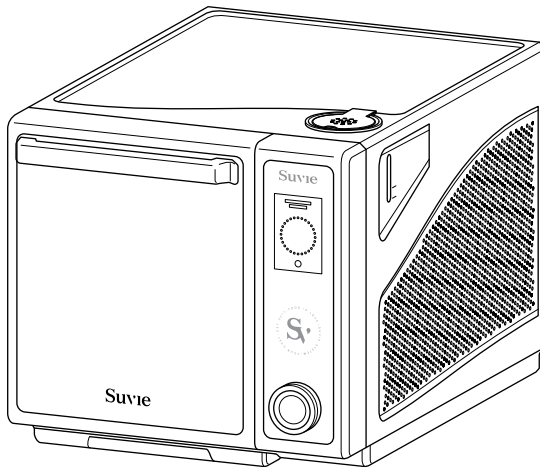


Suvie®

Multi-Zone Cooking and Refrigeration

Model No. SV301 Suvie Kitchen Robot User Manual



This product is intended for HOUSEHOLD USE ONLY

IMPORTANT SAFETY INSTRUCTIONS



To reduce the risk of burns, electric shock, fire, or injury to persons when using your Suvie, be sure to follow the basic safety precautions in this section.

When using electrical appliances, ALWAYS follow basic safety precautions including all of the following:

1. Read all instructions.
2. Do not touch hot surfaces directly; use handles or knobs.
3. To protect against electrical shock do not immerse cord or plugs in water or other liquid.
4. Close supervision is necessary when any appliance is used by or near children.
5. Unplug from outlet before cleaning. Allow to cool before inserting or removing parts.
6. Do not operate any appliance with a damaged cord or plug or after the appliance malfunctions or has been damaged in any manner. Dispose of any damaged cords. Contact **help@suvie.com** for examination, repair, or adjustment.
7. The use of accessory attachments not recommended by the appliance manufacturer may cause injuries.
8. Do not use outdoors.
9. Do not let the cord hang over the edge of a table or counter, or to touch hot surfaces.
10. Do not place on or near a hot gas or electric burner, or in a heated oven.
11. Extreme caution must be used when moving an appliance containing hot oil or other hot liquids.
12. Always attach plug to appliance first, then plug cord into the wall outlet. To disconnect, turn any control to "off", then remove plug from the wall outlet.
13. Do not use appliance for anything other than its intended use.
14. Use extreme caution when removing trays or disposing of hot water or grease.
15. Do not clean with metal scouring pads. Pieces can break off the pad and touch electrical parts, creating a risk of electric shock.
16. Intended for countertop use only.

**WARNING**

Spilled food can cause serious burns. Keep the appliance and cord away from children. Never drape the cord over the edge of a counter and never use an outlet below the counter.

SAVE THESE INSTRUCTIONS

FCC (Federal Communications Commission)

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. This device should be installed and operated with minimum 20 cm between the radiator and your body.*



WARNING

This equipment may generate or use radio frequency energy. Changes or modifications to this equipment may cause harmful interference unless the modifications are expressly approved in the instruction manual. The user could lose the authority to operate this equipment if an unauthorized change or modification is made.

This device complies with part 15 of the FCC's Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesirable operation.
3. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Safety Symbols



These safety alert symbols can be found throughout the guide, alerting you to potential hazards. It's important to comply with these directives to avoid possible injury or death.



DANGER

Indicates a hazardous situation which you must prevent to avoid death or injury.



WARNING

Indicates a hazardous situation which you should prevent to avoid possible death or injury.



CAUTION

Indicates a hazardous situation which you must prevent to avoid injury.

NOTICE

Specifies a good practice or conveys important information.

How To Contact Suvie

Contact us with questions or concerns.

Email: help@suvie.com

Before Using Your Suvie

** DANGER**

Do not operate Suvie if the cord or plug becomes damaged, if the appliance malfunctions, or if the Suvie is dropped or damaged in any manner. Contact Suvie immediately for examination, repair, or electrical or mechanical adjustment.

** WARNING**

- ONLY place Suvie on a clean, even open counter to help prevent it from slipping. An anti-tip bracket may be attached to the back of the appliance and the wall behind it for extra stability, especially if there are young children in the house.
- Never use the Suvie in combination with parts or equipment from older generations of Suvie. Never use your Suvie with damaged accessories.
- Never store objects in the appliance when not in use.
- Never use any food container, pan, tray, or other item in the appliance that was not provided by the manufacturer.
- The use of attachments or items not recommended or sold by Suvie may cause fire, electric shock, or injury.
- The Suvie can generate a constant flow of steam while cooking. Keep away from any hot steam that escapes the appliance during operation. Steam may also leave traces of moisture on your countertop. Be mindful of objects that sit near your appliance.
- Do not attempt to remove the reservoir lid while your Suvie is cooking.
- Scalding due to food that has overheated may occur if attempting to use quantities of food in excess of a pan's capacity. If overheating occurs, unplug the appliance and allow it to cool. Use care when removing all components as they may stay hot for some time.
- To avoid scalding, burn injury, and laceration hazard, do not attempt to open the Suvie door by force. Only open the door when the program is complete.
- Fire hazard: Keep Suvie away from outside heat sources to avoid risk of fire.
- Pans will be hot: Always use an oven mitt when removing pans after cooking as they may be extremely hot.
- Not intended for use by children: Close supervision is necessary when the Suvie is used by or near children.
- You may get burned or scalded by escaping hot food or steam or by touching hot surfaces.

- Remove all pans carefully to prevent contents from spilling or splashing.
- Do not reach inside the appliance. Avoid loose clothing or jewelry when removing pans from Suvie.



CAUTION

- Damaged accessories may cause injury. If any Suvie accessories are damaged during food preparation, discard food. Contact help@suvie.com for a replacement accessory.
- Never add more water to the reservoir during a cook.
- Do not modify your Suvie or any accessories.
- Keep your Suvie away from the edge of your counter to help prevent it from falling off. Specific set up instructions are on Page 11 of this manual.

NOTICE

- Never overload pans beyond their top.
- Be sure to keep the Broiler element clean of any food after use.
- Unplug the Suvie from outlet before cleaning.
- Do not put the Suvie appliance in water or other liquid.
- Suvie recommends using only distilled water in the appliance.

SAVE THESE INSTRUCTIONS

Welcome to

Suvie®

BEFORE OPERATING THIS PRODUCT, IT IS IMPORTANT TO READ,
UNDERSTAND, AND FOLLOW THESE INSTRUCTIONS.

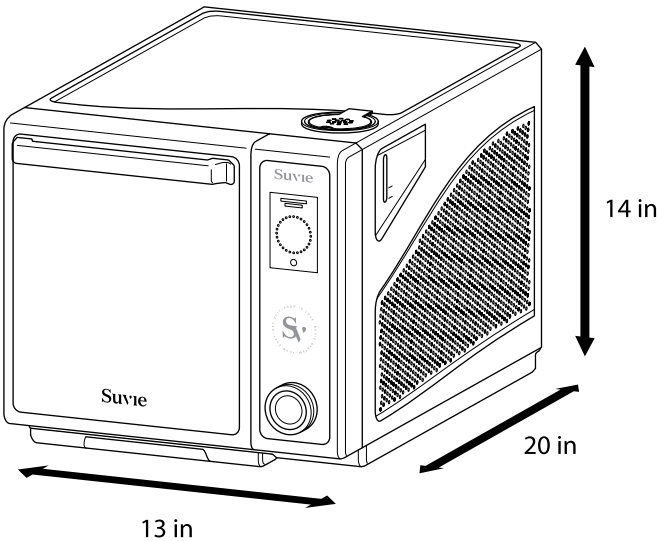
PLEASE SAVE THIS BOOKLET FOR FUTURE REFERENCE.

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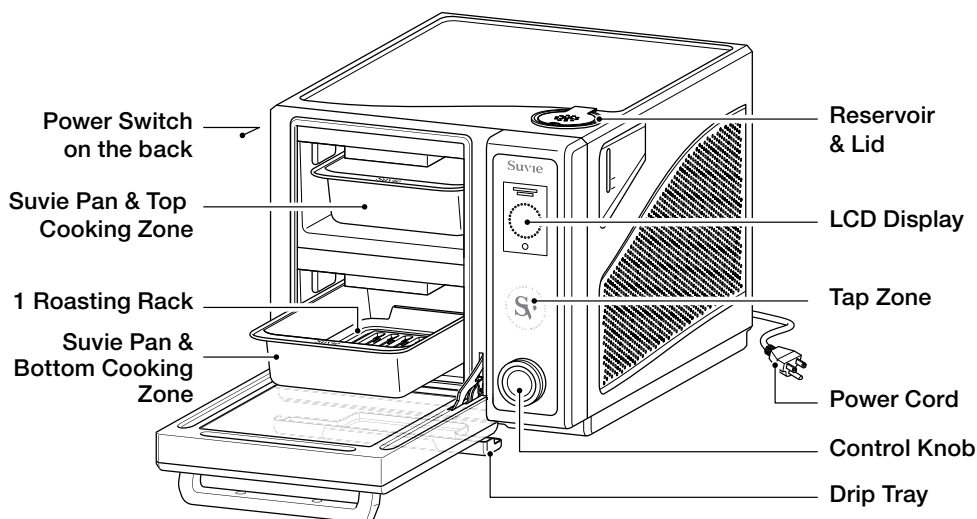
Technical Data



Certification Marks	UL Listed
Heating System	1,400 W power consumption with protection against overheating
Power	110-120 VAC 50/60Hz Maximum power consumption 1,400W (110V / 15A) Detachable power cord, 48 inches in length
Dimensions	Height: 14 inches Width: 13 inches Depth: 20 inches
Weight	58 pounds
Suvie Pan Volume	2.35 L x 2 Pans
Control Panel	3.5" Color LCD Screen, Resolution 480 x 320 with push-button rotary dial

Getting To Know Your New Personal Chef

The Suvie appliance uses water with two zones of temperature control to independently cook your ingredients. Please be aware that some cooking functions require the reservoir to be filled with water prior to cooking. Suvie will prompt you to fill the reservoir when needed.

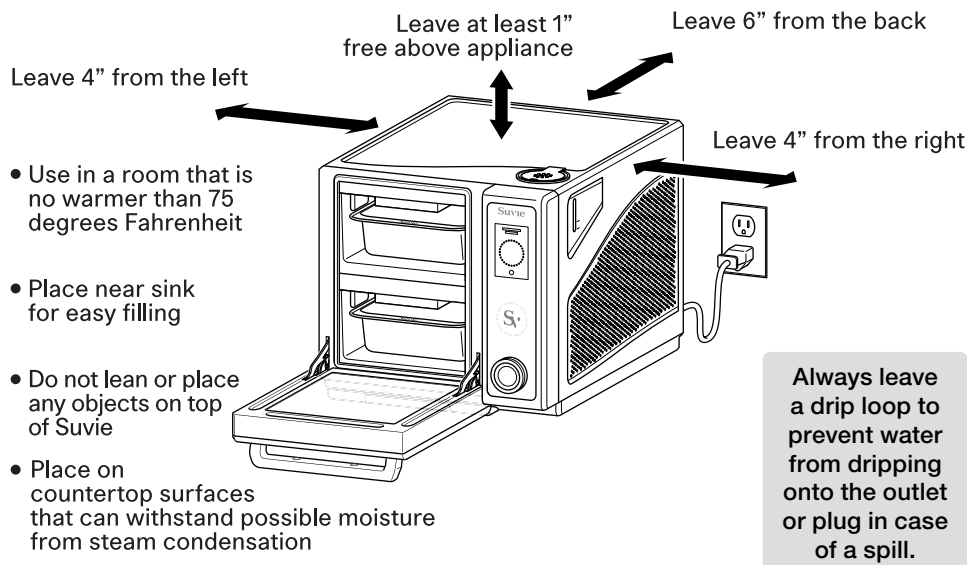


Once you've loaded your Wi-Fi connected Suvie appliance, recipes will automatically download, and you may use the Tap Zone with your Suvie Meal cards to confirm what will be cooked. Refrigeration will then begin if you choose to schedule your meal at a later time.

If using your own ingredients, you will have the option to choose your desired cooking function, and set the appropriate cooking temperatures/times manually using one of the My Cook functions.

You can also use your phone to schedule or reschedule your meal when away from the unit (see instructions on page 24).

Countertop Placement



Always use a GFCI (Ground Fault Circuit Interrupt) outlet.

Leave Suvie upright for 24 hours prior to refrigerating or scheduling to allow coolant to settle.

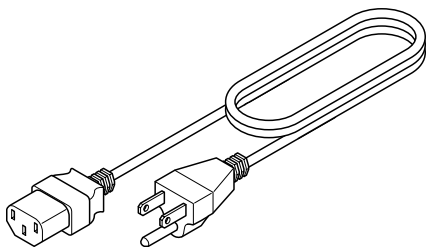
WARNING

- A child or adult can tip the appliance causing serious injury or death. An anti-tip bracket should be installed at the back of the appliance and attached to the wall behind it for extra stability and protection.
- Do not place food pans or other objects on the door when open.
- To avoid personal injury and property damage, do not block or obstruct vents.
- Do not install your Suvie over a range cooktop or other appliance that produces heat. Installation of your Suvie near a heat source can adversely affect the operation and possibly cause damage.

CAUTION

- Remove all packing materials and accessories. Examine your Suvie for any damage such as dents or broken components.
- To prevent personal injury, use caution when moving the appliance. Always move the appliance with two people.
- Use caution when opening & closing the door to avoid pinching fingers.
- Always ensure the drip tray is in place before operating the unit. Check each time you use the appliance that the drip tray is empty. Use caution when emptying the drip tray to avoid spilling water.
- Remove any protective film on the oven or component surfaces.
- To prevent damage, do not block any inlet or outlet openings.

Grounding Instructions



The Suvie appliance must be grounded while in use to protect the operator from electrical shock. Suvie is equipped with a 3-conductor cord and a 3-prong grounding-type plug to fit the proper grounding-type receptacle. The appliance has a plug similar to the figure to the left.

The grounding tab which extends from the adapter must connect to the permanent ground in the outlet box.

WARNING - ELECTRIC SHOCK

Always plug your Suvie into a GFCI (Ground Fault Circuit Interrupter) outlet. Never use Suvie without a GFCI Outlet.

WARNING - ELECTRIC SHOCK

To avoid the possibility of the appliance plug or outlet getting wet in the event of a spill:

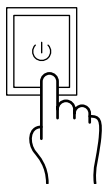
- NEVER use an outlet below the counter
- ALWAYS arrange a drip loop in the cord: ensure the lowest point of the cord is below the outlet to avoid water dripping onto the outlet or appliance plug.
- If the appliance plug or outlet does get wet, DO NOT unplug the cord. Disconnect the fuse or circuit breaker that supplies power to the appliance. Then unplug and examine for water.

- A. A short power supply cord is provided to reduce the risk resulting from becoming entangled in or tripping over a longer cord.
 - B. Grounded extension cords may be used if care is exercised in their use. Be sure to maintain a drip loop in the extension cord at all times.
 - C. If an extension cord is used, (1) the marked electrical rating of the extension cord should be at least as great as electrical rating of the appliance, and (2) the longer cord should be arranged so that it will not drape over the counter or table top where it could be pulled on by children or tripped over unintentionally.
-

Quick On-Screen Setup

The first time you plug in your Suvie, the on-screen instructions will guide you through a simple setup process.

This setup includes: setting the date & time, connecting to WiFi, and downloading the latest Suvie Meal recipes.



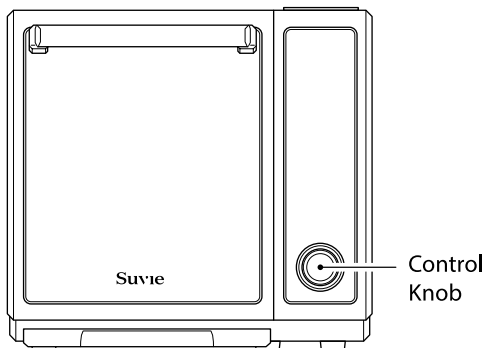
Turn On: Turn on using the power switch on back.

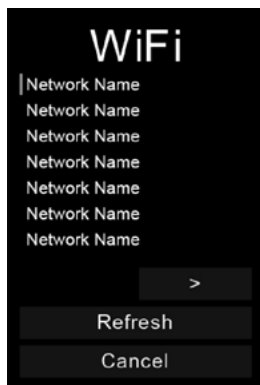


Turn the control knob to see options.



Push the control knob to select an option.





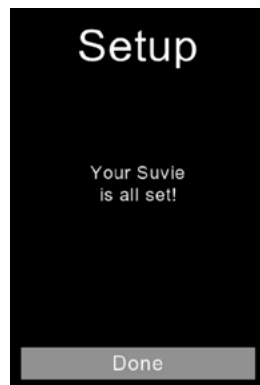
A list of detectable Wi-Fi networks will appear. Rotate the dial to select the network Suvie will use to connect to the Internet.

Press the control knob to make your selection.

Enter your password by rotating the dial and pressing on each character.



Date and time will then be set automatically. You may adjust the time zone, and there is an option for daylight savings.



Once all settings have been confirmed, Suvie will download updates automatically, and then will reboot. Please be patient as this process may take several minutes to complete. Once the setup has finished, Suvie will show you a complete screen and your appliance is now ready to use.

For any issues connecting your Suvie to Wi-Fi, contact our customer support team via email: help@suvie.com

Your Suvie Account

Your Suvie will automatically register once it has been connected to WiFi.

To login to your Suvie account go to: <https://app.suvie.com>

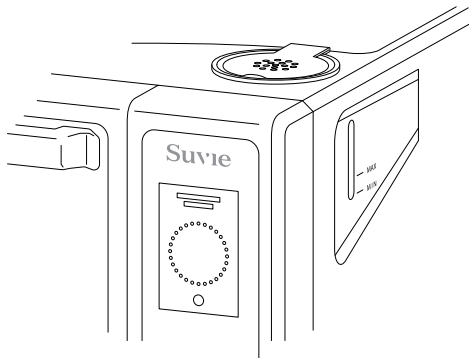
Your Suvie account can be used to:

- Order Suvie Meals
- Update shipping address
- Update billing information
- Update account name and phone number

Looking for Suvie recipes? Visit <https://blog.suvie.com>

Filling the Water Reservoir

Water Level & Placement



ONLY FILL RESERVOIR WHEN PROMPTED ON DISPLAY

Not all cooking functions require the the water reservoir to be filled prior to use.

Do not fill above the max fill line indicated on the side of the reservoir.

WE RECOMMEND ONLY USING DISTILLED WATER FOR OPTIMAL PERFORMANCE.

The water in the unit is used for refrigeration as well as for some cooking functions. For functions that require water, Suvie will prompt you to fill the reservoir with water when needed. Do not add water to the reservoir unless prompted on the LCD display.

Please be aware that Suvie will not use all of the water in the reservoir while cooking or cooling. Suvie will only use the exact amount of water needed and this water will evaporate over time, without needing to drain.

NOTICE

Do not add additional water to the reservoir once the unit begins cooking or refrigerating.



CAUTION

The reservoir will steam and get hot while cooking. Do not touch the reservoir lid or surrounding areas while it is in use.

NOTICE

We recommend using distilled water in your Suvie. Never use anything in the reservoir other than water or cleaning solution as indicated by Suvie.

Water Bubbling When In Normal Operation



CAUTION

Water inside your reservoir will boil and bubble while cooking. Do not touch the water reservoir lid or surrounding areas when in use, as it may be hot.

This bubbling and noise is completely normal and is expected behavior.

Refrigeration Information

Suvie uses a water-based cooling method (refrigerant type R513a) similar to that of your household refrigerator to keep your ingredients cold until they are ready to be cooked. Suvie is designed to keep your food under 41°F as per FDA safe storage guidelines. For best refrigeration performance, please make sure to follow our counter-top placement guidelines on page 11.

By refrigerating your vegetables and proteins, Suvie allows you the convenience of being able to load ingredients either in the morning before work or in the evening before bed, so you have a perfectly cooked meal that is ready to enjoy when you want it. Suvie is designed to refrigerate a meal up to one day prior to cooking and not longer.

Cooling After Completing a Cook

Safely Cool To Prepare Your Next Meal

Loading your meal into Suvie the night before is a great way to save time. For best refrigeration performance, please allow Suvie to rest with the door open for at least 2 hours after cooking before scheduling your next meal.

Taking Your Food From Cool-to-Cook

Simply tell Suvie when you want to eat, and Suvie performs meticulous calculations to ensure a perfectly prepared and timed meal.

Start times vary in each of the different cooking zones based on the method of cooking.

After you've filled the reservoir, a typical Suvie cool-to-cook process is generally as follows:

- Your Suvie is rapidly cooled to create a safe environment for your ingredients.
 - When ready to begin cooking, Suvie stops cooling and begins to heat the water surrounding the cooking zones until it reaches the desired temperature and cook time.
 - The broiler finishes your vegetables and proteins.
 - Your meal is ready to plate and serve.
-

How Suvie Calculates Cook Time

Enter Time & Temperature Settings

Cooking frozen proteins? No need to thaw, simply select “frozen” once prompted on the display while setting up your meal. Suvie will automatically adjust the cook settings to account for your frozen proteins. If cooking using the Rapid Cook function, be sure to load only frozen ingredients. Suvie will automatically thaw your food when using this function.

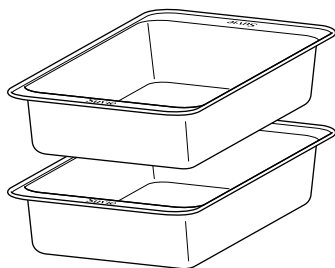
The Time & Temperature chart can also be found online at:

mycook.suvie.com/suvie-cook-time-temperature-charts/

How Long Will My Meal Take To Cook?

Similar to a standard oven, Suvie requires time to preheat, which can vary from 30-60 minutes for some meals. Slow cook meals take between 3-10 hours to complete. Suvie's Rapid Cook Meals can cook in as little as 25 minutes, depending on the meal. Suvie will automatically calculate this pre-heat time. We recommend using the schedule function for maximum convenience.

Your Suvie Pans



The two Suvie pans included with your appliance can be used interchangeably between both cooking zones. These pans are dishwasher safe.



A roasting rack is also included with your Suvie appliance and is dishwasher safe.

How It Works

Simple Preparation Steps for Multi-Zone Cooking

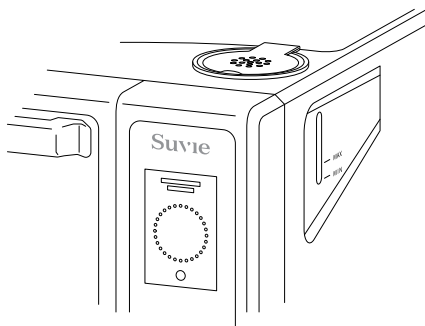
Your Suvie can make between 1-12 servings depending on which cook function is used. Please follow the instructions below to begin cooking. Be aware that certain functions are limited in each zone, based on which cooking method is used. Please review the instructions and function chart below.



CAUTION

Never overfill or use any ingredients that extend beyond the capacity of the pans.

STEP 1: ONLY FILL THE WATER RESERVOIR WHEN PROMPTED ON DISPLAY



NOT ALL FUNCTIONS REQUIRE WATER!

Only fill the water reservoir when Suvie prompts you on the display. We recommend using distilled water for optimal performance.

Fill the reservoir to between the “max” and “min” lines indicated by fill window. This water is used for both refrigerating and cooking your meal. Never add water during cooling or cooking.

STEP 2: CHOOSE YOUR BOTTOM ZONE FUNCTION

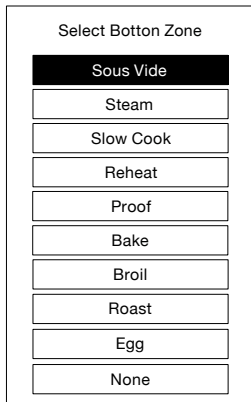
Select Botton Zone

Sous Vide
Steam
Slow Cook
Reheat
Proof
Bake
Broil
Roast
Egg
None

If you are using Suvie Meals, simply hold the meal card on the Tap Zone above the control knob and your Suvie will automatically set the appropriate cook functions for your meal. Follow the on-screen instructions.

If you are cooking using your own ingredients, navigate to My Cook and select your desired bottom-zone function from the list of available options. Next, enter the desired cooking times/temperatures.

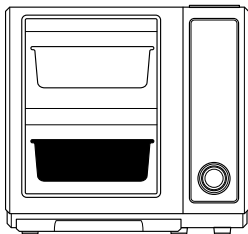
STEP 3: CHOOSE YOUR TOP ZONE FUNCTION



If you are using our Suvie Meal service, Suvie will automatically detect the appropriate cooking function after the meal card has been scanned.

If you are cooking using your own ingredients, choose a top-zone cooking function from the list of available options. Please be aware that the top-zone functions available are limited based on the function used in the bottom-zone.

STEP 4: NEXT, ADD YOUR INGREDIENTS TO THE BOTTOM AND TOP ZONES



Using the Sous Vide Function?

If you are cooking your proteins using the sous vide function, place your vacuum-sealed, pre-seasoned proteins into the removable Suvie pan and fill it with water until the proteins are submerged. If using a Suvie-provided Suvie Meal, these packages are ready out-of-the-box.

A sous-vide compatible bag is any plastic bag that is food safe, rated for high-temp cooking, and can be sealed securely so that the water surrounding it does not touch the protein itself. You may use a vacuum sealer or a store-bought sealable bag.

For All Other Cook Functions:

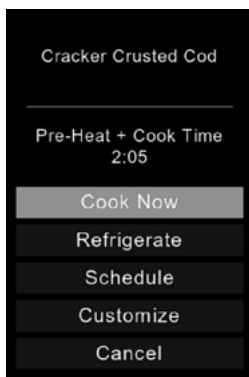
Remove proteins from packaging before cooking.

STEP 5: (OPTIONAL) CHOOSE YOUR STARCH COOKER FUNCTION

If you have the Suvie Starch Cooker, choose your starch cook function, enter the desired cooking time, and load your dry starches directly into the starch cooker.

STEP 6: SCHEDULE YOUR MEAL OR COOK NOW

Lastly, choose: schedule, refrigerate, or cook now.



Schedule:

This function allows you to enter the time you'd like your meal to be completed. When using the schedule function, Suvie will automatically refrigerate your ingredients until it begins cooking to complete your meal at the time entered.

Refrigerate:

This function will refrigerate your ingredients until you initiate the cook process, either on the mobile app or the unit itself.

Cook Now:

This function will begin the cooking process right away.

STEP 7: (OPTIONAL) FINISH BY BROILING

After your Suvie has finished cooking your meal, you will have the option to broil your proteins and vegetables to achieve a desired finish. The maximum broil time is 10 mins. If you need additional time, simply start the broil again.



CAUTION

Proteins **MUST** be removed from any plastic packaging before broiling. Always remove plastic or silicone sous vide bags, accessories, or other containers from Suvie before Broil steps.

Sous Vide Food Safe Temperature Disclaimer

Please note that the temperatures Suvie uses and that our recipes recommend are lower than what the FDA recommends. Consuming raw or undercooked meats, poultry, seafood, shellfish, or eggs may increase your risk of foodborne illness. If you're pregnant, elderly, or sick you should use extra caution. Even though the temperatures are lower than the FDA recommends, sous vide is a widely accepted cooking method because the cooking times are generally long enough for "pasteurization" to make your food safe to consume.

Please use caution when cooking below the FDA recommended temperatures; you can always adjust your protein temperatures to what the FDA recommends.

Additionally, because Suvie uses a broiler to finish your proteins, most of your proteins internal temperature will rise 5-10 degrees after you sous vide them.

Cooking Zone Function Capabilities

Both the top and bottom cooking zone can perform all cooking functions, however some may not be used in combination with another. Please reference the chart below for zone-function combinations.

Available Top Zone Function Allowed

										
		Sous Vide	Slow Cook	Proof	Egg Mode	Roast	Bake	Broil	Reheat	Steam
If Bottom Zone Function is Selected	 Sous Vide	✓							✓	✓
	 Slow Cook		✓							
	 Proof			✓						
	 Egg Mode				✓					
	 Roast					✓	✓	✓	✓	✓
	 Bake					✓	✓	✓	✓	✓
	 Broil					✓	✓	✓	✓	✓
	 Reheat					✓	✓	✓	✓	✓
	 Steam					✓	✓	✓	✓	✓

Water Circulation Cooking Function
 Broiler Cooking Function
 Add 1/2 Cup Water to Pan

NOTICE

When selecting the sous vide or slow cook function in both zones, these zones must cook at the same temperature.

Cooking From Frozen

Suvie can automatically thaw frozen ingredients prior to cooking, so there is no need to defrost your meal beforehand.

After selecting your cook function, Suvie will prompt you on the display and ask if your ingredients are frozen. Simply select “yes” and Suvie will adjust its settings automatically.

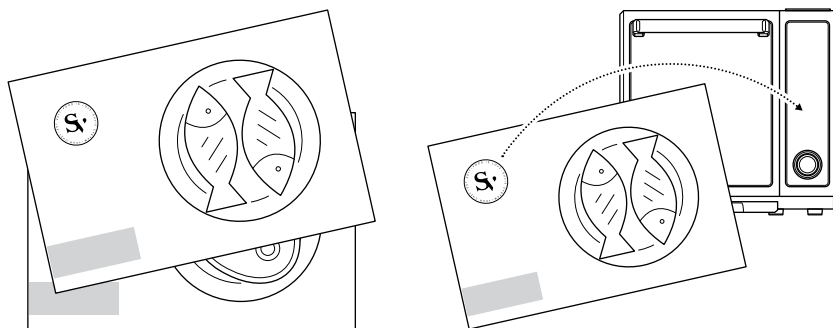
Cooking Suvie’s Rapid Cook Meals? Simply scan your meal card and Suvie will rapidly thaw your ingredients and then cook your meal in as little as 25 minutes.

Cook Settings for Suvie Meals

Every Suvie Meal comes in Suvie packaging that tells your Suvie appliance how, when, and for how long to cook the meal.

The Tap Zone

Your meal card contains a NFC chip allowing Suvie to easily auto-detect each recipe and cooking instructions. Simply hold the logo on the meal card to the logo on the Suvie, located above the control dial. Once successful, you will hear a beep sound, and the display will indicate the recipe selected.



Safe Packaging with Suvie Meals

With Suvie Meals, all component packaging is safe for food preparation and cooking.

Easily Adjust Cook Times To Your Preferences

With our Suvie Meals, you can always customize the cook settings for each of your meal components. To do so, after scanning the meal card, simply click the “Customize” button. Next, you may adjust the times and temperatures for your desired doneness.

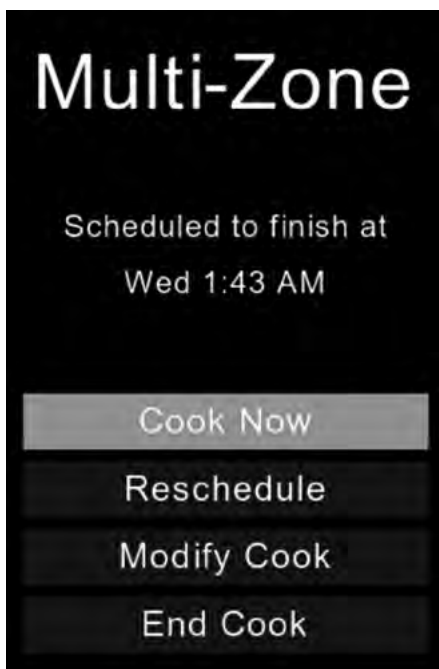
For example, when cooking using the sous vide function, if you prefer your steak to be cooked well done, adjust the protein temperature to 145°F.

Modifying Cook Settings or Cancelling Your Meal

Easily Make Changes to Your Meal or Cancel It Entirely

After your Suvie begins cooking, you can adjust the cook settings within 10 minutes of starting the cook. If your Suvie is still refrigerating, you can adjust the settings anytime. To make changes, turn the control dial and select the “Modify” button, then make your changes and select “Update”.

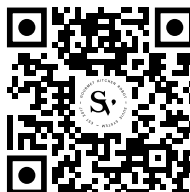
You can also cancel a cook after it has started by using the control dial to scroll to and select the “End Cook” button.



Suvie Automatically Updates the Mobile App

Whether you are using Suvie Meals or your own ingredients and recipes, Suvie relays the programming information to your Suvie mobile app for easy remote control by phone or tablet — you can easily specify the meal completion time you want, and Suvie will take care of the rest.

Download the Suvie mobile app now.



When Your Meal Will Finish

If your plans change and your arrival time will be later than the already set meal completion time, it's easy to make a change in the Suvie mobile app. If the meal is already cooked, simply tell Suvie to keep your meal warm until you arrive.

Monitor the Status of Your Suvie

The mobile app always informs you on the progress of your meal. You can see if the food has begun cooking, the time remaining, and know the moment it's ready.

When Cooking Is Complete

When cooking is complete, the Control Panel will read “Done” and it will provide timing information for your Broil, if you wish to use this feature.



CAUTION

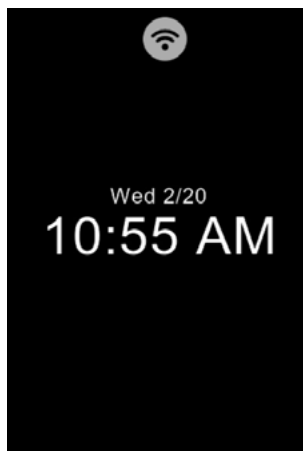
Do NOT open the Suvie door until the display indicates that cooking is done. The interior of Suvie will be extremely hot and steam will be in use.



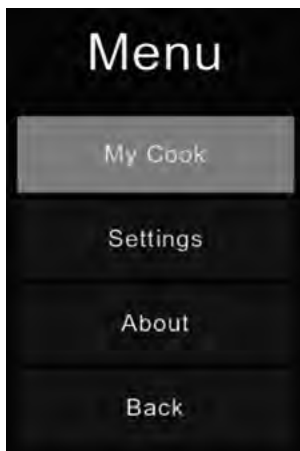
CAUTION

The pans will be extremely hot when cooking is complete. Be sure to always use oven mitts.

Suvie Control Panel and Features



This is the standby screen with the current date and time. The appliance's Wi-Fi connection is also indicated here.



Rotate the dial to move among menu items, then press the dial to make your selection.



When prompted on the display, fill the water reservoir with distilled water to between the max and min fill lines. Please be aware that the water may bubble while cooking, which is perfectly normal during operation.

Cleanup and Maintenance

Since Suvie uses steam while cooking, this process helps to keep your appliance clean. To spot-clean Suvie, use a damp, non-abrasive cloth or sponge.

To prevent scale buildup, we always recommend using only distilled water when filling the water reservoir.



WARNING

- Only clean your Suvie after it has cooled down.
- Never spray cleaning products directly on or in the appliance.
- Do not use alkaline-based cleaners like bleach, or combustible cleaning agents.



CAUTION

Before and after a cook, be sure to clean off any food on the broiler element.

Troubleshooting

NOTICE

Be sure to follow applicable federal, local, and state regulations for the proper disposal of this appliance, which contains refrigerant and requires special handling.

**WARNING**

To avoid injury, do not attempt to disassemble the device.

Why is my water reservoir bubbling when cooking?

When your Suvie is cooking, water inside the appliance and reservoir will bubble causing various sounds to occur. This is completely normal and expected behavior.

Why is my meal card not scanning or is showing a message indicating that the Suvie Meal could not be found?

When connected to WiFi, your Suvie will automatically download recipe updates. To force your Suvie to download a recipe, please restart your Suvie and allow it to sit for about 10 minutes before scanning again. Be sure your Suvie is connected to WiFi after restarting the unit.

Why is my Suvie displaying an error message indicating there is a refrigeration issue with my scheduled meal?

Often, improper countertop placement can cause a decrease in ventilation causing this cooling error. First, please check that Suvie has the recommended space surrounding your appliance (see page 11 of this booklet). If this problem continues, please contact customer service.

Service and Support

For the latest information on troubleshooting, recipe suggestions, and all things related to using your Suvie, visit: support.suvie.com or contact our customer support team via email: help@suvie.com

