

Warranty Service Options

(for the United States)

Blender Models: Chef Tec, Titan, ABC, Smoother, SpaceSaver

All service for these models is handled directly by K-TEC at its facility in Orem, UT. Stores that experience equipment failure should contact our customer service department at 1-800-Blendtec (253-6383). The customer service representative will troubleshoot the problem and determine the best course of action. There are several options available.

In Warranty Service Options:

Service Plus – In order to respond as quickly as possible to the customer's need, we have established the Service Plus program. K-TEC will ship a factory reconditioned motor directly to the store location in exchange for defective motor. Included with the shipment will be a Return Label. The customer will need to place the defective motor in the box and attach the Return Label for the return to K-TEC. The reconditioned motor carries the remainder of the warranty of the original motor.

Traditional Service – Some customers may prefer the Traditional Service Program instead. The customer will ship the defective motor back to K-TEC. K-TEC will repair and return the same motor (if possible) to the customer at no charge.

Out of Warranty Service Options:

Service Plus – Customers may buy a factory reconditioned unit for \$350 with a one (1) year or 7,500 cycle warranty. The customer must return the broken unit within 30 days or be billed \$300.

Traditional Service – Customers may also send the defective motor back to K-TEC for repair. Charges will be based on actual labor and parts used.

Blender Model: EZ Blender

EZ Blender Repair Service – The EZ Blender model must be sent to the factory for all repairs. Call the factory for authorization and shipping information.



Blendtec Warranty Information

BLENDERS

WARRANTY ON PARTS

WARRANTY ON LABOR

ABC / Chef Tec / Titan / Smoother 20	3 Years or 20,000 Cycles (Motor Drive Socket – Lifetime warranty)	3 Years or 20,000 Cycles
Smoother 18/15/13	2 Years or 15,000 Cycles (Motor Drive Socket – Lifetime warranty)	2 Years or 15,000 Cycles
SpaceSaver 15/13	1 Year or 10,000 Cycles (Motor Drive Socket – Lifetime warranty)	1 Year or 10,000 Cycles
EZ Blender	1 Year or 5,000 Cycles (Motor Drive Socket – Lifetime warranty)	1 Year or 5,000 Cycles
Blender Jar	6 Months (Blade-Lifetime)	N/A
Stand (BB1/BB2)	90 Days	N/A
Enclosure (QB2C)	90 Days	N/A

BD UNITS

WARRANTY ON PARTS

WARRANTY ON LABOR

Blender Motor	1 Year (Motor Drive Socket – Lifetime warranty)	1 Year
Electronics	1 Year	1 Year
Pumps/Pump Motor	1 Year	1 Year
Blender Jar	6 Months (Blade-Lifetime)	N/A

MEGABLENDER

WARRANTY ON PARTS

WARRANTY ON LABOR

Blender Motor	1 Year (Motor Drive Socket – Lifetime warranty)	1 Year
Electronics	1 Year	1 Year
Pumps/Motor	1 Year	1 Year
Blender Jar	6 Months (Blade-Lifetime)	N/A

LITTLE RED RINSER

WARRANTY ON PARTS

WARRANTY ON LABOR

Rinser	1 Year (Nozzle-Lifetime)	N/A
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Notes: Warranty period starts on shipment of product or date of purchase, where proof of purchase is provided. Misuse, tampering, opening the blender (motor), or modifying the power cord and/or plug will void the warranty. Refer to owners' manual for proper care instructions. Blenders sold through on-line auction sites are not covered under this warranty.

Warranty applies to US installations only. Contact the Blendtec International Sales Department for warranty on international installations.