



Metcalfe Thermo-prep

User Instructions

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SAFETY PRECAUTIONS

Pay attention to the safety caution words: Danger / Caution / Care / Attention

- | | |
|-------------|---|
| ⚠ DANGER! | Indicates that incorrect operation could cause serious personal injury. |
| ⚠ CAUTION! | |
| ⚠ CARE! | Indicates that incorrect operation could cause moderate or minor personal injury. |
| ⚠ ATTENTION | Tips. No risk of injury. |

GENERAL BLENDER INSTRUCTIONS

Read instructions carefully before using this product.

⚠ CAUTION!

To prevent electric shock

- This product is equipped with grounding protection, please use a power supply with good grounding protection.
- Unplug the machine when cleaning or dismantling and when not in use.
- Do not soak, rinse or spray the machine. To clean it wipe with a damp cloth. Do not allow water or dirt into the base unit.
- Do not operate the machine if the product, its power cord or plug is damaged, or if it has failed. Please send the machine to Metcalfe Catering Equipment for maintenance (see contact details on page 17).

⚠ CAUTION!

Avoid burns and cuts, do not force open the mixing bowl lid.

The bowl lid can only be opened when unlocked and the speed is set to 0.

⚠ CAUTION!

Avoid blocking the mixing bowl lid. When it is heating, the contents may splash due to high pressure and cause scalding.

- If the mixing bowl hole is blocked or food ejects from the measuring cup during use, unplug the machine immediately and do not touch until it is cool.
- Do not overfill the mixing bowl, the food must not be over the maximum marking line.
- Do not cover the mixing bowl lid during cooking.

⚠ CAUTION!

Avoid spilling hot food. Burns could result from steam and hot food ejection.

- Please be careful when moving the mixing bowl to avoid spills.
- The unit should be placed on a clean, flat, solid table to avoid falling.
- When not in use, the power cord should not be wound.
- When processing hot food, do not start the "Top Speed" function, or suddenly switch to high-speed, otherwise the hot food may spill out. Hot food should be processed slowly to start and increase the speed gradually.
- Mixing bowl, lid and measuring cup get very hot when processing hot food, do not touch these parts.
- Take care to avoid steam produced by some cooking modes.
- Please be careful of steam escaping when moving the mixing bowl.

⚠ CAUTION!

Avoid cuts.

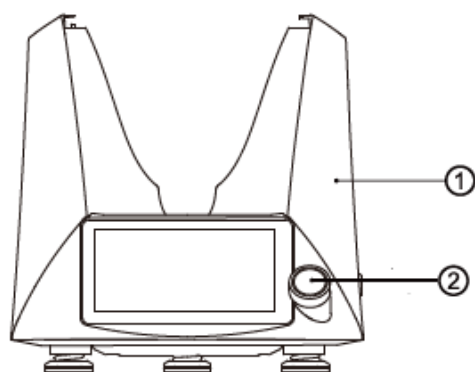
- The blade is very sharp, please be careful when operating. Hold the top of the blade when removing and installing the mixing blade.
- When carrying the mixing blade take care to avoid tripping or falling.
- Do not put hands or non-food items into the mixing bowl to avoid injury and mixing blade damage.
- Ensure the machine is unplugged before removing or installing the mixing blade.
- Please keep your hair and clothes away from the machine.

⚠ CAUTION!

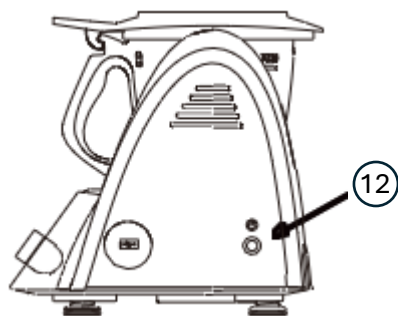
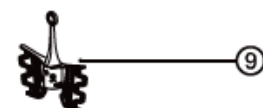
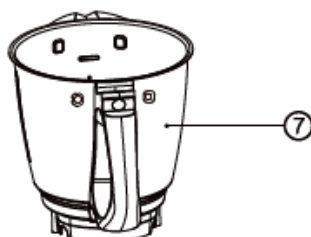
Avoid personal injury and machine damage.

- If any parts of machine are damaged, stop using the machine immediately and contact Metcalfe Catering Equipment Ltd for replacement (see contact details on page 17).
- Do not leave this machine unattended when in use.
- Sometimes there will be an imbalance of food i.e. flour mode with cut food, which will make the machine wobble. Do not position unit near the edge of the table to avoid falling.

YOUR BLENDER



1. Host Unit
2. Switch Knob
3. Measuring Cup
4. Mixing Bowl Lid
5. Mixing Blade
6. Mixing Blade Ring
7. Mixing Bowl
8. Bowl Holder
9. Whisk
10. Spatula
11. Basket
12. Power Button



POWER BUTTON / EMERGENCY STOP

Turn power on using the power button on the side of the unit (12), then press switch knob (2) to open the screen.

In an emergency press the power button to turn the unit off immediately.

MIXING BLADE

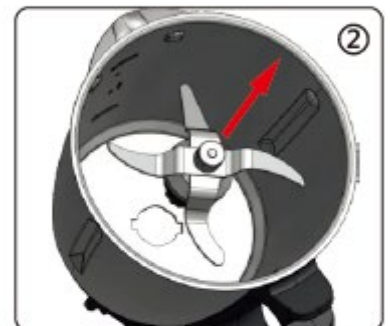
How to remove the Mixing blade

- Remove the mixing bowl and keep upright.
- Hold the mixing bowl handle with one hand and the bowl holder with the other. Rotate the bowl holder 30 degrees anticlockwise to loosen the mixing blade and remove the bowl holder as shown in Figure 1.
- Then hold the upper part of mixing blade to remove it as shown in figure 2.



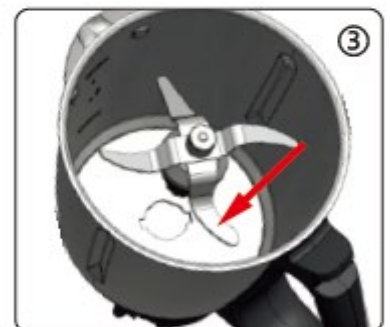
How to install the mixing blade

- Hold the handle of the upright mixing bowl with one hand and with the other hold the upper part of the mixing blade to put it back to the mixing bowl, as shown in Figure 3.
- Connect the bowl holder and mixing bowl as shown in Figure 4,
- Rotate the bowl holder 30 degrees clockwise to lock the mixing blade and the bowl as shown in Figure 4.



⚠ CAUTION!

- Ensure the mixing bowl is removed from the base unit or that the machine is unplugged when cleaning the mixing blade.
- The mixing blade is very sharp, please be careful. Hold the top of mixing blade during removing and installing to avoid injury or damage to the mixing blade.
- Keep hair and clothes away from the machine during operation.
- Do not put hands or any non-food items into the mixing bowl to avoid personal injury or machine damage.



⚠ ATTENTION

- When installing mixing blade, make sure that the mixing blade sealing ring, blade and bowl holder are closely connected to prevent liquid leakage
- If liquid leaks into the machine, unplug, and clean it according to the maintenance instructions on page 16.



MIXING BOWL

The maximum capacity of mixing bowl is 2L. The side is marked with a capacity scale. Take care not to exceed the maximum level as shown in figure 1.

⚠ CAUTION!

Overloading the bowl may cause damage.

- Ensure the hole of mixing bowl lid will not be blocked during operation.
- The food in mixing bowl must not exceed maximum capacity marker.
- Take care when moving the mixing bowl to avoid spillage.



⚠ ATTENTION

- Make sure the mixing blade and bowl holder are connected well when installing the mixing bowl, to avoid machine damage.
- When installing the mixing blade, make sure that the sealing ring, bowl holder and blade are closely connected, to prevent liquid leakage.
- If liquid leaks into the machine, unplug and clean it according to the maintenance instructions on page 16.
- To avoid corrosion please do not let the connectors (as shown in figure 2) on the bottom of the mixing bowl touch any corrosive object during cleaning and ensure the connectors are completely dry after cleaning.



MIXING BOWL LID

The main function of the mixing bowl lid is to cover mixing bowl. Ensure the mixing bowl lid is locked securely during use otherwise the machine will not work.

- Do not open the mixing bowl lid by force.
- Place mixing bowl lid on the top of mixing bowl and rotate it clockwise to the middle of bowl handle, as shown in figure 3.



⚠ ATTENTION

- Keep the silicone seal on the mixing bowl lid clean to maintain an effective seal.
- Regularly check whether there is damage to the seal. If damaged, please stop using and replace it.
- Replace the sealing ring at least every two years, even if it appears undamaged.

⚠ CAUTION!

- Do not cover the mixing bowl lid with cloths or similar articles as the steam needs to escape

MEASURING CUP

Main functions of measuring cup:

1. When cooking, it can be a cover for the hole in the mixing bowl lid. It also acts as a seal and heat insulator as shown in figure 4.
2. Prevents food debris escaping or overflowing
3. To measure the ingredients up to 100ml

⚠ ATTENTION

- When cooking, the measuring cup mouth must be upward, to avoid heating.
- Be careful of the escaping steam when removing the cup during cooking to avoid scalding.



BASKET

Basket is mainly used for:

1. Filtration; mainly used for filtering fruit juice or vegetable juice, etc..
2. Keeping food separate during cooking.
3. Cooking small foods, e.g. rice.
4. Used for draining excess water.

Install / remove:

- Take basket's handle and put it into mixing bowl then place the handle on the edge of the pot, as shown in figure 1.
- Take handle to remove basket.

⚠ ATTENTION

- Do not put too much food in basket when cooking, especially ingredients that block the basket holes easily, such as rice, etc.



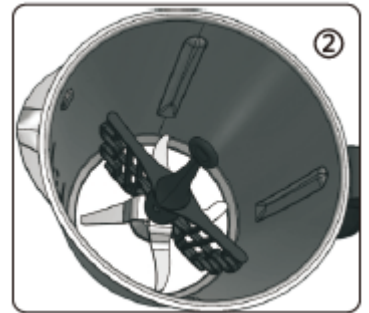
WHISK

Whisk is mainly used for mixing food such as cream or protein.

Place whisk above the mixing blade, and connect closely, as shown in figure 2.

⚠ ATTENTION

- Whisk can only be used when it is attached correctly.
- Do not exceed speed level 4 when using whisk.
- Ingredients cannot be added when using the whisk. Do not use whisk with solid or very thick ingredients.
- Keep whisking quantities small to achieve good results



SPATULA

Spatula is mainly used for scraping the ingredients out from the mixing bowl after cooking or processing.

⚠ ATTENTION

- Do not use the spatula during the cooking operation to avoid damage.

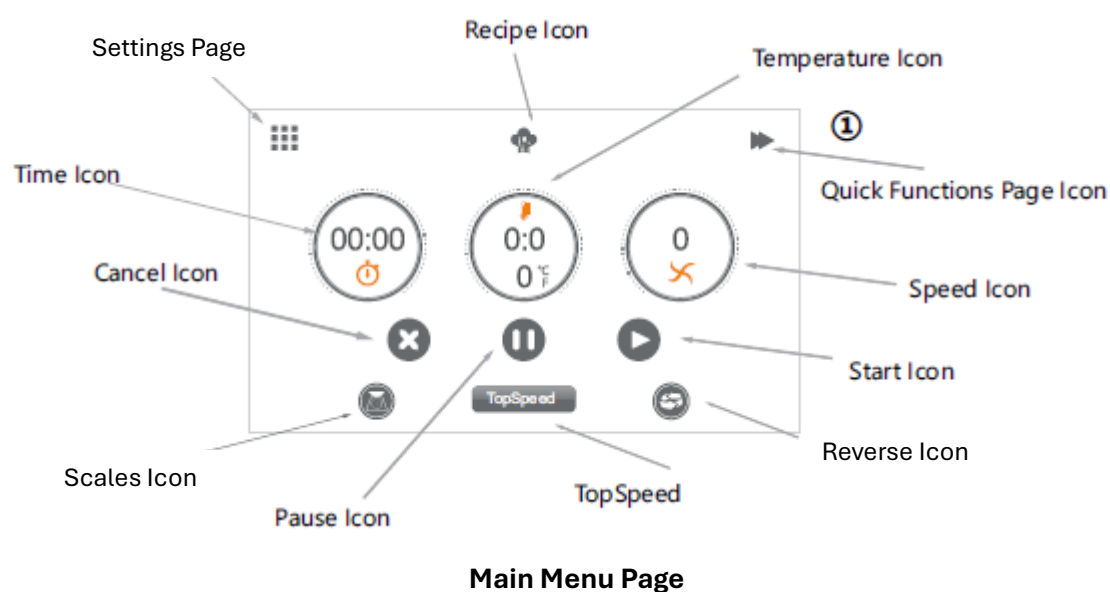
OPERATING INSTRUCTIONS

⚠ CAUTION!

- Do not position the machine close to a heat source, especially a hot stove or high temperature appliance. Doing so may cause a fire risk.
- Position the unit on a clean, strong, level table to prevent it sliding.
- Do not place the machine close to the edge of the table and do not leave unattended when in use.
- The mixing bowl, lid and measuring cup can get hot during cooking, do not touch to avoid burns.

TURNING ON

- Before use, please pull out the appropriate length of power cord from the right side of the machine and plug into socket.
- Ensure the cord is not taught.
- Once connected to the power supply press the power button on the side of the unit, then press switch knob to open the screen. After the Metcalfe logo page, the screen will display the safety notice page.



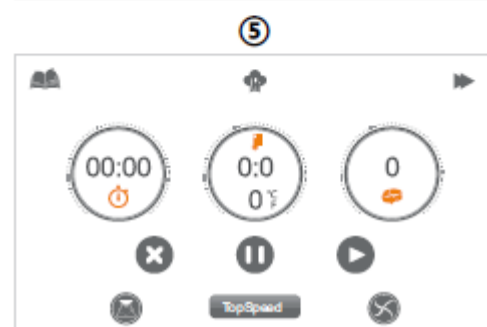
TURNING OFF

Press and hold the knob until “Closing...” is displayed, as shown in Figure 2.



READING SAFETY NOTICE!

- Slide to the right to read the contents of the safety notice or click "skip" to go straight to the main page (Figure 3).
- You can click "skip" to directly enter the main page (Figure 4).
- On the main page (Figure 5), you can click the icon on the display screen to select time, temperature and speed. The touch screen can be set directly.

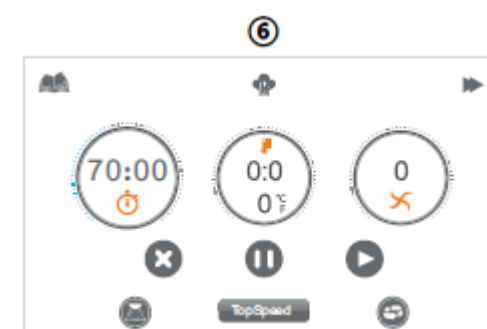


TIME SETTING

The time can be set in two ways:

1. Touch the time icon on the main page, and slide clockwise to increase, slide anticlockwise to decrease.
2. After selecting the time icon, turn the knob clockwise to increase, turn the knob anticlockwise to decrease.

Range: 0:00-99:00 (Figure 6).



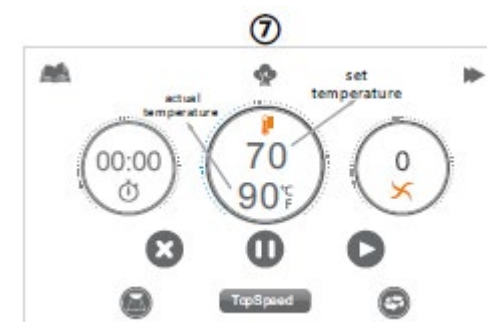
TEMPERATURE SETTING

The temperature can be set in two ways:

1. Touch the temperature icon on the main page, and slide clockwise to increase, slide anticlockwise to decrease.
2. After selecting the temperature icon, turn the knob clockwise to increase, turn the knob anticlockwise to decrease.

Range: 37°C-160°C (max) in 1°C increments.

SlowCook and AiCook temperatures are also available (Figure 7).



SPEED SETTING

The speed can be set in two ways:

1. Touch the speed icon on the main page, and slide clockwise to increase, slide anticlockwise to decrease.
2. After selecting the speed icon, turn the knob clockwise to increase, turn the knob anticlockwise to decrease.

Range:  21 levels: 0.5 / 1.0 / 1.5 / 2.0 / 2.5 / 3.0 / 3.5 / 4.0 / 4.5 / 5.0 / 5.5 / 6.0 / 6.5 / 7.0 / 7.5 / 8.0 / 8.5 / 9.0 / 9.5 / 10. (Figure 8).



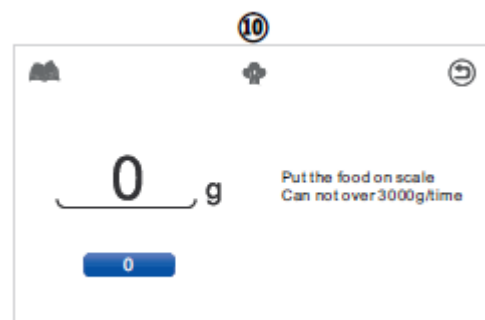
QUICK FUNCTIONS

- Click the quick functions page icon to enter the quick functions page (Figure 9).



WEIGHING FUNCTION

- Click the scales icon to enter the weighing function page (Figure 10).
- Reset to zero before weighing
- Do not weigh over 3,000g at a time.



REVERSE FUNCTION

- Click the reverse icon and the cutter head will reverse.
- You can switch between the forward and reverse icon. As shown in (Figure 11).



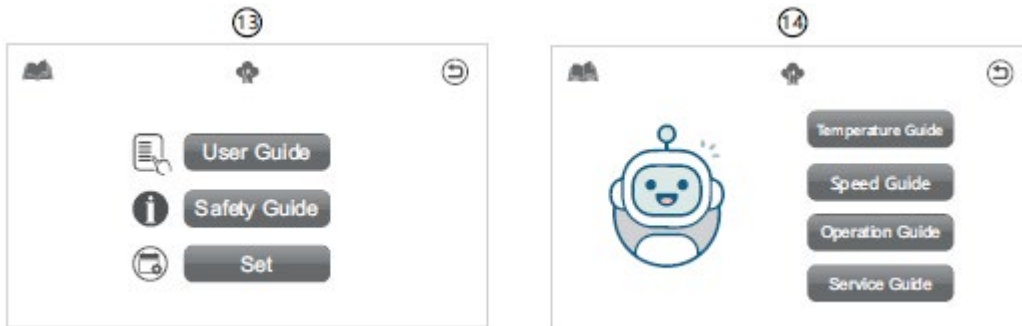
TOP SPEED FUNCTION

- Click the Top Speed function (Figure 12) to reach the highest speed immediately.
- The default time of Top Speed is 3 seconds. You can also set the time between 1-15 seconds.
- Press and hold Top Speed for continuous use, release to stop.
- The heating function cannot be activated in Top Speed mode



SETTINGS PAGE

Click the Settings Page icon to enter the settings page menu (as shown in Figure 13 and 14).



TEMPERATURE GUIDE

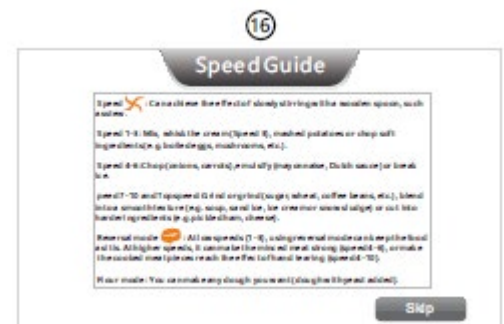
Click the Temperature Guide to view the contents (Figure 15).

Click skip to return to the previous page.



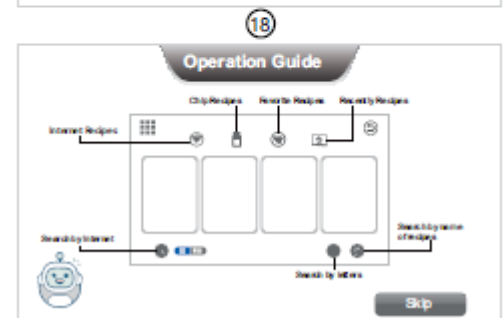
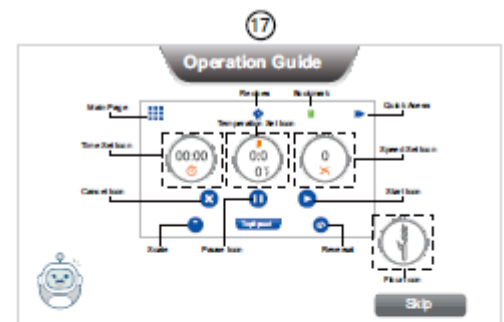
SPEED GUIDE

Click the speed guide icon to enter the speed guide page Click skip to return to the previous page.



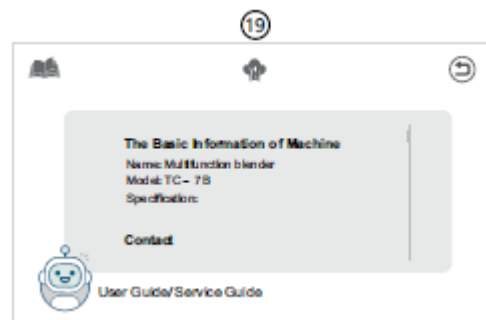
OPERATION GUIDE

Click the Operation Guide icon to enter the Operation Guide page (as shown in Figure 17,18), where you can see the explanation of each icon.



SERVICE GUIDE

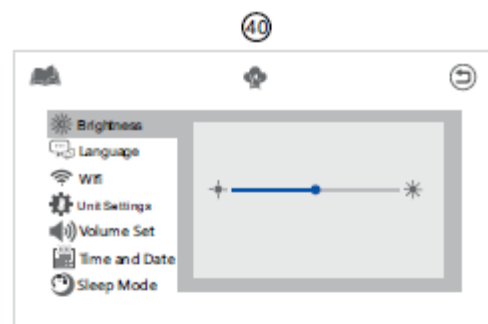
Click the Service Guide to view the Basic Information (Figure 19).



SETTINGS

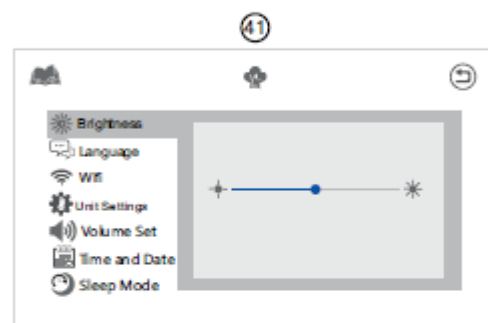
Click Set to enter the machine settings page (Figure 40)

- Brightness Adjustment
- Language Choice
- WIFI
- Unit Selection
- Sound Settings
- Time and Date
- Sleep Mode
- System Update



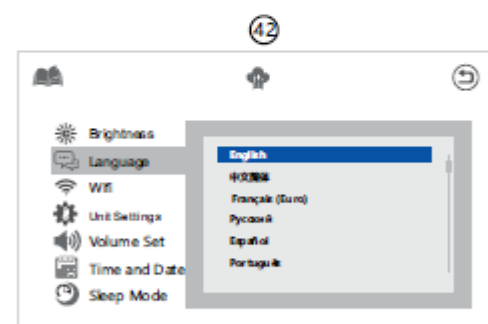
Brightness Adjustment

Slide to adjust screen brightness (Figure 41)



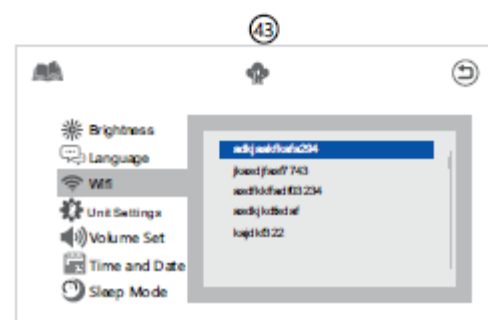
Language Choice

Choose from a variety of languages (Figure 42)



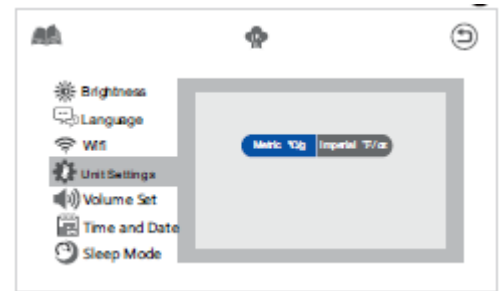
WiFi

You can download the server menu by connecting to WiFi (Figure 43)



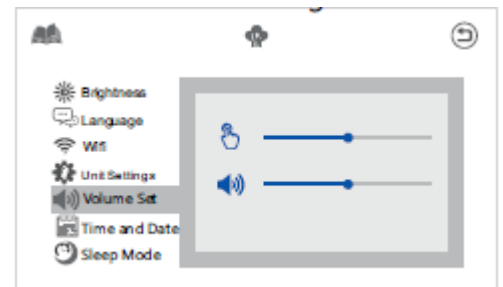
Unit Selection

You can choose to change the temperature unit.



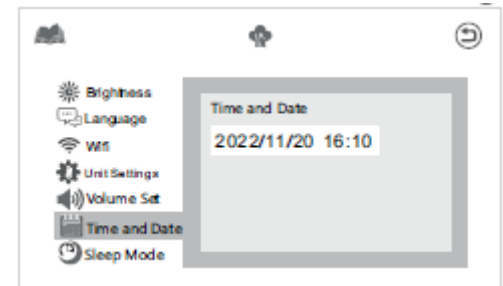
Volume Settings

You can set the volume of the power on and off button and the volume of the other buttons.



Time and Date

You can reset the time and date.



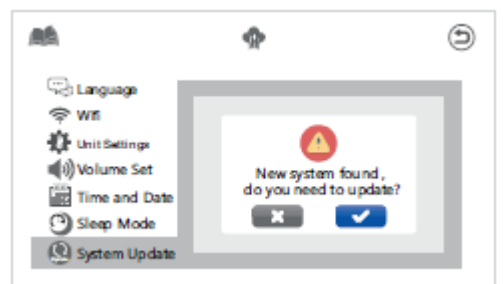
Sleep Mode

You can set when the machine enters sleep mode when not in use. The time range can be set from 5 to 30 minutes.



System Update

When there is a new software system update available you can choose to update.



Shortcut Menu

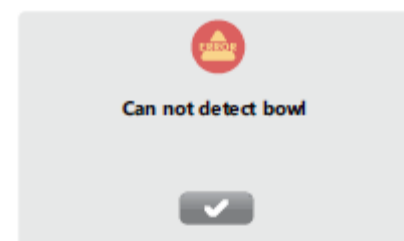
Slide down the main menu page to reveal the shortcut setting menu.



TROUBLESHOOTING

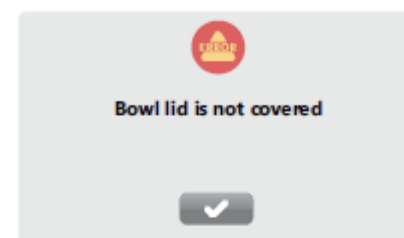
The mixing bowl could not be detected

- It indicates that the mixing bowl is not installed as required.
- If the same tip still appears after reattaching the bowl, please contact our service department (see page 17 for details)



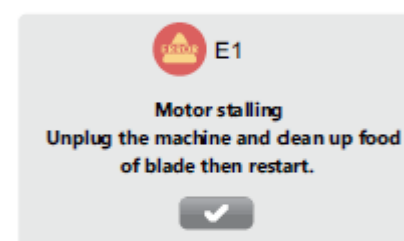
The mixing bowl is not covered

- It indicates that the mixing bowl lid is not in position correctly.
- If the same tip still appears after it has been repositioned, please contact our service department (see page 17 for details)



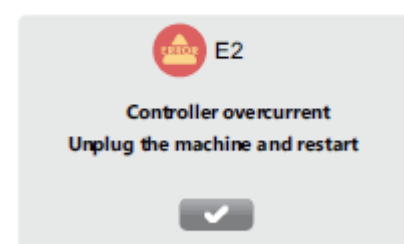
Motor overload E1 – Motor stalling

- Shut down the motor and reduce the ingredients in the mixing bowl or add the appropriate liquid according to the recipe.
- Keep the air flow vent of the machine clear, wait for about 10 minutes to cool down then restart the motor.
- If the same tip still appears after waiting for a long time, please contact our service department (see page 17 for details)



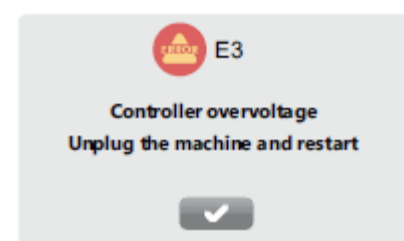
Motor overload E2 – Controller overcurrent

- Shut down the motor and reduce the ingredients in the mixing bowl or add the appropriate liquid according to the recipe.
- Keep the air flow vent of the machine clear, wait for about 10 minutes to cool down then restart the motor.
- If the same tip still appears after waiting for a long time, please contact our service department (see page 17 for details)



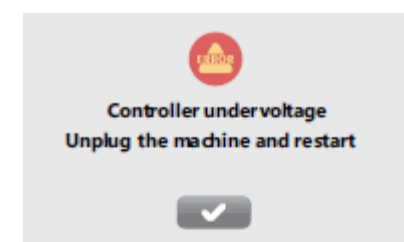
Motor overload E3 – Controller overvoltage

- Shut down the motor and reduce the ingredients in the mixing bowl or add the appropriate liquid according to the recipe.
- Keep the air flow vent of the machine clear, wait for about 10 minutes to cool down then restart the motor.
- If the same tip still appears after waiting for a long time, please contact our service department (see page 17 for details)



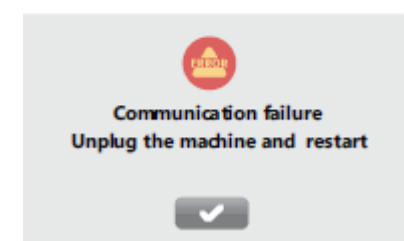
Controller undervoltage

- Shut down and unplug the machine and restart.
- If the same tip still appears, please contact our service department (see page 17 for details)



Communication failure

- Shut down and unplug the machine and restart.
- If the same tip still appears, please contact our service department (see page 17 for details)



CLEANING AND MAINTENANCE

How to clean the mixing bowl?

1. Remove the mixing bowl from the machine and remove the mixing blade as well if needed.
2. Scrub with a mild detergent and soft cleaning cloth, then rinse with water and let dry.

⚠ CAUTION!

- The mixing blade is very sharp, please be careful when removing it!

⚠ ATTENTION

- Do not use sharp objects or abrasive scourers, such as stainless steel cleaning balls, to clean the mixing bowl, as this may damage it or impair its performance.
- Do not use corrosive cleaners to clean the mixing bowl to avoid corrosion, and please dry the connectors (as shown in figure 5) promptly.



How to clean the mixing blade?

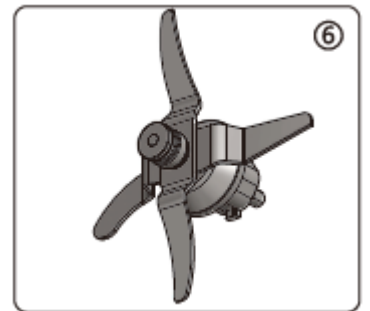
- Hold the upper part of the mixing blade (as shown in figure 6), clean with a gentle detergent then rinse with water and let dry
- It can also be cleaned in a dishwasher.

⚠ CAUTION!

- The mixing blade is very sharp, please be careful during cleaning!

⚠ ATTENTION

- Do not use corrosive cleaners to clean the mixing blade, so as not to cause rust.
- Rust on the blade is harmless and can be removed with a soft brush or vinegar.
- Do not soak the blade in water for a long time, otherwise the seal of the mixing blade may lose efficacy.



How to clean other accessories?

- All the accessories are made of high quality food grade plastic, they can be cleaned with a mild detergent and soft cleaning cloth.
- The accessories can be cleaned in a dishwasher.

⚠ ATTENTION

- Do not use sharp objects or abrasive scourers, such as stainless steel cleaning balls, to clean the accessories to avoid scratching them.
- Place accessories on the top rack of the dishwasher to prevent distortion.

SPARE PARTS AND SERVICE

For more information on Metcalfe spare parts, accessories and service support, including breakdown drawings and parts lists please contact us on the details below.

Please always quote the Serial Number of the machine. This can be found on the serial number plate which is located on the rear of the machine.

Metcalfe Sales & Spares Department	sales@metcalfecatering.com
Metcalfe Service Department	service@metcalfecatering.com
Metcalfe Website	www.metcalfecatering.com
Metcalfe Telephone Number	01766 830 456

Additional copies of this instruction manual can be obtained by either visiting our website or contacting the sales department.

Metcalfe Catering Equipment Ltd

Haygarth Park
Blaenau Ffestiniog
Gwynedd
LL41 3PF



METCALFE WARRANTY

All Metcalfe products are guaranteed against defects in material and workmanship for a period of one year from date of invoice, except where specifically noted.

The Company's obligation under this warranty is limited to repairing or replacing, without charge, any part or parts found to be defective under normal use, in accordance with the specified operations manual and capacity ratings.

On all return to factory warranty items, it is the responsibility of the purchaser to return the entire unit to the factory, in a clean condition, properly packed and labelled.

All repairs, alterations or replacement of materials or parts not authorised by Metcalfe will automatically void all warranties in their entirety.

All Metcalfe slicers and EC20 chipper are covered by a 2-year warranty (1st year parts and labour, 2nd year parts only) and full after sales service.

All Metcalfe MP mixers are covered by a 3-year warranty (1st years parts and labour, 2nd and 3rd year parts only) and full after sales service.

There is a limited 6-month warranty on the following:

- Mixer attachments (beater, whisk and dough hook)
- Chipper blades
- Parts purchased or supplied for the repair of Metcalfe equipment

This warranty does not cover the following:

- Failure due to incorrect installation
- Failure due to neglect, abuse, careless handling or misuse of machine
- Failure caused due to improper maintenance
- Blender clutches
- Knives and gears on can openers
- Sharpening of slicer blades
- General wear and tear

Metcalfe and its suppliers reserve the right to make changes in design and specification to any product without prior notification.