

# NINJA PRESTIGE™

DUALBREW SYSTEM

GROUND COFFEE & ESPRESSO CAPSULES

CFN800 Series | Owner's Guide



## IMPORTANT SAFETY INSTRUCTIONS

PLEASE READ CAREFULLY BEFORE USE • FOR HOUSEHOLD USE ONLY



Read all instructions before using your Ninja® Prestige DualBrew System.



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.



Avoid contact with hot surface. Always use hand protection to avoid burns.



For indoor and household use only.

### 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 machine for other than intended use.

#### General Precautions

- To eliminate a choking hazard for young children, discard all packaging materials immediately upon unpacking.
- This appliance can be used by children aged 8 upwards and by persons with reduced physical, sensory or mental capabilities or who lack of experience and knowledge if they are supervised or have been given instructions concerning use of the appliance in a safe way and understand the hazards involved. Children must not play with the appliance. Cleaning and user maintenance must not be carried out by children unless they are older than 8 and supervised. Keep the appliance and its cord out of the reach of children under 8 years of age.
- Keep the machine and its cord out of reach of children. **DO NOT** allow the machine to be played with or be used by children. Close supervision is necessary when used near children.
- To protect against fire, electric shock, and injury to persons, **DO NOT** immerse cord, plugs, or body of machine in water or other liquid.
- **NEVER** carry the machine by the power cord or pull it to disconnect from electrical socket; instead grasp the plug and pull to disconnect.
- **DO NOT** operate any machine with a damaged cord or plug, or after the machine malfunctions or has been dropped or damaged in any manner. Contact SharkNinja Operating LLC for service.
- For household and countertop use only. **DO NOT** let the power cord hang over the edge or touch hot surfaces such as a stove.
- **NEVER** use an electrical socket below a counter.
- To avoid risk of fire, electrical shock, or damage to the machine, **DO NOT** use machine in machine garage or under a wall cabinet.
- Unplug from outlet when the machine is not in use and before cleaning.
- **NEVER** leave machine unattended while in use.
- Machine is not intended to be operated by means of an external timer or separate remote-control system.
- **DO NOT** place on top of any other machine.
- The machine shall not be placed in a cabinet when in use.
- **DO NOT** use any accessory not recommended by the manufacturer, as this may result in injury or damage to the machine.
- Avoid spillage on the connector.

## READ AND SAVE THESE INSTRUCTIONS

# IMPORTANT SAFETY INSTRUCTIONS

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## ⚠ 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 machine for other than intended use. This machine is intended exclusively for making coffee, as described in this manual.

### General Precautions

- 1 To eliminate a choking hazard for young children, discard all packaging materials immediately upon unpacking.
- 2 This appliance can be used by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- 3 To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). As a safety feature, this plug will fit into a polarized outlet only one way. If the plug does not fit fully into the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. **DO NOT** force into outlet or try to modify to fit.
- 4 Keep the appliance and its cord out of reach of children. **DO NOT** allow the appliance to play or be used by children. Close supervision is necessary when used near children.
- 5 To protect against fire, electric shock, and injury to persons, **DO NOT** immerse cord, plugs, or body of machine in water or other liquid.
- 6 **NEVER** carry the appliance by the power cord or pull it to disconnect from electrical socket; instead grasp the plug and pull to disconnect.
- 7 **DO NOT** operate any appliance with a damaged cord or plug, or after the appliance malfunctions, or has been dropped or damaged in any manner. Contact SharkNinja Operating LLC for service.
- 8 For household and countertop use only. **DO NOT** let the power cord hang over the edge or touch hot surfaces such as the stove.
- 9 **NEVER** use socket below counter.
- 10 To avoid risk of fire, electrical shock, or damage to the brewer, **DO NOT** use brewer in an appliance garage or under a wall cabinet.
- 11 Unplug from outlet when either the appliance or display clock is not in use, and before cleaning.
- 12 Turn off and allow to cool before putting on or taking off parts, and before cleaning the appliance.
- 13 **WARNING:** Do not use the appliance if the surface is cracked.

### Operating Notice

- 1 Power the machine off and unplug from the wall socket.
- 2 The use of an accessory not recommended by the manufacturer may create an overflow condition and scalding hazard, or result in fire, electric shock, or personal injury.
- 3 **ALWAYS** use appliance on a clean, dry, level surface.
- 4 **DO NOT** place on or near a hot gas or electric burner or in a heated oven.
- 5 **DO NOT** use this appliance for anything other than its intended use.
- 6 **DO NOT** use outdoors.
- 7 **DO NOT** touch hot surfaces. Use handles or knobs.
- 8 To avoid contact with steam and hot surfaces, **DO NOT** reach across top of brewer to froth.
- 9 **ALWAYS** place a vessel, carafe or cup beneath the brew basket to receive the brewed coffee.
- 10 **DO NOT** open brew chambers during brew cycle and cleaning cycle. Scalding may occur.
- 11 **DO NOT** remove the vessel, carafe or cup while the appliance is running without the Drip Stop in the closed position. Return the vessel, carafe or cup quickly and open the Drip Stop to continue the brew.

## READ AND SAVE THESE INSTRUCTIONS

# IMPORTANT SAFETY INSTRUCTIONS

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- 12 **DO NOT** fill water reservoir with anything other than water, as other liquids may damage your brewer.
- 13 **DO NOT** overfill the water reservoir. Fill water only to the Full line.
- 14 Keep lid on water reservoir when brewing.
- 15 **DO NOT** run the appliance without water.
- 16 **DO NOT** brew ground coffee without a #4 paper cone filter or a permanent filter installed in the brew basket.
- 17 Exceeding maximum Coffee Measurement Chart capacity may cause overflow. **DO NOT** use fine or espresso ground coffee.
- 18 **DO NOT** put fingers under coffee outlet, risk of scalding. **DO NOT** put fingers into capsule compartment or the capsule shaft. Danger of injury.
- 19 Only use capsules/pods intended for this appliance. If the capsule/pod does not fit, do not force it into the appliance.
- 20 Be careful to avoid being scalded by spraying water or steam or due to improper use of the appliance.
- 21 The surface of the heating element remains hot after use and the outside of the appliance may retain the heat for several minutes depending on use.
- 6 Ensure the carafe is completely empty before starting a cleaning or brewing cycle. Starting a cycle with water, coffee, or tea in the carafe will cause an overflow.
- 7 **DO NOT** clean carafe with abrasive cleaners, steel wool pads, or other abrasive materials.
- 8 **DO NOT** set a hot carafe on a wet or cold surface.
- 9 **DO NOT** expose carafe to extreme temperature changes.

### Care & Maintenance

- 1 Turn off the appliance and allow the appliance to cool before removing any parts and before cleaning.
- 2 To prevent microbial growth in the machine, follow all cleaning instructions in the Cleaning & Maintenance section of this Owner's Guide.
- 3 Clean the system on a weekly basis.
- 4 If the product is not operating properly, visit [ninjakitchen.co.uk](http://ninjakitchen.co.uk) or contact SharkNinja Operating LLC for examination, repair, or adjustment.
- 5 Cleaning and user maintenance shall not be made by children.

### Cord Statement

- 1 A short power-supply cord is provided to reduce the risks resulting from becoming entangled in or tripping over a longer cord.
- 2 **DO NOT** use extension cords with this product.

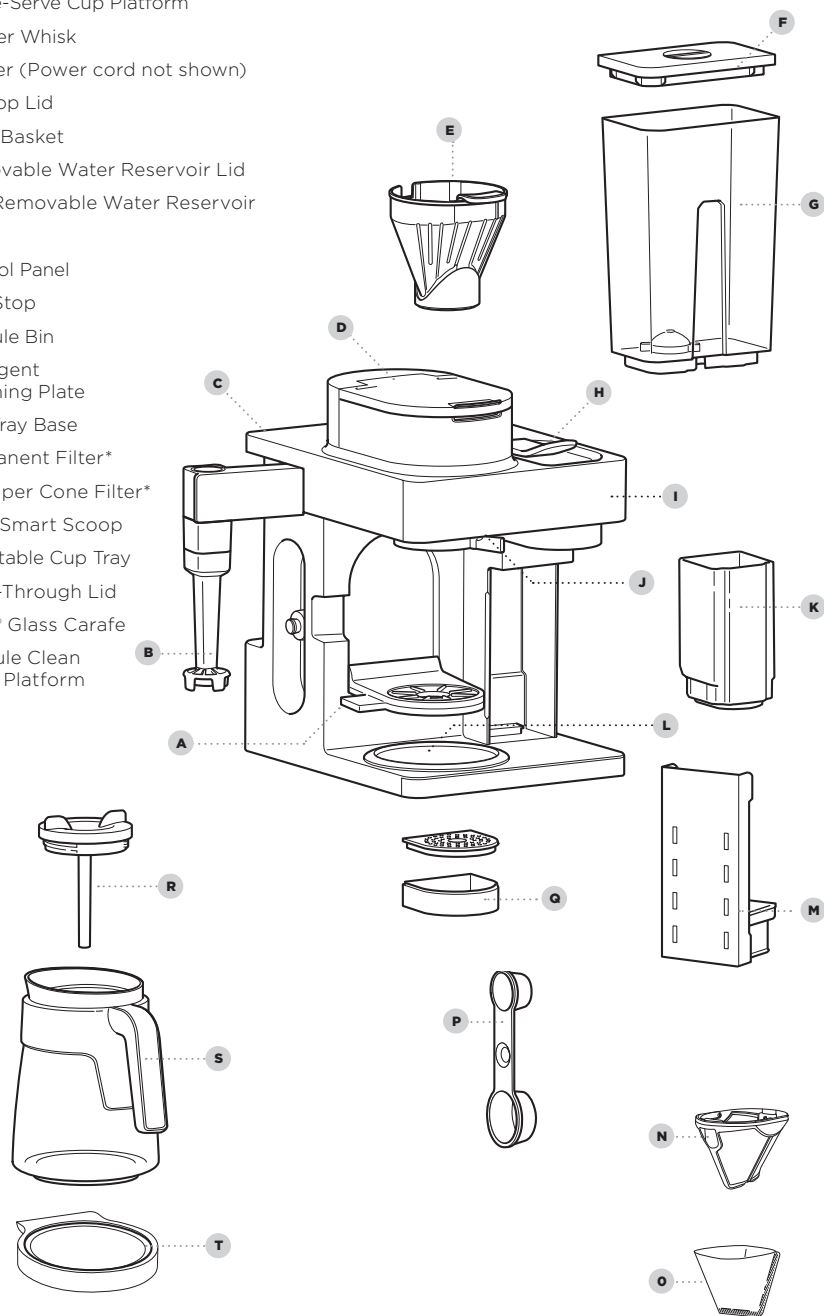
### Carafe

- 1 The carafe is designed for use with this appliance only. **DO NOT** place carafe on or near a hot gas or electrical burner, or in a heated oven.
- 2 **DO NOT** use a cracked or scratched carafe or a carafe that has a loose or weakened handle.
- 3 **DO NOT** place carafe in microwave.
- 4 **DO NOT** drink directly from the carafe. Liquid from the carafe may be very hot.
- 5 **DO NOT** use the carafe to store food when not in use.

## READ AND SAVE THESE INSTRUCTIONS

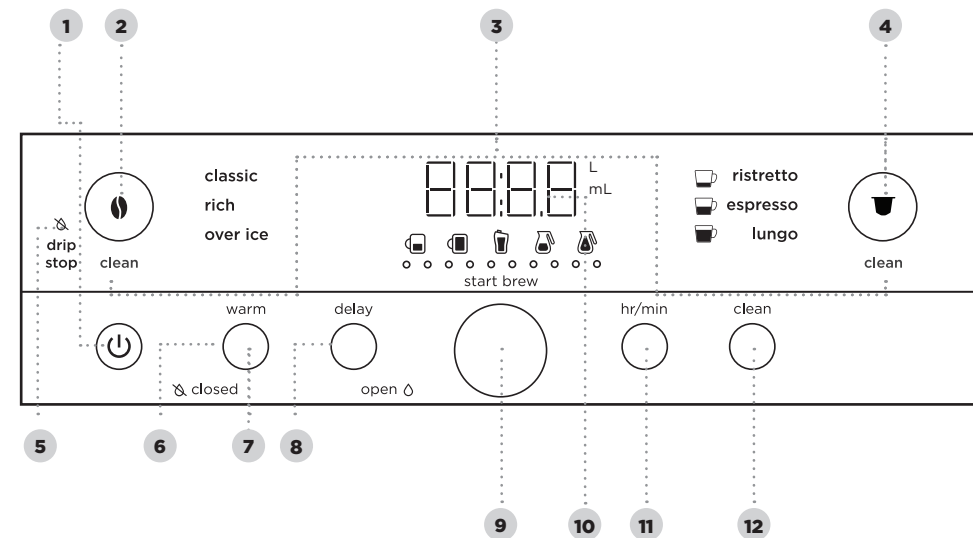
## PARTS

- A** Single-Serve Cup Platform
- B** Frother Whisk
- C** Brewer (Power cord not shown)
- D** Flip Top Lid
- E** Brew Basket
- F** Removable Water Reservoir Lid
- G** 1.8 L Removable Water Reservoir
- H** Lever
- I** Control Panel
- J** Drip Stop
- K** Capsule Bin
- L** Intelligent Warming Plate
- M** Cup Tray Base
- N** Permanent Filter\*
- O** #4 Paper Cone Filter\*
- P** Ninja Smart Scoop
- Q** Adjustable Cup Tray
- R** Brew-Through Lid
- S** Ninja® Glass Carafe
- T** Capsule Clean Cycle Platform



\*not available on all models

## USING THE CONTROL PANEL



- 1** Power Button
- 2** Filter Coffee Button
- 3** Intelligent Clean Cycle Indicator
- 4** Capsule Button
- 5** Drip Stop Indicator
- 6** Keep Warm Indicator
- 7** Keep Warm Button
- 8** Delay Brew Button
- 9** Dial/Start Brew Button
- 10** Programmable Digital Clock and Drink Size Display
- 11** Hour/Minute Button
- 12** Intelligent Clean Cycle Button

**NOTE:** Functions vary by model.

## PREPARING FOR USE

### SETTING THE CLOCK

- 1 When the brewer is plugged in, the clock display and HR/MIN will begin to flash.
- 2 Use the Dial to select the correct hour. Then, press the HR/MIN button to toggle to minutes.
- 3 Use the dial again to select the correct minute, and press the HR/MIN button to set the clock at the displayed time.

**NOTE:** At any time, you can set the clock by pressing the HR/MIN button and following steps 2-3.

**NOTE:** If you unplug the brewer or in the event of a power loss, you will need to reset the clock the next time the brewer is plugged in.

### HIGH-ALTITUDE CALIBRATION BREW

Required for users in high-altitude areas. Not running the high-altitude calibration brew in a high-altitude area will result in excessive steaming during brewing.

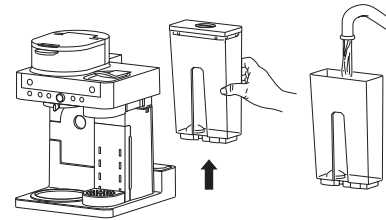
Because water boils at a lower temperature at higher altitudes, running a calibration cycle before your first brew allows the brewer to detect the boiling point of water at your location. Running a calibration cycle will help deliver a consistent brew each time.

- 1 Fill the water reservoir up to, but not exceeding, the Full line.
- 2 Insert the brew basket and close the flip-top lid, then place an empty carafe on the base.
- 3 Power on the unit and press the Filter Coffee Button. Ensure the Drip Stop is set to the open position. Next, press and hold both Filter Coffee Button and HR/MIN until you hear a confirmation sound.
- 4 A calibration cycle will begin, and the display will count down until the altitude calibration is complete. When complete, the brewer will beep and display "End" on the dial. Discard the water in the carafe.

**NOTE:** This calibration is permanently saved and will not be lost if power is lost or brew is unplugged. Brewer can be recalibrated at any time if the altitude where it is being used changes.

## BEFORE THE FIRST BREW

- 1 Clean all accessories before your first brew.
- 2 Plug the brewer in and turn it on by pressing the power button.
- 3 Lift the water reservoir off of its base. Remove the reservoir lid. Add water up to, but not exceeding, the Full line. Return the water reservoir to the brewer. **DO NOT** fill the water reservoir with anything other than water, as other liquids may damage your brewer.




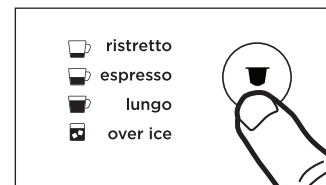
**NOTE:** We recommend using cool or room temperature water in the reservoir. **DO NOT** fill with hot or boiling water.

## PRIMING THE MACHINE

**DO NOT PROCEED UNTIL COMPLETING THESE STEPS.**


### PRIMING THE CAPSULE SIDE

- 1 Ensure the lever is closed. Do not insert a capsule.
- 2 Center a vessel under the capsule brew outlet. Press the Capsule Button  to select Lungo.



- 3 To start, press START BREW. When the cycle is complete, discard the water and rinse the vessel. Repeat this process 3 times. You are now ready to brew capsules.

### PRIMING THE FILTER COFFEE SIDE

- 1 Ensure the brew basket is fully installed in the unit and close the flip-top lid. Do not add coffee.
- 2 Center the carafe with the brew-through lid installed below the Filter Coffee brew outlet. Press the Filter Coffee Button  to select Classic and turn the dial to select the Full Carafe size.



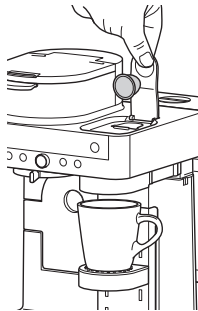
- 3 To start, press START BREW. When the cycle is complete, discard the water and rinse the carafe. You are now ready to brew filter coffee.

# USING THE NINJA® PRESTIGE DUALBREW SYSTEM

**IMPORTANT:** This brewer is compatible with Nespresso® Original Capsules or other third party brands.

## BREWING CAPSULES

- 1 Fill reservoir to at least the Cup line.
- 2 Lift lever completely and insert capsule. Close the lever.
- 3 Place the vessel centered on the cup tray below the spout.



**NOTE:** Set the Adjustable Cup Tray height and set the vessel in the center of it to help prevent splashing. The cup tray may be removed for brewing into taller and wider vessels.

- 4 Press the Capsule Button and select either Ristretto, Espresso, Lungo, or Over Ice Brew.

 **ristretto** **25 ml**

Smaller, more concentrated serving with a sweeter, richer flavour.

 **espresso** **40 ml**

Concentrated, flavourful serving of coffee.

 **lungo** **110 ml**

A larger, less concentrated serving with a sharper flavour.

 **over ice** **30 ml**

Specially designed to brew straight over ice and stand up to milk-based beverages.

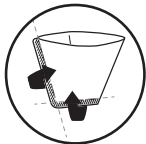
**Always fill your vessel to the top with ice cubes before brewing Over Ice.**

- 5 To start, press START BREW. The brewer will beep to signal the brew has started. The clock display may show “pre” indicating the brewer is preheating and will automatically start brewing once up to temperature. The progress bar will illuminate to indicate the status of the brew. When finished, the brewer will beep again, and End will appear on the display.

- 6 To cancel the brew at any time, press the START BREW again or press the Power Button.

## BREWING FILTER COFFEE

- 1 To prepare for brewing, open the flip-top lid and ensure the brew basket is installed.
- 2 Place a #4 paper cone filter or permanent filter (included filter varies by model) in the brew basket. Use only a paper filter OR the permanent filter--not both.



**NOTE:** Fold the paper filter along the seams, open the top fully, and firmly press it into the brew basket, making sure it is fully seated.

**NOTE:** To purchase a permanent filter, visit [ninjakitchen.co.uk](http://ninjakitchen.co.uk)

- 3 Use the Ninja Smart Scoop and follow the measurements on the scoop or on the Coffee Measurement Chart on page 9 to fill the filter. Close the flip-top lid.
- 4 Place the empty vessel under the brew basket.

**NOTE:** If making a single cup, lower the Single-Serve Cup Platform and set your vessel in the center of it to help prevent splashing.

- 5 Press the Filter Coffee Button and select either Classic, Rich, or Over Ice Brew. Turn the dial to select the desired brew size.

## BREW STYLES



Smooth, well-balanced flavour.



Richer than classic, with more intense flavour that stands up to milk, cream, or flavouring.



Specially designed to brew hot over ice for freshly brewed iced coffee that is not watered down. **Always fill your vessel to the top with ice cubes before brewing Over Ice.**

**NOTE:** Rich Brew will use slightly less water and yield slightly less brewed coffee than Classic Brew. See Approximate Brew Volume chart for additional information.

- 6 To start, press START BREW. The brewer will beep to signal the brew has started. The progress bar around the dial will illuminate to indicate the status of the brew. When finished, the brewer will beep again, and End will appear on the display.

**NOTE:** The brew cycle will begin, then pause for a short period before resuming. This process is used to evenly saturate the coffee grounds. This applies to all brew styles.

- 7 To cancel the brew at any time, press START BREW again or press the Power Button.

## BREW VOLUMES AND MEASUREMENTS

Each size and brew style produces a different amount of coffee to optimize strength and flavour.

**NOTE:** The coffee grounds will absorb some of the water that is brewed; this will cause slight variability in brew volumes than what is stated below.

## APPROXIMATE BREW VOLUMES

| FILTER COFFEE |         |        |                            |
|---------------|---------|--------|----------------------------|
| Size          | Classic | Rich   | Over Ice (filled with ice) |
| XS Cup        | 190 ml  | 175 ml | 190 ml                     |
| Sm Cup        | 235 ml  | 205 ml | 235 ml                     |
| Cup           | 295 ml  | 235 ml | 295 ml                     |
| XL Cup        | 355 ml  | 295 ml | 355 ml                     |
| Travel        | 455 ml  | 355 ml | 455 ml                     |
| XL Travel     | 560 ml  | 475 ml | 560 ml                     |
| 1/4 Carafe    | 830 ml  | 770 ml | 830 ml                     |
| 1/2 Carafe    | 1.1 L   | 1 L    | 1.1L                       |
| 3/4 Carafe    | 1.4 L   | 1.2 L  | 1.4 L                      |
| Full Carafe   | 1.6 L   | 1.4 L  | 1.6 L                      |

**NOTE:** There may be some water left in the reservoir after your brew. This is normal to keep the brewer from running out of water.

## CAPSULES

| Ristretto | Espresso | Lungo  | Over Ice |
|-----------|----------|--------|----------|
| 25 mL     | 40 mL    | 110 mL | 30 mL    |

## MEASURING YOUR COFFEE GROUND

For best results, use the measurements on the Ninja Smart Scoop™ or in the chart to determine how much ground coffee to use for each brew size. Always use level scoops when measuring ground coffee. The amount of ground coffee for each size will remain the same for any brew type you select. For example, if you select **Cup** and **Classic**, you will use the same amount of coffee grounds as if you were to select **Cup** and **Over Ice**.

**NOTE:** Use fewer scoops of decaffeinated coffee to prevent overflow. Use a medium-sized grind if grinding whole beans. Grinding beans too finely may cause the brew basket to overflow.

## COFFEE MEASUREMENT CHART

| Serving Size | Ninja Smart Scoop                   | Tablespoons      |
|--------------|-------------------------------------|------------------|
| XS Cup       | 2-3 small scoops<br>2-3 tablespoons |                  |
| Sm Cup       |                                     |                  |
| Cup          |                                     |                  |
| XL Cup       |                                     |                  |
| Travel       | 3-5 small scoops                    | 3-5 tablespoons  |
| XL Travel    |                                     |                  |
| 1/4 Carafe   | 3-5 big scoops                      | 6-10 tablespoons |
| 1/2 Carafe   |                                     |                  |
| 3/4 Carafe   | 4-7 big scoops                      | 8-14 tablespoons |
| Full Carafe  |                                     |                  |

# USING THE NINJA® PRESTIGE DUALBREW SYSTEM - CONT.

## CUSTOMIZE YOUR BREW:

### PICKING THE RIGHT BEANS

**Light Roast:** High acidity, floral, and delicate.  
**Dark Roast:** Low acidity, sweet, and nutty with notes of chocolate.

### ADJUSTING STRENGTH

**Too Watery/Weak:** If classic was selected, try the rich setting. If that is still too weak, add one more scoop. Adding a scoop will make your drink stronger, but will have a slightly lower volume.  
**Too Strong:** If rich was selected, try classic. If that is still too strong, try using one less scoop. Removing a scoop will make your drink weaker, but will have a slightly higher volume.

For best results, do not go more than 2 scoops above or below the recommended amount.

### ADJUSTING BREW TEMPERATURE:

#### CHOOSING THE RIGHT CUP

Ensure the cup you are using is appropriate for the size of your drink. For a hotter drink, use a cup that is a similar size to your drink. The thickness of the material your cup is made of will also affect the temperature of your drink. For a hotter drink, use a cup made of thinner material.

#### PREHEATING BEFORE YOU BREW

Running hot water through a filter coffee or capsules brew will help preheat the machine. Be sure to run a hot water brew with whatever function you would like to use.


To further increase the temperature of your drink, brew the hot water into the cup you would like to brew your drink in. The temperature of your cup will impact the temperature of your drink. Discard the water, then dry the cup. Then, proceed to brewing.

#### INTELLIGENT WARMING PLATE

The Intelligent Warming Plate will automatically turn on during Classic or Rich brews **when any carafe size is selected**. The Intelligent Warming Plate is set to a specific temperature setpoint to avoid burning the coffee over time. To turn the warming plate on at any time, press the Filter Coffee Button to select either Classic or Rich, turn the dial to one of the carafe sizes, and press the WARM button.

warm



**IMPORTANT:** The  light on the base of the brewer will illuminate only when the warming plate is hot and will remain illuminated until the plate has cooled down.

## TIME & TEMPERATURE ADJUSTMENT

You can adjust how long the Intelligent Warming Plate remains on (up to 40 minutes ) and/or set the temperature to Low, Medium, or High.

By default, the Intelligent Warming Plate is set to remain on for 40 minutes and is set to medium. To change the time/temperature settings of the warming plate, follow these instructions:

- 1 Press and hold WARM until the clock begins to flash the current warming time.
- 2 Turn the dial to increase the time in 5-minute increments up to 40 minutes or decrease the time to 0 hours. Press WARM or START BREW to set the new time.
- 3 Next, the clock will display the current warming plate temperature. To keep the same temperature, press WARM or START BREW. To change the temperature, turn the dial and press WARM or START BREW for the temperature to lock in. The unit will beep signifying that the time and temperature has been set.

**NOTE:** If you set the warming time to 0 hours, Keep Warm will not automatically activate during or after a carafe brew cycle, but you can still turn it on manually by pressing the WARM button.

**NOTE:** The time adjustment setting will be saved and will not reset when the brewer is unplugged or loses power.

## SETTING THE DELAY BREW (Grounds Mode Only)

- 1 Plug the brewer in and turn it on by pressing the Power button.

**NOTE:** The clock will remain on even if the brewer is turned off. Ensure the brewer is powered on to set Delay Brew.

- 2 After filling the water reservoir and adding ground coffee to the filter, place the appropriate-size vessel under the brew basket.
- 3 Press the Filter Coffee Button to enter grounds mode. Press DELAY. The clock will begin to flash "12:00" or the previous time set.

delay



- 4 While the clock is flashing, turn the dial to adjust the hour. Press START BREW to lock in the hour. Now, turn the dial to adjust the minute. Press START BREW to lock in your time.
- 5 Next, turn the dial to select the size that you would like to brew.
- 6 Press the Grounds button to choose your brew style.
- 7 Once the time, brew size, and brew style have been set, press the dial to activate. When activated, the brewer will beep and DELAY and your selected options will remain illuminated. To view your set delay brew time, press and hold the DELAY button. To cancel, press the DELAY button or power off the unit.

**NOTE:** The brewer must remain on for the Delay Brew function to work. **DO NOT** power off or unplug after setting Delay Brew. If the brewer is turned off or unplugged, delay brew will need to be reset.

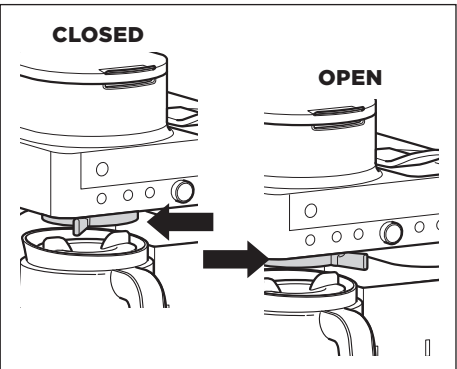
**NOTE:** When delay brew is set, a filter coffee brew cannot be run until the delay brew has finished or has been canceled. A capsule brew may be run at any time up until 5 minutes before the preset brew time.

## USING THE DRIP STOP

The drip stop is used to close off the brew basket to prevent any coffee from dispensing. You will need to manually open and close the drip stop by moving the lever to your desired position. It can be closed and reopened at any point before, during, or after a brew.

If the Drip Stop is closed mid-brew the brewer will pause the brew, and after 30 seconds it will give you a friendly audible reminder to reopen the Drip Stop. After 5 minutes, the brew will be canceled.

**NOTE:** If the Drip Stop is closed before you begin a brew, the brewer will notify you with 3 beeps and the Drip Stop indicator will illuminate. Move the Drip Stop to the open position and press START BREW to begin your brew.



### CLOSING THE DRIP STOP AFTER A BREW

When the brew cycle is complete, set the Drip Stop to the closed position to stop dripping from the brew basket.

**NOTE:** Remember to open the Drip Stop when you are ready to brew again. If you forget, your brewer will give you a friendly audible reminder.



# USING THE NINJA® PRESTIGE DUALBREW SYSTEM - CONT.

## INTEGRATED FROTHER

The Integrated Frother does not heat milk.

- 1 Add milk to your cup until it is about 1/3 full.
  - For cold froth, continue to Step 2.
  - For hot froth, microwave for 45-60 seconds.

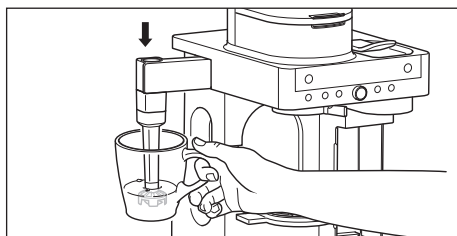
**NOTE:** Frother does not heat liquid.

**NOTE:** For additional recipes, see Quick Start Guide

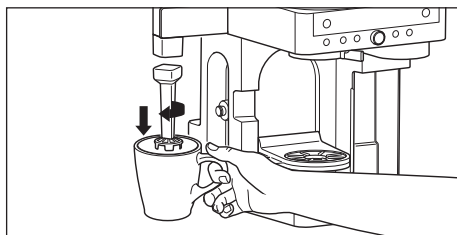


FOR HOT FROTH

- 2 Swing the arm of the frother toward the front of the brewer. Install the frother whisk by twisting it to the right.
- 3 Hold the cup under the frother and submerge the whisk just above the bottom of the cup. Press and hold the button on top of the frother and froth for 30-45 seconds.



- 4 Remove the frother whisk by twisting it to the left. Keep your cup below the whisk while you carry it to your sink or dishwasher for easy cleaning.



**WARNING:** To avoid contact with steam and hot surfaces, **DO NOT** reach across top of brewer to froth.

## CLEANING AFTER A BREW

### Dishwasher Safe Parts:

Brew basket, glass carafe and brew-through lid, water reservoir and lid, frother whisk, Ninja smart scoop, capsule bin, adjustable cup tray, cup tray base, and permanent filter are dishwasher safe.

## CLEANING THE FROTHER

Clean the frother whisk after each use. Hand-wash thoroughly or place on top rack of dishwasher.

## CLEANING THE WATER RESERVOIR

**NOTE:** For best results, we recommend rinsing the reservoir after brewing and refilling with fresh water prior to the next brew.

Empty the reservoir and hand-wash or place in dishwasher. For a better clean, we recommend placing it in the bottom rack of the dishwasher standing upright with the opening facing downward. We recommend doing this weekly.

## CLEANING THE CARAFE

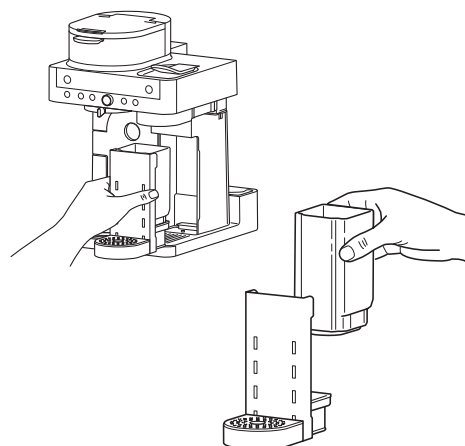
We recommend cleaning your carafe after each use with warm, soapy water.

To clean the carafe more thoroughly, we recommend using a soft foam brush.

**DO NOT** use a wire brush.

## CLEANING THE CAPSULE BIN

Remove the cup tray, cup tray base, and capsule bin from under the capsule outlet. Discard the used capsules from the capsule bin. Hand-wash the cup tray, cup tray base, and capsule bin or place on top rack of dishwasher.



# CLEANING & MAINTENANCE

## CLEANING THE BREW BASKET

If brewing grounds, allow the brewer to cool, then remove the brew basket by pinching the handle and lifting straight up. If using a paper filter, discard the filter by dumping the brew basket upside down into a waste-bin.

## CLEANING & DESCALING YOUR BREWING SYSTEM

Your Ninja Espresso & Coffee Barista System offers two sides to choose from: Filter Coffee and Capsules. Either side that you use will eventually need to be cleaned with a clean cycle. The clean cycle is used for descaling the brewer when calcium scale buildup is affecting the performance of the brewer and/or the flavour of your coffee.

When cleaning is needed in Filter Coffee mode, the Intelligent Clean Cycle Indicator will automatically illuminate orange under the Filter Coffee Button. If the indicator is ignored, your brewer may stop mid-brew and display "CLn," indicating it needs immediate cleaning.

### Descaling Filter Coffee Side:

- 1 Place the empty carafe beneath the brew basket.
- 2 Use a descaling solution specifically formulated for coffeemaker cleaning and follow the directions on the package. Fill the water reservoir up to, but not exceeding, the Full line.

### OR

Fill the water reservoir to the Travel Mug line (475 ml) with white vinegar, then fill the rest of the reservoir with water up to, but not exceeding, the Full line.

**IMPORTANT:** Only use white vinegar.

**NOTE:** Running a water-only clean cycle will not descale the brewer properly.

- 3 Once the water reservoir is filled with the cleaning solution and water mixture, press the Filter Coffee Button then press the CLEAN button.
- 4 Press START BREW to begin the cleaning cycle.

**NOTE:** To cancel the clean cycle, press the Power button or CLEAN button once. The brewer will beep and stop brewing through the cleaning mixture. Continue to follow the instructions starting at Step 6.

**IMPORTANT:** If you cancel the clean cycle, your brewer will not be properly descaled.

- 5 The clock will count down the remaining clean cycle time, which takes approximately 75 minutes to complete. The brewer will deliver a small amount of cleaning solution to distribute it through the system. It will then pause, deliver additional cleaning solution, and repeat this process for 75 minutes. The extended pauses allow for maximum cleaning and descaling.
- 6 Upon completion, the brewer will beep, the clock will display End, and the Intelligent Clean Cycle Indicator will turn off.

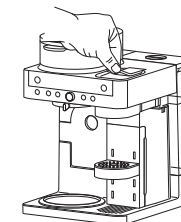
**IMPORTANT: DO NOT** remove the carafe at any time during the clean cycle.

- 7 Empty the contents of the carafe and place it under the brew basket. Clean the water reservoir with warm, soapy water to remove any cleaning solution that could affect the flavour of your coffee.
- 8 Fill the reservoir with fresh water up to, but not exceeding the Full line.
- 9 Flush the system by running a water-only Full Carafe Classic brew cycle. After the cycle is complete, discard the water and thoroughly clean the carafe and brew basket.

### Descaling Capsules Side:

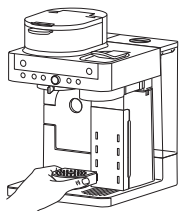
If typical capsules you brew are taking significantly longer time to brew, run a capsule clean cycle. If the clock is displaying "Add Wtr", ensure the water tank is filled and fully seated, then try again. If "Add Wtr" persists, try running a water-only brew with the lever closed. If "Add Wtr" still persists, run a capsule clean cycle.

- 1 Ensure the lever is closed and no capsule is inserted.

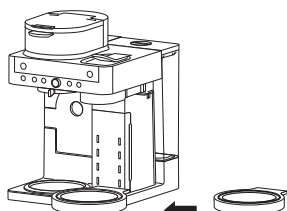


## CLEANING & MAINTENANCE - CONT.

- 2 Remove the Adjustable Cup Tray.



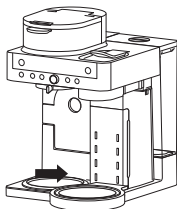
- 3 Place the Capsule Clean Cycle Platform on the front right base of the brewer.



- 3 Remove the brew-through lid from the carafe.



- 4 Place the carafe on the Capsule Clean Cycle Platform.



- 5 Use a descaling solution specifically formulated for coffeemaker cleaning and follow the directions on the package. Fill the water reservoir up to, but not exceeding, the Full line.

### OR

Fill the water reservoir to the Travel Mug line (475 ml) with white vinegar, then fill the rest of the reservoir with water up to, but not exceeding, the Full line.

**IMPORTANT:** Only use white vinegar.

**NOTE:** Running a water-only clean cycle will not descale the brewer properly.

- 2 Remove the Adjustable Cup Tray.

- 3 Place the Capsule Clean Cycle Platform on the front right base of the brewer.

- 3 Remove the brew-through lid from the carafe.

- 4 Place the carafe on the Capsule Clean Cycle Platform.

- 5 Use a descaling solution specifically formulated for coffeemaker cleaning and follow the directions on the package. Fill the water reservoir up to, but not exceeding, the Full line.

### OR

Fill the water reservoir to the Travel Mug line (475 ml) with white vinegar, then fill the rest of the reservoir with water up to, but not exceeding, the Full line.

**NOTE:** To cancel the clean cycle, press the Power button or CLEAN button once. The brewer will beep and stop brewing through the cleaning mixture. Continue to follow the instructions starting at Step 6.

**IMPORTANT:** If you cancel the clean cycle, your brewer will not be properly descaled.

**IMPORTANT:** Only use white vinegar.

- 6 Once the water reservoir is filled with the cleaning solution and water mixture, press the Capsule Button then press the CLEAN button.

- 7 Press START BREW to begin the cleaning cycle.

- 8 The clock will count down the remaining clean cycle time, which takes up to 2 hours to complete. The brewer will deliver a small amount of cleaning solution to distribute it through the system. It will then pause, deliver additional cleaning solution, and repeat this process for up to 2 hours. The extended pauses allow for maximum cleaning and descaling.

- 9 Upon completion, the brewer will beep, the clock will display End, and the Intelligent Clean Cycle Indicator will turn off.

- 10 Empty the contents of the carafe and place it back under the spout. Clean the water reservoir with warm, soapy water to remove any cleaning solution that could affect the flavour of your coffee.

- 11 Fill the reservoir with fresh water up to at least the Cup line.

- 12 Flush the system by running three water-only Lungo brews. After the cycle is complete, discard the water and thoroughly clean the carafe.

## TROUBLESHOOTING GUIDE

### Can't select Keep Warm.

- Keep Warm can be turned on manually by pressing WARM while in Filter Coffee mode with Classic or Rich, and any Carafe size selected. If brewing a smaller size into the carafe, after the brew has finished select Classic or Rich and turn the dial to any carafe size, then press WARM.

### There's sediment in my coffee.

- Sediment in coffee can contribute to a more full-bodied and satisfying mouthfeel. The presence of coffee grounds can enhance the perceived richness and boldness of the brew.
  - To reduce the amount of sediment in the brewed coffee, use a slightly coarser grind or use a paper filter.
- NOTE: DO NOT** use a paper filter in conjunction with a permanent filter, as water and/or coffee can back up and clog the filter basket.

### Over Ice Brew is not cold.

- Ensure your cup, travel mug, or carafe is filled all the way to the top with ice cubes before brewing. Brewer will brew at elevated temperatures to lock in the best flavour, then the ice will cool the brewed coffee to the perfect temperature. Lower volumes of coffee will be brewed to account for some ice melt.

### Coffee is too weak.

- For stronger coffee, use the Rich brew setting. For an even bolder flavour, you can add more coffee grounds to the filter.

### Brew cycle is too slow.

- The brew time will vary based on size and brew style. Full carafe sizes and Rich brews will take longer to brew than single-serve and classic brews. The progress bar on the control panel will indicate brew status.

### Cup or travel mug overflowed.

- Refer to the Approximate Brew Volumes chart on page 9.

### Brew basket overflowed.

- The bottom of the brew basket may be clogged. This can happen with finely ground coffee or too many coffee grounds in the filter. Medium-grind coffee is recommended.
- Using both the permanent filter and a paper filter can cause grounds to clog and water to back up in the brew basket. Use only the permanent filter or a paper filter.
- Decaf coffee grounds absorb water differently, so use fewer scoops when using decaf.

### There is water left in the reservoir.

- When the reservoir is filled to a specific size and then that size is brewed, there will be some water left in the reservoir. This is normal to ensure the reservoir does not run dry for the best performance of the pump and brew system.

### Brewer is leaking.

- After removing the water reservoir, there may be a small amount of water in the reservoir valve. This can be easily removed with a dry cloth.
- If the leak is coming from above the brew basket, refer to "Brew basket overflowed." above.
- If the leaking is coming from below the brew basket, close the drip stop. Refer to page 11 for more information.
- If the leaking is coming from the capsule side, ensure the adjustable cup tray is in place to catch any excess drips.
- If the leak is coming from the bottom of the brewer, call Customer Service at 0800 862 0453.

### Intelligent Clean Cycle Indicator is illuminating orange.

- Run a clean cycle. If you have recently completed a clean cycle, you may need to run another cycle to remove additional mineral buildup that occurs naturally over time and is common in hard-water areas. Make sure you are using vinegar or a descaling solution and follow the cleaning instructions on pages 13 and 14.

### Coffee is not hot enough.

- If brewing into the carafe, ensure Keep Warm is on. The Intelligent Warming Plate temperature can be adjusted between Low, Medium, and High (see Adjusting Brew Temperature on Page 10.)
- Adding cold milk or creamer to coffee will effect the temperature.
- We recommend prewarming the cup with hot water before brewing.

### Capsule output volume is low.

- This may occur when using third-party capsules. Try switching to Nespresso® Original capsules.

### Capsule doesn't fit / Capsule is getting crushed

- Ensure the capsule is being inserted in the correct orientation as shown on the unit
- The Capsule Bin may be full. See page 13 for how to remove Capsule Bin.

### Brewer is loud

- This brewer uses a high pressure pump in order to evenly saturate and extract flavour of the capsules.



## TROUBLESHOOTING GUIDE – CONT.

### Lever not closing completely

- Empty the Capsule Bin. Ensure all used capsules are removed and no capsule is blocked. See page 13.

### Coffee is splattering.

- Some splatter is normal. Use the cup tray when possible to reduce the distance between the cup and the coffee outlet.

### Water reservoir is unstable.

- Ensure the water reservoir is installed securely on the hook.

### CLOCK DISPLAY MESSAGES:

#### End

- The brew cycle is complete.

#### PrE

- While brewing capsules, once START BREW has been pressed the clock display may show “PrE”. This indicates the brewer is preheating and the brew will automatically start once the brewer is up to temperature.

#### Add Wtr

- Ensure water is in the reservoir. If the reservoir is empty, add fresh water to the reservoir and then press START BREW to resume the brew.
- If the reservoir is filled with water, remove and reseal the reservoir and then press START BREW to resume the brew.
- If brewing capsules, try removing the capsule and brewing again. If the issue persists, run a clean cycle on the capsule side following the instructions on page 14 and 15.
- If brewing grounds and the issue persists, contact Customer Service at 0800 862 0453.

#### CLn

- The system has detected that a clean cycle needs be run immediately to remove calcium scale buildup in the heater. See ‘Cleaning & Descaling Your Brewing System’ for instructions.

#### StOP

- A brew cycle was cancelled.

### ERROR MESSAGES:

#### Er

- If the clock displays “Er” and then a number (ex. “Er 03”), contact Customer Service at 0800 862 0453.

## PRODUCT REGISTRATION

Please visit [registeryourninja.com](http://registeryourninja.com) or call 0800 862 0453 to register your new Ninja® product within twenty-eight (28) 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.

## REPLACEMENT PARTS

To order additional parts and accessories, visit [ninjakitchen.co.uk/ninja-parts-accessories/](http://ninjakitchen.co.uk/ninja-parts-accessories/) or contact Customer Service at **0800 862 0453**.

## MANUFACTURER’S GUARANTEE

### The Ninja® 2 Year Guarantee

When a consumer buys a product in the UK, they get the benefit of legal rights relating to the quality of the product (your “legal rights”). You can enforce your legal rights against your retailer, including Ninja® if you bought your Ninja® kitchen appliance from [ninjakitchen.co.uk](http://ninjakitchen.co.uk). However, at Ninja® we are so confident about the quality of our products that we give the owner an additional, free parts and labour manufacturer’s guarantee of up to 2 years.

The guarantee it comes with is an important consideration - and reflects how much confidence the manufacturer has in its product and manufacturing quality.

The manufacturer’s guarantee does not affect your legal rights.

### How long are new Ninja® machines guaranteed for?

Our manufacturer’s guarantee lasts for one year from the date of purchase as standard, or for two years if you register your purchase with us within 28 days.

### How do I register my Ninja® guarantee?

If you have purchased your Ninja® kitchen appliance directly from [ninjakitchen.co.uk](http://ninjakitchen.co.uk) your guarantee is registered automatically. If you bought it from anywhere else in the UK, you can register your guarantee online within 28 days of purchase.

- To register online, please visit [www.ninjakitchen.co.uk/register-guarantee](http://www.ninjakitchen.co.uk/register-guarantee) or scan the QR code on the back cover.
- Keep a note of the date you purchased the machine.

### IMPORTANT:

- Keep your receipt if you bought your Ninja® kitchen appliance from anywhere except [ninjakitchen.co.uk](http://ninjakitchen.co.uk). You will need it to claim under your guarantee.
- The free Ninja® guarantee only applies in the UK.

### What are the benefits of registering my free Ninja® guarantee?

When you register your guarantee, you will get an extra year of cover. We’ll also have your details to hand if we ever need to get in touch. If you further agree to receive communications from us, you can also receive tips and advice on how to get the best out of your Ninja® kitchen appliance and hear the latest news about new Ninja® technology and launches.

### What is covered by the free Ninja® guarantee?

Repair or replacement (at Ninja®’s discretion) of your Ninja® machine, including all parts and labour.

### What is not covered by the free Ninja® guarantee?

- Normal wear and tear.
- Accidental damage or faults caused by negligent use or care, misuse, neglect, careless operation or handling of the Ninja® kitchen appliance which is not in accordance with the Ninja® Operating Manual supplied with your machine.
- Damage caused by use of the Ninja® kitchen appliance for anything other than normal domestic household purposes.
- Damage caused by use of parts not assembled or installed in accordance with the operating instructions.
- Damage caused by use of parts and accessories which are not Ninja® Genuine Components
- Faulty installation (except where installed by Ninja®).
- Repairs or alterations carried out by parties other than Ninja® or its agents.

### How can I claim under the free Ninja® guarantee?

Contact our customer service helpline on 0800 862 0453. For service hours please visit our website under ‘Contact Us’. It’s free to call, and you’ll be put straight through to a Ninja® representative. You’ll also find online support at <https://support.ninjakitchen.co.uk/>. The Ninja® representative will go through some troubleshooting with you, and if we conclude that the item has failed, we will send you a replacement part or a returns label to send the defective item back to us free of charge. When you have delivered the defective product to us, we will send you a replacement.

Please remember that **the item will need to be boxed when you return it to us**. It can be any suitable box, it does not have to be the original packaging.

### Where can I buy genuine Ninja® spares and accessories?

Ninja® spares and accessories are developed by the same engineers who developed your Ninja® kitchen appliance. You’ll find a full range of Ninja® spares, replacement parts and accessories for all Ninja® machines at [www.ninjakitchen.co.uk](http://www.ninjakitchen.co.uk). Please remember that damage caused by the use of non-Ninja® spares may not be covered under your guarantee.

## NOTES

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## NOTES




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# THANK YOU

for purchasing the Ninja® Prestige DualBrew System



## REGISTER YOUR PURCHASE

-  [ninjakitchen.co.uk/registerguarantee](http://ninjakitchen.co.uk/registerguarantee)
-  0800 862 0453
-  Scan QR code using mobile device

## RECORD THIS INFORMATION

Model Number: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_  
(Keep receipt)

Store of Purchase: \_\_\_\_\_

## TECHNICAL SPECIFICATIONS

Voltage: 220-240V- 50-60Hz  
Power: 1550W  
Water Reservoir  
Capacity: 1.8L

The standby power consumption is 0.6W.  
The appliance reaches Standby mode automatically after 15 minutes of inactivity.

**TIP:** You can find the model and serial numbers on the QR code label located on the back of the machine by the power cord.

## PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.

These instructions are designed to help you get a complete understanding of your new Ninja® Prestige DualBrew System. If you have any questions, please call our Customer Service line at 0800 862 0453.

**Importer: SharkNinja Europe Ltd.**  
**1st/2nd Floor Building 3150,**  
**Thorpe Park, Century Way,**  
**Leeds, England, LS15 8ZB,**  
**NIP: PL5263721774**  
**[ninjakitchen.co.uk](http://ninjakitchen.co.uk)**

**Exporter: SharkNinja (Hong Kong)**  
**Company Limited, Unit 606,**  
**6TH Floor Alliance Building,**  
**133 Connaught Road Central,**  
**Hong Kong**

**SharkNinja Germany GmbH,**  
**Rotfeder-Ring 9,**  
**60327 Frankfurt am Main,**  
**Germany**  
**[ninjakitchen.eu](http://ninjakitchen.eu)**

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