



USER MANUAL

# Welcome to the Blix family!

We're excited to have you with us on our journey.

We created Blix because like you, we are busy and needed a solution to enjoy delicious food in a simple and effortless way. We believe in balance without compromise and we hope you enjoy using your Blix as much as we enjoyed creating it.

In this user manual, you will find all the information you need. This handy manual is split into 4 sections:

1. **Getting started and instructions for use** – Here you will find all the information how to use and enjoy Blix.
2. **Important safeguards and cautionary warnings** – This section contains important information on our machine, cups, and things you should be aware of. Please be sure to read it carefully so you can safely use Blix.
3. **Troubleshooting** – Encounter an issue? Chances are, you'll find the solution in this section. If you still cannot resolve the issue, you are always welcome to contact Blix Customer Service at [blix@myblix.com](mailto:blix@myblix.com) for assistance.
4. **Warranty.**

Get excited because your life is about to change. With Blix, you can enjoy delicious sips and snacks at the simple touch of a button. Say goodbye to shopping, planning, prepping, and cleaning, and have more time to focus on what really matters.

## Section 1: **GETTING STARTED AND INSTRUCTIONS FOR USE**

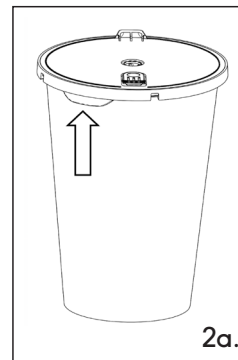
### A. Getting Started

Congratulations on becoming a Blix owner! Read the instructions below to get started:

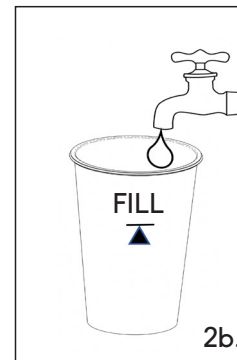
1. You will see 2 boxes – one containing the machine, and the other containing frozen cups.
2. Place the boxes on a flat and sturdy surface and open them.
3. Take out the frozen cups first and store them in your freezer. Try to keep them upright if possible, as this will yield the best results later when blending.
4. Take the machine out of the master pack and place it on your counter. The machine may be cold as it was packed with the frozen cups.
5. Remove any buffer material from your machine.
6. Let the machine rest on the counter to reach an ambient temperature, and read instructions carefully before operating.
7. Note: Our cups are shipped with dry ice so they remain nicely frozen during transit. DO NOT touch the dry ice with bare hands. If there is still dry ice when you open the box, leave it inside the box to dissipate in a well-ventilated room and recycle the plastic bag when the ice fully disappears.
8. Always check to make sure the Blix cups and machine are not broken or damaged before using.

## B. How to use your Blix System

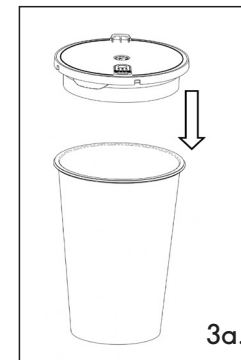
1. Plug in your machine and locate the on/off switch placed at the rear side of your machine. Push left to turn On. Push right to turn Off.
2. Whenever you feel like eating or drinking, take a cup out of the freezer, open the lid and fill with the liquid of your choice until you reach the recommended fill line indicated on the cup.
  - You can add water, milk, dairy-free milk, coconut water, juice, pourable yogurt or broth depending on your choice and the recipe.
  - We recommend using warm water to get the best results for spreads.
3. Close the lid tightly.
4. Open the door of your machine by sliding your fingers to the bottom of the handle and turn it clockwise to your left. It is ok to apply a bit of force to rotate the door.
5. When you make sure the lid is tightly secured, place the cup upside down on the base of the machine with the tab on the lid facing towards you. Make sure the cup sits securely on the base.
6. Close the door of your machine, wait until the start button turns solid purple and press the start button.
7. During processing, the machine may start and stop- this is part of the normal process and is unique to each formula.
8. Once the Blix processing is over, the start button will turn solid green. Do not open the door until the start button turns green.
9. Open the door of your machine and take the cup out. Always be aware of any large pieces that may be left unprocessed in the cup to avoid choking when consuming the food.
10. Stick a straw, pour it into another cup or spoon it out. Enjoy!
11. If you are making a soup, please read the next page.
12. Recycle both the cup and the lid.



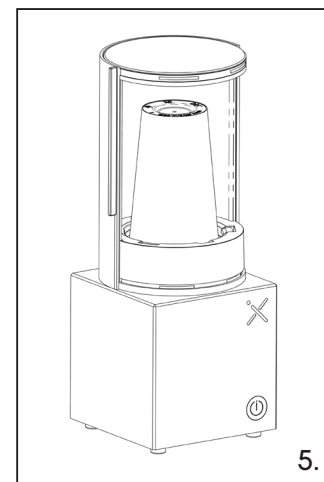
*Open cup by pulling the tab in the direction of the arrow and take the lid off*



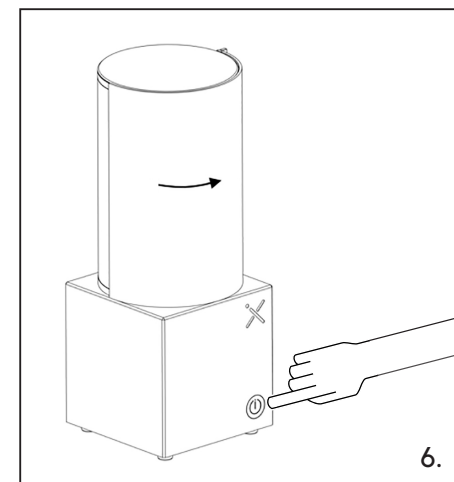
*Fill cup with liquid up to filling mark*



*Put lid back on cup Press lid strongly on cup until a clear "click" has occurred*



*Place cup upside down into your Xi machine with the tab facing towards you*



*Close the door. Once the button turns solid purple press the start button*

## C. How To Make Soups

1. After blending your soup, you can warm your cup in the microwave or on the stove top.
2. It is safe to place the cup (**without the lid**) inside the microwave for 1-2 minutes after processing in the machine. Please take the lid off prior to heating.
3. If the cup is too hot to touch, allow it to cool before carefully removing it from the microwave.
4. Alternatively, you can pour the contents into a pot and heat on the stove top.
5. After consuming, recycle the cup.
6. Do not heat up the cup prior to processing in the machine. The programs are specifically designed to work with frozen ingredients. Heated ingredients can create internal pressure in a sealed blending vessel, which may erupt on opening and cause thermal injury.

## D. Recycling

1. All Blix cups are fully recyclable in the plastic recycling waste stream. Please refer to your local recycling center for proper disposal.
2. The boxes are fully recyclable in the cardboard and mixed paper waste stream. Please refer to your local recycling center for proper disposal.
3. The insulation for the frozen cups may be accepted in some recycling centers. Please refer to your local recycling center for proper disposal.
4. Your machine contains a lot of valuable plastics and metals which can be recycled after its useful life. Please refer to your local recycling center for proper disposal.

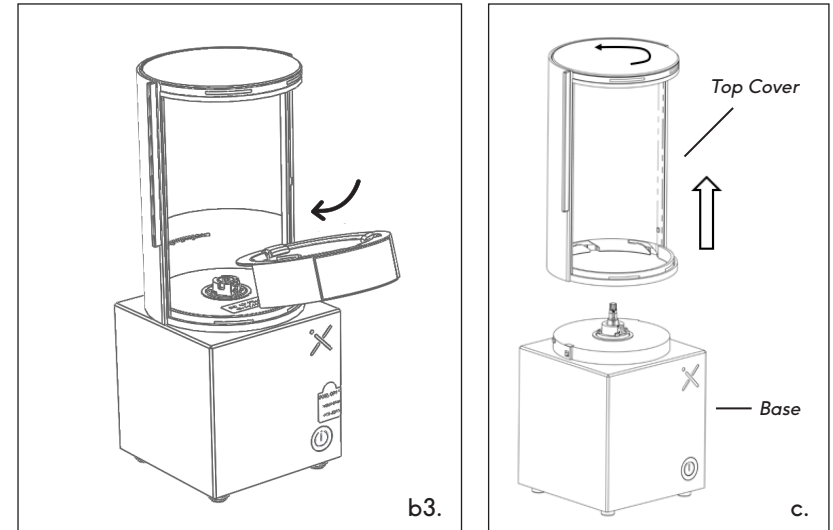
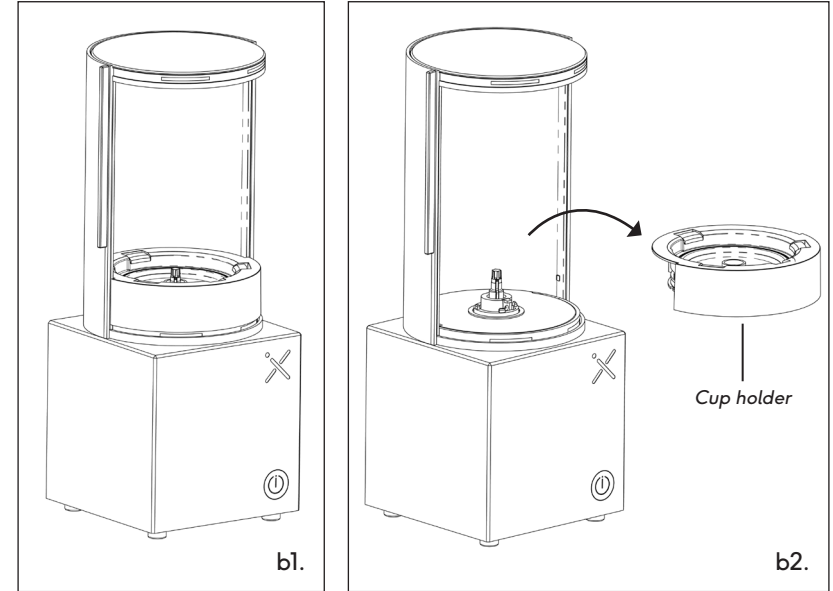
## E. Cleaning

For the most part, the machine does not need to be cleaned regularly. However, if the flap is not closed properly, liquids can leak out into the base and activator buttons. **Here's how to clean it up:**

Step 1: The most important thing is to **UNPLUG** the machine before cleaning!

Step 2: Use a damp cloth to wipe down the inside and outside of the machine.

- A. For thorough cleaning, the top parts of the machine can be detached and rinsed under the faucet or cleaned with mild soap.
- B. The Cup Holder can be taken out by gently pulling it upwardly and then taken out through the door of the machine. When placing it back into the machine, rotate the white disk at the bottom of the Cup Holder, following the direction indicated by the circular arrow until it doesn't rotate any further.
- C. The Top Cover can be detached by first rotating it slightly to the left and then lifting it. To insert it back in, place it on the base and rotate it to the right.
- D. Please note that the base part of the machine may never be submersed in water!
- E. Never pour any water in the machine.
- F. Any other servicing should be performed by an authorized service representative.





## Section 2: **IMPORTANT SAFEGUARDS AND CAUTIONARY INFORMATION**

**For your safety, carefully read all instructions before operating the machine.**

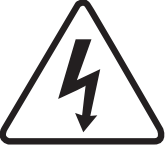
1. Read all instructions.
2. This product is intended for HOUSEHOLD USE ONLY and is not intended to be used for commercial purposes.
3. Avoid contact with moving parts.
4. If the machine malfunctions or is dropped or damaged in any manner, discontinue to use. Contact Blix Customer Service at [blix@myblix.com](mailto:blix@myblix.com) for assistance in obtaining a replacement.
5. Do not put the machine in a microwave as this may result in damage to the machine.
6. The use of any attachments not recommended or sold by the manufacturer may cause fire, electric shock, or injury.
7. Do not use the machine outdoors if exposed to inclement weather elements such as rain or other wet conditions.
8. Caution! To avoid risk of electric shock, never immerse the cord, plug, or the machine in water or other liquids.

9. Do not allow the cord to hang over the side of the counter or table.
10. Do not pull, twist, or damage the power cord.
11. Do not allow cord to come in contact with hot surfaces, including the stove.
12. Periodically inspect cord and plug for damage. Do not operate the machine with a damaged cord or plug.
13. Do not use this product with any type of adaptor or voltage converter device. This unit is manufactured in compliance with US Plug Types.
14. Use of adaptors and converters is considered an unauthorized modification of the product and such will void the warranty. Use of this product in locations with different electrical specifications may result in damage to the product.
15. Unplug the machine when it is not in use. Make sure it is unplugged before assembling, disassembling, adding additional parts or cleaning.
16. Never leave the machine unattended while it is in use.
17. Close supervision is necessary when any machine is used by or near children.
18. 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.
19. Turn the appliance OFF, then unplug from the outlet when not in use, before assembling or disassembling parts and before cleaning. To unplug, grasp the plug and pull from the outlet. Never pull from the power cord. Permanently Installed – Make sure appliance is OFF when not in use, before putting on or taking off parts, and before cleaning.
20. Do not operate any appliance with a damaged cord or plug or after the appliance malfunctions, or is dropped or damaged in any manner. Contact the manufacturer at their customer service at email: [blix@myblix.com](mailto:blix@myblix.com) for information on examination, repair, or adjustment.

**SAVE THESE INSTRUCTIONS**

## A. Electrical Safety

When using any electrical machines, basic safety precautions should always be observed.

|                                                                                           |                                          |                                                                                                                       |
|-------------------------------------------------------------------------------------------|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| <b>WARNING</b>                                                                            | <b>Potential Electrical Shock Hazard</b> |                                                                                                                       |
|          | <b>Only use grounded outlet</b>          |                                                                                                                       |
|                                                                                           | <b>DO NOT</b>                            | <i>remove ground<br/>use an extension cord<br/>use an adapter<br/>use a converter<br/>immerse motor base in water</i> |
| <b>Not following the instructions may cause injury or even death by electrical shock.</b> |                                          |                                                                                                                       |

## B. WARNING: Ventilation caution

1. Always operate the machine on a level surface, leaving unobstructed space beneath and around the base to permit proper air circulation. Slots and openings on the bottom of the product are provided for ventilation to ensure reliable motor operation and to prevent over-heating.
2. Warning: To prevent fire hazard, power base openings should be free of dust or lint and never obstructed with flammable materials such as newspapers, tablecloths, napkins, dishtowels, or placemats. Also keep a free space it of at least 4 inch to each side of the machine.

## C. WARNING: Freezing Hazard

Our cups are shipped with dry ice so they remain nicely frozen during transit. DO NOT touch the dry ice with bare hands.

## D. Important cautionary information about the Blix System

1. All Blix cups are pre-packed with a selection of quality frozen ingredients. Refer to the nutritional label for detailed information on ingredients and nutritional + allergen content to ensure it meets your dietary requirements.
2. Food has a very limited shelf life when stored at ambient temperatures. Therefore, we freeze all our cups to ensure freshness until the Best Before Date printed on the cup.
3. If your cup shows a Best Before Date past the date you plan to consume, please discard it.
4. Always store cups in your freezer to maintain the quality of the food prior to consumption. If you find a thawed cup, please discard it.
5. Do not use if the lid is open or the cup is damaged.
6. Fill the liquid of your choice until the recommended fill line indicated on the cup.
7. Always add the liquid of your choice through the lid before processing in the machine. The machine will not operate without liquid.
8. Do not add anything other than recommended liquids and suggested boosters to the cup. This may break the cup and cause damage to the system.
9. Never put carbonated beverages inside the cup. Built-up pressure from released gases can cause container to leak or burst resulting in possible injury.
10. Do not place any foreign objects on top of the machine. It may detune the system.
11. To reduce the risk of leakage, make sure the cup's lid is closed tightly and the cup is securely sitting on the base of the machine before pressing the start button.
12. Always make sure the door is closed before you press the start button to start the process in the machine.
13. Do not open the door until the machine is at a complete stop and the start button is solid green. Opening the door while the machine is running may cause damage to the system.
14. When the blending process is finished, take the cup out of the machine. Do not leave it inside too long as it will melt and lose its texture.
15. Each cup is for single-use only. Do not try to process the cups in the machine more than once. If you try to do so, the machine will register an error.
16. The machine converts pieces of frozen fruits and vegetables into blended foods. Always be aware of any large pieces that may be left unprocessed in the cup to avoid choking when consuming the food.
17. Always inspect inside your cup before consumption for any foreign object other than food.
18. Do not allow blended mixtures to sit for long periods in a sealed container. The sugars in the fruit and vegetables can ferment, causing pressure to build up and expand in the cup which can cause it to burst when moved or opened.
19. The machine is not intended to be used as a traditional blender. Do not fill the cup with your own ingredients.
20. Our cups are shipped with dry ice so they remain nicely frozen during transit. DO NOT touch the dry ice with bare hands. If there is still dry ice when you open the box, leave it inside the box to dissipate in a well-ventilated room and recycle the plastic bag when the ice fully disappears.
21. Keep hands and utensils out of container while blending to reduce the risk of severe injury to persons or damage to the machine. A scraper may be used but must be used only when the blender is not running.
22. Blades are sharp. Handle carefully.
23. Always operate blender with cover in place.



## E. About the lids

1. Each cup comes with a lid that has an integrated plastic blade, designed specifically for that recipe.
2. Place the cup upright and check to make sure lid is intact. This will ensure the cup is in the same high-quality condition when it left our food packing facility.
3. Before and after processing in the machine, the blade retracts to its recess to minimize any leftovers behind the blade and to prevent any harm when touching it.
4. Each lid is for single-use. Recycle it after each use. Do not replace the lid with another one.

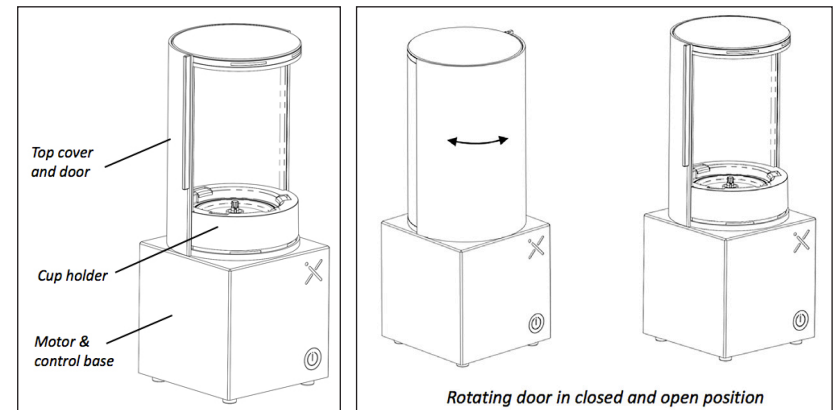
## F. About the machine

The machine is a fully automatic blender type processing machine, designed only for the Blix cups. It contains a high-power motor to perform the blending, a small motor to lock the cup and engage with the plastic blade, a variety of sensors to monitor every stage of the process, cup recognition system and a strong controller. All components fit together in a slim body and work seamlessly together to achieve a perfectly prepared Blix cup. The machine requires to be free standing, without any contact to foreign objects, to function properly. If not, sensors will notice this and the user will be prompted.

A fully automated process is activated when you insert a cup into the machine, close the door, and press the start button. The machine recognizes the recipe through the RFID (radio frequency identification) system, and then measures the weight of the cup to detect how much liquid you have added. From all the data above, the controller creates the optimum program to prepare your Blix cup. During processing, the sensors continuously adjust along the way, thus avoiding the need for any manual adjustment. You can be assured that you will get a perfectly prepared Blix cup each time.

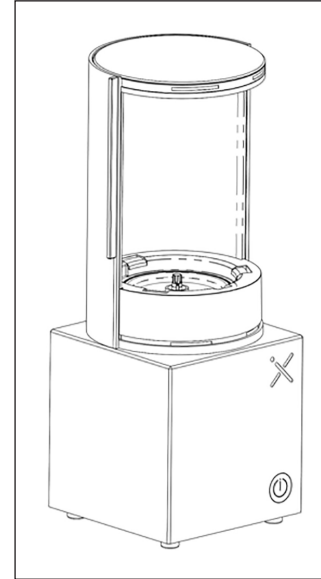
The machine consists of 3 main components:

- The Blix motor & Control Base
- The Top Cover and Door
- The Cup Holder

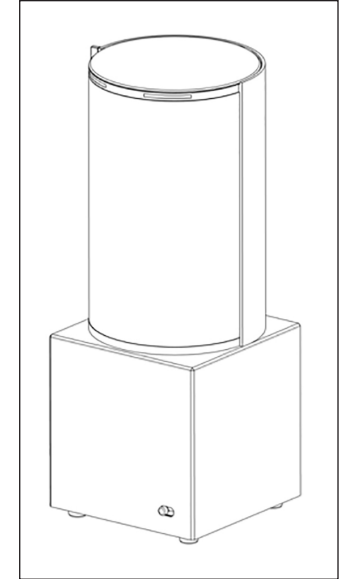


## G. Control Panel

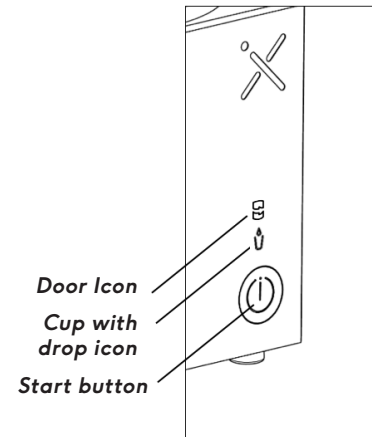
- **On/Off Switch:** This is located at the rear side of your machine. Push left to turn On. Push right to turn Off.
- **Start Button:** This is located in the front of the machine. Start Button serves multiple purposes via different colors.
  - Solid PURPLE: The machine is ready to start- Push the start button to start.
  - Solid GREEN also indicates that processing is complete. Open the door to remove the cup.
  - Slow blinking PURPLE: The machine is in process.
- **Cup with a drop icon:** This is located in front of your machine
  - Solid PURPLE: Take the cup out, add (more) liquid into your cup and try again.
- **Door icon:** This is located in front of your machine
  - Solid PURPLE: Door is open or not mounted properly. Close the door or check to make sure it is mounted correctly and try again.
- **All LED buttons are RED:** You cannot use the machine. After checking all the possible errors, please reach out to Customer Service for assistance at [blix@myblix.com](mailto:blix@myblix.com)



*Start button at front of machine*



*On-Off switch at rear of machine*



## Section 3: Troubleshooting

| Problem                                                                | Possible root cause                                                                                    | Solutions                                                                                                                                                                                                                     |
|------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Start button is blinking PURPLE and the blending process doesn't start | Cup holder may not be placed correctly or the machine may not read the identification code on the cup. | Take the cup holder out and place it again to make sure it sits on the machine tightly. If it still doesn't work, the cup may not have the right identity coded. You can toss the cup or use the contents for other purposes. |
| Start button is blinking RED and the blending process doesn't start    | The lid may be wet.                                                                                    | Take your cup out. Dry the lid with paper towel. Try to put the cup back on the machine and start blending.                                                                                                                   |
| All LED buttons are RED                                                | The ingredients in the cup have thawed and refrozen, causing the ingredients to form a solid block.    | Open door and take cup out. Stand the cup upright. If the ingredients stay on the top side of cup, the Cup was thawed and has to be discarded. If ingredients drop down, reinsert the Cup and try again.                      |
| All LED buttons are RED                                                | The machine is overheated.                                                                             | Your machine has an internal thermal breaker that shuts off the unit when it overheats. Unplug the machine and wait 10 minutes before plugging back in. Your machine will reset after it cools down.                          |
| The "Door Open" icon is RED, even though the door is closed.           | The Top Cover is not mounted properly.                                                                 | Unplug your machine, open the door, take the Cup Holder out and check the mounting of the Top Cover. If not fixed correctly, remount the Top Cover.                                                                           |
| LED at start button is slowly blinking RED                             | The cup has already been processed.                                                                    | The cups are designed for single use. Please take out cup and replace by a non-processed cup.                                                                                                                                 |

## Section 4: Warranty

- WHO CAN SEEK WARRANTY COVERAGE.**  
This Warranty is extended by Blix to the owner of this machine for personal household use only. This Warranty does not apply to products used for commercial, rental or re-sale purposes. Should ownership of the machine change during the 1-year period, please update the Blix machine owner information at [www.myblix.com](http://www.myblix.com).
- WHAT IS COVERED.**  
Blix warrants to the owner that if this machine (the "Machine" consists of a Motor & Control base, a Top Cover and a Cup Holder) fails within 1 year from the date of purchase due to a defect in material or workmanship or as a result of normal wear and tear from ordinary household use, Blix will, within 30 days of receipt of the returned machine, repair the failed machine or component part of the machine free of charge.  
If, in Blix' sole discretion, the failed machine or component part of the machine cannot be repaired, Blix will elect to either (A) replace the machine free of charge or (B) refund the full purchase price to the owner.
- WHAT IS NOT COVERED.**  
This Warranty does not apply to machines 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 machine is used and maintained in accordance with the instructions, warnings and safeguards contained in the owner's manual.  
Blix 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 Blix UNDER THIS WARRANTY. NO EMPLOYEE OR REPRESENTATIVE OF Blix IS AUTHORIZED TO MAKE ANY ADDITIONAL WARRANTY OR ANY MODIFICATION TO THIS WARRANTY WHICH MAY BE BINDING UPON Blix. ACCORDINGLY, PURCHASER SHOULD NOT RELY UPON ANY ADDITIONAL**

## Section 4: Warranty (cont'd)

STATEMENTS MADE BY ANY EMPLOYEE OR REPRESENTATIVE OF Blix. IN NO EVENT, WHETHER BASED ON CONTRACT, INDEMNITY, WARRANTY, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE, SHALL Blix 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., other warranties may apply.

### 4. WHAT VOIDS THIS WARRANTY.

Abuse, misuse, negligent use, alteration of the machine, 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 machine or any component part of the machine are performed by someone other than either Blix or an authorized Blix Service Provider or if any component part of a machine subject to this Warranty is used in combination with a motor base or container that is not expressly authorized by Blix.

### 5. HOW TO OBTAIN RETURN AUTHORIZATION UNDER THIS WARRANTY.

In the event that you need service or repair, please reach out to Blix Customer Service at [blix@myblix.com](mailto:blix@myblix.com). You will be asked to provide a date of purchase and proof of purchase for any machine that has not been registered with Blix. For machine 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. Blix will pay standard shipping costs on the return of a machine for warranty service and repair and for return shipment of the machine to you after the warranty repair or replacement. Purchaser is responsible for the costs of special shipping requests.

Within the U.S.A., this Warranty is honored directly through Blix Ltd. United States Blix company address 79 Madison Avenue, New York 10016, NY

You will be deemed to have accepted the returned product "as is" upon delivery unless you notify Blix of any problem, including shipment damage, within the first 30 days of delivery.

## FCC IC Manual Statement

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.

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance 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:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.



THANK YOU