



IMPORTANT RECALL NOTICE

Date

SUBJECT: Vitamix® Ascent® Series and Venturist® Series 8-Ounce and 20-Ounce Blending Containers and Blade Bases

Dear Valued Vitamix Customer,

In cooperation with the U.S. Consumer Product Safety Commission and Health Canada, we are initiating a voluntary recall of all Ascent and Venturist Series 8-Ounce Blending Bowls, 20-Ounce Blending Cups, and Blade Bases, including those repaired as part of a previous recall in August 2018. Customers should immediately stop using the recalled 8-ounce and 20-ounce blending containers and blade bases. These products were sold from April 2017 through May 2024. Our records indicate that you may have purchased one or more of these items either separately or packaged with a Vitamix Ascent or Venturist Series blender. This letter is an important safety notice about those containers and blade bases.

Through our rigorous and ongoing quality-inspection program, we have identified a potential safety issue. It is possible that the container may separate from the blade base, exposing the blades and posing a laceration hazard. Please note, the operation and performance of the blender's motor or base are not affected by this issue, nor are your 48-ounce and 64-ounce containers.

Consumer safety is our top priority, and we are fully committed to upholding the highest standards of safety, quality, and service. To remedy this issue, we are offering a free repair kit to consumers, which includes a protective plastic shroud to be attached over the blade base, along with additional instructional labels. To request the free repair kit, visit BlendingCupBowlRecall.expertinquiry.com any time or call toll-free 855-215-5178 between 8 a.m. to 8 p.m. ET (7 a.m. to 7 p.m. CT) Monday through Friday and 9 a.m. to 6 p.m. ET (8 a.m. to 5 p.m. CT) Saturday through Sunday.

Once you have received your repair kit, simply follow the instructions to attach the protective plastic shroud over the blade base, and affix additional instruction labels. No tools are required.

For decades, Vitamix has been committed to producing the highest-quality blending equipment in the world. That's not just a commitment we make to ourselves – it's a commitment we're making to you. We apologize for any inconvenience and hope that, by continuing to improve the quality and durability of our products, we can continue to exceed your blending expectations.

Sincerely,

Vita-Mix Corporation