To protect against the risk of electric shock, **DO NOT** submerge the appliance or allow the power cord to contact any form of liquid.

13 **DO NOT** allow the cord to hang over the edges of tables or counters. The cord may become snagged and pull the appliance off the work surface.

14 **DO NOT** allow the unit or the cord to contact hot surfaces, including stoves and other heating appliances.

15 **ALWAYS** use the appliance on a dry and level surface.

IMPORTANT SAFETY INSTRUCTIONS

PLEASE READ ALL INSTRUCTIONS BEFORE USE • FOR HOUSEHOLD USE ONLY

16 **DO NOT** allow children to operate this appliance or use as a toy. Close supervision is necessary when any appliance is used near children.

17 This appliance is **NOT** intended to be used by people with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

18 **ONLY** use attachments 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.

19 **NEVER** place the Creamerizer™ Paddle on the motor base without it first being attached to the outer bowl lid and the lid being attached to the outer bowl.

20 Keep hands, hair, and clothing out of the container when loading and operating.

21 During operation and handling of the appliance, avoid contact with moving parts.

22 **DO NOT** fill containers past the **MAX FILL** lines.

23 **DO NOT** operate the appliance with an empty container.

24 **DO NOT** microwave the containers or accessories provided with the appliance, except the Creami® 2-in-1 Pint. The pint can be microwaved.

25 **DO NOT** microwave the 2-in-1 pint for more than 8 minutes at a time. Wait until cooled before microwaving again.

26 **NEVER** leave the appliance unattended while in use.

27 **DO NOT** mix hot liquids. Doing so may result in pressure buildup and steam exposure that can pose a risk of the user being burned.

28 **DO NOT** process dry ingredients without adding liquid to the 2-in-1 pint. Pints are not intended for dry blending.

29 **DO NOT** perform grinding operations.

30 **NEVER** operate the appliance without lids in place. **DO NOT** attempt to defeat the interlock mechanism. Ensure the container and lid are properly installed before operation.

31 Before operation, ensure all utensils are removed from containers. Failure to remove utensils can cause containers to shatter and potentially result in personal injury and property damage.

32 Keep hands and utensils out of containers while mixing to reduce the risk of severe personal injury or damage to the unit. A scraper may be used **ONLY** when the processor is not running.

33 **DO NOT** carry the unit by the handle of the outer bowl. Hold the unit by grasping both sides of the unit under the head.

34 **DO NOT** process hard, loose ingredients, or ice. This appliance is not intended to process loose frozen fruit, a block of solid ice, or ice cubes.

35 **DO NOT** freeze the 2-in-1 pint at an angle. Pint must be placed on a level surface in the freezer. Pint frozen at an angle should **NOT** be processed.

36 The maximum rating wattage can be achieved with the following recipe: Set the freezer to -16°C and let the freezer stabilize. Whisk 1 box of instant chocolate pudding powder (165 grams) with 3 cups of milk for 2 minutes. Pour base into an empty Creami® 2-in-1 Pint up to the MAX FILL line. Place the pint in the freezer for 17.5 hours. Process the base using the RE-SPIN program.

37 **DO NOT** attempt to dispense foreign objects.

38 **DO NOT** remove the 2-in-1 pint base from the pint.

SAVE THESE INSTRUCTIONS

PARTS

A Motor Base (attached power cord not shown)

B Outer Bowl Lid

C Creamerizer™ Paddle

D (2) Creami® 2-in-1 Pint Storage Lids

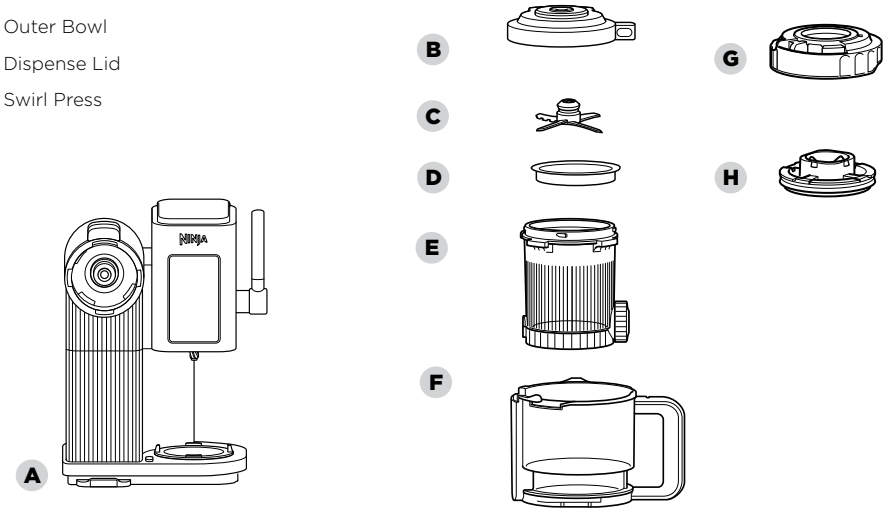
E (2) 16 oz. Creami 2-in-1 Pints with Nozzle

F Outer Bowl

G Dispense Lid

H Swirl Press

NOTE: Unit color, number of 2-in-1 pints, and programs may vary by model.



BEFORE FIRST USE

IMPORTANT: Review all warnings before proceeding.

NOTE: All attachments are BPA-free and top-rack dishwasher safe. Ensure the paddle, 2-in-1 pint, outer bowl, and lids are all separated before placing in the dishwasher.

DID YOU KNOW?

You can use the outer bowl to carry the Creami 2-in-1 Pint after removing it from the freezer.

1 Remove all packaging materials from the unit.

2 Wash containers, lids, and paddle in warm, soapy water. Use a dishwashing utensil with a handle to clean the paddle. Refer to Cleaning section of instruction manual for proper cleaning procedures.

3 Thoroughly rinse and air-dry all parts.

4 Wipe control panel with a soft cloth.

FEATURES

Use the Power button to turn the unit on or off.

INSTALL LIGHT Light will illuminate when unit is not fully assembled for use. If light is blinking, ensure the outer bowl is properly installed. If light is solid, check that the paddle is installed.

COUNTDOWN TIMER Counts down remaining program time in minutes.

READY LIGHT When all parts are correctly installed, the ready light will remain solid until processing or dispensing begins.

PROCESSING MODE When selecting a processing mode, some programs may illuminate under both Soft Serve and Scoop. For programs that illuminate under Scoop, results will be harder and denser. For programs that illuminate under Soft Serve, results will be softer and lighter.

NOTE: If you plan to dispense your creation, we recommend using SOFT SERVE mode.

ONE-TOUCH PROGRAMS Each one-touch program is intelligently designed to whip up delicious creations. Programs vary in length and speed, depending on optimal settings, to get perfectly creamy results for that type of recipe.

NOTE: To cancel an active program, press the power button.

SCOOP PROGRAMS

ICE CREAM
Designed for traditionally indulgent recipes. Great for turning dairy and dairy-alternative recipes into thick, creamy, scoopable ice creams.

LITE ICE CREAM
Designed for the health conscious to make keto, paleo, and dairy-free recipes that are low in sugar or use sugar substitutes.

SORBET
Transform fruit-based recipes with high water and sugar content into creamy delights.

GELATO
Transforms cooked bases into rich, dense, Italian-style ice cream.

FROZEN YOGURT
Easily transform your favorite store-bought yogurts into healthy, creamy frozen treats with the touch of a button. When making frozen yogurt, ensure you are using full-fat yogurt with added sugar. Do not process nonfat yogurt or yogurt with no added sugar.

MILKSHAKE
Designed to create quick and thick milkshakes by combining your favorite ice cream (store bought or homemade), milk, and mix-ins.

SOFT SERVE PROGRAMS

ICE CREAM
Designed to bring the ice cream shop home. Expand upon classic soft-serve vanilla and chocolate for a whole new world of light, airy, fun flavors.

LITE ICE CREAM
Take classic soft-serve recipes to the next level with lower-sugar and/or sugar-substitute options.

FRUIT WHIP
Fruit Whip has the consistency of soft-serve but uses a dairy-free fruit base, resulting in a sweet, tangy fruit flavor for a light, refreshing treat.

FROZEN CUSTARD
Elevate custard-based recipes with richer, creamier, swirlable textures.

FROZEN YOGURT
Create yogurt-shop quality treats ready for dispensing. Pour your favorite store-bought yogurts directly into the 2-in-1 pint, freeze, and spin into a light and airy froyo treat.

SCOOP/SOFT SERVE PROGRAM

CREAMIFIT™
A unique program for high-protein, lower-calorie, low-sugar bases. Offers a faster, longer program to whip air through ingredients at the touch of a button.

MIX-IN
Designed to fold in pieces of candies, cookies, nuts, cereal, or frozen fruit to customize a just-processed base or store-bought treat.

NOTE: Mix-ins are not recommended for soft serve recipes.

RE-SPIN
Designed to ensure a smooth texture after running one of the one-touch programs. Re-spin is often needed when the base is very cold (below -7°F) and the texture is crumbly rather than creamy.

FREEZING TIPS

For best results, set your freezer between 9°F and -7°F. The Ninja® Creami® Scoop & Swirl™ is designed to process bases within this range. If your freezer is within this range, the 2-in-1 pint should reach the appropriate temperature.

DO NOT freeze the 2-in-1 pint at an angle. Place the pint on a level surface in the freezer.

Upright freezers work best. A chest freezer is not recommended, as they tend to reach extremely cold temperatures.

Freeze the base for at least 24 hours. While it may be frozen, the base needs to reach an even colder temperature before it can be processed.

Make the most of your time by prepping several Creami® 2-in-1 Pints at once. Keep these pints in your freezer to Creamify on demand whenever a craving strikes.

Don't want to wait 24 hours? Customize store-bought ice cream with mix-ins or make a milkshake. To customize store-bought ice cream, scoop the ice cream into a 2-in-1 pint and skip to step 11a.

This is NOT a blender.

DO NOT process a solid block of ice or ice cubes.

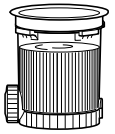
DO NOT make a smoothie or process hard, loose ingredients.

Fruit must be crushed to release its juice or combined with other ingredients and frozen before processing.

USING THE NINJA CREAMI SCOOP & SWIRL

IMPORTANT: Review all warnings before proceeding.

1 Add ingredients to the Creami 2-in-1 Pint. **DO NOT** add ingredients past the MAX FILL line. For recipe inspiration, choose from hundreds of recipes at **ninjacreami.com**.



2 If the recipe requires the ingredients to be frozen, snap the lid on the 2-in-1 pint and freeze for at least 24 hours.

NOTE: The unit must be plugged in **BEFORE** assembly. The unit will not run if the outer bowl is installed before the unit is plugged in.

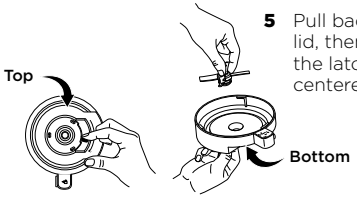
3 Plug in the unit and place on a clean, dry, level surface such as a countertop or table.

4 When the base is prepped or frozen, remove the 2-in-1 pint lid and place the pint in the outer bowl.

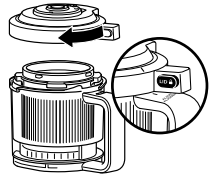
NOTE: DO NOT process the 2-in-1 pint if ingredients have been frozen at an angle or if the pint has been scooped out of and then re-frozen unevenly.

Always smooth out the surface of a processed treat before re-freezing. If frozen unevenly, put the 2-in-1 pint in the refrigerator to allow the ingredients to melt, then whisk to combine ingredients. Re-freeze, making sure the pint is on a level surface in the freezer.

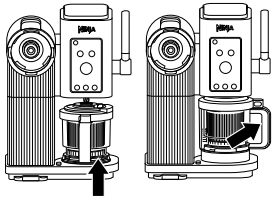
IMPORTANT: Review all warnings before proceeding.



5 Pull back and hold the WHITE paddle latch on the top of the outer bowl lid, then insert the Creamerizer™ Paddle in the bottom of the lid. Release the latch to secure the paddle. When fully installed, the latch will be centered and the paddle will be slightly loose.



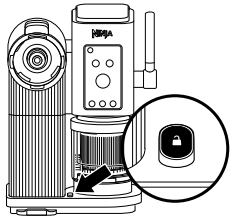
6 Position the tab of the lid just slightly to the right of the outer bowl handle so the lines on the lid and handle align. Rotate the lid clockwise to lock.



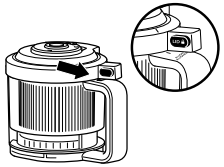
7 With the unit plugged in, place the outer bowl onto the motor base with the handle centered below the control panel. Twist the handle to the right to raise the platform and lock the bowl in place, signaled by a click.

8 Press the power button to turn on the unit. If the outer bowl is properly installed, the control panel will illuminate and the READY indicator will be solid. Select SOFT SERVE or SCOOP as your processing mode. Then select the program that matches your base. The timer will count down the program. The program will automatically stop when complete.

NOTES: If the install light is flashing, the unit is not fully assembled for use. First ensure the outer bowl is correctly installed. If the outer bowl is installed, check the paddle is also installed. Make sure you plug in the unit **BEFORE** installing the bowl.



9 When program is complete, remove the outer bowl by holding the bowl release button on the left side of the motor base and twisting the handle back to the center. As the handle is twisted, the platform will lower the bowl. Pull the bowl straight back toward you to remove.



10 To remove lid, press the lid unlock button and twist the lid counterclockwise.

NOTE: The unit does not allow One-Touch Programs to be run back to back. Between programs, lower the bowl and check the results before proceeding

11a FOR SCOOP RECIPES ONLY If adding mix-ins, use a spoon to create a 1 1/2-inch wide hole that reaches the bottom of the processed portion of the 2-in-1 pint. Add chopped or broken mix-ins to the hole in the pint and repeat steps 6–10 to process again using the same processing zone and the MIX-IN program.

MIX-IN TIPS

Add 1/4 cup of crushed candies, frozen fruits, chopped nuts, chocolate pieces, and more. When adding several different types of mix-ins, do not exceed 1/4 cup in total. Adjust the quantity of mix-ins to taste, ensuring the outer bowl lid can still comfortably close over the 2-in-1 pint.

Hard mix-ins will remain intact.
Mix-ins like chocolate, candy, and nuts will not be broken down during the MIX-IN program. Use mini chocolate chips and candies or pre-chopped ingredients.

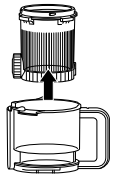
Soft mix-ins will get broken down. Mix-ins like cereal, cookies, and frozen fruit will end up smaller after the MIX-IN program. Use bigger pieces of soft ingredients.

For ice cream and gelato, **fresh fruit, sauces, and spreads are NOT recommended** as mix-ins. Adding fresh fruit, fudge, and caramel sauces will water down your treat. Chocolate hazelnut spread and nut butters also do not mix well. Frozen fruit or chocolate/caramel shell toppings are recommended.

11b If not adding mix-ins, RE-SPIN can be used on a crumbly or powdery 2-in-1 pint to make it more creamy. RE-SPIN is often needed for very cold bases. If the treat is smooth and scoopable, go to step 12. If the base is crumbly or powdery, repeat steps 6–10 to process again using the RE-SPIN program

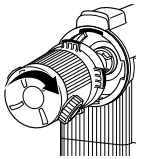
RE-SPIN

NOTE: Do not RE-SPIN before using the MIX-IN program.



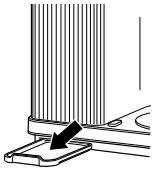
12 Lift the 2-in-1 pint out of the outer bowl and enjoy **OR** continue on to prep for dispense.

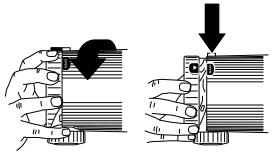
13 Locate the WHITE dispense lid. Place and twist the dispense lid onto the 2-in-1 pint. Make sure the Swirl Press is installed on the dispense lid.



14 Install 2-in-1 pint by aligning the **blue pint tab** with the **blue tab on the dispense area** on the left of the unit. Twist until the pint clicks in place.

15 Pull out the drip tray from the base of the unit.

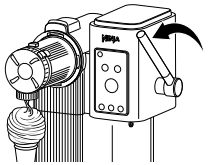




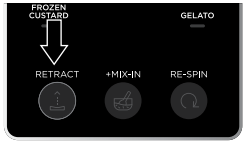
16 Then, twist the WHITE 2-in-1 pint base clockwise until it fully extends towards you to the OPEN position.

> **NOTE:** If you forget this step, you will receive a flashing "E" error when you attempt to dispense.

17 To dispense, pull the handle toward you. The farther you pull the handle, the faster the ice cream will dispense. To stop dispensing, let go of the handle.



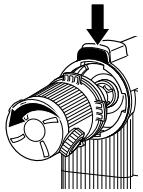
> **NOTE:** It will take about 15 seconds for the ice cream to come out of the nozzle.

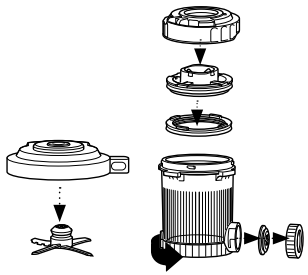


18 If there is still ice cream in the 2-in-1 pint, press the RETRACT button to retract the Swirl Press.

> **NOTE:**
> - The Swirl Press will automatically retract once the 2-in-1 pint is fully empty.
> - If there is still ice cream in the 2-in-1 pint, press the RETRACT button to retract the Swirl Press for pint removal.

19 To release the 2-in-1 pint, press and hold the RELEASE button while twisting the pint counterclockwise.

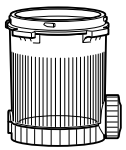




20 Rinse the outer bowl lid to remove any sticky residue or pieces wedged in the Creamerizer™ Paddle. Then detach the paddle by pressing the latch on the top of the outer bowl lid. For easy cleanup, release paddle directly into the sink.

> **NOTE:** If you dispensed your ice cream, remove the dispense lid and nozzle from the 2-in-1 pint. To detach the Swirl Press, hold the Swirl Press latch on top of the lid. Remove Swirl Press seal from the Swirl Press.

21 Turn off the unit by pressing the power button. Unplug the unit when finished. Refer to the Care & Maintenance section for cleaning and storage instructions.



22 Didn't finish your Creami® 2-in-1 Pint? Ensure the base of the pint is closed and any ice cream is rinsed out from the nozzle cavity. Flatten the top of your frozen treat with a spoon or spatula and place the storage lid on top of the pint before refreezing. If the treat is hard after re-freezing, process it again on the program used to make it. If it's soft, just scoop and enjoy it.

> **NOTE:** If your treat contains mix-ins, processing again will further crush the mix-ins and create a new flavor.

CARE & MAINTENANCE

CLEANING

> **BEFORE ANYTHING ELSE:** After processing, rinse the paddle and lid to remove any stuck-on ingredients. Press the paddle latch to remove the Creamerizer paddle.

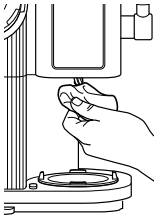
Hand-Washing
Wash the paddle, lids, pint, outer bowl and gasket in warm, soapy water. Use a cleaning utensil on the paddle. Thoroughly rinse and air-dry all parts.

Dishwasher
Containers, lids, Swirl Press, and paddle are top-rack dishwasher safe. Ensure the paddle, 2-in-1 pint, outer bowl, and lids are all separated before placing them in the dishwasher.

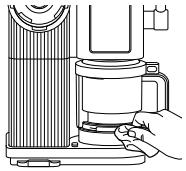
Outer Bowl Lid
Rinse the paddle and lid to remove any stuck-on ingredients. Press the paddle latch to remove the Creamerizer paddle. Then run warm water through the paddle release lever and out the drain holes on either side. Position the lid with the lever side down to fully drain the lid. Remove the gasket wrapped around the middle of the underside of the outer bowl lid. Then hand wash the lid and gasket with warm, soapy water or place in the dishwasher.

Dispense Lid
Remove Swirl Press before cleaning the dispense lid as ingredients may be stuck under the Swirl Press. Then run warm water through the Swirl Press release lever and out the drain holes on either side.

Swirl Press
Remove Swirl Press before cleaning the dispense lid as ingredients may be stuck under the Swirl Press. Then run warm water through the Swirl Press release lever and out the drain holes on either side.



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.

Dispense Area
Unplug the motor base before cleaning. Wipe dispense area with a clean, damp cloth. Do not use abrasive cloths, pads, or brushes to clean the base.

Drying
When drying, place the lid at an angle with the lever pointing down to ensure it drains and dries fully. Ensure all parts are thoroughly dry before reassembling and storing your unit. Allow the outer bowl lid and the gasket to air dry completely, separated, before putting them back together. Do not store the unit assembled if any part is still damp, and store the lid with the gasket removed if you will not be using the unit for a while.

STORING

For cord storage, wrap the cord with the hook-and-loop fastener near the back of the motor base. **DO NOT** wrap the cord around the bottom of the base for storage.

Do store any remaining attachments alongside the unit or in a cabinet where they will not be damaged or create a hazard.

RESETTING THE MOTOR

This unit features a unique safety system that prevents damage to the motor and drive system should you inadvertently overload it. If the unit is overloaded, the motor will be temporarily disabled. Should this occur, follow the reset procedure below.

1 Unplug the unit from the electrical outlet.
2 Allow the unit to cool for approximately 15 minutes.
3 Remove the outer bowl lid and paddle. Ensure no ingredients are jamming the lid assembly.

IMPORTANT: Ensure that maximum capacities are not exceeded. This is the most typical cause of appliance overload.

> **NOTE: DO NOT** process a solid block of ice or ice cubes. **DO NOT** make a smoothie or process hard, loose ingredients. Fruit must be crushed to release its juice or combined with other ingredients and frozen before processing.

TROUBLESHOOTING GUIDE

⚠WARNING To reduce the risk of shock and unintended operation, turn power off and unplug unit before troubleshooting.

Unit moves on counter while processing.
- Make sure the countertop and the feet of the unit are clean and dry.

Frozen treat is liquid, not solid, after processing.
- If a base is soft after processing, put the Creami® 2-in-1 Pint back in the freezer for several hours or until 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.

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.
- 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.

One-Touch Programs will not illuminate.
- Ensure the unit is plugged into a working outlet before installing the outer bowl. Then press the power button to select a program.
- Make sure the unit is fully assembled for use. If the unit is powered on and the outer bowl is not installed correctly, the install light will flash. If the paddle is not installed correctly, the install light will illuminate. All One-Touch Programs will be available when the unit is fully assembled and a processing mode has been selected.
- The unit does not allow you to run programs back to back. Between programs, lower the bowl and check the results before raising the bowl and running another program.

Install light is flashing.
- For processing: The outer bowl is not installed or is not installed correctly. Re-install the paddle into the outer bowl lid and the lid onto the outer bowl, then re-install the outer bowl onto the motor base until it clicks into place.
- For dispensing: The nozzle is not open, or the nozzle tab is not fully in contact with the unit. Be sure to open the nozzle and that it is in contact with the unit. Once that occurs, the READY light will come on and remain solid.

Install light is steadily illuminated.
- The outer bowl is correctly installed, but the paddle is missing or has been incorrectly installed. Lower the platform by pressing and holding the bowl release button on the left of the motor base while twisting the outer bowl handle toward the center. Be sure the paddle is installed in the lid.

The display shows E1, E2, or E4 and the program lights are flashing.
- The motor has overloaded and needs to be reset. Unplug the unit, remove the bowl, and allow the motor base to cool for approximately 15 minutes before running again.
- Remove the outer bowl lid and paddle. Ensure no ingredients are jamming the lid assembly.
- The ingredients you are trying to process might be too dense. Make sure you are using ingredients with sugar or fat. Follow the recipes in the inspiration guide for best results.
- Your freezer might be very cold. The unit is designed to process bases between 9°F and -7°F. Change the setting of your freezer, move the 2-in-1 pint to the front of your freezer, or leave the pint out on the counter for a few minutes before processing.
- **DO NOT** process a solid block of ice, ice cubes, or hard, loose ingredients.

The display shows E3 and the program lights are flashing.
- There was an error and the program did not successfully complete. First, unplug the unit. Check that the paddle and outer bowl lid are installed properly, then plug the unit back in and try running the program again.

2-in-1 pint froze at an angle in the freezer.
- For best results, do not process a 2-in-1 pint that has been frozen at an angle or scooped out of and then refrozen unevenly.
- Always smooth-out the surface of your ice cream before re-freezing. If the 2-in-1 pint is frozen unevenly, put it in the refrigerator to allow the ingredients to melt. Then whisk to make sure the ingredients are combined. Refreeze, making sure to place the pint on a level surface in your freezer.

Outer bowl will not release from motor base after processing.
- Wait approximately 2 minutes, then try to remove the outer bowl again. Hold the release button on the left side of the motor base and twist bowl handle clockwise to remove. This may take some force.
- If after 2 minutes you are unable to release the outer bowl, press and hold the release button on the left while also holding the lid unlock button on the processing lid on the right and lower your outer bowl to remove your frozen treat. Then, take a warm sponge or paper towel and gently wet the area between the processing lid, bowl, and the motor base. Place the outer bowl back onto the unit and reinstall onto the lid. Then press the outer bowl release button and lower the outer bowl. This may take some force.
- To prevent the outer bowl from getting stuck on the motor base, always make sure the spindle under the control panel is cleaned between processing and make sure the cavity on top of the paddle is fully dry before processing. Also, when processing different bases consecutively, make sure to rinse and dry the paddle after processing each base. With some recipes, water may freeze between the paddle and motor base causing them to stick together; drying the paddle between runs will prevent this.

Inside of Creami® 2-in-1 Pint is scratched.
- Light scratching of the 2-in-1 pint is normal after regular use. To keep the pint from scratching, prep ingredients in a separate bowl and avoid aggressive use of metal utensils in the pint. Clean with soft, non-abrasive cloths.

The display shows a flashing "E" and the Swirl Press has retracted.
- Check that the 2-in-1 pint base is open for ice cream to travel through. If the base is not open, you will have to unlock and reinstall the pint in the dispense area, then open the pint base to continue dispensing.
- If the 2-in-1 pint base was open and you previously dispensed from the pint and then refroze it, there may be unprocessed ice cream in the nozzle cavity. Remove the pint from the dispense area and make sure there is no frozen ice cream in the nozzle cavity. If you see frozen ice cream, run the area under warm water and remove the frozen ice cream with the back of a spoon or fork. Then reinstall the pint for dispensing and try again
- If the 2-in-1 pint base was open, remove it from the dispense area. If you used mix-ins, the nozzle is most likely clogged. To prevent damage to the machine, we recommend rinsing the nozzle area and scooping the ice cream from the pint to the desired container. Mix-ins are not recommended for dispensing.
- If you did not use mix-ins and the 2-in-1 pint base was open, your ice cream may be too dense for dispensing and will need be processed again on RE-SPIN. Remove the dispense lid and nozzle and follow steps 6–11 until the ice cream no longer looks crumbly or powdery. Then you can repeat steps 12–17 for dispensing.
- If after respinning your ice cream still will not dispense, it is too dense for dispensing and will need to be enjoyed by scooping from the 2-in-1 pint.

The display shows E8 and the Swirl Press has retracted.
- Unplug the unit and plug it back in.
- Follow the above steps for the flashing "E" error. If you receive another E8 error, contact customer support.

You CANNOT dispense and process at the same time.
- If the 2-in-1 pint is installed for dispensing but cannot dispense, make sure the outer bowl is not fully raised in the installed position.

DO NOT attempt to remove the base from the 2-in-1 pint.
- For deep cleaning, you can soak the 2-in-1 pint with the 2-in-1 pint base in the open position in warm, soapy water. Then hand-wash the pint thoroughly using a small brush or by placing it in the dishwasher.

ORDERING REPLACEMENT PARTS

To order additional parts and attachments, visit **ninjaaccessories.com**.

GET HELP RIGHT NOW!
DON'T RETURN TO THE STORE.
Questions or Problems?

CALL US: 1-877-646-5288
Toll-free customer support line

PRODUCT REGISTRATION

Visit **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.

Shark | NINJA

ONE (1) YEAR LIMITED WARRANTY

NJA_1_YR_IB_LMTD_WRNTY_US_ENG

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. One (1) Year Limited Warranty period begins on the original date of delivery or pickup 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:
California Residents Only: The One (1) Year Limited Warranty period begins on the original date of delivery or pickup.

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 date of delivery or pickup.
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 **sharkninja.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 **sharkninja.com** 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 **sharkninja.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 **sharkninja.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.

NOTES

NOTES

REGISTER YOUR PURCHASE

registeryourninja.com

Scan QR code using mobile device

RECORD THIS INFORMATION

Model Number: _____

Serial Number: _____

Date of Purchase: _____
(Keep receipt)

Store of Purchase: _____

TECHNICAL SPECIFICATIONS

Voltage:	120V~, 60Hz
Power:	800 Watts

SharkNinja Operating LLC
US: Needham, MA 02494
CAN: Ville St-Laurent, QC H4S 1A7
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.

CREAMI, CREAMIFY TECHNOLOGY, and NINJA are registered trademarks of SharkNinja Operating LLC.
CREAMERIZER, CREAMIFIT, and SCOOP & SWIRL are trademarks of SharkNinja Operating LLC.

This product may be covered by one or more U.S. patents.
See sharkninja.com/patents for more information.

© 2026 SharkNinja Operating LLC

NC701Series_IB_REV_Mv13

@ninjakitchen