



CREAMi™ ICE CREAM MAKER NC300ANZ OWNER'S GUIDE



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:

IMPORTANT SAFETY INSTRUCTIONS

HOUSEHOLD USE ONLY • READ ALL INSTRUCTIONS BEFORE USE

⚠ WARNING

- 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 an inventory of all contents to ensure you have all parts needed to properly and safely operate your appliance.
- 4 Always disconnect the appliance from the supply if it is left unattended and before assembling, disassembling or cleaning.
- 5 Before use, wash all parts that may contact food. Follow washing instructions covered in the Quick Start Guide.
- 6 Before each use, inspect 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 **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.
- 9 This appliance has important markings on the plug. The supply cord is not suitable for replacement. If damaged, please contact SharkNinja.
- 10 Extension cords should **NOT** be used with this appliance.
- 11 To protect against the risk of electric shock, **DO NOT** submerge the appliance or allow the power cord to contact any form of liquid.
- 12 **DO NOT** allow the cord to hang over the edges of tables or worktops. The cord may become snagged and pull the appliance off the work surface.
- 13 **DO NOT** allow the unit or the cord to contact hot surfaces, including stoves and other heating appliances.
- 14 **ALWAYS** use the appliance on a dry and level surface.
- 15 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 have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- 16 Children should be supervised to ensure that they do not play with the appliance.
- 17 Cleaning and user maintenance shall not be made by children without supervision.
- 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 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 tubs past the **MAX FILL** line unless otherwise stated in the Ninja™ recipe.
- 23 **DO NOT** operate the appliance with an empty container.
- 24 **DO NOT** microwave the containers or accessories provided with the appliance, except the ice cream tub. The tub can be microwaved.
- 25 **DO NOT** microwave the tub 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 tub. It is not intended for dry blending.
- 29 **DO NOT** use to grind ingredients.
- 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 tub at an angle. Tubs must be placed on a level surface in the freezer. Tubs frozen at an angle should **NOT** be processed.
- 36 To avoid potential injury **DO NOT** misuse the appliance.

READ AND SAVE THESE INSTRUCTIONS

RECORD THIS INFORMATION

Model Number: _____
Serial Number: _____
Date of Purchase: _____
(Keep receipt)
Store of Purchase: _____

TECHNICAL SPECIFICATIONS

Voltage: 220-240V~ 50-60Hz
Power: 800W

PARTS



NOTE: Unit color as well as number of tubs and lids may vary by model.

BEFORE FIRST USE

IMPORTANT: Review all warnings on first page before proceeding.

DID YOU KNOW?

- You can use the outer bowl to carry the CREAMi Tub after removing it from the freezer.

NOTE: All attachments are BPA free and dishwasher safe (top rack only). Ensure the paddle, tub, outer bowl, and lids are all separated before placing in the dishwasher.

- 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.
- 3 Thoroughly rinse and air-dry all parts.
- 4 Wipe control panel with a soft cloth.

USING THE CONTROL PANEL

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

INSTALL LIGHT
The install light will illuminate when the unit is not fully assembled for use. If the light is blinking, make sure the bowl is properly installed. If the light is solid, check that the paddle is installed.

PROGRESS BAR
The progress bar indicates the progress of the One-Touch Program. All 4 progress bar LEDs will flash twice and then turn off when the program is complete.

ONE-TOUCH PROGRAMS: 1-2 1/2 MINUTES
Each One-Touch Program is intelligently designed to whip up delicious creations in 1-2 1/2 minutes. Programs vary in length and speed depending on the optimal settings to get perfectly creamy results for that type of recipe.

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

LITE ICE CREAM
Designed for health-conscious consumers to make ice creams that are low in sugar or fat or use sugar substitutes. Choose when processing keto or paleo recipes.

GELATO (not available on all models)
Designed for custard bases for Italian-style ice cream. Choose GELATO when specified to create delicious, decadent desserts.

SORBET
Designed to transform fruit-based recipes with high water and sugar content into creamy delights.

SMOOTHIE BOWL (not available on all models)
Designed for recipes that are made from fruit and/or vegetables frozen together with dairy, dairy alternatives, or juice.

MILKSHAKE
Designed to create quick and thick milkshakes. Simply combine your favourite ice cream (store-bought or homemade), milk, and mix-ins and select MILKSHAKE.

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 work best if they are added in the middle of the CREAMi Tub. After processing the tub, use a spoon to create a 4 cm wide hole that reaches the bottom of the tub. Add chopped or broken mix-ins to the hole in the tub and process again using the MIX-IN program.

RE-SPIN
Designed to ensure a smooth texture after running one of the preset programs. RE-SPIN is often needed when the base is very cold (below -25°C) and the texture is crumbly rather than creamy.

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

NOTE: To stop an active program, simply press the program button that is illuminated.



USING THE CREAMi

IMPORTANT: Review all warnings on first page before proceeding.



- 1 Add ingredients to the CREAMi Tub. **DO NOT** add ingredients past the MAX FILL line on the tub.

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 tub 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.



- 2 If the recipe requires the ingredients to be frozen, snap the lid on the tub and freeze for at least 24 hours.
- 3 Plug in the unit and place on a clean, dry, level surface such as a countertop or table.

FREEZING TIPS



For best results, set your freezer between -12°C and -25°C. The CREAMi is designed to process bases within this range. If your freezer is within this range, your tub should reach the appropriate temperature.



For best results, do not freeze the tub at angle. Place the tub on a level surface in the freezer.



Upright freezers work best. We do not recommend using a chest freezer, 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 tubs at once. Keep these tubs in your freezer to Creamify™ on demand whenever the craving strikes.

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.



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

NOTE: For best results, do not process the tub if ingredients have been frozen at an angle or if the tub has been scooped out of and then refrozen unevenly.



Always smooth-out the surface of a processed treat before re-freezing in the tub. If the tub is frozen unevenly, put the tub in the fridge to allow the ingredients to melt. Then whisk to make sure the ingredients are combined. Refreeze, making sure to place the tub on a level surface in the freezer.



- 5 Press and hold the 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 Make sure the unit is plugged in. Then, 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. You will hear a click when the bowl is fully installed.



- 8 Press the power button to turn on the unit. If the outer bowl is properly installed, the One-Touch Programs will illuminate and the unit will be ready for use. Select the program that best suits your recipe. The program will automatically stop when complete.

NOTE: If the install light is illuminated, the unit is not fully assembled for use. If the light is blinking, make sure the bowl is properly installed. If the light is solid, check that the paddle is installed. Make sure to plug the unit in before installing the bowl.



- 9 When the 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. Lift bowl to remove.



- 10 To remove the 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.

USING THE CREAMi - CONTINUED



11a If adding mix-ins, use a spoon to create a 4 cm wide hole that reaches the bottom of the tub. Add chopped or broken mix-ins to the hole in the tub and repeat steps 6-10 to process again using the MIX-IN program.

MIX-IN TIPS

We recommend adding 32 g of your favourite crushed candies, frozen fruits, chopped nuts, chocolate pieces, and more. When adding several different types of mix-ins, we recommend not exceeding 32 g in total. Feel free to adjust the quantity of mix-ins to your taste but make sure that the outer bowl lid can still comfortably close over the tub.

Hard mix-ins will remain intact. Mix-ins like chocolate, candy, and nuts will not be broken down during the MIX-IN program. We recommend using 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. We recommend using bigger pieces of soft ingredients.

For ice cream and gelato, **we do not recommend fresh fruit, sauces, and spreads** 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. We recommend using frozen fruit or chocolate/caramel shell toppings.



11b If not adding mix-ins, RE-SPIN can be used on a crumbly or powdery tub 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.

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



12 Lift the tub out of the outer bowl. Enjoy your treat!



13 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.



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

15 Didn't finish your tub? Flatten the top of your frozen treat with a spoon or spatula before refreezing. If the treat is hard after re-freezing, process it again on the program you used to make it. If it's soft, just scoop and enjoy it.

NOTE: Leftovers can be stored in other containers. However, we recommend storing leftovers in a tub so that it can be processed again if necessary.

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

CARE & MAINTENANCE

CLEANING

Hand-Washing

Wash containers, lids, and paddle in warm, soapy water. Use a dishwashing utensil with a handle to clean the paddle. Thoroughly rinse and air-dry all parts.

Dishwasher

Containers, lids, and paddle are dishwasher safe (top rack only). Ensure the paddle, tub, outer bowl, and lids are all separated before placing them in the dishwasher.

NOTE: For best results, use a dishwasher to remove stuck-on ingredients.

Outer Bowl Lid

Remove the paddle before cleaning the outer bowl lid as ingredients may be stuck under the 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 dark grey rubber lip seal wrapped around the middle of the underside of the outer bowl lid. Then hand wash the lid and seal with warm, soapy water or place in the dishwasher.

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.

Then use a damp cloth to clean the area between the base and the raised platform.

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.

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 worktop while processing.

- Make sure the worktop and 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 tub 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 -12°C and -25°C.
- The proportion of fat or sugar may be too high in your recipe. Consult the recipe guide and use the recipes included 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 the One-Touch Program, use the RE-SPIN program to make your frozen treat smoother and creamier.
- The proportion of fat or sugar may be low in your recipe. Consult the recipe guide and use the recipes included as a guide for best results.

One-Touch Programs will not illuminate.

- Ensure the unit is plugged into a working socket 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 illuminate when the unit is fully assembled and powered on.
- 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.

- The outer bowl is not installed or is not installed correctly. Make sure to install the paddle into the outer bowl lid and the lid onto the outer bowl. Then place the outer bowl onto the motor base with the handle centred below the control panel. Twist the handle to the right to raise the platform and lock the bowl in place.

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 centre. Be sure the paddle is installed in the lid.

One progress bar light as well as all program lights are flashing.

- The motor has been 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 recipe guide for best results.
- Your freezer might be very cold. The unit is designed to process bases between -12°C and -25°C. Change the setting of your freezer, move the tub to the front of your freezer or leave the tub out on the worktop for a few minutes before processing.
- **DO NOT** process a solid block of ice, ice cubes, or hard, loose ingredients such as frozen fruit.

Middle two segments of the progress bar are flashing.

- There was an error and the program did not successfully complete. Check that the paddle is installed properly and try running the program again.

Tub froze at an angle in the freezer.

- To avoid damaging the unit, **DO NOT** process a tub that has been frozen at an angle. **DO NOT** process if the tub has been scooped out of and then refrozen unevenly.
- Always smooth out the surface of your ice cream before re-freezing. If the tub is frozen unevenly, put the tub in the fridge to allow the ingredients to melt. Then whisk to make sure the ingredients are combined. When re-freezing, make sure to place the tub 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.
- To prevent the outer bowl from getting stuck on the motor base, make sure the cavity on top of the paddle is fully dry before processing. Also, when processing multiple 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 tub is scratched.

- Light scratching of the tub is normal after regular use. To keep the tub from scratching, prep ingredients in a separate bowl and avoid aggressive use of metal utensils in the tub. Clean with soft, non-abrasive cloths.

Shark|NINJA

ONE (1) YEAR LIMITED WARRANTY

The warranty commences on the date of purchase and expires at the end of the 1 year period. In the unlikely event of a defect due to faulty materials or workmanship within the guarantee period we will replace the defective/faulty part with a new product, free of charge, or if the unit is deemed defective/faulty we replace the unit with an equivalent or upgraded model, at our discretion.

For warranty claims, you will need to submit a proof of purchase in the form of a valid receipt that displays date and place of purchase.

Replacement items will be covered by the limited warranty for the balance of the warranty period from the date of the original purchase. Please note:

Your warranty is subject to the following conditions:

- **DO NOT** operate the appliance with a damaged plug or cord, or if the unit has been dropped, damaged or dropped in water.
- To avoid the risk of electric shock, do not disassemble or attempt to repair the appliance on your own. If the supply cord is damaged, it must be replaced by a qualified electrician to avoid a hazard. Incorrect re-assembly or repair can cause a risk of electric shock or injury to persons when the appliance is used.
- The item has not been misused, abused, neglected, altered, modified or repaired by anyone.
- The item has been subjected to fair wear and tear.
- The item has not been used for trade, professional or hire purposes.
- The item has not sustained damage through foreign objects, substances or accident
- Accidental damage
- Damage as a result of use not in accordance with the rating plate
- Use of parts and accessories that are not genuine Ninja components

Customer costs within warranty

- The customer is responsible for any inwards freight charge to return a product for warranty if requested, and outward freight charge for warranty parts and or replacement unit.

Who is covered?

- This warranty applies only to the original purchaser, who bought the product from an authorised retailer and may not be transferred. Proof of purchase is required.

What is not covered?

- Accessories supplied with the item.
- Components that are subject to natural wear and tear caused by normal use in accordance with operating instructions.
- Unauthorised/improper maintenance/handling or overload is excluded from this warranty.

ORDERING REPLACEMENT PARTS

To order additional parts and attachments, visit **AU** ninjaaccessories.com.au | **NZ** ninjakitchen.co.nz

If you have any questions, please call our Customer Service Line at **AU** 02 8801 7666 | **NZ** 0800 112 660.

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Mann&Noble Pty Ltd
Building D, 33 Quarry Road
Erskine Park NSW, Australia, 2759
AU 02 8801 7666 | NZ 0800 112 660
[AU ninjakitchen.com.au](http://AU.ninjakitchen.com.au) | [NZ ninjakitchen.co.nz](http://NZ.ninjakitchen.co.nz)

