



Quest HGM-420 Multi Function Food Processor Instruction Manual

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**Multi-Function
Food Processor**

Instruction Manual



Item No. 34800

SAFETY INSTRUCTIONS



IMPORTANT: Read these instructions carefully before using this appliance and keep them for future reference.



Warning! Read all safety warnings and instructions. Failure to follow these may result in electric shock, fire and/or injury.

- The intended use of this appliance is explained in this instruction manual.
The use of accessories other than those recommended may present a risk of personal injury.
- Always check the mains voltage corresponds to the voltage on the rating plate.
- Improper use can cause personal injury or damage to the appliance.

WARNINGS:

- Disconnect from the mains supply before carrying out any routine maintenance.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory, or mental capabilities, or lack of experience and

knowledge, if they have been given supervision or instruction concerning the use of the appliance in a safe way and understand the hazards involved.

- Children shall not play with the appliance.
- Cleaning and user maintenance shall not be done by children unless they are older than 8 years and supervised.
- Keep the appliance and its cord out of reach of children less than 8 years.
- If the supply cable is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- Do not use the appliance near or below combustible material such as curtains.
- This appliance is not intended to be operated by means of an external timer or separate remote-control system.
- This appliance is intended to be used in household and similar applications such as: farm houses; by clients in hotels, motels and other residential type environments; bed and breakfast type environments.
- It is not suitable for use in staff kitchen areas in shops, offices and other working environments.

Additional Safety Information:

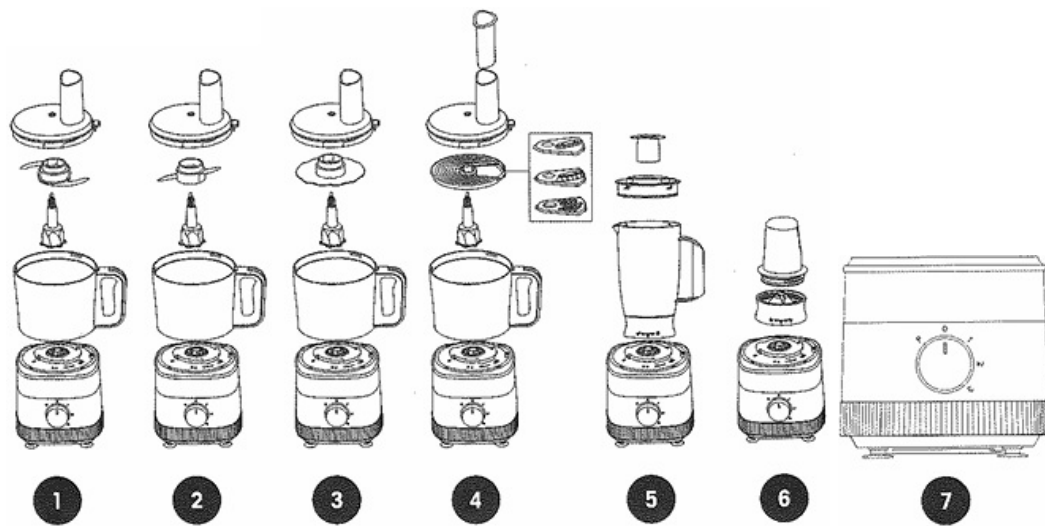
- Do not let the mains cable run across a cooker or hot area which might damage the cable.
- Only use for intended purpose.
- Do watch your appliance during use.
- **WARNING:** Do not touch the top of the appliance or other hot parts during or after use, only use handles or knobs
- **WARNING:** Do not wrap the cable around the main body of the appliance during or after use.
- **WARNING:** Do not use with remote timing devices
- Unpack the box with care, keeping all the packaging materials until you are satisfied everything is present and in working order.
- Remove all packaging and foils and store it for later use. Check if the appliance has been delivered completely and that it is in perfect order.
- Be sure to disconnect the power supply before disassembling, installing or adjusting any part of the product.

- If the power cord is damaged, to avoid danger, please contact our company's customer service department. Do not disassemble and repair by yourself.
- Please check whether the power cord, plug and other parts are damaged before use. If damage is found, please stop using the product and contact our customer service department in time. Do not disassemble and repair by yourself to avoid danger.
- If the product needs repair during use, please contact our company's customer service department. Do not disassemble it by yourself to avoid danger.
- Before turning on the power, please make sure that the processing cup, processing cup cover and other removable parts are installed in place.
- When the product is working, it is strictly prohibited to put your hands or sharp objects into the feed port of the processing cup. It is strictly prohibited to use any object to replace the push rod, and it is strictly prohibited to put your eyes close to the feed port to prevent accidents.
- It is strictly prohibited for the operator's body or other hard foreign objects to come into contact with the processing knife, shredding knife (slicing knife or slitting knife) and other parts when the product is turned on to avoid injury or damage to the product.
- After processing, please wait until the processing knife and shredding knife (slicing knife or strip cutting knife) inside the processing cup stop rotating, and make sure the power is disconnected before removing the removable parts of the food processor.
- When using the mixing function, the cup body and the knife holder must be tightened before they can be installed on the machine body. Do not install the knife holder separately on the machine body.
- When using the stirring function, the combination of the knife holder and the cup body must be completely tightened to avoid abnormalities such as water leakage and the knife holder falling off when the product is working.
- It is strictly prohibited to use the cup when empty, as well as use it when overloaded.
- Do not put overheated ingredients (maximum temperature 80°C) into the cup for processing — this can cause the cup body to break.
- Do not put ingredients beyond the maximum capacity of the cup.
- After processing, please wait until the motor and blade stop rotating, and make sure the power is disconnected before removing the cup body.
- Please operate strictly according to the rated working time: the continuous working time of meat stirring, shredding, slicing, slicing, and stirring functions shall not exceed 7 minutes. After completing any of the above functions, stop for 2 minutes as a cycle,

and work continuously for 3 cycles. You must stop for 15-20 minutes and wait for the motor to cool down before working again. This method helps extend product life.

- If the product stops working during operation, it may be caused by the motor temperature control protection. Please turn off the power and let it cool for 20-30 minutes before using it again.
- All accessories of this product are not allowed to be sterilized with hot water exceeding 80°C or in a microwave oven to avoid thermal deformation and damage. All parts and materials in contact with food materials comply with food hygiene certification and are clean, hygienic and reliable.
- Do not put the fuselage into water or other liquids, nor rinse it under water or offer liquids (can be wiped with a soft cloth).
- Do not use steel wool, abrasive cleaners or corrosive liquids (such as gasoline or acetone) to clean the product.
- Please be sure to turn off the power before cleaning, and do not directly touch rotating objects (such as mixing knives, slicing knives, juice knives, etc.) with your hands to avoid injury.
- The product should be stored in a place that is out of reach of children. Do not allow people (including children) with physical disabilities, sensory or mental disabilities, or lack of relevant experience and knowledge to use or play with this product.
- Please remove fruits and vegetables with cores, hard seeds, thick skins or hard shells before processing.
- In order to ensure the mixing effect or product life, when using the mixing and conditioning functions, it is recommended to add an appropriate amount of drinking water or milk etc.
- This product is for personal or household use only.

FUNCTIONS



1. Chopping Blade

Chop meal / Cut vegetables

2. Dough Blade

Knead Dough

3. Emulsifying Disc

Whisk eggs or egg whites

4. Discs – Slicing / Shredding / Chopping

Slice / shred / chop food and vegetables such as Carrots, Cheese, Cucumber, etc.

5. Mixing / Blending

Mix fruits, vegetables, crushed ice (with liquid), etc.

6. Grinding

Grind soy beans, coffee, dried chili, etc.

7. Base Functions

P: Pulse function, suitable for the early stage of food processing.

0: Close or stop function.

1: Slow level speed, suitable for processing meat, soft fruits and vegetables, such as watermelon and tomatoes.

2: Medium level speed, suitable for processing all fruits and vegetables, such as pears and peaches.

3: High level speed, suitable for processing all ingredients.

USING THE APPLIANCE

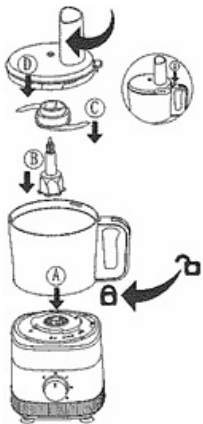
- Before using the product for the first time, please thoroughly clean the parts that come into contact with food.

- This product is equipped with a double safety system and will only work offer all parts are installed correctly.

CHOPPING BLADE:

- A. Container cup
- B. Drive shaft
- C. Chopping blade
- D. Container lid

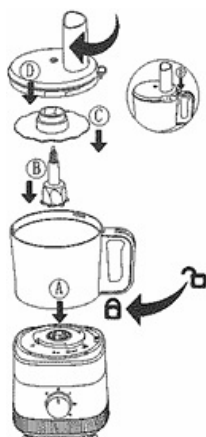
1. Before puffing in the ingredients, make sure to attach the chopping blade first.
2. The container lid must be completely screwed into the container.
3. Do not process hard ingredients, such as coffee beans, ice cubes, etc., to avoid the container cup from breaking and the mincing knife blades from deforming and becoming blunt.
4. Note that the amount of ingredients added must not exceed the maximum scale of the cup, otherwise it will affect the crushing effect and service life of the product.
5. When ingredients stick to the mincing knife and container, be sure to turn off the power first before faking out the ingredients.



EMULSIFYING DISC:

- A. Container cup
- B. Drive shaft
- c. Emulsifying disc
- D. Container lid

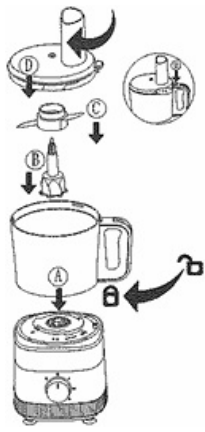
1. When processing egg whites, please ensure that the container cup is dry and free of water and oil stains.
2. Never use a whisk to knead dough.



DOUGH BLADE:

- A. Container cup
- B. Drive shaft
- C. Dough blade
- D. Container lid

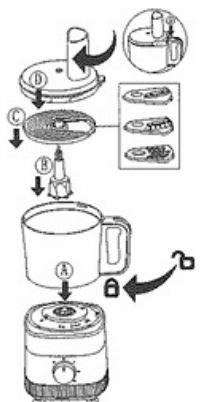
1. Before putting in the flour, make sure the dough blade is attached first.
2. Do not process hard ingredients, such as coffee beans, ice cubes, etc., to avoid the container cup (A) from breaking and the powder kneader from deforming and breaking.
3. Note that the amount of ingredients added must not exceed the maximum scale of the cup, otherwise the processing effect and service life of the product will be affected.
4. When ingredients stick to the dough blade and container, be sure to turn off the power first and then take out the ingredients.
5. Please select the low speed.
6. Please put in the appropriate proportion of flour first, then start the machine, make sure that the dough blade rotates first, and then pour the appropriate proportion of water evenly and slowly. Do not pour the water too fast or at once, so as not to overflow the water. Form into a ball with flour.



DISCS:

- A. Container cup
- B. Drive shaft
- C. Processing Disc
- D. Container lid

1. Before processing, please confirm that all the ingredients can fit into the container cup.
2. When you put ingredients into the feed chute, do not use excessive pressure on the push rod.
3. Do not put your hands or other objects (such as knives, forks, spoons, chopsticks, etc.) into the feeding chute, only use the matching pressure rod.
4. Note that the amount of ingredients added must not exceed the maximum scale of the cup, otherwise it will affect the use and life of the product.

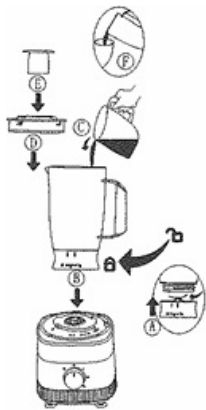


BLENDER:

- A. Install the cup holder

- B. Blending cup
- C. Pour in unprocessed food
- D. Mixing cup lid
- E. Small measuring cup
- F. Pour out processed food

1. Do not put ingredients with a temperature higher than 80°C into the mixing cup.
2. Note that the amount of ingredients added must not exceed the maximum scale of the cup, otherwise it will affect the crushing effect and service life of the product.
3. When the product is running, you can put ingredients into the feeding port on the lid of the mixing cup.
4. The solid food ingredients are better cut into small pieces and crushed before processing.
5. When the product is running, do not put your fingers into the mixing cup to avoid accidents.
6. It is strictly forbidden to start the machine without covering the lid of the mixing cup.
7. If the effect you requested is not achieved within 1 minute, please turn off the product and wait 2 minutes before processing. This method helps extend product life.



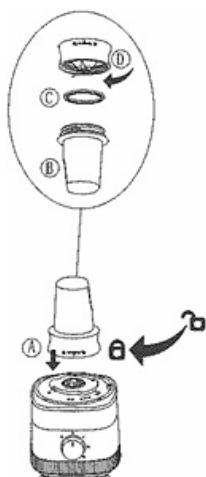
GRINDER:

- A. Rotate cup holder
- B. Dry grinding cup
- C. Sealing ring of cup holder
- D. Cup holder



1. It is strictly prohibited to install a cup holder without a dry grinding cup on the main

unit.

- Note that the amount of ingredients added must not exceed the maximum scale of the cup, otherwise it will affect the crushing effect and service life of the product.
- Only suitable for dry food.
- Please check whether there is a cup holder seal before use.
- Do not unscrew the dry grinding cup whilst in operation.
- When using processed ingredients as condiments, you can put the cup lid on and pour directly.
- If the effect you requested is not achieved within 30 seconds, please turn off the product and wait for 2 minutes before processing. This method helps extend product life.



FUNCTION SPECIFICATION

ACCESSORY	SPEED	CAPACITY	TIME	REST TIME
 Chopping Blade	Min – Max	500g Max	15 – 30 Seconds	1 Minute
 Dough Blade	Min	300g flour, 200 ml water Max	2 Minutes	30 Seconds

 <p>Discs – Slicing, Shredding , Chopping</p>	Min – Max	500g Max	1 Minute	1 Minute
 <p>Blender</p>	Max	1500 ml Max (Proportion of Food and water 2:3)	1 Minute	2 Minutes
 <p>Grinder</p>	Max	80g Max	30 Seconds	1 Minute
 <p>Emulsifying disc</p>	Max	3 Eggs Max	2 Minutes	2 Minutes


TROUBLESHOOTING

ISSUE	CAUSE	SOLUTION
After powering on, start the button, the product does not work	The container cup is not installed in place	Install container cup in place
	The container lid is not installed in place	Install the container lid in place
	The orange juice fitter is not installed in place	Install orange juice fitter in place

	The mixing cup is not installed in place	Install the mixing cup in place
	The dry grinding cup is not installed in place	Evenly spread the food so it does not overlap.
The first few times you use the product, the motor emits an unpleasant smell.	This is not an abnormal phenomenon	If the product still emits this smell after repeated use, please send it to the nearest maintenance point of our company for inspection.
Stops during use	Voltage is too low	Check whether the voltage is too low
	Excessive food ingredients	Disconnect the power and take out the excess ingredients
	Push rod has been pressed too hard	Press the push rod tightly
	Motor temperature control protection	Stop for 20-30 minutes before using
Abnormal vibration or loud noise	The product is overloaded	Use less ingredients
	The product is not placed on a stable flat surface, or the foot pads have fallen off.	Place the product stably or install the foot pads in place
	The voltage is too high	Check whether the voltage is too high
	Excessive ingredients	Disconnect the power and take out the excess ingredients

Knife stuck grinding	The blade is entangled or stuck in the food.	Disconnect the power, take out the food, and cut into small pieces.
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PLUG

- This appliance has been fitted with a BS UK compliant plug which should not be replaced or removed
- The plug is fitted with a UK compliant fuse link which is suitable for this type of appliance and should only be replaced by a fuse link of the same rating
- If access to the fuse link is only possible by removing the plug cover this must only be done by a suitably qualified person.
- If the plug or the mains cable of this appliance is damaged do not use and dispose of the appliance responsibly.
- This appliance is a Class 2 appliance protected by double and reinforced insulation and does not require earthing. Class 2 appliances are indicated by this  symbol marked on the appliance rating plate.

TECHNICAL SPECIFICATION

Product Name:	QUEST Multi-function Food Processor
Item Number:	34800
Model Number:	HGM-420
Rated Power:	600-800W
Voltage:	220-240V~50/60Hz

Information on Waste Disposal for Consumers of Electrical & Electronic Equipment



■ This symbol indicates that this product should not be treated as normal household waste and it should be recycled. Please take it to your nearest collection facility or for further details contact your local council or visit www.recycle-more.co.uk.




Importer UK: Benross Marketing Ltd Liverpool L24 9HJ

Authorised Representative EU: First Compliance, 3 Old Market Lane, Killarney County
Kerry, V93 N2W0, ROI.

Consumer contact E: afterservice@benross.com T +441518327600 (UK)

Made in PRC

Documents / Resources

	Quest HGM-420 Multi Function Food Processor [pdf] Instruction Manual HGM-420, HGM-420 Multi Function Food Processor, Multi Function Food Processor, Food Processor
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References

- [User Manual](#)

Quest

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