

Power-Prep™ FAQs

1. What is the warranty for Power-Prep?

- Power-Prep has a four-year or 700-hour warranty, whichever comes first. Power-Prep can track hours used for both the motor and the container to make proper blender maintenance easier and to reduce customer service calls.

2. Are these containers compatible with my XL?

- The new containers are not compatible with the existing XL machine due to differences in container skirts, blade assemblies, and retainer nuts. However, you will get the same blend quality.

3. Does the Accelerate CE container work on Power-Prep and Quick & Quiet

- The Accelerate CE container has a unique lid designed for tamper-compatible back-of-house (BOH) use. However, if you purchase a lid compatible with Quick & Quiet and the sound enclosure, you can use the Accelerate CE container with either Power-Prep or Quick & Quiet.

4. Is overheating a common problem?

- While many users may go their entire kitchen career without experiencing an overheating issue, others push our machines to their limits by choosing heavy-duty loads and running them at low speeds. Power-Prep supports these difficult blends with a heavy-duty large-rotor motor and improved thermal capacity. It also includes a temperature indicator to visually cue the user when they are nearing overheating during a challenging blend.

5. Why are there so many containers? Whats the purpose of each?

- Each container offers different volume capacities and provides optimal texture for various types of recipes.

6. Whats the benefit / difference between XL and Power-prep?

- While both machines can blend up to 1.5 gallons, Power-Prep can create smoother textures than the current XL if desired. Power-Prep achieves this performance in a smaller, lighter footprint and leverages shared components to enable more versatility in the kitchen by working with multiple container options.

7. What is the benefit / difference between Vita-Prep and Power-Prep?

- Power-Prep offers a heavy-duty, larger-rotor motor capable of powering through high-volume, challenging blends. It is ideal for users who process difficult recipes or need the versatility to run larger volumes (up to 1.5 gallons). It also includes an updated user interface with a timer and an overheat indicator to make it as user-friendly as possible.

8. How do I determine where I can use this? (non-commercial focus vs back of house)

- Power-Prep can be used in any professional kitchen environment to support blending needs from 3 ounces to 1.5 gallons, including restaurants, schools, healthcare, and other kitchens requiring blending equipment.
- It does require a 20-amp outlet, so ensure your kitchen is properly equipped.

9. Are there different tampers for each container?

- All three containers (Culinary Container, Big Batch Container, and Accelerate CE Container) sold as compatible with the machine have lids designed to work with a single tamper, making it as easy as possible for the user.

10. Does it have any programs?

- Power-Prep does not use program options, but its front-of-house counterpart, Quick & Quiet, does. Power-Prep offers a variable speed dial for maximum user control, as well as a timer function.

11. How do I check the blending hours on each container?

- The Diagnostic Menu is available when the unit is powered on. Press and hold the Pulse Switch for 5 seconds, then move the On/Off Switch on the lower right side of the motor base to the reset position. The diagnostic screen will display. Use the Pulse Switch to advance through the screens and locate either the Container Information Screen or the Motor Information Screen. To exit the Diagnostic Menu, press the Start/Stop Switch.
- This information is also available with visual aids on page 9 of your owner's manual.