

FoodSaver[®]

The Original Home Vacuum Packaging System[™]



Vac 350
User Manual

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FoodSaver Patent: # 4,941,310
FoodSaver Bag Patent Re: # 34,929

Item# 18-0511 (1/01)

Welcome

You have just purchased an appliance that will soon have you wondering how you ever got by without it. The FoodSaver Vac 350 is so convenient and versatile, you'll find yourself using it every day. We guarantee that if you make room for it on your countertop, you will quickly see how indispensable it becomes in your kitchen.

Foods Will Keep Their "Just Bought" Freshness, Flavor, and Nutritional Value 3 to 5 Times Longer.

- ▶ Meats, poultry, fish, and produce stay fresh and flavorful in your freezer.
- ▶ No more freezer burn.
- ▶ Foods stay fresh longer in your refrigerator.
- ▶ Dry ingredients stay fresh and insect-free in the pantry.

...to the world of FoodSaver.

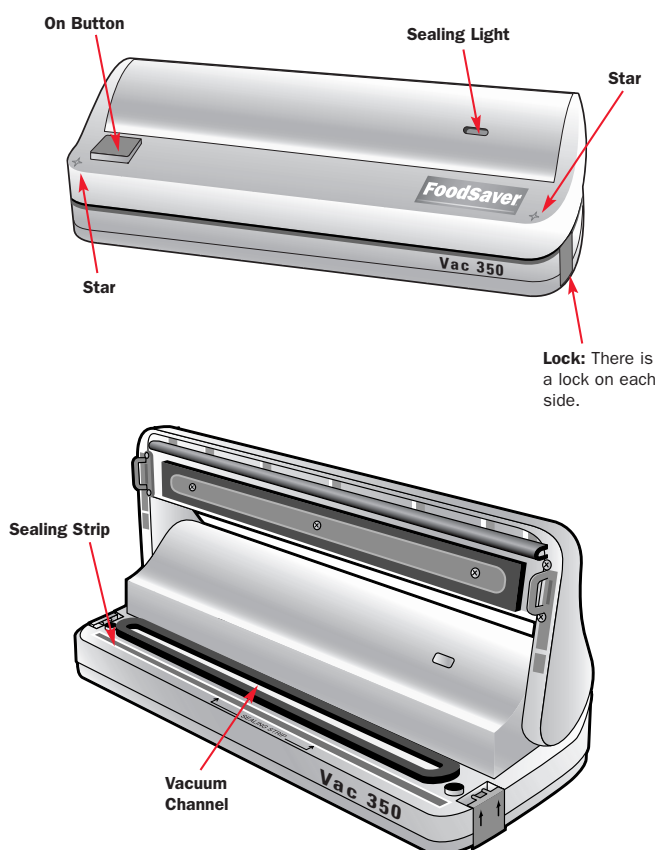
You'll Save Money, Time, and Effort.

- ▶ Buy in bulk to reduce your grocery bills.
- ▶ Repackage your purchases in portions sized for your family's needs.
- ▶ Prepare meals in advance so when you don't have time to cook, you and your family will still have great-tasting homemade meals.
- ▶ Take bags right from the freezer or refrigerator and boil or microwave.
- ▶ Reduce waste and spoilage.
- ▶ Prepare your own healthy frozen dinners. You control serving portions, calories, and nutritional content.
- ▶ Make and deliver home-cooked meals to those who can't get out.
- ▶ Keep non-food items dry and free of dust and mold.
- ▶ Stop silver from tarnishing because the metal is not exposed to air.

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The FoodSaver Vac 350

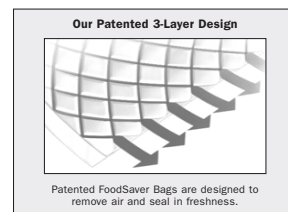


About Vacuum Packaging

Air is left in most food storage containers and plastic bags even when they are sealed tightly. Oxygen is one of the main reasons that food goes bad. It starts a chemical change – robbing food of its nutritional value, texture, color, flavor, and overall quality. The FoodSaver Vac 350 removes the air from our FoodSaver Bags and then seals the bags so that air cannot re-enter. Finally, you can maintain the same freshness at home that you get with professionally vacuum-packaged items you purchase at the grocery store.

FoodSaver Bags and Rolls

FoodSaver Bags and Rolls are made from a patented, 3-ply plastic material with special channels that remove the air. The outer layer of nylon seals freshness in, while locking air and moisture out.

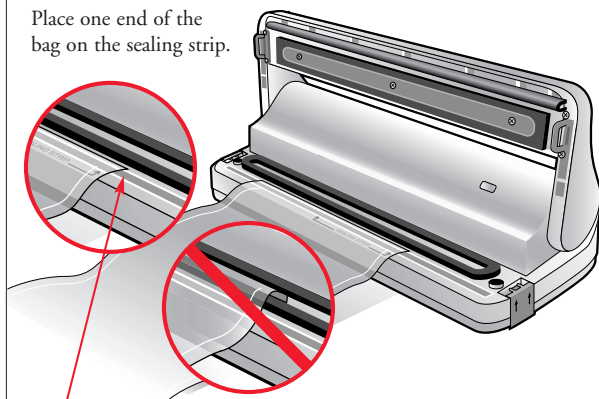
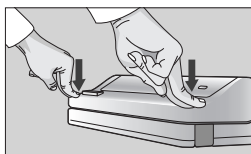


- ▶ FoodSaver Bags and Rolls can go straight from the freezer and refrigerator to the microwave or boiling water.
- ▶ FoodSaver Bags and Rolls are reusable, washable (including in the dishwasher), and recyclable.
- ▶ FoodSaver Bags are ready-made in quart and gallon sizes to offer convenient, one-step storage.
- ▶ FoodSaver Rolls come in two widths, 8 inches and 11 inches, which allow you to make custom-sized bags for the items that you are vacuum packaging.
- ▶ Most FoodSaver users like to keep both bags and rolls handy for the greatest packaging convenience.

How to Make a Custom-Made Bag with FoodSaver Rolls

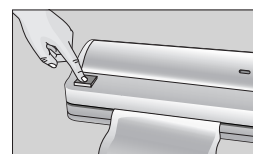
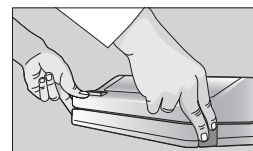
When using FoodSaver Rolls you first need to make a bag, then vacuum package your food in the bag. (If you are using ready-made FoodSaver Bags, go to page 6.)

- 1 Place the Vac 350 on a flat, dry surface and plug the power cord into a standard electrical outlet.
- 2 Lay the item(s) you want to vacuum package near the FoodSaver Roll so you can see where to cut the bag material. Leave at least 3 extra inches at one end of the bag and more if you want to repack or reuse the bag. (One inch per reseal.)
- 3 Cut the FoodSaver Roll to the desired length, making sure you cut straight. The marks on the side of the roll are at 3" intervals and will assist you in cutting straight.
- 4 Open the lid of the Vac 350. If the lid is locked, release the locks by pressing down firmly on the stars.
- 5 Place one end of the bag on the sealing strip.



IMPORTANT: Make sure the end does not go over the black foam rubber ring, or into the vacuum channel.

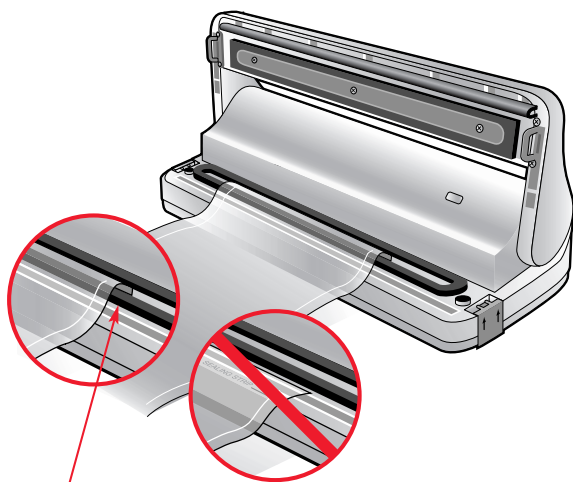
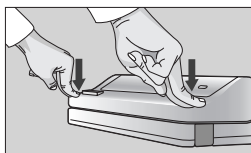
- 6 Close the lid.
 - 7 Lock the lid by pressing in the locks on both sides. (You may need to press down lightly on the stars while pressing in the locks.)
 - 8 Press and hold down the On button. The light will turn on as the Vac 350 seals the bag. **Wait until the sound stops and the light goes off before releasing the On button.**
 - 9 The locks on the sides will release automatically. Lift up the lid and remove the bag. You now have a custom-sized FoodSaver Bag.
- You are now ready to vacuum package. Go to page 6 and follow the instructions for vacuum packaging.



NOTE: Let the Vac 350 cool down for at least 20 seconds before using it again.

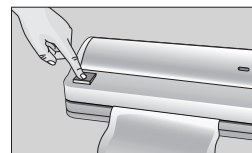
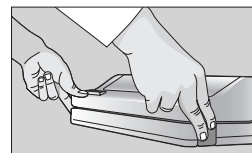
How to Vacuum Package Using Ready-Made and Custom-Made FoodSaver Bags

- 1 If you have not already done so, place the Vac 350 on a flat, dry surface and plug the power cord into a standard electrical outlet.
- 2 Open the lid of the Vac 350. If the lid is locked, release the locks by pressing down firmly on the stars.
- 3 Place the item(s) to be vacuum packaged into the bag.
- 4 Place the open end of the bag **down into** the vacuum channel.



IMPORTANT: Make sure the open end of the bag touches the blue label on the bottom of the vacuum channel.

- 5 Close the lid. Lock the lid by pressing in the locks on both sides. (You may need to press down lightly on the stars while pressing in the locks.)
- 6 Press and hold down the On button. The Vac 350 will vacuum, then seal the bag. The light will turn on as the Vac 350 seals the bag. **Wait until the sound stops and the light goes off before releasing the On button.**
- 7 The locks on the sides will release automatically. Lift up the lid and remove the bag.
- 8 Vacuum packaging is complete.



NOTE: Let the Vac 350 cool down for at least 20 seconds before using it again.

Care and Cleaning Instructions

The FoodSaver Vac 350

- 1 Always unplug the Vac 350 before cleaning.
- 2 Do not immerse the Vac 350 in water.
- 3 Do not use abrasive products or materials to clean any of the Vac 350 components. Such cleaners can scratch the surfaces and damage the black foam rubber pads, preventing a vacuum from forming.
- 4 Clean using a mild dishwashing soap and a warm, damp cloth. Wipe away any food residue from inside or around the vacuum channel, sealing strip, and black foam rubber pads.
- 5 Dry thoroughly before using.

FoodSaver Bags

- 1 Wash bags in warm water using a mild dishwashing soap.
- 2 Bags can be washed in the dishwasher by carefully turning the bags inside out and spreading them over the top rack of the dishwasher, so that all surfaces are exposed to the washing water.
- 3 Allow bags to dry thoroughly before reusing.

IMPORTANT: We do not recommend reusing bags that have been used to store raw meats or fish. Also, bags may not be reusable if they have been used to store greasy or fatty foods.

Food Preparation and Storage Guide

Guidelines for Vacuum Packaging Food

Vacuum packaging is not a substitute for canning nor can it reverse deteriorating quality; it can only slow down changes in quality. It is impossible to predict how long a specific food will have top-quality flavor, appearance, and texture, because it depends on the age and condition of the food on the day it was vacuum packaged. Foods that are extremely fresh will last longer than foods that are already deteriorating.

Vacuum packaging extends the life of foods by removing nearly all the air in a sealed container, thereby reducing oxidation which affects nutritional value, flavor, and overall quality. However, most foods contain enough water to support micro-organisms which can grow with or without air. While micro-organisms are present everywhere, only certain ones cause problems, and only under certain conditions:

- **Mold:** Easy to identify because of its characteristic fuzz. Molds are virtually eliminated by vacuum packaging because they cannot grow in a low oxygen environment.
- **Yeast:** Results in fermentation, which can frequently be identified by smell or taste. Yeast requires water, sugar, and a moderate

temperature to grow, and can grow with or without air. Refrigeration slows the growth of yeast, and freezing stops it completely.

- **Bacteria:** Frequently results in discoloration, soft or slimy texture, and/or an unpleasant odor. Clostridium botulinum (the organism that causes Botulism), can grow without air under the right conditions, cannot be detected by smell or taste, and although extremely rare, can be very dangerous.

Maintaining low temperatures is a critical factor in preserving foods safely. Growth of micro-organisms is significantly reduced at temperatures of 40°F (4°C) or below. Freezing at 0°F (-17°C) does not kill micro-organisms, but it stops them from growing. For long term storage, always freeze "perishable" foods that have been vacuum packaged.

Thawing and Heating Vacuum Packaged Foods

Always thaw foods in either the refrigerator or microwave – do not leave perishable foods at room temperature to thaw.

To microwave in a FoodSaver Bag, cut a corner of the bag and place on a microwave-safe dish. You can also place the FoodSaver Bag in boiling water to heat.

NOTE: Vacuum packaging is NOT a substitute for refrigeration or freezing. Any perishable foods that require refrigeration prior to vacuum packaging still must be refrigerated or frozen after vacuum packaging.

Food Preparation and Storage Guide

MEATS/FISH	Where to Store	Vacuum Packaged Storage Life	Normal Storage Life (without vacuum packaging)
Beef, lamb, and pork	Freezer	2 to 3 years	6 months
Ground meat	Freezer	1 year	4 months
Poultry	Freezer	2 to 3 years	6 months
Fish	Freezer	2 years	6 months

Preparation Guidelines for Meats/Fish:

Option 1: For best results pre-freeze meats and fish for 1-2 hours before vacuum packaging in a FoodSaver Bag to ensure the retention of juices and shape, and to help guarantee a good seal.

Option 2: If it is not possible to pre-freeze, place a folded paper towel between the meat/fish and the end of the bag. Leave the paper towel in the bag when vacuum packaging to absorb excess moisture and juices.

CHEESES	Where to Store	Vacuum Packaged Storage Life	Normal Storage Life (without vacuum packaging)
Cheddar, Swiss, Parmesan	Refrigerator	4 to 8 months	1 to 2 weeks

Preparation Guidelines for Hard Cheeses:

Keep cheese fresh even if you use it everyday by vacuum packaging it with the Vac 350 after each use. Make your original FoodSaver Bag extra long. Simply cut along the sealed edge, remove the cheese and

slice off the amount needed, then place the cheese back in the bag and repackage. Allow approximately one inch of bag material for each time the bag will be opened and repackaged.

Preserve Your Garden Goodness

Your FoodSaver Vac 350 is an invaluable tool to help preserve the quality, freshness, and nutrients of your homegrown vegetables. When vacuum packaging and freezing items from your garden, you can enjoy your harvest year round.

General Harvesting Information

- It is usually best to pick in the cool of the morning because produce has the best texture then.
- Harvesting from a home garden gives you the opportunity to enjoy produce that is ripened to perfection. Because different parts of the

plant will ripen at different times, the Vac 350 allows you to vacuum package small amounts frequently and cost effectively.

- Select top-quality young, tender produce that is free from mold and decay. Freezing will not improve the quality.
- Do not select vegetables that have frozen in the garden to use in any preservation method. However, these frozen-on-the-plant vegetables may be acceptable for immediate fresh eating if they are harvested before any decay starts.
- Clean vegetables thoroughly before freezing and vacuum packaging.

VEGETABLES	Blanching Times	VEGETABLES	Blanching Times
Asparagus	1½ to 3 mins.	Green beans	3 mins.
Whole kernel corn	4 to 5 mins.	Broccoli	3 to 4 mins.
Corn on cob	6 to 11 mins.	Brussels sprouts	3 to 5 mins.
Snow peas	1½ to 2 mins.	Cabbage	3 to 5 mins.
Sugar snap peas	1½ to 2 mins.	Cauliflower	3 to 4 mins.
Where to Store	Vacuum Packaged Storage Life	Normal Storage Life (without vacuum packaging)	
Freezer	2 to 3 years	8 months	

See next page for vegetable preparation guidelines.

Food Preparation and Storage Guide

Preparation Guidelines for Vegetables:

- ▶ Vegetables should be blanched before vacuum packaging. This stops the enzyme action, which will eventually cause loss of flavor, color, and texture.
- ▶ Blanch vegetables by placing them in boiling water or in the microwave until they are cooked but still crisp. Immerse in cold water to stop the cooking process. Dry vegetables on a towel, then freeze.
- ▶ To freeze vegetables in individual servings, place them on baking sheets and spread out so that pieces are not touching. This way they will not freeze together in a block.
- ▶ Place baking sheet in the freezer for 1-2 hours until the pieces are solidly frozen.
- ▶ Vacuum package in a FoodSaver Bag and return to the freezer for long-term storage. Remember, you can microwave and boil FoodSaver Bags right from the freezer.
- ▶ Strong-smelling vegetables emit gases during storage. Therefore, they must be stored in the freezer only.

FRUITS	Where to Store	Vacuum Packaged Storage Life	Normal Storage Life <i>(without vacuum packaging)</i>
Apricots, nectarines, peaches, plums, all types of berries	Freezer	1 to 3 years	6 to 12 months

Preparation Guidelines for Fruits:

For best results, before vacuum packaging soft fruits or berries in a FoodSaver Bag, pre-freeze for 1-2 hours or until solidly frozen. To freeze fruits in individual servings, place sliced fruit or berries on a baking sheet and spread out so the

pieces are not touching. This way they will not freeze together in a block. Then vacuum package in portions for baking, or in your favorite combinations for easy fruit salad all year round.

BAKED GOODS	Where to Store	Vacuum Packaged Storage Life	Normal Storage Life <i>(without vacuum packaging)</i>
Bread/rolls, Bagels/pastries	Freezer	1 to 3 years	6 to 12 months

Preparation Guidelines for Baked Goods:

Before vacuum packaging soft or airy baked goods, pre-freeze for 1-2 hours or until solidly frozen so that they will hold their shape. You can bake a double batch of bread or multiple pie

shells and vacuum package the extras for later use. Also, you can vacuum package treats such as peanut brittle and fudge to send as gifts.

NUTS	Where to Store	Vacuum Packaged Storage Life	Normal Storage Life <i>(without vacuum packaging)</i>
Walnuts, pistachios, almonds, peanuts, sunflower seeds	Pantry	2 years	6 months

Preparation Guidelines for Nuts:

Vacuum packaging eliminates the stale or rancid flavor nuts often get when stored. Plus, it eliminates the growth of molds that commonly occur with nuts. Keep nuts fresh by vacuum packaging them with the Vac 350. You can open the container

and take what you need for baking or snacks and then repackage it. If using a FoodSaver Bag, allow approximately one inch of extra bag material for each time the bag will be opened and repackaged.

Food Preparation and Storage Guide

COFFEE	Where to Store	Vacuum Packaged Storage Life	Normal Storage Life <i>(without vacuum packaging)</i>
Beans	Freezer	2 to 3 years	6 to 9 months
Ground	Freezer	2 years	6 months
Beans	Pantry	1 year	3 months
Ground	Pantry	5 to 6 months	1 month

Preparation Guidelines for Coffee:

When vacuum packaging ground coffee in a FoodSaver Bag, leave coffee in the original bag or place into a regular plastic bag and then place that bag into a FoodSaver Bag

for vacuum packaging. This will prevent grounds from being drawn into the vacuum pump and helps guarantee a good seal.

PREPARED LIQUIDS	Where to Store	Vacuum Packaged Storage Life	Normal Storage Life <i>(without vacuum packaging)</i>
Soups, stews, sauces, other liquids	Freezer	1 to 2 years	3 to 6 months

Preparation Guidelines for Prepared Liquids:

To vacuum package liquids for freezer storage, pre-freeze them first in a casserole or loaf pan until they are solid. Remove from the pan and vacuum package in a FoodSaver Bag. These "frozen bricks" stack conveniently in

your freezer and can go right into boiling water or the microwave when you are ready to use them. This same technique can be used for pre-cooked dinners and leftovers.

DRY FOODS	Where to Store	Vacuum Packaged Storage Life	Normal Storage Life <i>(without vacuum packaging)</i>
Rice, risotto, pasta, beans, grains	Pantry	1 to 2 years	6 months

Preparation Guidelines for Dry Foods:

Before vacuum packaging dry foods with sharp edges in a FoodSaver Bag, such as rice and pasta, wrap the food in cushioning material, like a

paper towel. This will help protect the FoodSaver Bag from punctures.

POWDERY FOODS	Where to Store	Vacuum Packaged Storage Life	Normal Storage Life <i>(without vacuum packaging)</i>
Flour, sugar, dry milk, brown sugar, dried coconut	Pantry	1 to 2 years	6 months

Preparation Guidelines for Powdery Foods:

For best results when vacuum packaging powdery foods in a FoodSaver Bag, leave the item in its original bag, then place that bag inside a FoodSaver Bag. This keeps fine or powdery food from being drawn into the vacuum pump and helps to guarantee a good seal.

Keep powdery foods fresh and protect them from insect infestation by repackaging them with the Vac 350 after each use. You can open the container and take what you need for baking or cooking.

NOTE: Placing a box inside a FoodSaver Bag may puncture the bag. Therefore, it is best to use the inner bag in which most powdery foods are generally packaged.

Important Safeguards

For Your Own Safety, Always Follow These Basic Safety Precautions When Using the FoodSaver Vac 350:

- 1 Read the instructions carefully.
- 2 Do not use the Vac 350 on wet or hot surfaces, or near a heat source.
- 3 Do not immerse any part of the Vac 350, power cord, or plug into water or other liquid.
- 4 To disconnect, unplug the power cord from the electrical outlet. Do not disconnect by pulling on the cord.
- 5 Do not operate the Vac 350 with a damaged power cord or plug. Do not operate the Vac 350 if it malfunctions or is in any way damaged. If the cord or the machine is damaged, it must be returned to an authorized service center.
- 6 Do not use an extension cord with the Vac 350.
- 7 Use only accessories or attachments recommended by Tilia, Inc.
- 8 Use the Vac 350 only for its intended use.
- 9 Closely supervise children when using any electrical appliance. Do not allow the Vac 350 to be used as a toy.
- 10 **120v Machines Only:** The Vac 350 has a polarized plug (one blade is wider than the other). To reduce the risk of electrical shock, this plug is intended to fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. Do not modify the plug in any way.

Troubleshooting

Nothing Happens When the On Button Is Pressed:

- 1 Make sure the power cord is firmly plugged into the electrical outlet.
- 2 Make sure the power cord is not damaged in any way.
- 3 Make sure the electrical outlet is operative by plugging in another appliance.
- 4 Wait 20 minutes to allow the Vac 350 to cool off, and then try using it again. The Vac 350 will shut off automatically if it becomes too hot. To keep the machine from becoming too hot:
 - a. Wait at least 20 seconds for the machine to cool down after vacuum packaging and/or sealing before attempting to vacuum and/or seal another bag.
 - b. Keep the lid open before vacuuming and/or sealing another bag.

Air Is Not Removed From the Bag:

- 1 Make sure the open end of the bag is resting entirely inside the vacuum channel. Make sure you are not putting the edge of the bag beyond the vacuum channel.
- 2 Check the bag for leaks. Seal the bag with some air in it. Submerge it in water and apply pressure. Bubbles indicate a leak. If the bag has a leak, you need to use a new bag.
- 3 If using a custom-sized FoodSaver Bag, check the seal of the bag. There may be a wrinkle in the bag along the seal, which causes leakage and prevents air from being removed. Cut the bag and reseal the edge.
- 4 Do not attempt to make your own side seams for a FoodSaver Bag. They are manufactured with special side seams, which are sealed all the way to the outer edge. Making your own side seams may leave air pockets, which will cause leakage and prevent air from being completely removed.

Troubleshooting

Air Was Removed From the Bag, But Has Come Back Into the Bag:

- 1 Check the seal of the bag. There may be a wrinkle in the bag along the seal, which caused leakage and allowed air to come back into the bag. Cut the bag open, and vacuum package it again.
- 2 Moisture or food material (i.e. juices, grease, crumbs, powders, etc.) along the seal may have caused leakage and allowed air to come back into the bag. Cut the bag open, wipe the top inside of the bag material to clear away any moisture or food residue, then vacuum package the bag again. See the "Food Preparation and Storage Guide" in this User Manual for guidelines for specific foods.
- 3 Food items with sharp edges may have punctured the bag. If you find a puncture hole, you will need to use a new FoodSaver Bag. Make sure to protect the bag from puncture holes by wrapping the items in cushioning material such as a paper towel.
- 4 If you find none of these conditions identified in 1-3 (above), and the bag appears to have air inside, fermentation or the release of natural gases from inside the foods may have occurred. This could indicate that the food may have begun to spoil and should be discarded.

The Bag Melts:

- 1 The sealing strip may have become too hot. Always wait at least 20 seconds for the Vac 350 to cool down before vacuuming and/or sealing another bag.

The Bag Will Not Seal:

- 1 Wait 20 minutes to allow the Vac 350 to cool off, then try using it again. The Vac 350 will shut off automatically if it becomes too hot. To help prevent the machine from becoming too hot:
 - a. Wait at least 20 seconds for the machine to cool down after vacuum packaging and/or sealing before attempting to vacuum and/or seal another bag.
 - b. Keep the lid open before vacuuming and/or sealing another bag.

If You Cannot Fix the Problem:

Call our Consumer Services Department at the number listed at the back of this manual.

Vacuum Packaging Non-Food Items

Your FoodSaver Vac 350 also protects non-food items from oxidation, corrosion, and moisture. Just follow the directions for vacuum packaging using FoodSaver Bags.

- ▶ Vacuum package your silver. Without exposure to air, the silver will not tarnish. Be sure to cover fork tines in something cushioning like a paper towel, so they won't puncture the bag.
- ▶ Vacuum package your children's clay, so that it won't dry out and get cracked.
- ▶ Camping and hiking gear stays dry and compact. Vacuum packaging your clothes and equipment will help save space in your pack. Vacuum package matches, maps, and anything you want to stay dry.
- ▶ For picnics, fill a FoodSaver Bag with ice and seal. When it melts, you'll have fresh water for drinking or you can put it back in the freezer as a reusable ice pack.
- ▶ Vacuum package your food and equipment for a boating or sailing outing. Food will stay dry in the cooler, batteries and film won't get damaged by water, and you'll appreciate having a dry change of clothes.
- ▶ FoodSaver Bags are also great for storing extra keys or any spare parts you need for your boat. They will be dry and in one place.
- ▶ Vacuum package first aid kits and emergency kits for your house, your boat, and your car. Items will all be in one package and will stay dry and without dirt and mold. Include flares, batteries, flashlight, candles, and matches.
- ▶ Vacuum package extra spark plugs and precision tools that always seem to get lost. Seal nuts, bolts, and screws by size in separate bags.

Warranty and Service Information

ONE-YEAR LIMITED WARRANTY

The following warranty policy applies only to the original consumer of this product and is not transferable. Evidence of original purchase is required for warranty service (this could be the sales receipt or packing slip, etc).

Elements of Warranty

Tilia, Inc. ("Tilia") warrants, for one year from the date of purchase, to the original consumer, this product to be free from defects in materials and workmanship under intended normal use subject only to the limitations and exclusions set out below.

Warranty Limitation and Duration

This warranty to the original consumer shall terminate and be of no further effect 12 months after the date of the original purchase. This warranty is invalid if this product is:

- a. Used for commercial or rental purposes.
- b. Damaged or carelessly or improperly maintained, misused, abused, or is not operated in accordance with the operating instructions as explained in the User Manual.

- c. Serviced or repaired by persons other than those authorized by Tilia, Inc.
- d. Modified, aligned, altered, or tampered with.
- e. Damaged due to natural disasters including but not limited to lightning or power surges.
- f. Used in any conjunction with equipment or parts or as part of any System not manufactured by Tilia.

Statement of Remedy

In the event the product does not conform to this warranty at any time while this warranty is in effect, Tilia will repair or replace the product (at Tilia's option) and return it to you without charge for parts, services, or any other cost (except shipping and handling) incurred by Tilia or its representative in connection with the performance of this warranty. **The limited warranty set forth above is the sole and entire warranty pertaining to the product and is in lieu of and excludes all other warranties of any nature whatsoever, whether express, implied, or arising by operation**

of law, including, but not limited to any implied warranties of merchantability or fitness for a particular purpose. This warranty does not cover or provide for the reimbursement or payment of incidental or consequential damages. Some states do not allow this exclusion or limitation of incidental or consequential damages so the above limitation or exclusion may not apply to you.

Legal Remedies

This warranty gives you specific legal rights. You may also have other rights which vary from state to state.

This warranty is void outside North America (the United States, its possessions, Canada, and Mexico).

Procedure for Obtaining Performance Warranty

Before you return your product for warranty repair, call Tilia's Consumer Services Department listed below for complete shipping instructions and a Return Authorization (RA) number. Any product returned for warranty repair must be delivered freight prepaid in either its original packaging or packaging affording an equal degree of protection.

IF YOU NEED SERVICE

If you have any questions concerning service of this product, please contact:

Tilia, Inc.
P.O. Box 194530
San Francisco, CA 94119-4530
www.foodsaver.com
cust_service@tilia.com

Toll-Free Consumer Services Support
United States: 1.800.777.5452
Canada: 1.877.804.5383

Evidence of original purchase is required, so **it is important to hold onto your sales receipt or packing slip.**