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® A Division of K-TEC

THE ART OF BLENDING

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

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.