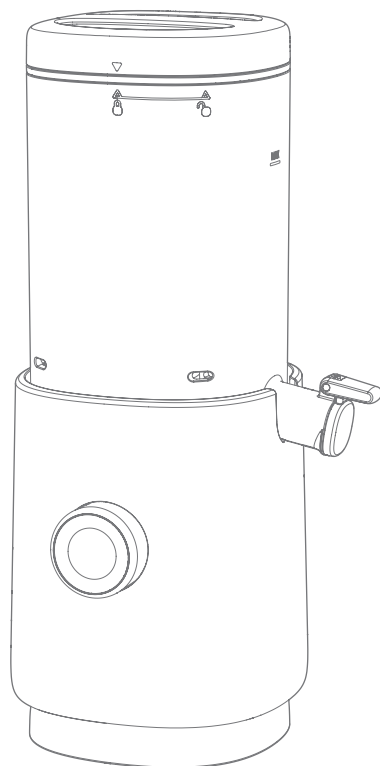




nama[®]

A Warm Welcome

At Nama, we aim to provide you with products and information that help you build your own wellness journey so you can commit to a more vibrant lifestyle. While we are known for our juicers, we are excited about this machine because we believe making homemade plant-based milks with ease is another incredible way to add more variety and nutrients to your daily life. To maximize the benefits of your new Nama M1 Plant-Based Milk Maker and understand how to use it, we recommend reading this manual first.

We understand that a Nama product is a significant investment in your health, and we are grateful to have you as part of our community.

We hope you enjoy your purchase and that homemade plant-based milk can become a habit you embrace for yourself and those around you. If the Nama team or I can assist you in any way, please reach out to us at any time. We are here to support you along your journey.

**With gratitude,
Dan Sheehan, Founder**

P.S. Please feel free to email me directly to dan@namawell.com with your feedback, both good and bad, or to support@namawell.com to reach our customer support team.

CHECK US OUT ONLINE AT WWW.NAMAWELL.COM



Hold your device over
the QR code to access
our product video.

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IMPORTANT SAFEGUARDS

1. WHEN USING ELECTRICAL APPLIANCES, BASIC SAFETY PRECAUTIONS SHOULD ALWAYS BE FOLLOWED. READ ALL INSTRUCTIONS.
2. TO PROTECT AGAINST RISK OF ELECTRICAL SHOCK, DO NOT PUT THE MAIN BASE (MOTOR) IN WATER OR ANY OTHER LIQUID.
3. 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 ARE CLOSELY SUPERVISED AND INSTRUCTED CONCERNING USE OF THE APPLIANCE BY A PERSON RESPONSIBLE FOR THEIR SAFETY. CLOSE SUPERVISION IS NECESSARY WHEN ANY APPLIANCE IS USED BY OR NEAR CHILDREN. CHILDREN SHOULD BE SUPERVISED TO ENSURE THAT THEY DO NOT PLAY WITH THE APPLIANCE.
4. ALWAYS ENSURE THE APPLIANCE IS PROPERLY ASSEMBLED ACCORDING TO INSTRUCTION. OPERATING AN INCORRECTLY ASSEMBLED APPLIANCE MAY CAUSE PRODUCT MALFUNCTION, PRODUCT DAMAGE OR POSE SAFETY RISK INCLUDING PERSONAL INJURY.
5. TURN THE APPLIANCE OFF, THEN UNPLUG FROM THE OUTLET WHEN NOT IN USE, BEFORE ASSEMBLING OR DISASSEMBLING PARTS AND BEFORE CLEANING. TO UNPLUG, GRASP THE PLUG AND PULL FROM THE OUTLET. NEVER PULL FROM THE POWER CORD.
6. AVOID CONTACT WITH MOVING PARTS. DO NOT ATTEMPT TO DEFEAT ANY SAFETY INTERLOCK MECHANISMS.
7. DO NOT OPERATE ANY APPLIANCE WITH A DAMAGED CORD OR PLUG, OR AFTER THE APPLIANCE MALFUNCTIONS, OR IS DROPPED OR DAMAGED IN ANY MANNER. CONTACT NAMA CUSTOMER SERVICE AT SUPPORT@NAMAWELL.COM (EMAIL) OR NAMAWELL.COM/CONTACT (WEBSITE) FOR REVIEW AND FURTHER INSTRUCTION.
8. DO NOT LEAVE THE UNIT UNATTENDED WHEN IN USE.
9. THE USE OF ATTACHMENTS NOT RECOMMENDED OR SOLD BY THE MANUFACTURER MAY CAUSE FIRE, ELECTRIC SHOCK OR INJURY.
10. DO NOT LET CORD HANG OVER EDGE OF TABLE OR COUNTER.
11. NEVER USE THIS APPLIANCE ON AN UNEVEN OR UNSTABLE SURFACE. ENSURE THE APPLIANCE IS POSITIONED AWAY FROM THE EDGE OF A SURFACE.
12. DO NOT USE OUTDOORS.
13. DO NOT PLACE ON OR NEAR A HOT GAS OR ELECTRIC BURNER OR IN A HEATED OVEN.
14. ALWAYS MAKE SURE CONTAINER ASSEMBLY IS SECURELY IN PLACE BEFORE THE MOTOR IS TURNED ON. DO NOT REMOVE CONTAINER ASSEMBLY WHILE MILK MAKER IS IN OPERATION.

15. MAKE SURE THE MOTOR STOPS COMPLETELY BEFORE DISASSEMBLING.
16. DO NOT PUT YOUR FINGERS OR OTHER OBJECTS INTO THE CHAMBER WHILE IT IS IN OPERATION. IF FOOD BECOMES LODGED, STOP THE MILK MAKER, UNPLUG FROM THE POWER OUTLET BEFORE DISASSEMBLING TO REMOVE THE REMAINING FOOD.
17. KEEP HANDS AND UTENSILS OUT OF CONTAINER WHILE MILK MAKER IS IN OPERATION TO REDUCE THE RISK OF SEVERE INJURY TO PERSONS OR DAMAGE TO THE MILK MAKER.
18. DO NOT LEAVE FOREIGN OBJECTS, SUCH AS SPOONS, FORKS, OR KNIVES IN THE CONTAINER AS THIS WILL DAMAGE THE BLADES AND OTHER COMPONENTS WHEN STARTING THE MILK MAKER AND MAY CAUSE INJURY.
19. DO NOT ATTEMPT TO OPERATE WITH DAMAGED BLADES.
20. BLADES ARE SHARP. CLEAN AROUND THE BLADE ASSEMBLY WITH EXTREME CARE TO AVOID INJURY.
21. CARE SHOULD BE TAKEN WHEN HANDLING THE SHARP CUTTING BLADES, EMPTYING THE CONTAINER AND DURING CLEANING.
22. ILLUMINATED WORDS AND NUMBERS ON THE MOTOR BASE ASSEMBLY INDICATES READY TO OPERATE. AVOID ANY CONTACT WITH BLADES OR MOVING PARTS. AVOID INADVERTENT CONTACT WITH THE DIAL.
23. DO NOT USE THE APPLIANCE FOR OTHER THAN INTENDED USE.
24. DO NOT ATTEMPT TO OPERATE WITH THE FILTER REMOVED.
25. ALWAYS OPERATE MILK MAKER WITH THE LID FIRMLY IN PLACE.
26. DO NOT REMOVE THE LID WHILE THE MILK MAKER IS OPERATING. IF THE LID IS REMOVED DURING OPERATION, THE MOTOR BASE WILL STOP AND WILL NOT RUN UNTIL THE LID IS IN PLACE ON THE CONTAINER.
27. DO NOT FILL THE CONTAINER ABOVE THE MARKED MAXIMUM CAPACITY LINE TO AVOID RISK OF INJURY DUE TO DAMAGE TO THE LID AND CONTAINER.
28. PROCESSING FOR LONGER PERIODS CAN CAUSE OVERHEATING. DO NOT USE YOUR MACHINE CONTINUOUSLY FOR MORE THAN 10 CONSECUTIVE CYCLES.
29. DO NOT USE CONTAINERS PROVIDED (INCLUDING LID AND ACCESSORIES) IN THE MICROWAVE.
30. ALTERATION OR MODIFICATION OF ANY PART OF THE MILK MAKER, INCLUDING THE USE OF ANY PART OR PARTS THAT ARE NOT GENUINE AUTHORIZED NAMAWELL PARTS, MAY CAUSE FIRE, ELECTRIC SHOCK OR INJURY AND WILL VOID YOUR WARRANTY.

SAFETY PRECAUTIONS (HOUSEHOLD USE ONLY)

Read this manual before operating product.

1. Read *Safety Precautions* (pp.04-06) and use the appliance properly in accordance with this user manual.
2. After reading the manual, keep it in a convenient location for future reference.
3. Any quality improvements are subject to change without notice.

Precautions for Safe Use



1. Read all instructions
2. Precautions are classified as follows:

- WARNING: VIOLATING INSTRUCTIONS ON WARNING LABELS MAY CAUSE SERIOUS INJURY OR DEATH

 - USE THE CORRECT VOLTAGE AND POWER ONLY AS SPECIFIED ON THE WARRANTY CARD, THE PRODUCT SPECIFICATIONS, AND RATING LABEL. FAILURE TO FOLLOW THIS INSTRUCTION MAY RESULT IN ELECTRIC SHOCK, FIRE, OR PERFORMANCE IMPAIRMENT. CONNECTING TO A DIFFERENT VOLTAGE MAY SHORTEN THE MOTOR'S LIFESPAN OR CAUSE MALFUNCTION.
 - IF THE POWER CORD IS DAMAGED IN ANY WAY, DO NOT USE OR OPERATE PRODUCT AND DO NOT ATTEMPT TO REPAIR OR MODIFY IT YOURSELF. IT MUST BE REPLACED BY MANUFACTURER OR AUTHORIZED DEALER. PLEASE CONTACT NAMA CUSTOMER SERVICE.
- DO NOT USE THE PRODUCT WHILE WEARING OR POSSESSING AN ARTICLE WITH MAGNETIC FORCES (E.G. MAGNETIC BRACELET). KEEPING AN ITEM WITH MAGNETIC FORCES NEAR THE PRODUCT MAY CAUSE A MALFUNCTION.
 - THE SMELL EXPERIENCED WHEN USING A NEW PRODUCT WILL NATURALLY GO AWAY OVER TIME. IT IS A COMMON PHENOMENON AND HAS NO IMPACT ON THE APPLIANCE PERFORMANCE.
 - USE OF AN EXCESSIVELY LARGE AMOUNT OF INGREDIENTS MAY DAMAGE THE PARTS.
 - PLEASE REMOVE ALL PACKAGING AND LABELS BEFORE USE. ALL PROTECTIVE MATERIALS ATTACHED TO THE CONTAINER SHOULD BE REMOVED BEFORE USE.
 - FOR SAFETY, PLEASE KEEP PACKAGING MATERIALS (BAGS, DRAWSTRINGS, ETC.) OUT OF CHILDREN'S REACH.

SAVE THESE INSTRUCTIONS

Cautions During Operation



-
- PRIOR TO USE, ALWAYS CHECK THAT THE PRODUCT IS ASSEMBLED CORRECTLY.
 - THIS PRODUCT IS FOR HOUSEHOLD USE ONLY, DO NOT USE FOR COMMERCIAL PURPOSES. USE OF THE DEVICE FOR AN INCORRECT PURPOSE OR METHOD OR A FAILURE TO COMPLY WITH THE ABOVE GUIDELINES MAY CAUSE A SERIOUS INJURY OR DEATH, OR CONSIDERABLE DAMAGE TO THE PRODUCT.
 - DO NOT CLEAN THE PRODUCT AT A TEMPERATURE OF 176°F OR HIGHER. DO NOT PLACE IT IN A DISHWASHER, DRYER, MICROWAVE, ETC.
 - WE RECOMMEND CLEANING THE PRODUCT IMMEDIATELY AFTER USE TO PREVENT ISSUES WITH PERFORMANCE.
 - DO NOT USE THE CHAMBER AS A STORAGE CONTAINER AS IT MAY CAUSE DAMAGE TO THE PRODUCT.
 - DO NOT OPERATE THIS PRODUCT WITHOUT INGREDIENTS.
 - WHEN USING THE PRODUCT, BE CAREFUL SO THAT CLOTHING, A TIE, LONG NECKLACE, SCARF, ETC. ARE NOT EXPOSED TO MOVING PARTS.
 - DO NOT USE THE DEVICE IF BLADE FRAME, FILTER BASKET OR LID IS DAMAGED OR CRACKED. IF THE DEVICE IS DAMAGED, DO NOT USE IT AND CONTACT THE NAMA CUSTOMER SERVICE FOR AN INSPECTION, REPAIR OR REPLACEMENT.
 - MAKE SURE TO PROPERLY READ THE INSTRUCTIONS FOR PREPARING INGREDIENTS BEFORE INSERTING THEM.
 - DO NOT USE FROZEN INGREDIENTS OR ICE CUBES.
 - DO NOT USE THIS PRODUCT FOR GRINDING GRAINS OR COFFEE BEANS (FAILURE TO FOLLOW THIS INSTRUCTION MAY CAUSE MALFUNCTION OR DAMAGE TO THE PRODUCT.)
 - DO NOT FILL INGREDIENTS ABOVE THE MAXIMUM FILL LINE INDICATED ON THE CHAMBER.
 - DO NOT OPERATE THE CONTROL KNOB WITH WET HANDS. IT MAY CAUSE ELECTRIC SHOCK, SHORT CIRCUIT OR FIRE.
 - ALWAYS ENSURE THE CHAMBER SPOUT CAP IS CLOSED BEFORE ADDING INGREDIENTS. FAILURE TO CLOSE THE SPOUT CAP BEFORE OPERATION MAY CAUSE A LEAK.
 - IF YOU DO NOT WASH IMMEDIATELY AFTER USE, IT MAY BE CAKED WITH PULP, WHICH MAKES IT DIFFICULT TO DISASSEMBLE AND WASH OR MAY BECOME THE CAUSE OF PERFORMANCE DEGRADATION.
 - DO NOT USE IT CONTINUOUSLY FOR A DURATION LONGER THAN 10 CONSECUTIVE CYCLES. IT MAY OVERHEAT THE MOTOR AND CAUSE A MALFUNCTION. IF CONTINUED USE IS REQUIRED, ALLOW THE APPLIANCE TO COOL FOR 60 MINUTES OR LONGER BEFORE USE.

SAFETY PRECAUTIONS (CONTINUED)

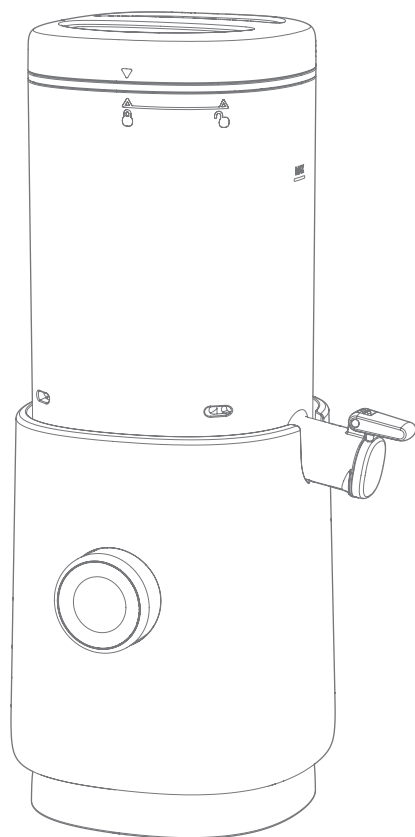


Cautions During Operation

- ALWAYS WAIT UNTIL THE APPLIANCE COMES TO A COMPLETE STOP. WHEN REMOVING FOOD OR MIXING INGREDIENTS, MAKE SURE TO DO SO AFTER SEPARATING THE CONTAINER FROM THE BASE.
- NEVER OPERATE WITHOUT THE LID IN PLACE.
- WHEN THE POWER IS ON, DO NOT REMOVE THE FOOD STUCK ON THE WALLS OF THE CHAMBER OR MIX THE INGREDIENTS. WHEN REMOVING FOOD OR MIXING INGREDIENTS, MAKE SURE TO DO SO AFTER SEPARATING THE CHAMBER FROM THE BASE. FOR RE-OPERATION, STOP THE DEVICE COMPLETELY BEFORE USE.
- PLEASE BE MINDFUL OF YOUR SAFETY WHEN INSERTING YOUR HANDS OR KITCHEN TOOLS INTO THE CHAMBER. ALWAYS STOP OPERATION OF BLENDER COMPLETELY AND SEPARATE THE CHAMBER FROM THE BASE BEFORE INSERTING HANDS OR KITCHEN TOOLS IN THE CHAMBER. WARNING: BLADES ARE SHARP.
- DO NOT ADD LIQUIDS OR INGREDIENTS IN EXCESS OF THE MAXIMUM FILL LINE ON THE CHAMBER.
- DO NOT TOUCH SHARP BLADES WITH BARE HANDS. USE A CLEANING TOOL SUCH AS A CLEANING BRUSH TO CLEAN THE BLADES AND BOTTOM OF CHAMBER.
- BLADES ARE NOT REMOVABLE FROM THE BLADE FRAME. DO NOT ATTEMPT TO SEPARATE THE BLADES AS IT WILL CAUSE DAMAGE TO THE PRODUCT.
- BLADES CAN ROTATE AT HIGH SPEEDS WHEN IN USE. IF THE MILK MAKER PRODUCES SMOKE OR EXCESSIVE HEAT TEMPERATURES, PLEASE STOP OPERATION IMMEDIATELY AND CONTACT NAMA CUSTOMER SERVICE.
- DO NOT LEAVE MILK MAKER UNATTENDED WHEN IN USE.

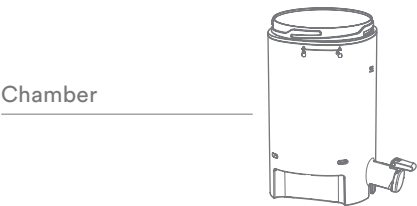
DO NOT BLEND HOT LIQUIDS

NAMA M1 OPERATION



PARTS AND ACCESSORIES

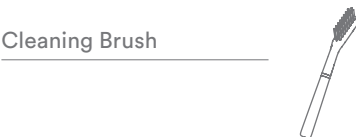
CHAMBER PARTS



BASE PARTS

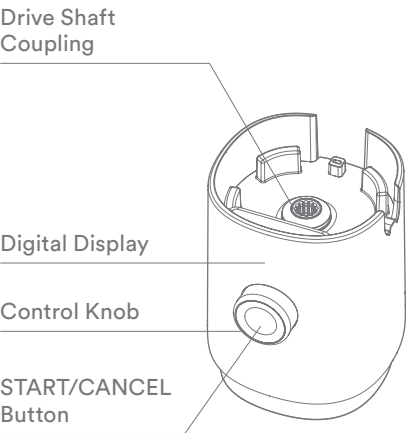


ACCESSORIES

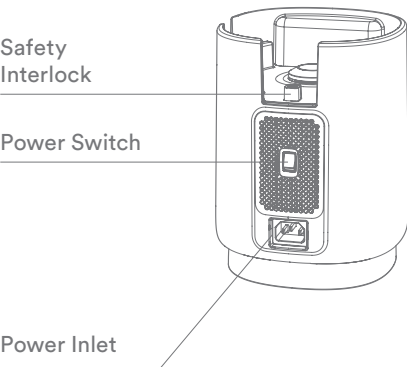


CHAMBER AND BASE DETAILS

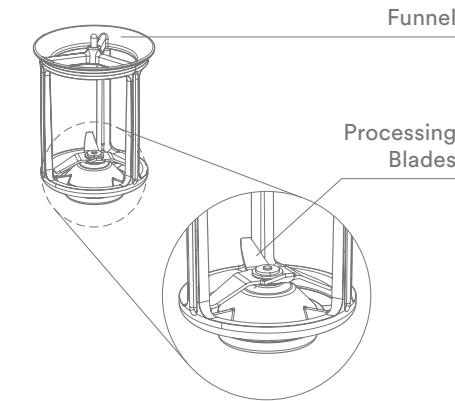
BASE FRONT



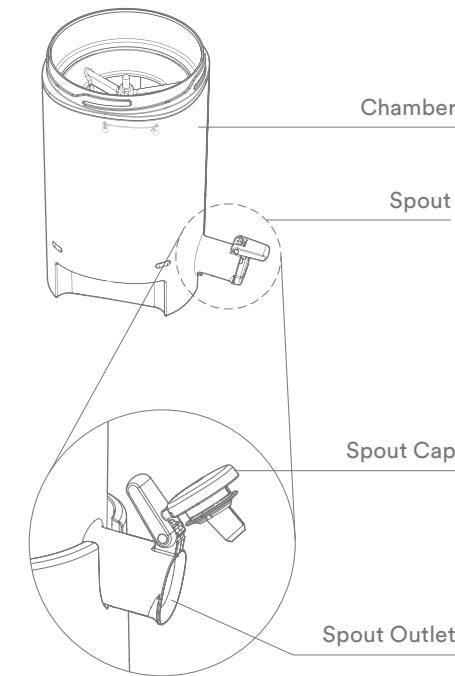
BASE BACK



BLADE FRAME



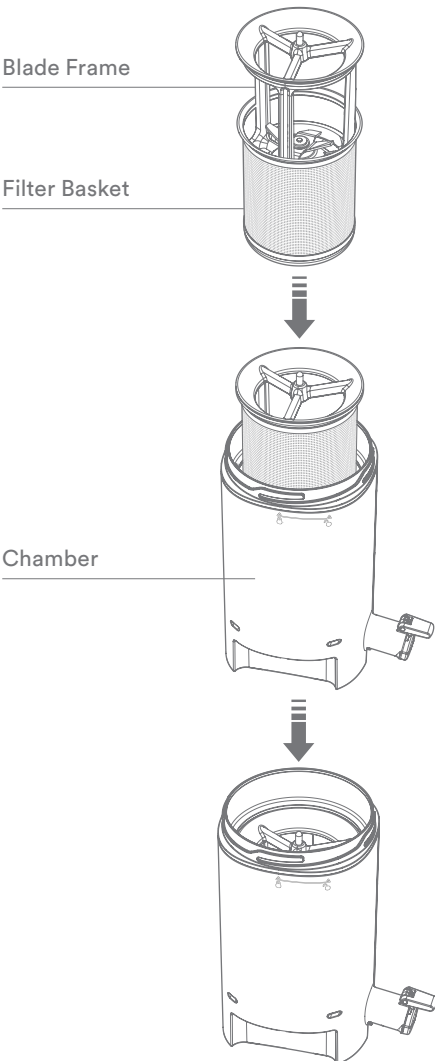
CHAMBER



ASSEMBLY

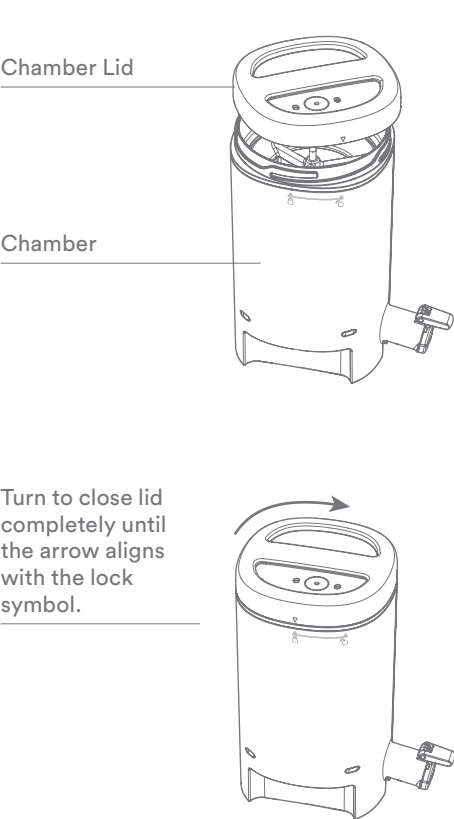
STEP 1 ASSEMBLE THE CHAMBER SET

Insert the blade frame into the filter basket, then insert the set into the chamber.



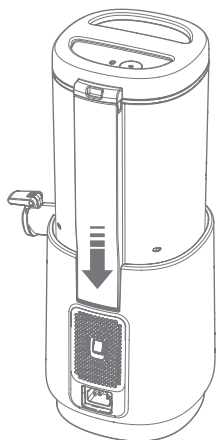
STEP 1 (CONT'D)

Place the chamber lid on top of the chamber with the arrow aligned to the unlock symbol.



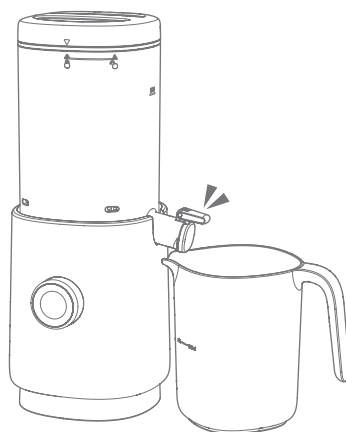
STEP 2 ALIGN CHAMBER SET TO BACK OF BASE

Place the chamber set onto the base, with the spine aligned with the back of the base.

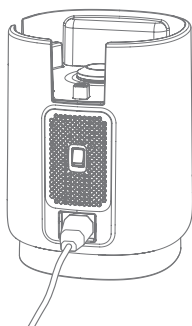


STEP 3 PLACE THE PITCHER UNDER THE SPOUT

TIP: Spout cap must be closed before adding ingredients and starting operation.

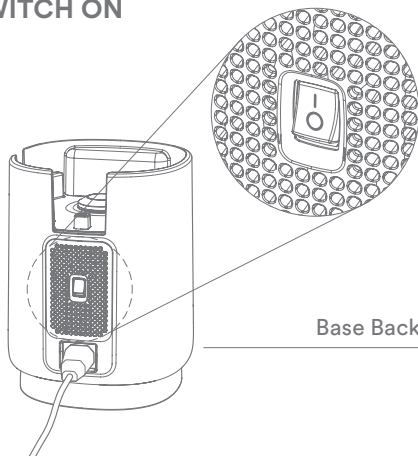


STEP 4 PLUG THE POWER CORD INTO THE BASE, AND CONNECT TO POWER



Base Back

STEP 5 TURN THE POWER SWITCH ON

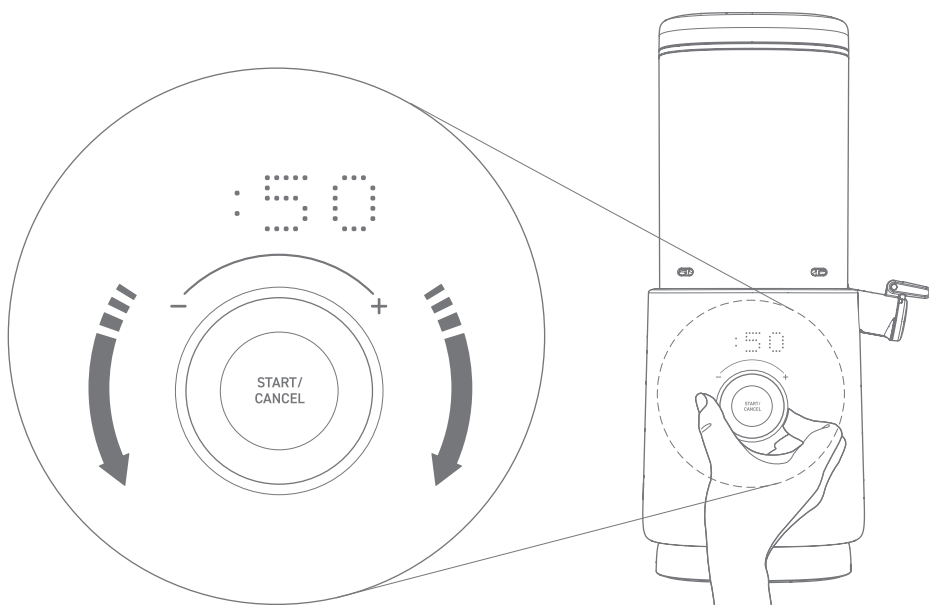


Base Back

INTERFACE AND DISPLAY

BLEND TIME

The control knob can be rotated left and right to adjust the blend time.

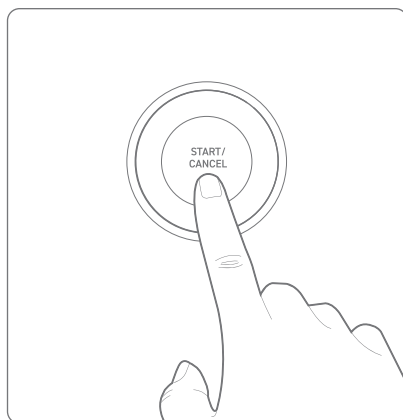


START/CANCEL BUTTON

Press the START/CANCEL button to begin processing.

If the START/CANCEL button is pressed during operation, it will stop and revert back to the beginning of the process.

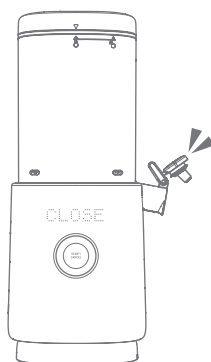
Processing can be canceled at any time.



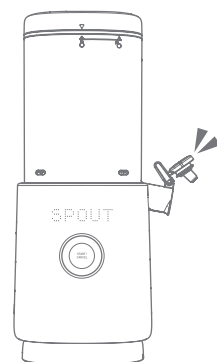
The display can also show messages such as:

CLOSE SPOUT

CLOSE SPOUT will display when spout is open.



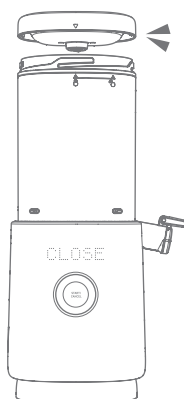
Display 1



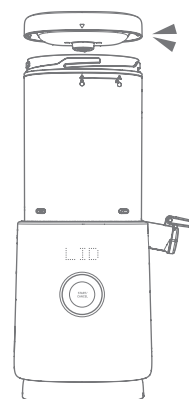
Display 2

CLOSE LID

CLOSE LID will display until the lid is properly secured to chamber set.



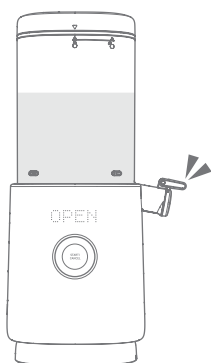
Display 1



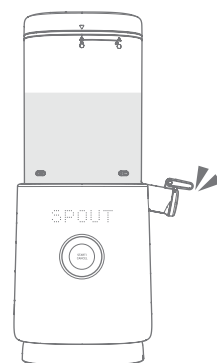
Display 2

OPEN SPOUT

OPEN SPOUT will display when blend cycle is over and milk is ready to be dispensed.



Display 1



Display 2

SENSORS

LID SAFETY INTERLOCK

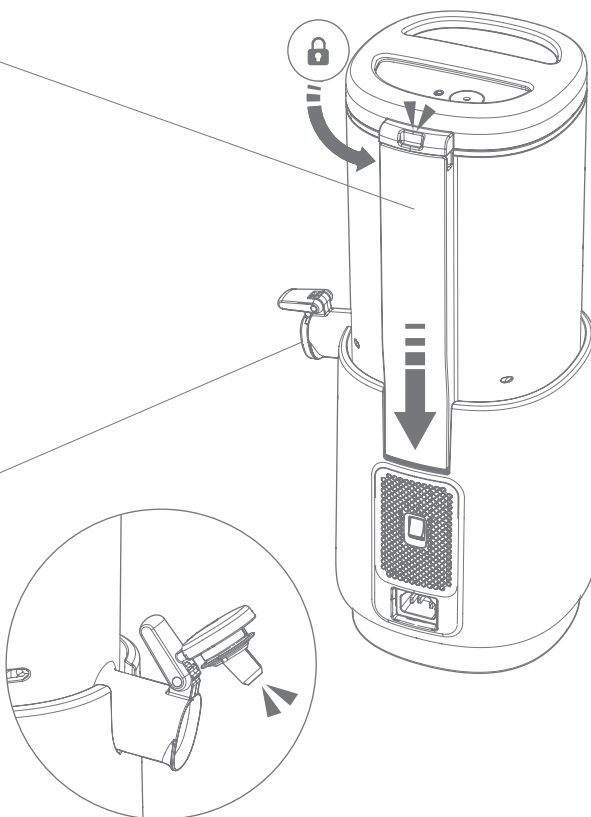
The Milk Maker will not operate when the lid is not properly secured on the chamber set.

If the lid is opened any time during operation, the unit will automatically stop. When the lid is properly secured, unit will revert back to initial blending time.

SPOUT OPEN/CLOSE SENSOR

CLOSE SPOUT signals spout must be closed before adding ingredients and starting operation.

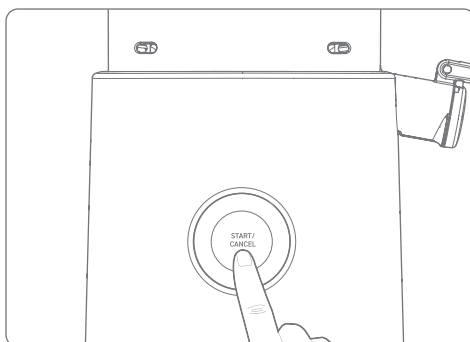
OPEN SPOUT signals the blend cycle is complete and open the spout to dispense milk and automatically start the spin cycle.



STANDBY MODE

Standby Mode is indicated when the START/CANCEL button is flashing slowly and display is dark. Unit goes into standby mode for 2 reasons:

1. After 5 minutes of inactivity. To re-engage, press the START/CANCEL button.
2. If both the lid and spout cap are open. To re-engage, close the lid or spout cap.



INGREDIENTS

Preparing ingredients for the best results.

It is not necessary to pre-soak your nuts and seeds to make milk in the Nama M1 Plant-Based Milk Maker. All you need to do is measure your ingredients and add them to the filter basket. After thorough testing, we found marginal difference in the outcome of the milk based on soaking them or not.

However, soaking nuts, seeds, and grains is said to neutralize the enzyme inhibitors, activating the full nutrient potential and making the milk more digestible. If you have the time, soaking can be beneficial.

When creating your own milk, we recommend using one cup of nuts, oats, or seeds to 3 to 4 cups of water. Add less water if you like your milk more creamy, add more water if you like a lighter milk. From there, you can enhance the creaminess of the milk by including ingredients such as coconut, cashew, or macadamia. Add more protein by using pistachios, hemp, or pumpkin seeds. And if you're craving a fruity taste, experiment by adding banana or strawberries, or sweeten with dates, honey, or maple syrup.

NUTS, SEEDS, GRAINS

Almonds
Brazil
Cashews
Hazelnut
Hemp
Macadamia Nut
Pecan
Pistachio
Pumpkin
Rice
Rolled Oats
Sesame
Sunflower
Walnut

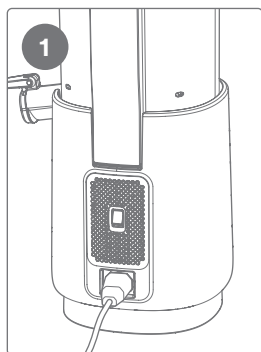
NATURAL SWEETENERS

Coconut Sugar
Dates
Honey
Maple Syrup

ADDITIONAL FLAVORS

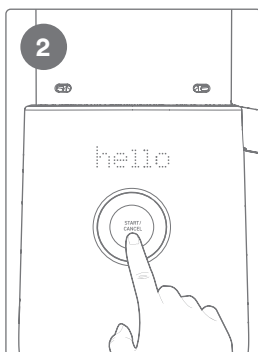
Bananas
Berries
Black Pepper
Cacao (or Cocoa) Powder
Cardamom
Cinnamon
Coconut
Coconut Oil
Coffee
Ginger
Matcha Powder
Protein Powder
Sea Salt Flakes
Teas
Turmeric
Vanilla Extract

HOW TO OPERATE



First, plug the power cord into the back of the base and then into a power outlet.

Turn on the power switch on the back of the base.



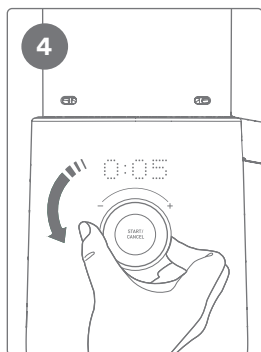
The display will turn on, and “hello” will show for 5 seconds. Then, 1:00 minute will appear on the screen.

Note: If the M1 is idle for 15 seconds, the display will show SET BLEND TIME.



Add all ingredients, including liquid, into the filter basket. Note: The order does not matter.

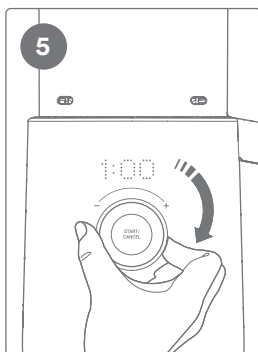
Make sure the spout is closed before adding water or liquid. Do not fill chamber above the MAX FILL line.



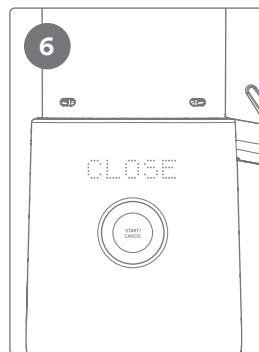
The default blend time is set for 1:00 minute.

To adjust the blend time lower, turn the control knob counterclockwise to decrease blend time to a minimum of 5 seconds.

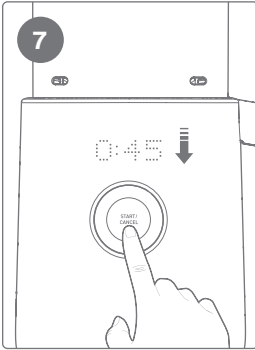
Note: Decreasing lower than 0:05 seconds will automatically engage the SPIN ONLY cycle.



To adjust the blend time higher, turn the control knob clockwise to increase time to a maximum run time of 1:00 minute.

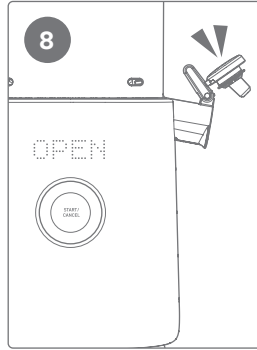


Note: Make sure the spout is closed, blending will not start if the spout is open, the display will prompt the user to CLOSE SPOUT.

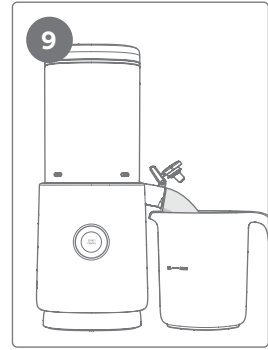


Press the START button, blending will begin, and the timer will count down.

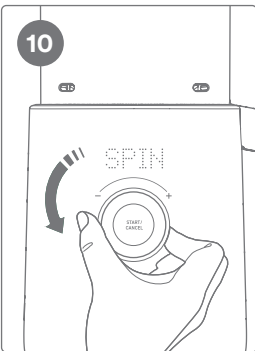
Note: Press the CANCEL button at any time to stop and reset operation.



When blending is complete, the display will prompt the user to OPEN SPOUT.



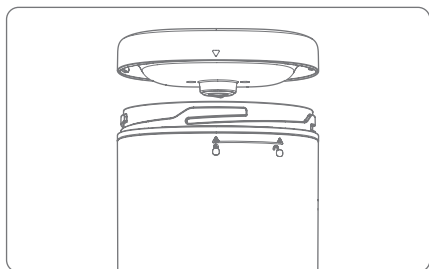
Open the spout to release milk for a 0:10 second countdown, then the spin cycle will automatically run for 0:45 seconds. The milk will continue to pour out during the spin cycle.



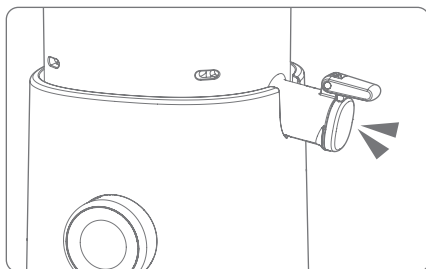
If you desire a dryer pulp, the spin cycle can be run again.

To run the spin cycle, turn the control knob counterclockwise until SPIN ONLY displays and press START to spin for 0:45 seconds.

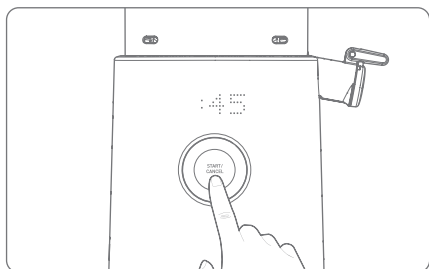
TIPS

**LID**

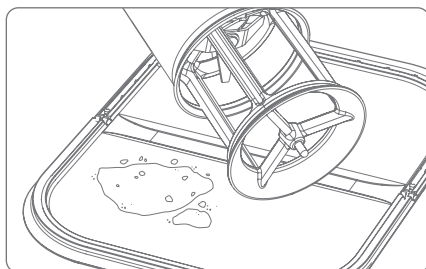
Close the lid completely to begin processing. If the lid is opened at any time during operation, the unit will stop and reset the program back to defaults.

**SPOUT CAP**

Make sure the spout cap is completely closed before adding ingredients.

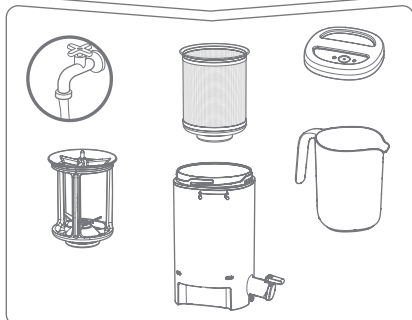
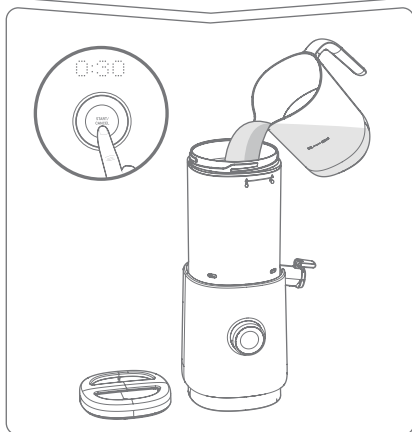
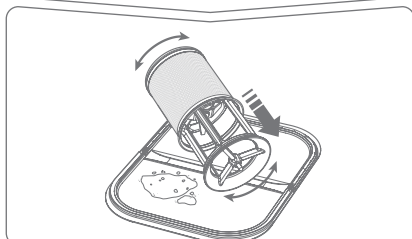
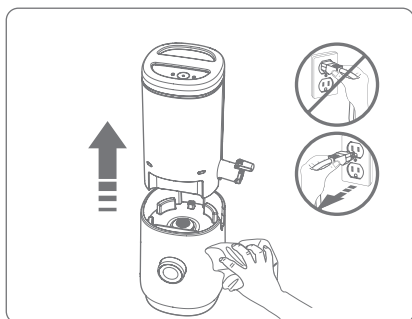
**SPIN CYCLE**

The spin cycle's purpose is to remove liquid from the pulp and help with cleaning by collecting pulp on the walls of the filter basket.

**PULP STORAGE**

Extract the pulp from the filter basket directly onto the pulp pouch. Fold up and secure the seal closed. Store in refrigerator for up to 6 days or freeze.

HOW TO DISASSEMBLE AND CLEAN



DISASSEMBLE

01. REMOVE THE FILTER SET FROM THE CHAMBER.
02. PLACE THE FILTER SET OVER THE FLAT PULP POUCH.
03. REMOVE THE BLADE FRAME FROM THE FILTER BASKET BY GRIPPING THE TOP OF THE BLADE FRAME AND SLOWLY TWISTING IT AS YOU PULL IT OUT.
04. THE PULP WILL COME OUT DURING THIS PROCESS, AND ANY PULP THAT DOES NOT FALL OUT NATURALLY CAN BE SCRAPPED OFF THE BLADE FRAME.

CLEANING THE M1

01. REINSTALL THE FILTER BASKET AND BLADE FRAME.
02. ADD A FEW DROPS OF DISH WASHING LIQUID AND 5 CUPS OF WARM WATER TO THE CHAMBER.
03. CLOSE THE LID, BLEND FOR 30 SECONDS, AND THEN RUN THE SPIN CYCLE.
04. ONCE COMPLETE, DISASSEMBLE THE CHAMBER SET AND RINSE WITH WARM WATER IN THE SINK.
05. USE A SPONGE OR CLEANING BRUSH ON ANY REMAINING LEFTOVERS. ENSURE FILTER BASKET IS CLEAN, LEFTOVER PULP CAN DEGRADE THE FILTERING QUALITY OVER TIME.
06. AIR DRY OR DRY WITH A CLEAN DISHCLOTH.
07. WHEN CLEANING BASE, USE DAMP CLOTH ONLY. DO NOT RUN BASE UNDER WATER.
08. MAKE SURE THE M1 IS FULLY DRY BEFORE REASSEMBLY.

Note: We recommend cleaning immediately after use to prevent any buildup or bad smells.

All parts are hand wash only. Do not use dishwasher machine for any parts, as it may cause damage to parts.

TROUBLESHOOTING

We want you to have the best experience with your M1 Milk Maker and are happy to help support you. If you have any questions or issues while using your M1 Milk Maker, you may find solutions on our list of troubleshooting tips below. For additional support, please contact our customer service team at namawell.com/contact. We recommend documenting any issues that you are experiencing with pictures and videos, which will help us to provide you with better service. Please submit your pictures and videos with your inquiry.

01. MOTOR SMELL

- Smells from using this product for the first few times are normal and will stop after a few uses. This smell comes from the new motor insulation material suddenly heating up when running the motor the first few times. The insulation protects the motor windings from shorting and contamination.
- Overloading the motor by adding highly viscous recipes or too many ingredients above the maximum fill line can cause the motor to emit an odor. If the smell persists, contact Nama Customer Service.

02. THE PRODUCT DOES NOT POWER ON

- Make sure the chamber set is assembled properly and is correctly aligned on the base. Refer to assembly on pages 10-11.
- Make sure the power switch on the back of the base is turned on, refer to page 11.
- Check if the power cord is properly plugged into the base and electrical outlet. Sometimes the power cord is not completely pushed into the back of the base. If the power cord is correctly plugged in, the electrical outlet may not be working and we recommend plugging into a different electrical outlet to verify.
- Check if unit is in standby mode. After 5 minutes of inactivity the display will go dark and the START/CANCEL button will blink slowly. Press the START/CANCEL Button to re-engage.

03. POWER BUT PRODUCT DOESN'T TURN ON

- Make sure the lid is properly assembled to the chamber. Refer to assembly instructions on pages 10-11. The product will not operate if lid is not correctly assembled.
- Check that the spout cap is closed. Safety sensors will prevent the product from turning on if the spout cap is open.
- If the control knob is flashing slowly, make sure the lid and spout cap are closed properly. The display will be in standby and control knob will slowly flash until parts are assembled correctly.

04. THE PRODUCT SUDDENLY STOPS RUNNING

- Check and make sure the chamber is not overloaded with ingredients above the maximum fill line and ingredients are less than 1-inch long.
- "THERM ERROR" - If the product is overloaded or runs too many repeated cycles, the motor may stop due to thermal overload protection and the display will show "THERM ERROR".

- Allow the product to cool down for at least 30 minutes or until error is no longer displayed.
- We recommend allowing product to cool for at least 1 minute between cycles.
- Do not use the product continuously for more than 10 cycles.

05. DISPLAY SHOWS ‘ERROR BLEND’ OR ‘ERROR SPIN’

- “ERROR BLEND” – During the blending cycle, if the unit is unable to regulate the speed correctly, a safety will trigger and automatically stop the unit, and the “ERROR BLEND” message will appear on the display. Make sure ingredients are not filled above the maximum fill line. If the problem persists, please contact Nama Customer Service.
- “ERROR SPIN” – During the spinning cycle, if the unit is unable to regulate the speed correctly a safety will trigger and automatically stop the unit, and the “ERROR SPIN” message will appear on the display. Make sure ingredients are not filled above the maximum fill line. If the problem persists, please contact Nama Customer Service.

06. THE PRODUCT IS VIBRATING DURING OPERATION.

- It is normal for the product to wobble slightly due to the vibrations produced by the base and chamber set. Excessive vibrations can be caused by overloading or damaged parts, please refer to table below:

Issue	Observation	Recommendation
Overloading	Ingredient level exceeds the Max Fill Level	Reduce the amount of ingredients so that the total volume does not exceed the Max Fill Line
	Ratio of liquids to solids too low	Increase liquids when blending to promote improved ingredient circulation
Part Damage	Blade Frame	Inspect the blade frame for any damage. If found, contact Nama Customer Service.
	Filter Basket	Inspect the filter for any damage. If found, contact Nama Customer Service.
	Lid Hub Assembly	Inspect the lid hub assembly that receives the blade frame pin for any signs of damage, wear or tear. If found, contact Nama Customer Service.
	Drive Couplings	Inspect the base and chamber metal drive couplings for damage. If found, contact Nama Customer Service.

TROUBLESHOOTING (CONTINUED)

07. UNUSUAL NOISE WHILE BLENDING OR SPINNING

- It is normal to hear a variation of noises when product is blending or spinning. If you are concerned, contact Nama Customer Service to help.

08. PULP IS WET

- It is normal to experience variations of wetness of pulp with a variety of ingredients. This product has been designed to optimize results across a wide range of ingredients. If you are looking for dryer pulp, we recommend running the SPIN CYCLE additional times. Refer to step 10 on page 17.
- Do not soak ingredients in the chamber set, it can hinder product performance or damage parts. Ingredients can become stuck and clog the filter basket.
- Recipes that include oats can result in wetter pulp. For oat-based recipes we recommend to add cold water to help process ingredients more efficiently.

WARRANTY

01 PRODUCT SPECIFICATION

Product	Plant-Based Milk Maker	Power Cord Length	47.24 in (1.2m)
Model	M1	Motor	Single Phase Universal
Model Number	MM100	Fuse	250 V 15 A
Rated Voltage	120 V	Weight (Chamber Set Included)	11.9 lbs / 5.4 kg
Rated Frequency	60 Hz	Dimensions	W 8.7 in (220mm) / L 7.3 in (185mm) / H 16.3 in (415mm)
Rated Power Consumption	600 W	Standard Usage Time	20 minutes or less
RPM	10000 blend and 2500 spin cycle		

02 WARRANTY CARD

Order Number	Customer Name
Serial Number	Email
Model	Date of Purchase

Registration: Your Nama product is automatically registered for its warranty from the date of purchase, so you do not need to take this extra step. If you need assistance with your Nama product, please contact our support team. Be sure to keep the original order number and email address used to purchase.

This certifies that the Nama Plant Based Milk Maker model number MM100/MM122 is covered under warranty by Nama to be free from defects in material construction and workmanship.

Nama provides warranty for fifteen (15) years for all parts from the date of purchase by the original owner. Coverage is only valid with proof of purchase from our website or an Authorized Nama Distributor.

This warranty does not apply to damages caused by accident, misuse, abuse, commercial use, alteration, failure to follow operating instructions, or damage caused by parts or service unauthorized by Nama. If your product was damaged during shipping, please contact **Nama** customer support with your order number and pictures of the damage. **Nama** disclaims all responsibilities for consequential damages from incidental losses caused by use of this appliance.

For more details on your Nama product warranty please refer to our warranty policy on our website at <https://namawell.com/pages/nama-M1>.

For service and assistance with technical difficulty, please contact our customer support at namawell.com/contact or (833) 253-6262.

03 WARRANTY PERIOD

Product	Manufacturer
M1 Plant-Based Milk Maker	nama
Warranty Period	Nama Customer Service
15 years	namawell.com/contact Toll Free: 833-253-NAMA (6262)

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