



**siLo**

## **USER MANUAL**

**SILO-BB4-BK**

**SILO-BB-1524-4CT-BK**

## **WELCOME TO FRESH FOOD, LONGER**

Fresh food sustains us.

Eating it is pleasurable, communal, civilized, essential. But all too often, the food in our kitchens goes bad before we have a chance to enjoy it. The rotted avocado. The full box of strawberries corrupted by white fuzz. The neglected leftovers, tossed into the worn plastic container and banished to the back of the fridge.

Now more than ever, our busy lives are crying out for a better way to manage the juggle of groceries, planning, preparing, and cooking our meals. Even more urgent is the problem of food waste – some 40% of the food Americans buy is thrown away because it goes bad. It's time for a change. It's time to evolve.

Imagine a world where the strawberries are just as delicious when you're ready to eat them as they were the day you brought them home. Where the forgotten leftovers can be remembered a week later, in all their glory. Where avocados wait patiently for friends to come over for homemade taco night. Imagine a kitchen that's ready when you are.

### **That's Silo.**

Because the kitchen is a wonderful place.  
And fresh food is a terrible thing to waste.

## **DISCLAIMER**

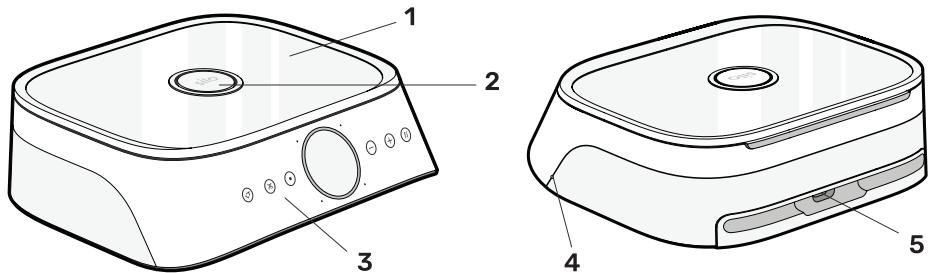
Freshness estimations and food consumption and recommendations are based on Silo's own research, food experts consultation information and information available from public sources. Silo cannot "sense" freshness and therefore any estimations and recommendations should be treated as such - estimations and recommendations which include assumptions regarding safe food handling and initial peak freshness. They are not to replace the users' best judgment and common sense as they should be applied before consuming food stored in any method.

Storing food in vacuum environment has been proven to extend shelf life of most food items when compared to traditional storage solutions, but as a personal home appliance, Silo can't control the conditions prior to storage, previous exposures and original loss of freshness that occurs with all food items.

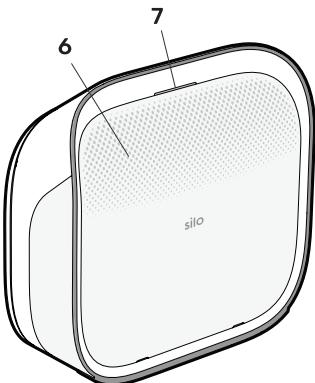
Taking safety buffers as a precaution, the shelf-life estimation are calculated to allow users to maximize the potential of their food, but should never replace best judgment and common sense.

That been said, consuming food as soon as possible is always the safest and recommended approach.

## GETTING TO KNOW YOUR SILO BASE

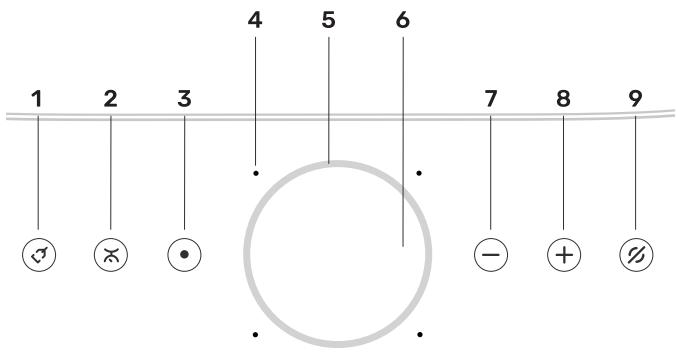


1. Top glass surface
2. Reservoir
3. Front interface
4. Reset button
5. Power port
6. Speakers
7. Light strip



## FRONT INTERFACE

1. Label
2. Scale
3. Alexa action
4. Microphones
5. Light ring
6. Screen
7. Volume down
8. Volume up
9. Microphone off



# PRODUCT SPECIFICATIONS

1. Operating voltage\* - 110V
2. Wattage - 150W
3. Dimensions - 257\*275\*86mm
4. Bluetooth V4.1
5. Wi-Fi 2.4GHz

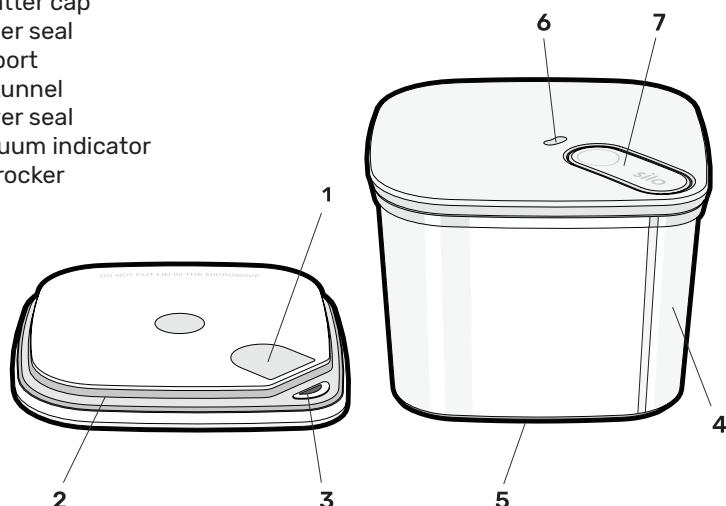
## Scale specifications

1. Maximum weight capacity - 10 kg
2. Weight resolution - 1 gram, 0.1 Oz

\*Caution: Operating this device with a voltage other than the specified here may lead to serious damage and cause the vacuum pump to malfunction.

# GETTING TO KNOW YOUR SILO CONTAINERS

1. Splatter cap
2. Upper seal
3. Air port
4. Air tunnel
5. Lower seal
6. Vacuum indicator
7. Lid rocker



All Silo containers are



BPA  
free



Leakproof



Highly  
durable



Microwave  
safe



Dishwasher  
safe



Freezer  
safe

# 1

# Start Here

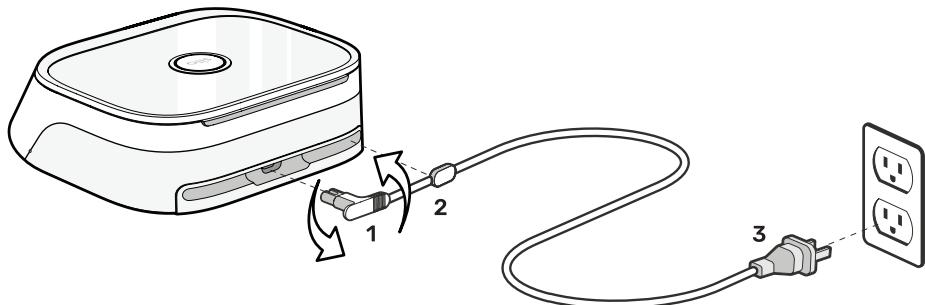
# GETTING STARTED

## Connecting Your Device

1. Plug the power cord into the port oriented to either the right or left side depending on your kitchen counter requirements.
2. Press the cord securing bead into the groove to keep the cord flat at the back.
3. Connect your Silo to the wall outlet. Silo will let you know when it's ready to start the setup process.

### Note:

Make sure the voltage of your Silo device is the same as your local electrical output.



## Download Silo's Mobile App

**Silo's mobile app is required to set up the device and to begin vacuuming.**

1. Download the Silo app on iPhone or Android devices by searching for **Silo Kitchen** in the App Store or Google Play
  - a. Android is a trademark of Google LLC.
2. Make sure your phone's Wi-Fi is turned on.
3. Have your Wi-Fi network name and password ready.
4. Open the Silo app on your phone.
5. Go through the setup process on your phone.

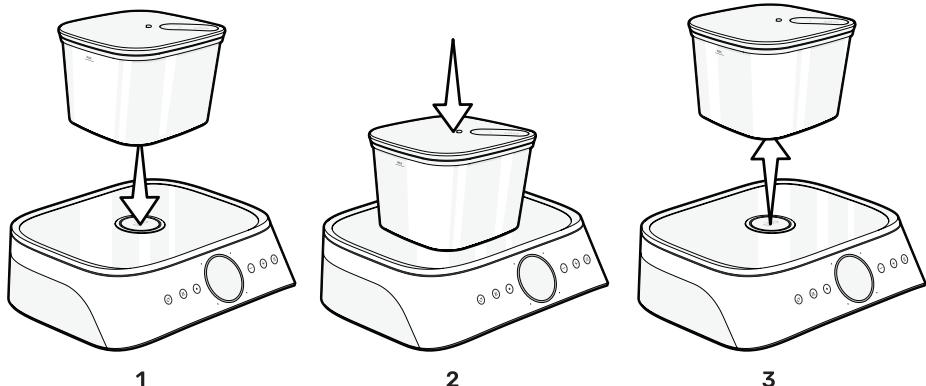


## VACUUMING YOUR SILO CONTAINERS

Make sure to remove the reservoir protective sticker before starting.

1. Place a Silo container at the center of the glass top of your Silo base. The light ring should turn on, indicating that a Silo container was detected.
2. Gently press down on the top of the container to start the vacuum process. **You can remove your hands once the vacuum has started.**
3. Pick up the container **ONLY** after the vacuum process is complete.

The vacuum process may take 5 to 20 seconds depending on the size of the container and volume of its contents.



## READING THE VACUUM INDICATOR

When the container's indicator goes below the marked line, re-vacuum the container. Maintaining your containers at a deep vacuum level will keep your food fresh for longer.

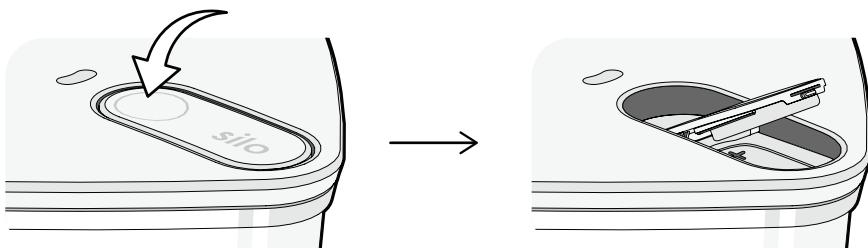
If the seal is not released, Silo containers will maintain a deep vacuum level for at least 14 days. If the vacuum level goes below the marked level (  ) in a shorter period of time, make sure the container is closed properly and then re-vacuum the container. If this problem persists, the container may be worn out or defective. (See **Silo warranty**.)

### Note:

Vacuuming with the Silo base is only possible with Silo containers.

## OPENING YOUR SILO CONTAINERS

In order to open a Silo container, you need to release its vacuum seal. Press on the rocker to do so.



## USING THE KITCHEN SCALE

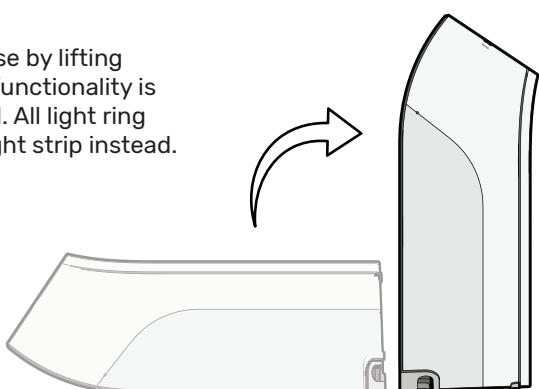
1. Enter scale mode by pressing the **Scale button**. ✖
2. To tare weight, press the **Scale button** ✖ while in Scale mode.
3. To exit Scale mode, press the **Label button**. ↗

### Note:

To switch the weight units between ounces and grams, press and hold the **Scale button**. ✖

## SILO FOLDED POSITION

To save counter space, fold the base by lifting the front side upwards. Full Alexa functionality is available when the device is folded. All light ring indications will be shown on the light strip instead.



# FOOD HANDLING

## Storing Your Food In Silo Containers

Silo containers can be stored in the fridge, freezer, or pantry depending on the type of food and typical storage.

Vacuum storage extends the shelf life of any food item by delaying the development of bacteria and slowing down the oxidation process.

Silo extends the freshness of almost any type of food:

- Fresh produce, meat, fish, and dairy will all stay fresh for up to five times longer.
- Grains, cereals, cookies, and snacks will keep their crunch and texture.
- When refrigerated, cooked food, salads, and baked goods can be stored even longer.
- Coffee beans and ground coffee, dried leaves, herbs, and spices will maintain their full aroma and flavor for longer.

However, some food items should not be stored in a vacuum. These include:



- Uncooked calciferous vegetables such as broccoli, cauliflower, cabbage and brussels sprouts
- Uncooked garlic, onion and lettuce
- Unpeeled fruits that have a thick skin (e.g. bananas, avocados and citrus fruits).

You can store these fruits if they are sliced and peeled.

**DO NOT MICROWAVE A VACUUMED SEALED CONTAINER.** Always remove the lid before placing a Silo container in the microwave.

**DO NOT VACUUM FOOD WHEN IT'S WARM** - but rather, only when it has reached room temperature or lower. Steam may lower the depth of vacuum in the container.

## Best Storage Practices

- Wash your hands before handling food. Less bacteria equals a longer shelf life.
- For best results, wash and dry fresh produce before storing it in vacuum.
- Cooked food should not be vacuumed while warm. Instead, place it in a container, close the lid, and allow it to cool to room temperature before vacuuming.
- Limit the amount of time cooked food is exposed to external contaminants. For the best results, re-seal containers within 2-3 minutes of opening them.

# 2

# **Troubleshooting & Maintenance**

## WI-FI TROUBLESHOOTING

1. If more than 30 seconds has elapsed since powering on the Silo device and the light ring has not turned orange, press and hold the reset button on the side of the device for 3 seconds. This will initiate a factory reset.
2. Make sure the Wi-Fi network you're trying to connect to is working properly. Connect your phone to the Wi-Fi network, then open a web page in your phone's web browser. If the web page does not successfully load, there may be an issue with the Wi-Fi network itself.
3. Make sure you select your Wi-Fi network and type in your Wi-Fi network's password correctly. Typos happen to the best of us.
4. Make sure your Wi-Fi network is 2.4 GHz, and not 5 GHz. Your Silo will not work properly on a 5 GHz network.
5. Don't see your Wi-Fi network? Some networks are hidden and won't automatically display in the app. In this case, carefully type in your Wi-Fi network name and password to connect.

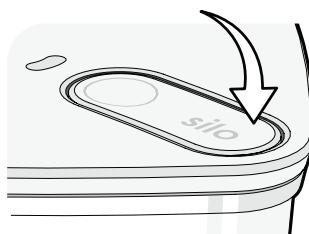
Still having trouble connecting your Silo to Wi-Fi?

Go to [www.heysilo.com](http://www.heysilo.com) to access our comprehensive online help center and chat with Customer Support.

## VACUUM TROUBLESHOOTING

### Failed Vacuum

1. Make sure the rocker on the lid is closed properly by pressing on the Silo logo.
2. Make sure the upper and lower seals are in place (see **Handling the Silicone Seals**) allowing the lid to sit flush with the container edge.

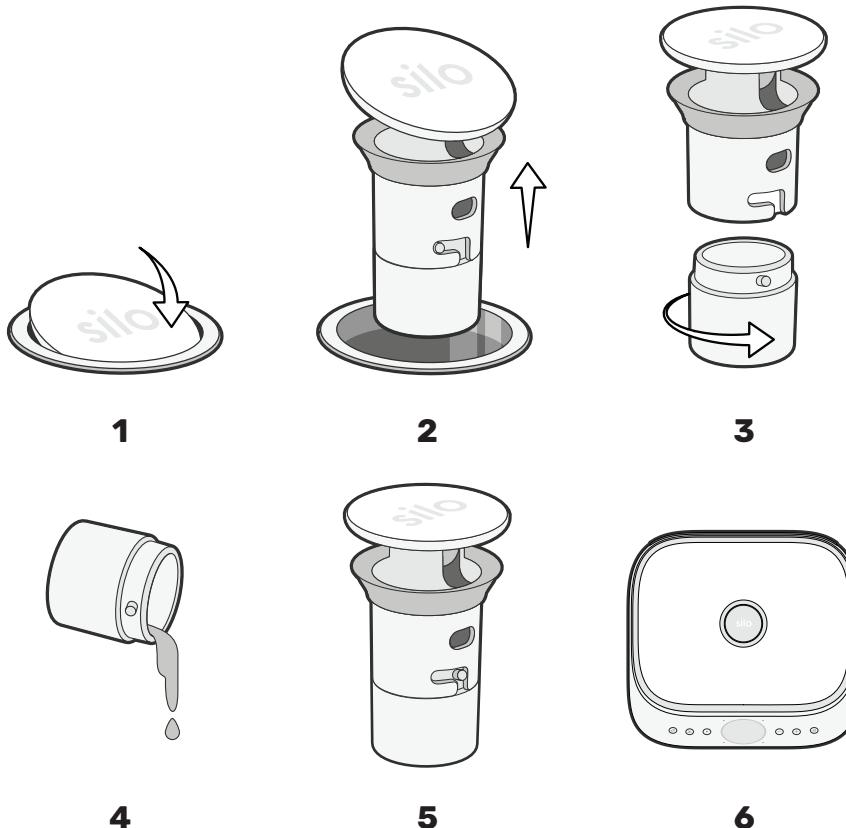


#### Note:

Note: If the vacuum process ends quickly, the container is either already vacuumed (vacuum indicator will be fully colored blue (████) or the device reservoir is filled up and requires emptying (See **Emptying the Reservoir**).

## Emptying the Reservoir

1. Press under the Silo logo found on the reservoir to expose the handle.
2. Pull out the reservoir.
3. Unscrew and open the reservoir chamber.
4. Empty the chamber contents.
5. Screw back the chamber.
6. Put the reservoir back in its place by aligning the Silo logo horizontally and pressing down on the reservoir.



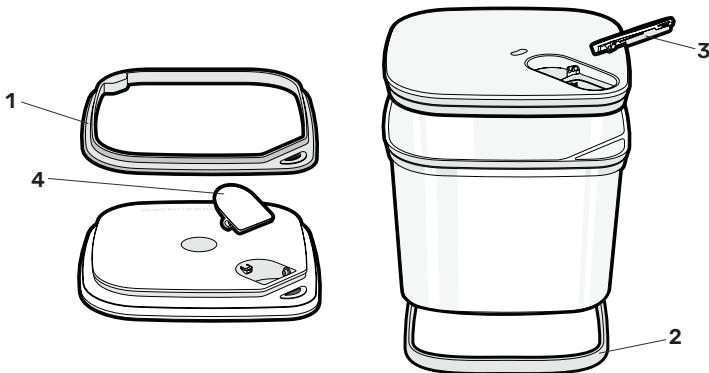
## CLEANING AND MAINTENANCE

### Cleaning the Silo Base

1. Use a damp cloth to clean the base.
2. Never immerse the base in water or any liquid.

### Cleaning the Containers

1. All parts of the Silo container are dishwasher safe.
2. Both the **upper seal (1)** and **lower seal (2)** can be removed for cleaning and are dishwasher safe as well.
3. For more thorough cleaning, both the **lid rocker (3)** and the **anti-splatter cap (4)** can be removed by pressing to lift them and pulling them out with a slight tug.
4. Stubborn food remnants left in the container's air channel can be cleaned using a thin brush.

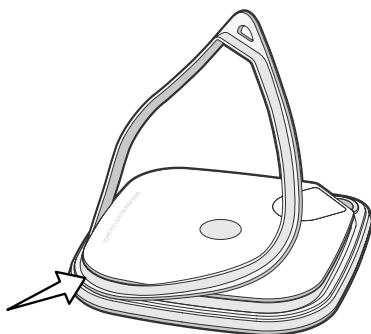


### Food Staining

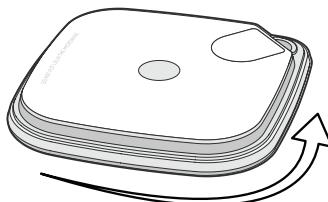
1. Silo containers are made from stain-resistant Tritan™ plastic.
2. Any staining which may occur to the container surface can be removed with additional dishwasher rinsing.

## Handling the Silicone Seals

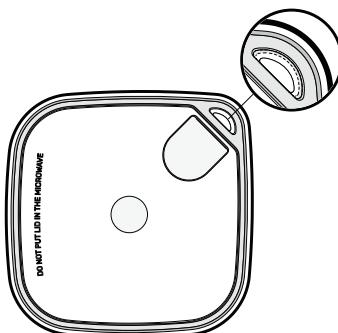
1. DO NOT USE SHARP OBJECTS when removing the upper and lower seals.
2. Avoid using an abrasive sponge when cleaning the silicone seals by hand.
3. Dry the seals properly before putting them back in place.
4. When putting the upper seal back in place:
  - a. Start by inserting the back notch (1).
  - b. Make sure the seal is inserted in the groove around the entire circumference of the lid (2).
  - c. Make sure that the seal is aligned with the air port (3).
5. When putting the lower seal back in place, make sure it is inserted in the groove around the entire circumference of the container (4).



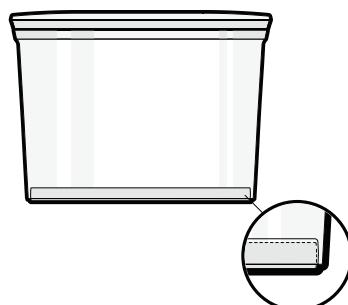
1



2



3



4

# 3

## **Safety & Legal**

## **IMPORTANT SAFETY INFORMATION**

When using electrical appliances, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and/or injury, including the following:

1. READ ALL INSTRUCTIONS BEFORE USING THIS APPLIANCE.
2. CAUTION: Do not place the appliance on or in close proximity to a hot gas or electric burner, or a heated oven; heat from an external source will damage the appliance.
3. CAUTION: Do not use near water or flames. Please keep out of direct sunlight.
4. Do not use the appliance for anything other than its intended use.
5. Do not use accessory attachments not recommended by the manufacturer; specifically, any attachments not provided with this unit.
6. For household use only. Do not use outdoors. Not for commercial use.
7. Do not operate any appliance with a damaged cord or plug.
8. Do not carry this unit by the power cord or use the power cord as a handle.
9. Do not operate if the appliance malfunctions or has sustained damage of any kind.
10. Do not let the power cord hang over the edge of a table or counter or touch hot surfaces.
11. The use of accessory attachments not recommended by the appliance manufacturer may cause injuries.
12. To protect against electric shock, do not immerse cord, plug, or any parts of the oven in water or any other liquids.
13. Do not place or store the unit where it can fall or be pulled into a sink.
14. Do not reach for a unit that has fallen into water. Unplug it immediately.
15. Close supervision is necessary when the device is used near children.

Read this manual carefully and completely, and keep it for future reference.

## **LIMITED WARRANTY**

LIMITATION OF REMEDIES; EXCLUSION OF INCIDENTAL AND CONSEQUENTIAL DAMAGE. YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE APPLIANCE REPAIR OR REPLACEMENT AS PROVIDED HEREIN. INSTANT BRANDS SHALL NOT BE LIABLE FOR INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE USE OR PERFORMANCE OF THE APPLIANCE OR DAMAGES WITH RESPECT TO ANY ECONOMIC LOSS, PERSONAL INJURY, LOSS OF PROPERTY, LOSS OF REVENUES OR PROFITS, LOSS OF ENJOYMENT OR USE, COSTS OF REMOVAL, INSTALLATION OR OTHER INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY NATURE OR KIND.

## CONTACTING SILO'S CUSTOMER SUPPORT

**Have any questions or issues with your Silo? We're here to help.**

Check out our extensive online guide:  
[help.heysilo.com](http://help.heysilo.com)

Email our customer support team:  
[support@heysilo.com](mailto:support@heysilo.com)

Live chat with us:  
[support.heysilo.com](http://support.heysilo.com)

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 [@hellosilo](https://www.instagram.com/hellosilo)

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Silo Kitchen Ltd.  
511 W. 25th St., NY, NY 10001

#### FCC Statement:

This device complies with part 15 of the FCC Rules. Operation is subject to the condition that this device does not cause harmful interference (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

-- Consult the dealer or an experienced radio/TV technician for help.

To maintain compliance with FCC's RF Exposure guidelines, This equipment should be installed and operated with minimum distance between 20cm the radiator your body: Use only the supplied antenna.

#### ISED Statement

English:

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

French:

L' émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1. L'appareil ne doit pas produire de brouillage;
2. L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.

Cet émetteur ne doit pas être co-placé ou fonctionnant en même temps qu'une autre antenne ou émetteur. Cet équipement devrait être installé et actionné avec une distance minimum de 20 centimètres entre le radiateur et votre corps.

