



Troubleshooting Guide: Sealing

The challenges you may encounter have been divided into 3 simple categories; achieving, maintaining and releasing a seal. Listed below, from most likely to least likely, are the probable causes of the challenge and the possible solutions.

CAN'T ACHIEVE A SEAL

PROBABLE CAUSE	POSSIBLE SOLUTION	
DID NOT PLACE FINGER OVER VACUUM CONTROL DURING SEALING, OR REMOVED FINGER BEFORE TURNING FRESHSTATION POWER OFF	Follow instructions for using the FreshStation on page 13.	
FOOD PARTICLES ON SEAL OR RIM	Remove lid, wash thoroughly with warm, soapy water, dry thoroughly and replace.	For FreshPouches: Using a new FreshPouch, follow instructions for Prepping and Sealing on pages 18 and 19.
HANDLES NOT ALIGNED	Align handles properly on lid and container.	For FreshPouches: Air bubbles in seal. Attempt to push air bubbles out by pressing firmly, working bubbles toward edge of seal.
THE GREEN VALVE IS CLOGGED	Follow instructions for cleaning and replacing green valve in the "Care and Cleaning" section on page 7.	
FOOD LEVEL (ESPECIALLY LIQUID) IS TOO HIGH IN CONTAINER	Remove some content and follow instructions for cleaning and replacing green valve in the "Care and Cleaning" section on page 7.	For FreshPouches: Using a new FreshPouch, follow instructions for prepping and sealing on pages 18 and 19.
FRESHSTATION WAND OR HOSE IS CLOGGED	Follow instructions for cleaning wand or hose in the "Care and Cleaning" section on page 11.	
GREEN SEAL OR RIM OF CONTAINER IS SCORED OR DAMAGED BY CONSUMER	Contact Customer Service for replacement parts.	
GREEN SEAL OR RIM OF CONTAINER IS DEFECTIVE	Consult Warranty Card or visit www.vacuware.com , click on "Warranty Information" and follow instructions.	For FreshPouches: Pouch is damaged or punctured in some way. Using a new FreshPouch, follow instructions for prepping and sealing on pages 18 and 19.
GREEN VALVE IS NOT PROPERLY REASSEMBLED	Follow instructions to reassemble green valve in the "Care and Cleaning" section on page 7.	OR If reassembled improperly, the rubber portion of valve can be punctured by the plastic portion. Contact Customer Service for replacement parts. For FreshPouches: Be sure to attach the green FreshPouch seal over black valve.

If none of these solutions work for you, please call Customer Service at:
1-888-VACUWARE

or visit:
www.vacuware.com

CAN'T MAINTAIN A SEAL

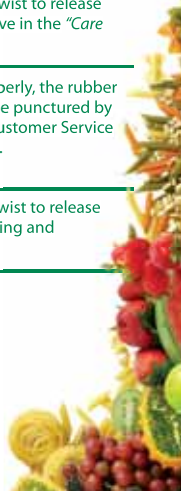
PROBABLE CAUSE	POSSIBLE SOLUTION	
FOOD PARTICLES ON SEAL OR RIM	Remove lid, wash thoroughly with warm, soapy water, dry thoroughly and replace.	For FreshPouches: Using a new FreshPouch, follow instructions for Prepping and Sealing on pages 18 and 19.
THE GREEN VALVE IS CLOGGED	Follow instructions for cleaning and replacing green valve in the "Care and Cleaning" section on page 7.	
FOOD LEVEL (ESPECIALLY LIQUID) IS TOO HIGH IN CONTAINER	Remove some content and follow instructions for cleaning and replacing green valve in the "Care and Cleaning" section on page 7.	For FreshPouches: Using a new FreshPouch, follow instructions for sealing on pages 18 and 19.
GREEN SEAL OR RIM OF CONTAINER IS DEFECTIVE.	Consult Warranty Card or visit www.vacuware.com , click on "Warranty Information" and follow instructions.	For FreshPouches: Pouch is damaged or punctured in some way. Using a new FreshPouch, follow instructions for prepping and sealing on pages 18 and 19.
GREEN SEAL OR RIM OF CONTAINER IS SCORED OR DAMAGED BY CONSUMER	Contact Customer Service for replacement parts.	
GREEN SEAL OR RIM OF CONTAINER IS DEFECTIVE	Consult Warranty Card or visit www.vacuware.com , click on "Warranty Information" and follow instructions.	For FreshPouches: Pouch is damaged or punctured in some way. Using a new FreshPouch, follow instructions for prepping and sealing on pages 18 and 19.
GREEN VALVE IS NOT PROPERLY REASSEMBLED	Follow instructions to reassemble green valve in the "Care and Cleaning" section on page 7.	OR If reassembled improperly, the rubber portion of valve can be punctured by plastic portion. Contact Customer Service for replacement parts. For FreshPouches: Be sure to attach the green FreshPouch seal over black valve.

CAN'T RELEASE THE SEAL

PROBABLE CAUSE	POSSIBLE SOLUTION	
GREEN VALVE MAY BE NEW AND NOT COMPLETELY WORKED IN YET	Work valve in by pressing around the edges of green button.	
THE GREEN VALVE IS CLOGGED	Place a butter knife between the container and lid handles and twist to release the seal. Follow instructions for cleaning and replacing green valve in the "Care and Cleaning" section on page 7.	
GREEN VALVE IS NOT PROPERLY REASSEMBLED	Place a butter knife between the container and lid handles and twist to release the seal. Follow instructions to reassemble green valve on page 7.	OR If reassembled improperly, the rubber portion of valve can be punctured by plastic portion. Call Customer Service for replacement parts.
FOOD LEVEL (ESPECIALLY LIQUID) IS TOO HIGH IN CONTAINER	Place a butter knife between the container and lid handles and twist to release the seal. Remove some content and follow instructions for cleaning and replacing green valve on page 7.	

If none of these solutions work for you, please call Customer Service at:
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Troubleshooting Guide: FreshStation

In the event that a mechanical difficulty arises with your FreshStation, please consult the following chart to aid in resolving your particular challenge.

CHALLENGE	CHECK THE FOLLOWING:
"NOTHING HAPPENS WHEN I TRY TO VACUUM SEAL WITH MY FRESHSTATION."	<p>Be sure that the power cord is fully plugged into the electrical outlet.</p> <p>Be sure the reset button on your outlet is pushed in.</p> <p>Examine the power cord for any damage.</p> <p>See if the electrical outlet is operative by plugging in another device.</p> <p>Place thumb/finger over the green vacuum control port on the FreshStation wand while sealing.</p> <p>Remove and clean wand/ hose/reservoir assembly following the instructions in the FreshStation "Care and Cleaning" section on page 11.</p> <p>Open the door on the left side of your FreshStation and check the clear reservoir at the end of the wand Hose:</p> <ol style="list-style-type: none"> 1. Make sure the reservoir is pushed firmly into the inside wall of your FreshStation. 2. Make sure the ends of the hose are connected to the Fresh wand and the reservoir. 3. Make sure the two halves of the reservoir are firmly pressed together.
"I CAN'T GET THE CORD OUT OF OR BACK INTO MY FRESHSTATION."	<p>To pull the cord out of the back of your FreshStation, pull firmly downward, remembering that the cord is 3 ½ feet long. Do not attempt to pull cord past this point; this could damage the electrical cord.</p> <p>To return cord into your FreshStation, push in an upward motion into the back of the unit.</p>
"MY FRESHSTATION IS MAKING A HIGH PITCHED WHINING SOUND."	<p>Open the left, side door of your FreshStation and check the reservoir. This sound is an indication that the reservoir is filled with liquid. Remove and clean your reservoir before using your FreshStation. Refer to the FreshStation "Care and Cleaning" on page 11 for more assistance.</p>
"THE FRESH-SEALED LIGHT ON MY FRESHSTATION ILLUMINATES, BUT THEN TURNS OFF BEFORE I TURN OFF THE POWER."	<p>Be sure to keep the vacuum control port on your FreshStation wand covered during the sealing process. At the end of sealing, turn your FreshStation power off BEFORE uncovering the port.</p> <p>*NOTE: Once the light illuminates, your VacuWare is sealed. The light goes off simply because you have removed your finger from the vacuum control port. This in no way affects the seal.</p>
"MY FRESHSTATION'S WAND IS CLOGGED."	<p>Remove and clean your wand/hose/ reservoir assembly, following the instructions in the FreshStation "Care and Cleaning" section on page 11.</p>
"MY WAND WON'T SIT PROPERLY ON MY FRESHSTATION."	<p>Replace your wand by first pushing in the bottom of the wand, and then the top, into your FreshStation.</p>

If none of these solutions work for you, please call Customer Service at:
1-888-VACUWARE

or visit:
www.vacuware.com

We Stand By Our Products

The VacuWare Fresh Food System is made in America by a team proud to engineer an exceptional product that benefits our customers and our American economy. Invision Products, LLC, parent company of VacuWare, stands by its product and its warranty and commits to creating a high quality product and satisfying our customers' needs. Our real business is you!

VacuWare® Warranty Certificate

Two Year Limited Warranty

Welcome to the VacuWare Family! We at Invision Products take great pride in the quality of our products and, consequently, double the Warranty of our competitors. All goods manufactured by Invision Products parent company of VacuWare, are guaranteed to be free from defects in material and workmanship at the time of delivery to consumer. The following warranty is not transferable and applies only to the original consumer for a period up to and not exceeding two years from the original date of purchase. Evidence of original purchase must be produced to obtain warranty service. Proof of purchase will only be recognized in the form of an original sales receipt or packing slip. Credit card statements, cancelled checks, and handwritten receipts will not be accepted as proof for warranty purposes. At the discretion of Invision Products, VacuWare products under warranty will be repaired or replaced with the same model or a model of equal or greater value if the original model is no longer available (or replacement parts sent if applicable.)

This warranty does not cover:

- Damage due to misuse, abuse, or operation of the product not in accordance with the instructions provided in the VacuWare Instruction Manual
- Improper installation, maintenance, or cleaning of VacuWare products including, but not limited to, valves and seals
- Service or repairs performed by persons not expressly authorized by VacuWare and Invision Products
- Use of device in conjunction with any product not part of the VacuWare brand product line
- Modifications or alterations made to the product
- Use for commercial or rental purposes

Legal remedies:
The limited warranty set forth above is the sole and complete warranty for 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 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. 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.

Return Procedure:
Please return the defective part(s) only to Invision Products and not to the original retailer with freight prepaid in either the original packaging or packaging that provides an equal measure of protection. Call 1-888-VacuWare to ensure that your product is under warranty.

Ship prepaid package to:
Invision Products, LLC, PO Box 149, Fall River, MA 02720

We, at Invision Products, look forward to serving our customers' needs because if you're not satisfied, we're not satisfied!

VacuWare® is a registered trademark of Invision Products, LLC.



Welcome to the FreshRevolution!™

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Index

Customer Service Information	31	FreshStation	10-13, 18
FreshContainers	6-7, 13, 15	Benefits	10
Benefits	6	Care and Cleaning	11
Care and Cleaning	7	Diagram	12
Helpful Hints	7	Helpful Hints	11
Operating Instructions:		Sealing Instructions:	
with FreshStation	13	with FreshContainers and FreshJarLids	13
with FreshPump	15	with FreshPouch	18-19
Safety	7	Safety	11
FreshJarLids	8-9, 13, 15	PowerMarinating	4, 20-25
Benefits	8	Benefits	20
Care and Cleaning	9	Chef Rick™ Recipes	22-25
Helpful Hints	9	How To	21
Sealing Instructions:		Helpful Hints	21
with FreshStation	13	Troubleshooting	26-28
with FreshPump	15	FreshStation	28
Safety	9	Sealing	26-27
FreshPump	14-15, 20	VacuWare Fresh Food System	4-5
Benefits	14	Benefits	4
Care and Cleaning	15	Foods Ideal in	5
Helpful Hints	15	Warranty Information	29
Sealing Instructions:			
with FreshContainers and FreshJarLids	15		
with FreshPouch	19		
Safety	15		
FreshPouches	16-19		
Benefits	16		
Helpful Hints	17		
Sealing Instructions:			
with FreshStation	18-19		
with FreshPump	19		
Prepping FreshPouch	18		
Opening Your FreshPouch	19		
Safety	17		



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For more detailed information, refer to
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PRODUCTS THAT INSPIRE

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