



IMPORTANT SAFEGUARDS

WHEN USING ELECTRICAL APPLIANCES, BASIC SAFETY PRECAUTIONS SHOULD ALWAYS BE FOLLOWED INCLUDING THE FOLLOWING:

- 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 BODY (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.** 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.
- 5. AVOID CONTACTING MOVING PARTS. DO NOT ATTEMPT TO DEFEAT ANY SAFETY INTERLOCK MECHANISMS.
- 6. DO NOT OPERATE ANY APPLIANCE WITH A DAMAGED CORD OR PLUG, OR AFTER THE APPLIANCE MALFUNCTIONS, OR IS DROPPED OR DAMAGED IN ANY MANNER. RETURN APPLIANCE TO THE NEAREST AUTHORIZED SERVICE FACILITY FOR EXAMINATION, REPAIR OR ELECTRICAL OR MECHANICAL ADJUSTMENT.
- 7. THE USE OF ATTACHMENTS NOT RECOMMENDED OR SOLD BY THE MANUFACTURER MAY CAUSE FIRE, ELECTRIC SHOCK OR INJURY.
- 8. DO NOT LET CORD HANG OVER EDGE OF TABLE OR COUNTER.
- ALWAYS MAKE SURE HOPPER IS SECURELY FASTENED IN PLACE BEFORE MOTOR IS TURNED ON. DO NOT UNFASTEN HOPPER WHILE JUICER IS IN OPERATION.
- 10. BE SURE TO TURN SWITCH TO OFF POSITION AFTER EACH USE OF YOUR JUICER. MAKE SURE THE MOTOR STOPS COMPLETELY BEFORE DISASSEMBLING.
- 11. DO NOT PUT YOUR FINGERS OR OTHER OBJECTS INTO THE JUICER WHILE IT IS IN OPERATION. IF FOOD BECOMES LODGED IN OPENING, USE FOOD PUSHER OR ANOTHER PIECE OF FRUIT OR VEGETABLE TO PUSH IT DOWN. WHEN THIS METHOD IS NOT POSSIBLE, TURN THE MOTOR OFF AND DISASSEMBLE JUICER TO REMOVE THE REMAINING FOOD.
- 12. DO NOT USE OUTDOORS.
- **13.** DO NOT PLACE ON OR NEAR A HOT GAS OR ELECTRIC BURNER OR IN AHEATED OVEN.
- 14. DO NOT USE APPLIANCE FOR OTHER THAN INTENDED USE.

SAVE THESE INSTRUCTIONS

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Before Reading Manual

- **1.** Read 'Precautions for Safe Use' (p. 04~05) and use the appliance properly.
- **2.** After reading the manual, keep it in a convenient location for future reference.
- **3.** Do not use it abroad which has different power supply and voltage.
- **4.** Any quality improvements is subject to change without notice.



malfunction.

1. Precautions for Safe Use

01 You should read <Safety Precautions> 02 You should follow <Safety Precautions> 03 Precautions are classified as follows.

Warning A violation of any of the warning marks may cause a serious injury or death.

- Do not insert or pull the power cord with wet hands.
 Use the right voltage only as specified on the warranty card and the product specifications. 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
- Securely insert the power cord plug all the way into
- Do not bend, tie, damage or pull the power cord by force, or place it near a high temperature or heat such as a gas stove. Also, do not place any heavy object on top of the product, wedge it into a narrow space, or alter it.

- *Do not remodel it under any circumstances.
- Also, do not attempt to dismantle or repair it yourself.
- Do not insert any foreign objects such as a finger or iron pin into any crack or hole in the product body. It may cause a fire, electric shock, injury and/or malfunction. For after-sales service and maintenance of a product, contact the HUROM Customer Service Center
- When the power plug is damaged, do not repair or remodel it yourself and, instead, visit an after-sales service center or branch store.
- Do not get wet or splash water on the product body. Make sure that no water or foreign material goes into the product's power switch.
- *Do not control the power switch with wet hands.
- For safety, ground the power outlet at all times. Also, do not ground it to a gas pipe, plastic water pipe, or telephone line. Make sure to use a grounded outlet.
- Do not attempt to dismantle any parts of the chamber set or insert foreign objects such as a finger or spoon into the inlet or juice outlet during operation.
- Do not use it within children's reach. Children should be carefully supervised so that they do not play with this device. There is a risk of an injury or malfunction if children accidentally hit and knock it down.
- A person who is not familiar with handling the product should not use it him/herself. Anyone with physical or mental problems or who lacks experience and knowledge should not use it without a supervisor present
- Do not use the product while wearing or holding any items with magnetic force (e.g. magnetic bracelets). Placing magnetic objects near the product may cause malfunction

Caution A violation of any of the caution marks may lead to a serious injury or death.

- Do not operate the product unless the product body set and chamber set are securely connected.
- If there is a gas leak, etc., do not touch the power cord but, instead, open the windows and thoroughly ventilate the area.
- If the squeezing screw stops spinning during normal operation, press the "REV" button and hold for 3 to 5 seconds to activate reverse rotation. After reverse rotation stops completely, press "ON" button again to resume normal operation. If the screw continues to stop during the operation, the parts may be damaged or performance may be impaired due to overheating in the motor. When such a problem continues, stop using the product and contact our local customer service center.
- Do not move the product body, or disassemble or assemble the chamber set or parts during operation. Make sure to stop the operation and pull out the power cord beforehand.

- When using the product, be careful so that a tie, long necklace, scarf, etc. doesn't get into the inlet.
- Place this product on an even and stable surface for
- When inserting ingredients into the inlet, do not use a chopstick, spoon, any hard object or anything other than the pusher.
- Do not use the product for more than 30 minutes continuously each time. It may overheat the motor to cause malfunction. To operate it again, completely stop the device for about 5 minutes before use.
- Do not exert any excessive shock to ordrop the product.
 If the device produces any unusual sounds,
- excessive heat or smoke, stop using it immediately and contact the Customer Service Center.

The smell experienced when using a new product will naturally go away over time.

- Pull the power cord plug from the outlet when it is not in use. Also, when pulling the power cord, make sure to grab the plug to pull it.
- Do not clean the product at a temperature of 80°C or higher. Do not place it in a dishwasher, dryer, microwave, etc. It may cause malfunction and/or deformation of parts.
- The product weighs approximately 6.7 kg. When moving the product, make sure to securely hold the product body with both hands. If you move it by holding just the chamber or the sides of the product body, the body may fall to cause a bodily injury or malfunction.
- *Do not use this household-use product for commercial purposes. Excessive extraction of a large amount of ingredients may cause damage to the parts. In case it is to be used for commercial purposes, please contact the Customer Service Center on the method of use.

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2. Precautions During Use

- Make sure to thoroughly understand how to prepare ingredients and prepare them properly before inserting them.
- -Poorly prepared ingredients may hinder the extraction process and/or cause damage to the product.
- Ingredients in need of extra care
- -When using soft ingredients alone such as bananas, ripened kiwi and tomatoes, the juice may stagnate inside the chamber, which can make juicing difficult. Please add other ingredients that are not too soft.
- -When inserting walnuts, peanuts, almonds, sunflower seeds, pine nuts, beans, etc., add only a small amount or add them with other ingredients after soaking them in water.
- Ingredients unable to be juiced
- Do not insert ingredients that cannot be juiced such as sesame seeds, coffee beans, Chinese peppers, tree barks and pine needles. Do not insert mudfish, eels, shrimp, marsh snails, squids, etc.

- Do not insert fruits soaked in alcohol, honey or sugar (grapes, raspberries, mulberries, etc.) and enzymes (glasswort, rock pine enzymes, etc.).
- Do not insert ingredients whose attributes make them difficult to be juiced such as silverberries, aloe, cactus, quince, yams, kudzu root, sugar cane, acorn and dandelions.
- Do not insert boiled ingredients such as boiled potatoes and sweet potatoes.
- Do not insert ice made by freezing water.
- It is recommended that you consume extracted vegetable juice immediately, if possible, and do not refrigerate it for a long period of time.
- Do not use this product for pulverizing grains. It may cause damage or malfunction.
- Do not re-extract juice from pulp that has already been juiced.
- Do not conduct any idle run of the product before inserting any ingredients.
- Do not insert ingredients into the hopper above the guided limit mark.
- Do not use it for more than 30 minutes continuously.
- It may overheat the motor to cause malfunction. However, when using it continuously, pause the operation and use it after a break of over 5 minutes.
- Do not insert a chopstick or spoon into the juice/ pulp outlet during operation.
- When inserting ingredients, do not use anything other than the pusher. It may damage the parts or cause a bodily injury and/or malfunction.
- Do not operate the power switch with wet hands.
- It may cause electric shock, short circuit and/or fire.
 Do not get foreign substances on or near the power switch.
- Use it with the juice cap open.
- The juice can flow backwards into the hopper if the juice cap is closed while juicing.
- Do not use when there is a large amount of water or vegetable juice in the upper section of the body.
- When extracting in large amounts for multiple times, frequently empty out the pulp cup located in the back of the product.
- If the pulp cup is not emptied, it may be pushed out or the product operation may stop.
- Pulp may drip onto the body when detaching the chamber after juicing is complete.

Note

1. Withered ingredients, which have been stored for a long time in the refrigerator, or frozen fruits may produce only a small amount of juice or none at all. 2. If the product is not cleaned immediately after use, the pulp may dry up, which makes it difficult to disassemble and clean it and also cause performance impairment. So, if possible, clean it immediately after

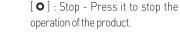
06 3. Power Switch

Press and hold the switch for the product operations.





[ON]: ON - Starts the motor and makes juice.





[**REV**] : REV - Press when the production halts while in use due to material overload.

* The appliance works only when the button is pressed, and it stops when the button is released.

4. Precautions Before Juicing

- ※ If you have an allergy, make sure to select proper ingredients for your body when preparing the ingredients.
- % For the method of and notes on using the device for each ingredient, please refer to the recipe book.
- ※ Prepare ingredients in sizes able to be inserted into the hopper. If you want to juice a large volume or perform fast juicing, cut the ingredients into smaller pieces before inserting them. For about 1 kg, repeat the "disassemble and clean after juicing" step for use.
- ※ Do not insert ingredients into the hopper above the guided limit mark.
- * When juicing soft fruits, the juice of the ingredients may stagnate inside the chamber.
- When juicing fibrous fruits and vegetables, the juice may thicken.
- Inserting the following ingredients, which are impossible to be juiced, may lead to damage or malfunction.
- Ingredients that cannot be juiced such as sesame seeds, coffee beans, Chinese peppers, tree barks and pine needles, as well as mudfish, eels, shrimp, marsh snails, squids, etc.
- Fruits soaked in alcohol, honey or sugar (grapes, raspberries, mulberries, etc.) and enzymes (glasswort, rock pine enzymes, etc.)
- Ingredients whose attributes make them difficult to be juiced such as silverberries, aloe, cactus, quince, bananas, yams, kudzu root, sugar cane, acorns and dandelions
- Boiled ingredients such as boiled potatoes and sweet potatoes
- Ice made by freezing water

4-1. Multi-screw



- As certain ingredients need extra care during preparation, please refer to the following instructions on how to prepare the ingredients.
- When juicing several times or in bulk, make sure to cut ingredients into small pieces, and then repeat the "disassemble and clean after juicing" step.
- For faster juicing, mince the ingredients into fine pieces.

Citrus fruits

Grapefruit, oranges, lemons, etc.

Prepare the ingredients by peeling and cutting them into smaller pieces to fit in the hopper inlet. Remove all hard, unchewable seeds before insertion.

Fruits with thick peel

Pineapples, dragon fruit, melons, watermelons, pomegranate, etc.

Prepare the ingredients by peeling and cutting them into smaller pieces to fit in the hopper inlet. Remove all hard, unchewable seeds before insertion.

Seeded fruits

Grapes, apples, peaches, persimmons, plums, cherries, pears, Korean melons, etc.

For ingredients containing hard, unchewable seeds or large-sized seeds such as those in peaches, make sure to remove the seeds first and cut and prepare only the flesh. Hard seeds may stop the operation or damage the parts. Apple seeds contain toxicity so remove them as much as possible. For grapes, pluck each grape from the bunch after cleaning them horoughly. Do not extract only the ingredients that are too soft; instead, mix them with other fruits and vegetables.

Soft fruits

Single extraction (berries, cherry tomatoes, pineapples, etc.)

X Thoroughly clean and cut the ingredients into small pieces that can fit in the hopper inlet. For fruits and vegetables with stalks, remove the stalks first.

Mixed extraction (strawberries, kiwi, bananas, tomatoes, mangoes, etc.)

****** For dry and viscous ingredients, mix them with other ingredients for extraction. Remove the peel and stalks, and also remove seeds, if there are any.

Root vegetables

Carrots, beets, ginger, sweet potatoes, potatoes, garlic, etc.

Wash the ingredients in running water to remove dirt and other foreign substances. For fibrous ingredients such as ginger, peel the outer skin and cut them into small pieces. For long ingredients, cut them vertically for extraction.

Leaf and stem vegetables

Celery, kale, cabbage, water parsley, wheatgrass, chives, etc.

Cut the ingredients into 3-cm or shorter pieces for extraction. Since leaf and stem vegetables are rough and fibrous, they are not easily juiced and can get caught in the Multi-screw.

• When juicing ingredients other than root, leafy and stem vegetables, the juice may stagnate.

Frozen fruits

Fruits with thick peels, such as watermelons and melons

Peel the outer skin and cut the ingredients into smaller pieces to fit in the hopper inlet before freezing them.

Seeded fruits, such as mangoes, peaches and grapes

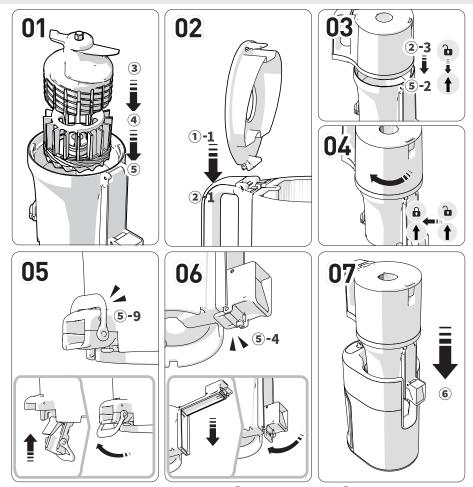
Use only frozen, seedless fruits. For fruits that have hard, unchewable seeds, such as mangoes, peaches and lemons, make sure to remove the seeds and then freeze them before use. For grapes, freeze the seedless kind for use.

Soft fruits and vegetables, such as bananas, strawberries, kiwi and tomatoes)

Peel bananas, kiwi, etc. completely and cut them into pieces that are 3 to 4cm-long that can fit in the inlet before freezing them. For cherry tomatoes, strawberries, etc., remove the stalks and then freeze them.

- It is used to make slushes, smoothies, ice cream, etc. that use frozen fruits.
- Cut the fruits into 2-cm pieces and freeze them before use.
- Never use it for crushing or grinding ice or other ingredients.
- The product may stop if an excessive amount of ingredients or bulky pieces are inserted at once so be sure to insert a small amount at a time (into the additional inlet).

08 5. How to Assemble



01 Place the bottom part of the multi-screw (④) into the chamber (⑤), insert the top part of the multi-screw (③) as shown in the image, and then firmly press the assembled multi-screw set.

02 Assemble the hopper cover (1-1) on the hopper (2-1) vertically.

03 Assemble in a way that the $[\uparrow]$ assembly guide mark of the chamber (2-3) and $[\uparrow]$ assembly guide mark of the hopper (5-2) are perfectly aligned.

04 Turn the installed hopper clockwise up to the [lacksquare] assembly guide mark.

If the internal parts are not assembled correctly, the hopper will not close.

05 Check if the pulp outlet cover and the latch (5-9) are closed correctly.

- 1. Lift the pulp outlet cover upward to close it and hook the latch.
- 2. If the packing is incorrectly assembled or the latch is not properly closed, the pulp outlet cover may open or juice may leak during extraction.

06 Check if the juice pulp outlet cover and latch are correctly closed.

- 1. Lower the juice pulp outlet cover downward to close it and hook the latch.
- 2. If the packing is incorrectly assembled or the latch is not properly closed, the pulp outlet cover may open or juice may leak during extraction.

07 Place the correctly assembled chamber set onto the product body (6).

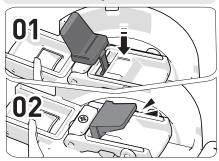
Assemble the chamber set first and then install it on the product body.

6. Assembly and Disassembly of Silicone

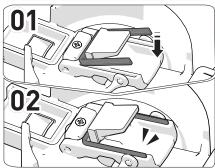
* Silicone packings are consumables that are recommended to be replaced once every 6 to 12 months. They are available for purchase through the Customer Service Center.

(The juicer may leak if the product is not assembled properly.)

Extraction Packing

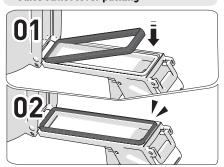


Seal Packing



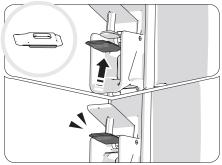
- **01** Hold and take out the packing as if you are pulling it back.
- After cleaning, insert one side of the packing first as if you are hooking it.
 Insert the remaining part and press down the perimeter.

Juice outlet cover packing



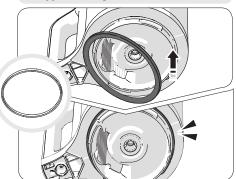
- **01** Hold and take out the packing as if you are pulling it back.
- 4 After cleaning, insert one side of the packing first as if you are hooking it.
 Insert the remaining part and press down the perimeter.

Juice Cap Packing



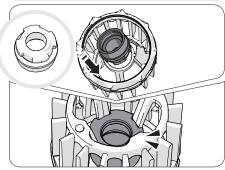
After cleaning, insert the packing so that the round part of the packing faces outward and the lattice grid faces upward.

Hopper Packing



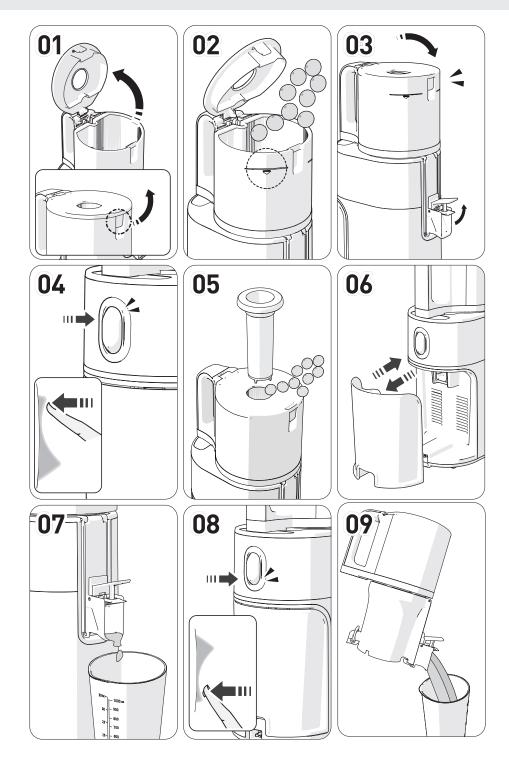
Assemble the packing as shown in the figure.

Screw Packing



- **01** Pull one side of it to detach it downward. **02** After cleaning, check the top and bottom
 - directions of the packing and insert it upward as if you hook it at the bottom part of the multi-screw.
- **03** After checking the direction, thoroughly press the remaining part of the packing down to assemble it without any folded sections.

7. How to Use



8. When Multi-screw Stops During Use

01 Open the hopper cover.

① Pull the hopper cover lever to open it. Inserting an excessive amount of ingredients may exert severe pressure on the product.

02 Add ingredients only up to the limit mark of the hopper.

① For soft ingredients, mixing them with other ingredients for extraction.

03 Close the hopper cover and keep the juice cap open.

- ① Before pressing the ON button, put the juice container in place.
- ② The juice may flow backwards into the hopper if the juice cap is closed during extraction. If the juice does not come out even after opening the juice cap, open the hopper cover and empty out the contents.

04 Press the power switch briefly to start operation.

① The "click" sound during the operation of the product is the sound of the chamber set and the motor being locked together.

05 To add more ingredients during operation, use the additional inlet or open the hopper cover.

- ① When the hopper cover is opened, the operation stops.
- ② Do not use anything other than the designated
- ③ In case the Multi-screw spins but the ingredients fail to be ground in the hopper during extraction, use the pusher to press the ingredients down.

${\bf 06}$ Empty out the pulp container and juice container so that they are not filled up.

07 Let the machine operate for about 1 more minute after all ingredients go down in the hopper.

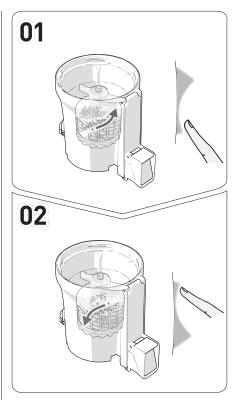
- ① It slowly presses and squeezes the ingredients so it takes some time until the last ingredient is juiced.
- Removing the remaining pulp by additionally operating the machine after extraction makes it more convenient to detach the hopper and clean the parts.
 It is easy to remove residual pulp when repeatedly
- ③ It is easy to remove residual pulp when repeatedly operating reverse and normal rotations.

08 Once the juicing and pulp removal are finished, press the power switch to stop the machine.

① The machine stops 3 seconds after it is stopped by the power switch.

09 Pour any remaining juice by tilting the chamber forward.

- ① For thickly concentrated juice made of tomatoes, etc., the juice may still remain in the chamber.
- (2) When detaching the chamber, pulp may drip from the product body depending on the ingredients being juiced.



01 Press and hold [REV] button for 3 to 5 seconds and release the button 2 to 3 times.

[REV] button pushes the ingredients back up to dislodge. Reverse rotation continues only when the button is pressed while the screw stops when the button is released.

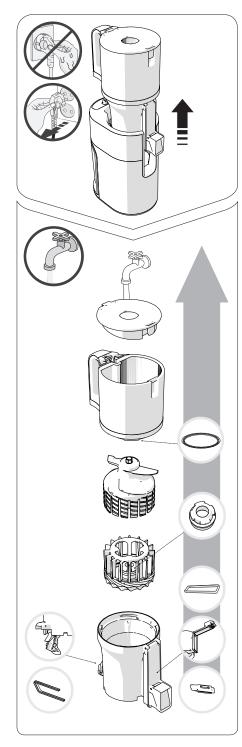
02 After reverse rotation stops completely, press the [ON] button to run operation.

When pressing the [ON/Extract] or [REV/Reverse] button, make sure to press it after the screw stops moving completely.

Note

If the machine does not work even after following the above steps, pull the power cord plug from the outlet, detach the chamber set, wash it and use it again. Due to its characteristics, the motor will not stop at once but, instead, continue to spin slowly in the direction of operation before coming to a complete stop.

12 9. How to Disassemble and Clean





- * After the product stops operating completely, pull the power cord plug with dry hands. Even after the product is stopped, the motor will slowly come to a stop so wait about 3 seconds before detaching the chamber set.
- **01** Detach the chamber set from the product body. Turn the hopper to open it and then sequentially pull each of the parts to disassemble them.
- **02** Wash the parts with a cleaning brush under running water.
- **03** Open the pulp outlet cover, juice outlet cover and juice cap to clean the chamber.
- **04** Wipe the product body with a damp towel or soft cloth.
- **05** Detach and wash silicone packings after use. Residue may still be stuck.
- (Hopper packing, juice cap packing, extraction packing, seal packing, chamber packing, juice outlet cover packing)
- **06** You can sterilize the parts by soaking them in warm water diluted with baking soda, citric acid or vinegar.
- * Failure to clean the product immediately after use may cause its stainless steel parts and other parts to corrode or become discolored due to salt and pulp from the ingredients. Also, contaminants may be dried up and stuck inside, which makes it difficult to disassemble and clean them and may also cause performance impairment. Be sure to clean and airdry it completely immediately after use and store it in a clean place. For long-term storage, use a cleaning brush to wash it. Do not clean with boiling or high-temperature water or use a cleansing sponge, steel sponge, abrasives and other sharp cleaning tools. Do not place it in a dishwasher or dish dryer.

10. Before equesting Repair

Check the following before asking for repair. For follow-up service and any inquiry you may have while using the product, please contact our Customer Center, or homepage at http://www.globalhurom.com Check the manufacturer's number or the number under the barcode when requesting for follow-up service or parts.

01. When it starts operating, a "click" sound is heard.	It is the sound of the motor being assembled with the Multi-screw. This is not a malfunction.
02. It does not operate only with the product body.	Check if the chamber set and product body are properly assembled. Make sure to turn the power off when assembling or disassembling the product.
03. Assemble it so that it is aligned with the safety sensor.	Check if it is assembled in accordance with the guide mark. Make sure to turn the power off when assembling or disassembling the product.
04. It does not work.	Check if the power cord is properly inserted. The machine may not work after a long period of (30 minutes or longer). It will operate normally after the heat of the product body (motor) cools down.
05. It stops during a normal operation.	Check if the hopper is properly assembled. If the hopper is assembled incorrectly, the product will not work. It will operate only when the lock symbol on the chamber and the hopper's assembly guide mark are assembled in a way that they face each other. Check if the product is assembled according to the steps specified in the assembly guide. Refer to the assembly guide page (page 8). Haven't an excessive amount of ingredients or extremely thick ingredients inserted? Refer to Page 11 of the manual to activate a reverse rotation. For safety, a timer, which automatically stops after about 5 minutes from the start of operation, is set. Press the switch again briefly to start operation.
06. There are crack marks caused by a Multi-screw or scratch marks at the top of the Multi-screw.	In the process of making the molding, curve-shaped marks are created on the sides and top of the Multi-screw in addition to the straight-lined mold marks. They are normal parts and do not affect the operation at all.
07. Juice leaks through the pulp outlet immediately after the ingredients are inserted.	Depending on the inserted ingredients, small amounts of juice may leak through the pulp outlet. This is not a product defect but, rather, a phenomenon caused by the characteristics of the ingredients. The leakage will stop once the product starts running. If the leakage continues, contact the Customer Service Center.
08. Juice flows back into the hopper.	Did you extract juice with the juice cap closed? When juicing with the juice cap closed, the juice may flow backward into the hopper. If the contents are not sufficiently discharged even after opening the juice cap again, open the hopper cover and empty out the contents.
09. Juice leaks between the hopper and the chamber, or between the chamber and the product body.	Is the hopper packing or Screw packing assembled correctly? The juice will leak if the hopper packing or Screw packing has been assembled upside-down or incompletely. Check if the packing is assembled properly.
10. The hopper does not open.	There may be excessive pulp remaining inside. Operate the produce to discharge the pulp inside or repeat the process of activating a reverse rotation for about 10 seconds and then stopping 2 to 3 times. Then, the hopper will open without any issue. Weren't any foreign substances or solid matters (hard seeds such as persimmon seeds) inserted? If any foreign substances or solid matters are inserted, parts may be damaged more seriously when attempting a reverse rotation so contact the Customer Service Center and request for after-sales service.
11. The chamber shakes (during juicing).	The product may wobble slightly due to the motions of the product body's motor. Depending on the ingredients' characteristics (hard or tough), motions are generated in various magnitudes. This is not a malfunction but, rather, a normal phenomenon observed when the Multi-screw rotates. Compared to soft ingredients with much water content, relatively harder ingredients may seem to produce a greater shaking (e.g., carrots, potatoes, radishes, beet, kohlrabi, etc.)
12. An unusual noise is heard while juicing.	It is a natural sound produced when ingredients are being crushed. If the ingredients are hard or tough like apples, carrots, cabbage, celery, beets, etc., the extraction noise may be louder than that heard when juicing softer ingredients.