

## Assembly

### How to assemble the juicer properly?

- Ensure you assemble the Juicer correctly by following the Manual.
- Check under the Juicer Bowl and ensure rubber seal is sealed.
- Note the juicer will not start unless all the parts are in place.

## Cleaning

### Can I put the parts in a dishwasher?

- We do not recommend using a dishwasher as the heat can damage the parts, especially the BPA plastics.

### How to clean the Juicer? (Dos and Don'ts)

#### Do's

- It is always best to clean your Juicer as soon as you have finished using it.
- Disassemble the detachable parts and rinse thoroughly under warm water with the cleaning brush provided by Carbel, especially the screen.
- In order to remove excess pulp residues, make sure the rubber plug under the Juicer Bowl is unplugged.

#### Don'ts

- Never rinse or soak the Motor Unit, simply wipe with a damp cloth.
- Don't forget to put back the rubber plug before use, otherwise the juicer will NOT start.

## Produce

### How to prepare the ingredients for juicing?

- You can put in whole apples, whole oranges and pears in the wide chute of Carbel GG Whole Slow Juicer.
- Fruits with hard pits will cause damage to the Juicer; they must be removed before juicing. e.g. peach, mango, avocado, etc.
- Cut hard food; this could extend the life of your whole slow juicer. e.g. beetroots, potatoes, etc.
- Starchy fruits produce little juice and block the filter holes; add starchy fruits at last, and clean the filter well. e.g. bananas, avocado, mango, figs, etc.
- Foods with hard or inedible skins can be peeled before juicing. e.g. pineapples, melons, kiwi fruit, bananas, pomegranates and sweet potatoes, etc.
- Oranges and Lemons can be pressed with their skin however this would provide an excess of acidity to the juice without health benefit.

### How come there is pulp in the juice?

- Generally you will only get more pulp if you are juicing a lot of high-fiber fruits / vegetables such as carrots and beetroot.
- To get rid of the extra fibre, sieve the juice through a strainer.

### How to minimise the pulp in the juice?

- Avoid adding too many ingredients in a short period of time.
- Use the reverse button if ingredients are clogged, which also allows the Juicer to extract everything that can be juiced.
- Clean the juicer parts properly to improve the performance. Soak parts in Bi Carb Soda or Baking Soda over night (and then wash & dry) helps remove stains.

### How to increase the amount of juice?

- Choose fresh fruits and vegetables. If the ingredients are dry or not in season then the amount of juice would be less.
- Soak the ingredients in water before juicing, especially the refrigerated ones.
- Alternate ingredients during the feeding process.  
e.g. Mixing carrot, beetroot and apple helps produce a better flow as opposed to finishing the extraction of carrots in one go and then moving onto beetroot.
- Avoid adding too many ingredients in a short period of time in order to ensure all ingredients get juiced properly with less pulp build up.
- Ensure the Strainer is not blocked.
- Ensure the rubber seal under the Juicer Bowl is firmly sealed.

### What to make with the sorbet / ice cream maker?

- Treats like sorbets, ice cream, smoothies, dips, baby food and nut butters, etc.
- Both our website and the recipe book have provided more ideas and step by step processes.

## **Troubleshoot**

### What to do if the motor does not work?

- Make sure the plug has not been pulled out by accident from the power socket and the switch is on.
- Make sure the rubber plug under the Juicer Bowl is sealed.
- The juicer will not start unless all parts have been assembled.
- Email [info@carbel.com.au](mailto:info@carbel.com.au) for further assistance.

### What to do if the motor stops in the middle of operating?

- Avoid overloading / overheating the Juicer.
- If the motor has been operating for over 20 minutes, let it cool down for up to 10 minute and you can start juicing again. Placing the Juicer in cool area also helps.
- Ensure hard pits in the fruits are removed to avoid potential damages to the Press Screw.
- Check the Press Screw and remove blockage if there is any. If motor still does not start to work, please email [info@carbel.com.au](mailto:info@carbel.com.au).

### What to do if ingredients come out without being juiced?

- Ensure the rubber seal under the Juicer Bowl is firmly sealed.
- Avoid adding too many ingredients in a short period of time.
- Cut the ingredients into long and thin pieces as opposed to small cubes if necessary.

### What to do if the Juicer Bowl is moving while operating?

- It is completely normal if the Juicer Bowl moves a little bit while operating, this may occur when juicing high-fiber vegetables or foods are too hard.
- Avoid overloading the Juicer in a short period of time.
- Avoid forcing through oversized ingredients.
- Ensure hard pits in the fruits are removed.

### What to do if the rubber seal gets pushed out while operating?

- Check if the pulp is clogged in the Juicer Bowl. If so, extracting high-fiber foods helps unclog the Juicer Bowl before it builds up and pushes the rubber seal out.
- Avoid adding too many ingredients in a short period of time in order to ensure all ingredients get juiced properly with less pulp build up.
- Alternate ingredients during the feeding process.  
e.g. Mixing carrot, beetroot and apple helps produce a better flow as opposed to finishing the extraction of carrots in one go and then moving onto beetroot.

## **Warranty**

### Why a 30-year warranty on motor is offered instead of 'Lifetime' warranty?

- The excellent quality of Carbel's motor allows us to offer a 30-year warranty to our valued customers.
- 'Lifetime' warranty does not mean anything. What is 'lifetime' referring to? The buyer's lifetime, the seller's lifetime, the company's lifetime, or the product's lifetime?
- In many cases, it refers to the product lifetime, which is pretty much anything the seller decides to be.
- In California, by law, lifetime warranty is a minimum of 3 years. In Australia, there is no minimum period and there have been cases that 'lifetime warranties' expired after 6 months.

### What are the most common oversights / mistakes to avoid?

- Forget to soak the nuts before making nut milk / nut butter.  
**Recommendation:** Soak the nuts for at least 4 hours. You will get more milk / butter out of the nuts if you soak them overnight or even longer. For step-by-step recipes, please see <https://www.carbel.com.au/blog/how-to-make-nut-milk-at-home-with-a-cold-press-juicer-carbel-recipes/>
- Juice old / leftover lemons without peeling.  
**Recommendation:** Old lemons' skin can be as tough as leather, please do peel the skin before juicing.