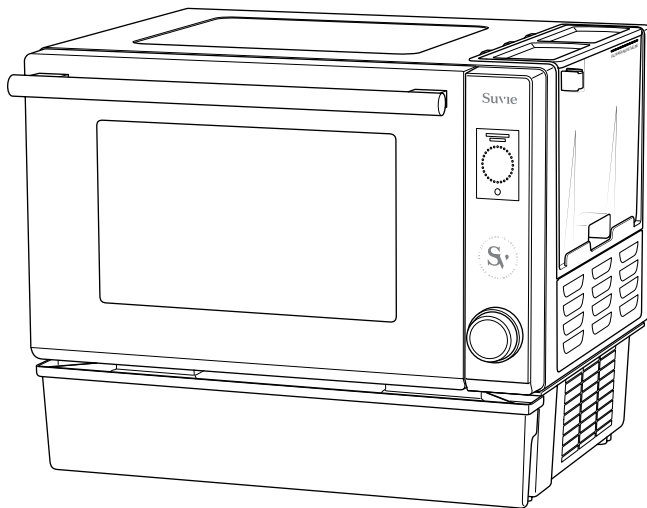


# Suvie™

## Multi-Zone Cooking and Refrigeration

**Model No. SUVIE01 User Manual**



This product is intended for HOUSEHOLD USE ONLY

[www.suvie.com](http://www.suvie.com)

# 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. Contact [help@suvie.com](mailto: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, never use an outlet below the counter, and never use an extension cord with this appliance.*

# 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.

- Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
- This device should be installed and operated with minimum 20 cm between the radiator and your body.

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.

# 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.

---

## Contact Suvie

Contact us with questions or concerns.

Email: [help@suvie.com](mailto: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

- Place Suvie on a clean, solid, even surface 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.
- 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.
- Scalding due to food that has overheated may occur if attempting to use quantities of food in excess of a tray'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.
- Trays will be hot: Always use an oven mitt when removing trays 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 trays carefully to prevent contents from spilling or splashing.

**⚠ CAUTION**

- Damaged accessories may cause injury. If any Suvie accessories are damaged during food preparation, discard food. Contact [help@suvie.com](mailto:help@suvie.com) for a replacement accessory.
- Never remove the reservoir or add more water during a cook.
- Do not modify your Suvie or any accessories.
- Never leave the Suvie unattended while it is in Broiler Mode.
- 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 trays beyond their top or, with the starch pan, their recommended fill level.
- 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.
- Never use anything other than plain water or the recommended cleaner in the reservoir.

**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.**

# Contents of this Manual

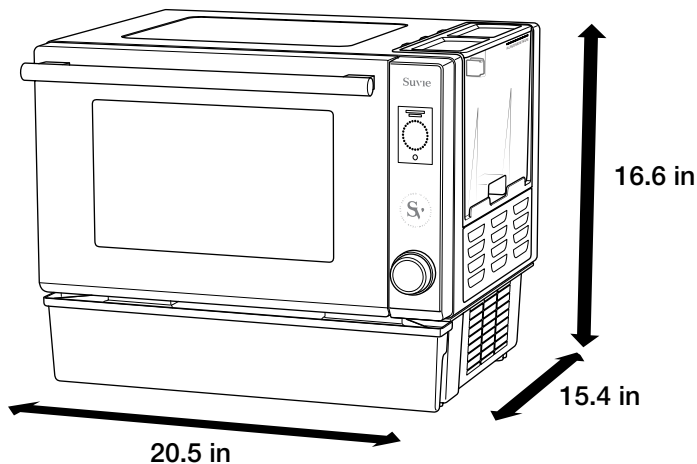
IMPORTANT SAFEGUARDS.....	1
SAFETY SYMBOLS.....	2
CONTACT SUVIE.....	2
BEFORE USING YOUR SUVIE.....	3
TECHNICAL DATA.....	8
YOUR NEW PERSONAL CHEF.....	9
IN THE BOX.....	10
COUNTER PLACEMENT.....	10
GROUNDING INSTRUCTIONS.....	11
QUICK ON-SCREEN SETUP.....	12
REGISTER YOUR SUVIE ACCOUNT.....	14
FILLING THE RESERVOIR.....	15
Water Level & Placement.....	15
USING THE DRAIN TRAY.....	16
Placement & Emptying.....	16
HOW IT WORKS.....	16
Simple Preparation Steps for Each Cook.....	16
REFRIGERATION INFORMATION.....	17
TAKING YOUR FOOD FROM COOL TO COOK.....	18
YOUR SUVIE PANS.....	19
Filling the Starch Pan.....	19
COOKING ZONES & INSTRUCTIONS.....	20
The Vegetable Zone.....	20
The Protein Zone.....	21
The Broiler Feature.....	21
The Starch Zone.....	22
The Sauce Zone.....	23
COOK SETTINGS FOR SUVIE SMART MEALS.....	24
The Tap Zone.....	24



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Safe Packaging with Suvie Smart Meals .....	24
From Frozen Mode.....	24
<b>COOKING WITH YOUR OWN INGREDIENTS.....</b>	<b>25</b>
Sous Vide and Multi-Zone Mode .....	25
Vacuum Sealing Tips .....	25
Sous Vide Temperature Guide .....	25
My Cook Sous Vide & Multi-Zone Cooking Instructions.....	27
Slow Cook Mode.....	28
Slow Cook Instructions .....	28
<b>INITIATING YOUR COOK .....</b>	<b>29</b>
<b>SCHEDULING SUVIE FROM YOUR PHONE.....</b>	<b>30</b>
Suvie Automatically Updates the Mobile App .....	30
Adjust Dinner Completion Time .....	30
Monitor the Status of Your Suvie .....	30
<b>WHEN COOKING IS COMPLETE .....</b>	<b>31</b>
<b>SUVIE CONTROL PANEL AND FEATURES .....</b>	<b>31</b>
<b>CLEANUP AND MAINTENANCE .....</b>	<b>35</b>
<b>TROUBLESHOOTING .....</b>	<b>36</b>
<b>SERVICE AND SUPPORT .....</b>	<b>39</b>

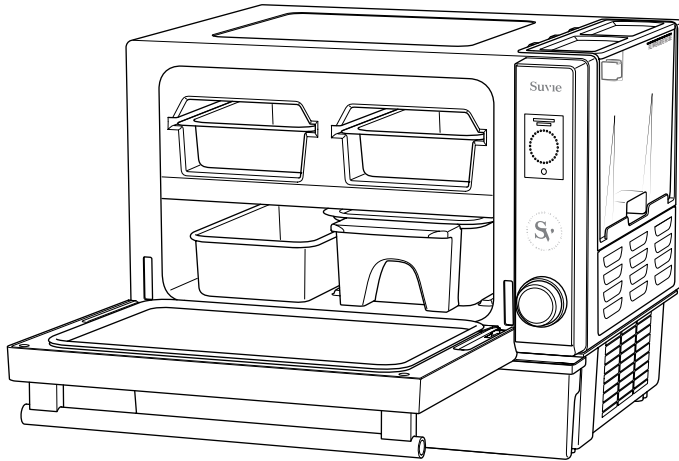
# Technical Data



<b>Certification Marks</b>	Submitted to UL for U.S. Approval
<b>Heating System</b>	1,300W power consumption with protection against overheating
<b>Power</b>	110-120 VAC 50/60Hz Maximum power consumption 1,370W Detachable power cord, 30 inches in length
<b>Dimensions</b>	Height: 16.6 inches Width: 20.5 inches Depth: 15.4 inches
<b>Weight</b>	80 pounds
<b>Protein Pan Volume</b>	1.25L
<b>Vegetable Pan Volume</b>	1.25L
<b>Starch Volume (Dry Max)</b>	225 grams (3 cups of dry pasta, 1.5 cups of rice or grains)
<b>Sauce Volume</b>	1.5L
<b>Control Panel</b>	480x320 Color TFT with push-button rotary dial

# Your New Personal Chef

The Suvie appliance uses water with four zones of temperature control to independently cook a protein, starch, vegetable, and sauce.



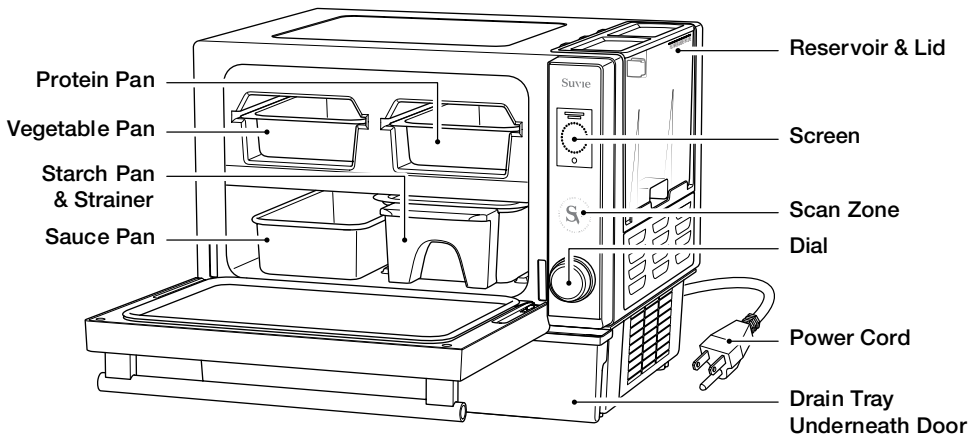
Once you've loaded your Wi-Fi connected Suvie appliance, recipes will automatically download, and you may use the Tap Zone with your Smart Meals to confirm what will be cooked. Refrigeration will then begin.

If using your own ingredients, you will set the cook times manually and refrigeration will begin (see instructions on page 25).

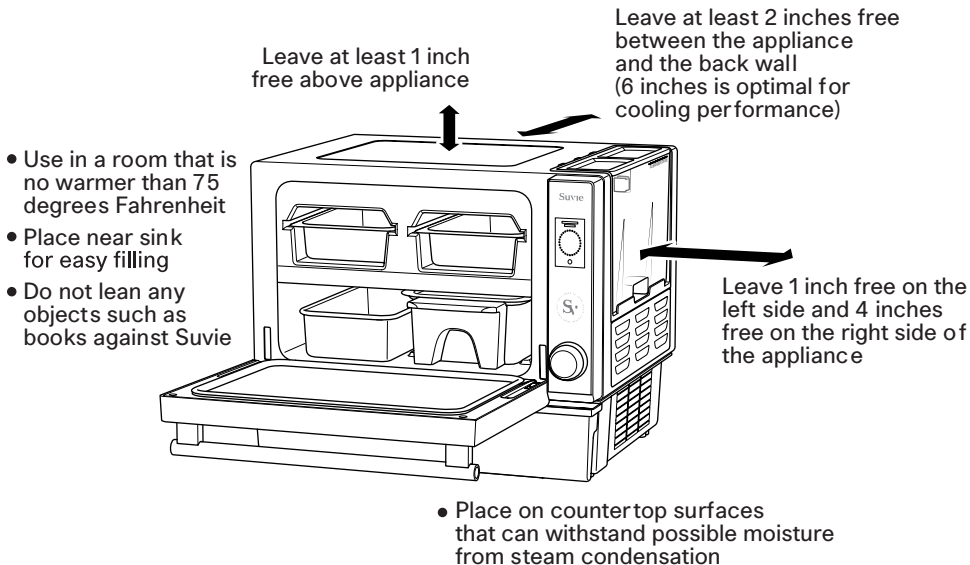
You can use your phone (or the dial on your appliance) to schedule mealtime (see instructions on page 32).

# In the Box

Take a moment to explore your Suvie.



# Counter Placement



**⚠ WARNING**

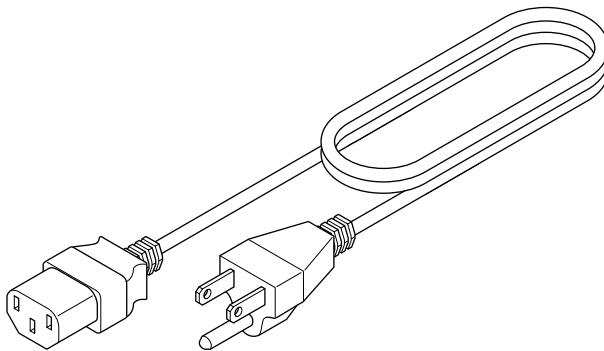
- An anti-tip bracket may be installed at the back of the appliance and attached to the wall behind it for extra stability and protection.
- Do not install your Suvie over a range cooktop or other appliance that produces heat. Installation of your Suvie near a heat source can adversely affect the operation and possibly cause damage.
- Never use an extension cord with Suvie.

**⚠ CAUTION**

- Remove all packing materials and accessories. Examine your Suvie for any damage such as dents or broken components.
- 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 above.

The grounding tab which extends from the adapter must connect to the permanent ground in the outlet box. Plug your Suvie into a GFCI (Ground Fault Circuit Interrupter) if within 6 feet from a sink.

# Quick On-Screen Setup

The first time you plug in your Suvie, the control panel will prompt you to walk through the setup. The process will take approximately 5 minutes.

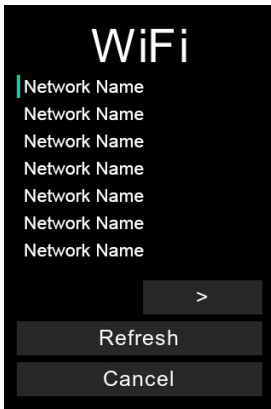
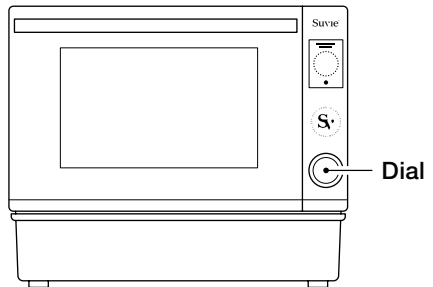
For all manual interaction with you Suvie use the push-button dial at the bottom of the control panel.



Turn the knob to see options.



Push the 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.

Enter password for  
Network Name

abc	ABC	#+=	bksp					
a	b	c	d	e	f	g	h	i
j	k	l	m	n	o	p	q	r
s	t	u	v	w	x	y	z	0
1	2	3	4	5	6	7	8	9

Connect

Back

Press the dial to make your selection.

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

Time

3:37 PM

Time Zone EST

Daylight Savings off

Set

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

Setup

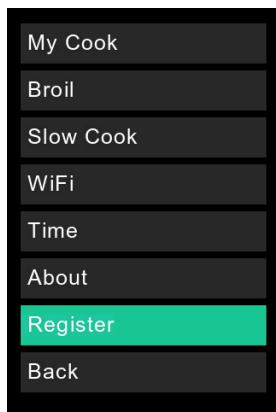
Your Suvie  
is all set!

Done

Once all settings have been confirmed, you will be able to check the details of your system's connection and firmware.

# Register Your Suvie Account

To remotely control your Suvie and to order Suvie Smart Meals, first create a username and password at [app.suvie.com](http://app.suvie.com). Then follow these steps:



1. From the standby screen, locate your registration code by turning the dial to display the Suvie menu. Choose Register.

If you have not connected to Wi-Fi yet, you will be prompted to do so. You will then be presented with a code on the screen.

2. Once you have downloaded the Suvie mobile app from the Google Play or Apple App Store, log in with your Suvie account.

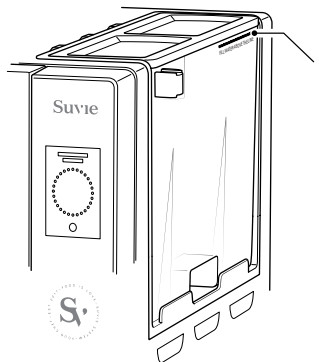
If no appliance has been registered to the account, you will immediately be prompted with a registration screen where you enter the registration code you see on the appliance screen.

3. The appliance should update automatically when registration is complete and provide an on screen indication that registration has been successful. This process allows the mobile app to interact with the appliance.



# Filling the Reservoir

## Water Level & Placement



**Fill to Here**  
1/4 inch Below Lid

Before each cook fill the reservoir with water until the water reaches the fill line indicated, about  $\frac{1}{4}$  inch from the top of the reservoir.

There are two ways to fill the reservoir:

1. Remove the reservoir and bring it to your kitchen sink. After filling, firmly place the reservoir back into the Suvie and be sure that it both seats completely and connects with the appliance; push down again to confirm that it is securely in place. There may be a small amount of water on the reservoir holder, and this is normal. If water has leaked, push the reservoir in more securely. If the reservoir leaks after a few seconds, please contact [help@suvie.com](mailto:help@suvie.com) for service.
2. Remove the reservoir lid and pour water directly into the appliance using a pitcher or other container. Or if convenient, fill the reservoir with a handheld sink faucet. When water reaches  $\frac{1}{4}$  inch below the top, place the lid back onto the top of the reservoir.

### **⚠ WARNING**

- Never remove the reservoir or add water during any phase of cooling or cooking. If the reservoir is missing, Suvie will automatically pause.

### **⚠ WARNING**

- The reservoir will give off some steam and become hot during cooking. **DO NOT** touch it at this time.

### **⚠ WARNING**

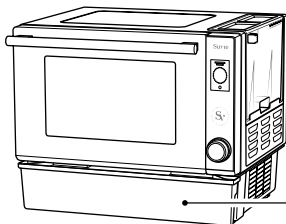
- Never use anything in the reservoir other than plain water or cleaning solution as indicated by Suvie.

### **NOTICE**

- Suvie won't always use all the water, and that's perfectly normal.

# Using the Drain Tray

## Placement & Emptying



The drain tray sits in the lower front of the appliance and is dishwasher safe.

After each cook, pull out the drain tray to remove. Then discard the water into the nearest sink. Once emptied, replace the drain tray completely into the appliance.

**Drain Tray**

## How It Works

### Simple Preparation Steps for Each Cook

Your Suvie can make between 1 and 6 servings depending on the recipe.

#### **⚠ CAUTION**

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

#### **Step 1: Fill the Reservoir**

Fill the removable reservoir with water to the fill line indicated on the side of the reservoir, approximately  $\frac{1}{4}$  inch below the top of the reservoir. This water is used for both refrigerating and cooking your meal. Never add water during cooling or cooking.

#### **Step 2: Add Your Protein**

Place your vacuum-sealed, pre-seasoned protein into the removable protein pan and fill it with water. If using a Suvie-provided Smart Meal, these packages are ready out-of-the-box. For your own recipe, simply put your seasoned protein in a sous-vide compatible bag and seal it.

A sous-vide compatible bag is any plastic bag that 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.

#### **Step 3: Add Your Vegetables**

Place your fresh vegetables in the removable stainless steel vegetable tray.

---

#### Step 4: Add Your Starch

Place or pour starches into the starch tray with a dash of salt similar to the way you do on a stove. Appropriate starches to use include rice, pasta, quinoa, and small potatoes. This zone is NOT refrigerated; only use shelf stable or dry starches here.

#### CAUTION

- If you fill the Starch tray beyond capacity, your Suvie will not cook.

#### Step 5: Add Your Sauce

Add the sauce to the warming pan. This zone is NOT refrigerated; only use shelf stable sauces here.

After loading your meal items, use the dial on the control panel to either (a) schedule your meal for a specific serving time, (b) tell Suvie to store and refrigerate your meal until later, or (c) cook now. At any point in the day, you can choose a serving time on your Suvie appliance or with the [mobile app on your phone or tablet](#).

---

## Refrigeration Information

Suvie uses a water-based cooling method with a mini compressor (similar to that of your household refrigerator) to keep your protein and vegetables cold until they are ready to be cooked. Suvie is designed to keep your food under 41F as per FDA safe storage guidelines. For best refrigeration performance please make sure to follow our counter-top placement guidelines on page 10.

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.

#### NOTICE

- Only the vegetable and protein zones are refrigerated. Be sure to only store shelf-stable items that DO NOT need to be refrigerated in the lower zones.

# Taking Your Food From Cool-to-Cook

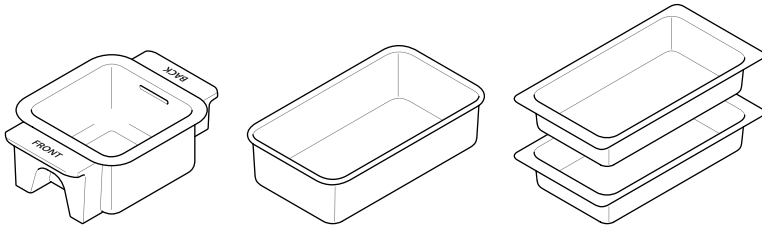
You tell Suvie when you want to eat, and Suvie performs meticulous calculations to ensure a perfectly prepared and timed meal.

Start times vary in each of the different cooking zones based on the method of cooking – sous vide for protein, steaming for vegetables, boiling for starches, warming for sauces, and roasting for the final touch.

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

- The water reservoir fills the protein and vegetable area
- The vegetable and protein areas cool until it's time to cook
- The sous vide protein area heats up
- The vegetable area heats up and steams
- Hot water fills the starch tray
- The sauce area begins warming
- The starch cooking completes and the water here drains
- The broiler finishes your vegetables and proteins
- Your meal is ready to plate and serve.

# Your Suvie Pans

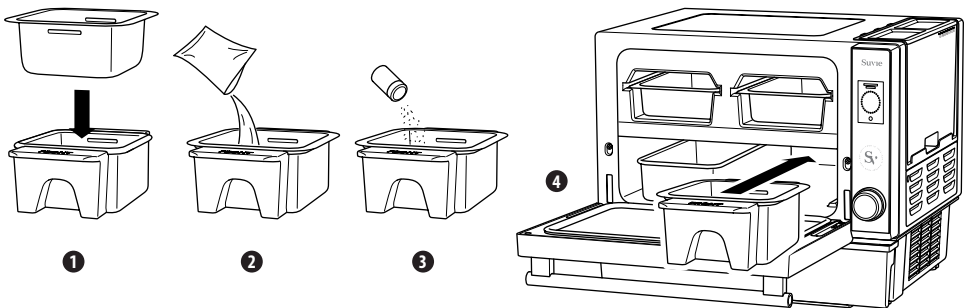


Two identical pans are placed in the top cooking zones and used to cook vegetables and proteins or any food you wish to slow cook.

The larger high-wall pan is placed in the bottom-left sauce zone, and it is used for storing any sauces or garnishes that do not need to be refrigerated. Contents in this pan will be warmed while cooking.

The starch pan contains a detachable square strainer and is placed in the bottom-right starch cooking zone. During cooking, this pan is filled with boiling water and drained automatically.

## Filling the Starch Pan



1. Place strainer into starch pan
2. Pour starch into strainer  
**IMPORTANT** Do not fill past the fill line indicated on the strainer
3. Salt to taste. For reference, starch pan is 1.5 liters
4. Place starch pan into Suvie with the FRONT label facing out

# Cooking Zones & Instructions

Each cooking zone is designed specifically for each ingredient.

## **⚠ DANGER**

- Never put anything other than the specified food categories in your Suvie. Paper, utensils, or aluminum foil can all severely damage your appliance.

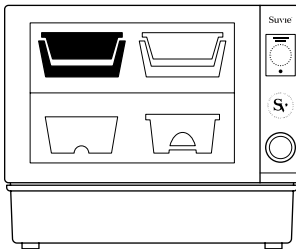
## **⚠ WARNING**

- Always use an oven mitt when handling any of the pans after cooking.

## **NOTICE**

- For your safety, the door to your Suvie will not spring back when you open it. It will rest at the lowest position while you insert or remove the pans from each of the four cooking zones.

## The Vegetable Zone



The top-left zone can be used to steam, slow cook, and broil. This zone is refrigerated when a cook is scheduled using water-based cooling. Raw vegetables or food being slow cooked should go in this zone.

To use the vegetable zone: Place your fresh vegetables directly into the vegetable pan.

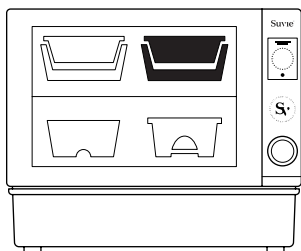
## **⚠ CAUTION**

- Make sure the broiler element on top of this zone is always clear of food before and after a cook.

## **NOTICE**

- Never fill the pan beyond the height of its walls.

## The Protein Zone



The top-right zone can be used to sous vide, slow cook, and broil. This zone is refrigerated when a cook is scheduled using water-based cooling. All proteins should be cooked in this zone.

If using the sous vide method, proteins must be vacuum-sealed and covered with water.

To prepare the protein zone, add the following to the protein pan:

1. The protein of your choice, already sealed in a sous-vide appropriate bag.
2. Enough water to cover the sealed protein.

### ⚠ CAUTION

- Do not overfill the tray with water; spilling and overheating may occur.

### ⚠ CAUTION

- Make sure the broiler element on top of this zone is always clear of food before and after a cook.

### NOTICE

- Never fill the protein pan beyond the height of its walls.

## The Broiler Feature

The broiler feature is part of both the protein and vegetable zones with the heating element in the top area of each zone.

### ⚠ CAUTION

- The broiler is a manual feature and requires user supervision.

To use the broiler feature for your protein: After you remove the cooked protein from its sous vide bag, place it back into the protein pan and return it to the protein zone. In approximately 7 minutes, the top broiler element will heat up to brown the outside of your protein without overcooking the inside.

To use the broiler feature for your vegetables: Before broiling vegetables, we recommend patting the protein down with a paper towel to remove excess water; then add oil, salt, and pepper to enhance browning and flavor. The control panel will alert you when broiling is complete in both zones.

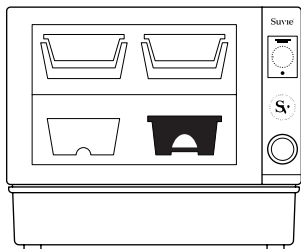
## **⚠ CAUTION**

- Broiling is the only part of the cooking process that must be done when you are home so you can safely monitor the process for the exact finish and color you want.

## **⚠ CAUTION**

- The boiler element will get very hot. Use with caution when inserting and removing your food here.

## The Starch Zone



The bottom-right zone is used for boiling; we recommend cooking starches here, such as quinoa or pasta.

Water is automatically transferred at just the right time in the cook cycle and automatically drained for ideal texture results. When filling the starch pan, do not fill past the fill line indicated and **DO NOT** add water. Be sure to add salt to taste.

To use the starch zone: Place your pasta, rice, or small potatoes directly into the strainer. Water will automatically transfer for optimal results.

1. Place strainer into starch pan.
2. Pour starch into strainer. Do not fill past the fill line indicated on the strainer.
3. Salt to taste. For reference, the starch pan is 1.5 liters; we recommend 1 Tbsp of salt for this amount amount of water.
4. Place starch pan into Suvie with the **FRONT** label facing out.

## **⚠ CAUTION**

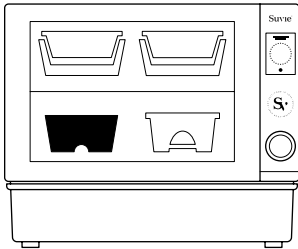
- Do not overfill the starch pan or put in any ingredients that extend beyond the capacity of the tray.

## **NOTICE**

- The starch zone is not actively cooled, but dry starches do not need refrigeration.



## The Sauce Zone



The bottom-left zone is used for warming, which is perfect for sauces so they are ready to serve when your meal is done cooking.

To avoid spoilage, please only use properly packaged shelf-stable sauces like those that come with Suvie Smart Meals; this zone is NOT refrigerated.

To use the sauce zone: Pour your shelf-stable sauce directly into the tray.

### CAUTION

- Do not cover the top of the sauce pan.

### CAUTION

- Never add sauce beyond the capacity of the pan; overfilling can cause spills within the appliance.

### CAUTION

- The sauce zone is not actively cooled; to avoid spoilage, do not use sauces here that require refrigeration.

# Cook Settings for Suvie Smart Meals

Every Suvie Smart Meal comes in Suvie smart 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 Smart Meals

With Suvie Smart Meals, the protein and sauce bags as well as the aluminum vegetable trays are all safe for food preparation and cooking.

## From Frozen Mode

With Suvie Smart Meals, there is a Frozen Box delivery option. This box comes with a protein, starch, and sauce. No vegetables are included.

When using the components from your Frozen Box, choose the From Frozen setting on your control panel. This setting will ensure that your meal defrosts properly in the appliance before cooking.

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# Cooking With Your Own Ingredients

When using your own ingredients and recipes, you will set temperatures and times manually on the control panel under My Cook.

In addition to the information here, for cooking times and temperatures and other guides for cooking with Suvie using your own ingredients, you may always reference [Suvie.com/MyCook](https://www.suvie.com/MyCook)

## Sous Vide and Multi-Zone Mode

Suvie was designed for convenience, and its primary cooking mode is the Sous Vide & Multi-Zone function. Use this setting when you want to cook a complete 4-part meal with your favorite protein, vegetable, and starch. Set the preferred cooking temperatures and times for your ingredients, and Suvie will cook them to perfection.

When using your own ingredients in the protein zone, you will need to vacuum seal your protein before placing it in your Suvie.

## Vacuum Sealing Tips

While using a vacuum sealer is the preferred method of preparing your protein for sous vide cooking, it is also possible to use plastic, sealable bags found at your grocery; be sure to check with the manufacturer's guidelines to ensure that they are suitable for sous vide cooking. The essential step with such bags is that all air should be removed from the bag, and there must be a tight seal.

## My Cook Temperature Guide

When using Suvie for your own recipes, following are recommended temperatures and times for popular ingredients.

Please note that the temperatures Suvie uses and that our recipes here 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.

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. Because we always recommend this broiling step, this is why some of our recommended temperatures and times are on the lower side when compared to other sous vide methods. We also recommend broiling your Suvie proteins or finishing them with a sear in a pan.

Protein Type	Time, mins	Rare, °F	Med, °F	Well, °F
Fish	30	120	125	130
Shellfish	30	125	130	135
Beef, Lamb, Duck	60	130	135	140
Pork	60	135	140	150
Ground Beef or Pork	60	145	150	155
Chicken Breast	60	—	155	160
Chicken Thigh	60	—	160	165
Ground Poultry	60	—	165	170

*\*Cook 30 mins for each 1 inch of thickness*

Vegetable Type	Time, mins
Asparagus	6
Broccoli Florets*	6
Brussel Sprouts*	9
Butternut Squash**	45
Carrots	20
Cauliflower Florets*	8
Green Beans	7
Leafy Greens	5
Shredded/Noodle Cut	4
Summer Squash	9
Sweet Potato**	45

*\* Cut in half \*\* Cut into 1 Inch cubes*

Pasta	Time, mins
Rice Noodles	10
Ramen Noodles	5
Medium Pasta Shells	10
Farfalle/Rigatoni	11
Spaghetti	13
Israeli Couscous	10

Rice	Time, mins
Brown Rice	50
White Rice	22

Grain	Time, mins
Pearled Farro	25
Quinoa	15
Pearled Barley	55

*\* For best results, we recommend adding salt to the starch pan before cooking. For reference, the starch pan is 1.5L; we suggest adding 1 Tbsp of salt.*

## My Cook Sous Vide & Multi-Zone Cooking Instructions

- Before each cook, fill the reservoir with water until the water level sensor is  $\frac{1}{4}$  inch from the top of the reservoir.
 

**QUICK TIP:** The reservoir can be removed for filling in your sink. If removed, be sure to firmly replace it within the appliance so the proper connection is made; then cover the reservoir with its lid.
- Insert the empty drain tray into the lower-front of the appliance.
- Place seasoned protein into a vacuum-sealed bag, then place in the protein pan:
  - Fill protein pan with water until the protein is completely covered
  - Insert protein pan into the top-right protein zone
- Load remaining food components into Suvie (vegetables, starch, and sauce).
- Select the My Cook option from the settings menu:
  - Enter the appropriate cooking temperature and time for desired doneness on your protein
  - Enter the appropriate cooking times for your vegetables and starch
  - Select either: Cook Now, Refrigerate, or Schedule to begin
- Once cooking is complete, you can broil the vegetables and proteins to enhance their flavor and appearance — see steps below:
  - Carefully remove protein from the bag and pat it dry with a paper towel
  - Wipe the pan dry with a paper towel

- Place your protein back into the pan; return pan to the protein zone
  - Season vegetables with salt and pepper to taste, and if desired, drizzle with olive oil
  - Insert the vegetable pan back into Suvie appliance; close door
  - Select the Broil option from the menu and adjust the broil time as desired.
7. Once the cook has completed, select Done from the menu to end the cook.
  8. Enjoy your perfectly cooked meal made by Suvie.

## Slow Cook Mode

To use your Suvie as a slow cooker, you may use both the protein and vegetable pans.

They will actively heat at the same temperature, but they may include different recipes and ingredients.

When using the Slow Cook function, foods do not need to be placed in vacuum-sealed bags and can instead be placed directly into the Suvie pans. In the two zones, you will be able to cook up to 1.5 liters of food. The Suvie Control Panel has a setting specifically for Slow Cook Mode.

**Note:** *You can simultaneously cook starches in the Starch Zone when using Slow Cook Mode.*

## Slow Cook Instructions

1. Before each cook, fill the reservoir with water until the water level sensor is  $\frac{1}{4}$  inch from the top of the reservoir.  
**QUICK TIP:** The reservoir can be removed for filling in your sink. If removed, be sure to firmly replace it within the appliance so the proper connection is made; then cover the reservoir with its lid.
2. Insert the empty drain tray into the lower-front of the appliance.
3. Place your food that will be slow-cooked into the protein pan, vegetable pan, or both  
**QUICK TIP:** Since both the vegetable zone and protein zone heat to the same temperature during Slow Cook mode, you can slow cook two different meals in the separate pans at the same time.  
**DO NOT** place food into a vacuum-sealed bag or cover with water while using Slow Cook mode.
4. If desired, load starch or sauce into Suvie.

5. Select the Slow Cook option from the Settings menu:
  - Select either low or high temperature to cook to desired doneness
  - Enter cooking time
  - Select either: Cook Now, Refrigerate, or Schedule to begin
6. Once cooking has completed, you can broil your food to enhance its flavor and appearance — see steps below:
  - Select the Broil option from the menu and adjust broil time as desired
  - Once the cook has completed, select Done from the menu to end the cook.
7. Enjoy your perfectly cooked meal made by Suvie.

**⚠ CAUTION**

- Never fill any tray up to the top. Leave at least ½ inch to avoid spills and overheating.

## Starting Your Cook

After loading your ingredients and selecting a cooking mode, the display screen will present the following options: **Cook Now**, **Refrigerate**, **Schedule**, or **Cancel**.

The screenshot shows a black display screen with white text. At the top, it displays 'Protein Temp 150 F'. Below that, it shows 'Protein Time 0:30', 'Veg Time 0:10', and 'Starch Time 0:10'. At the bottom, there are four options listed: 'Cook Now', 'Refrigerate', 'Schedule', and 'Cancel'.

**Cook Now**

Selecting **Cook Now** will begin preparing your meal immediately.

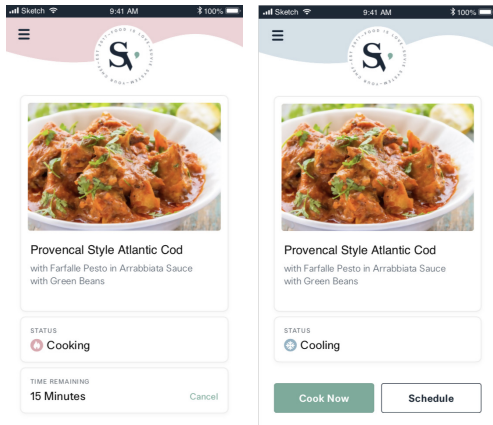
**Refrigerate**

Selecting **Refrigerate** will keep your food cold until you decide to begin your cook at another time. Simply begin your cook or schedule when you're ready from the Suvie mobile app or appliance.

**Schedule**

Selecting **Schedule** will prompt you to enter the time you would like your meal to be finished cooking. You can always adjust this time with the Suvie mobile app. Suvie will keep your food refrigerated until it's time to begin cooking.

# Scheduling Suvie From Your Phone



You control scheduling with the Suvie mobile app anytime and from anywhere throughout your day.

With the app, you'll always know what is cooling or cooking, and you can update the time you want to eat right up to the moment Suvie starts to cook.

Visit [www.suvie.com/app](http://www.suvie.com/app) for links to download your iOS or Google Play app today.

## Suvie Automatically Updates the Mobile App

Whether you are using Suvie Smart 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.

## Adjust When Dinner 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 exactly 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 Control Panel indicates that cooking is done. The interior of Suvie will be extremely hot and steam will be in use.

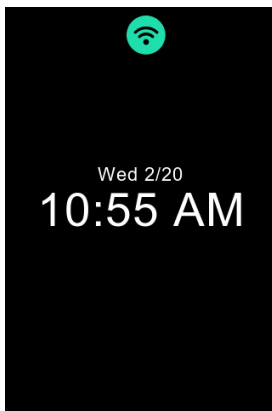
## ⚠ CAUTION

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

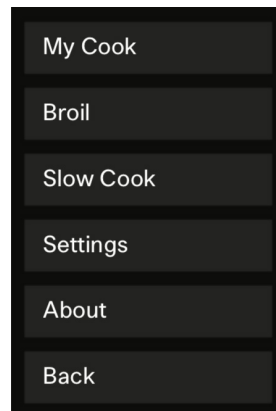
## ⚠ CAUTION

- When cooking is complete, the water in the drain tray will be extremely hot. Let it cool before attempting to empty the drain tray.

# 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.

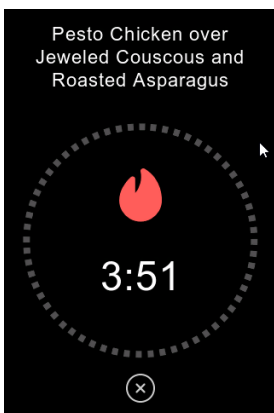


Rotate the dial to move among menu items, then press the dial to make your selection.



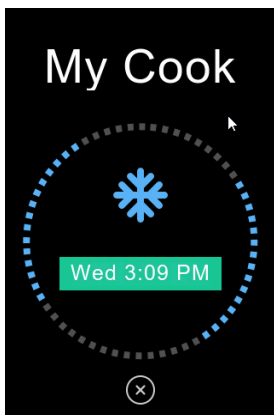
After putting your ingredients into your Suvie for a standard My Cook cycle (rather than a Slow Cook cycle), the screen will present the options for setting the temperature in each zone.

After setting the zone temperatures, select one of the following: Cook Now, Refrigerate, Schedule, or Cancel.



When using Suvie Smart Meals and the Tap Zone, your Suvie automatically detects the recipe.

When your cook cycle is complete, the screen will indicate the recommended amount of time for broiling. You may choose to start the broil or skip this step.

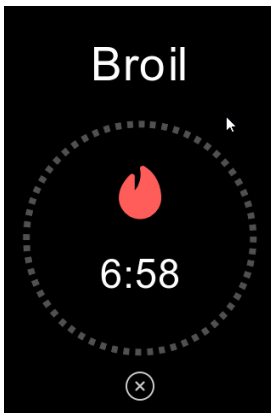


If you are using your own ingredients and recipes, the screen indicates the total time remaining until cooking is complete.

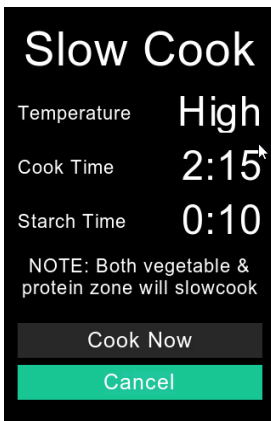
In this figure, the blue snowflake icon indicates that your Suvie is in Refrigerate mode..



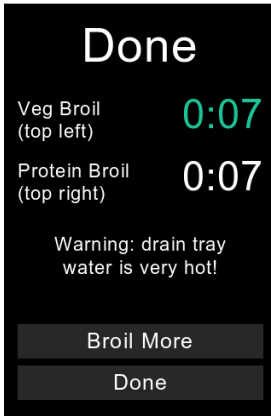
A red flame icon indicates that cooking is taking place.



If you choose to broil, the screen will indicate the time remaining with the cook symbol.



When using the Slow Cook function, choose either Low or High temperature setting; then enter your desired cooking time.



When your broiling step is complete, the screen will indicate that, and you can either broil again if needed or select Done to finish.



Before you begin your cook, Suvie will detect if enough water has been added to the reservoir. If more water is needed, the screen will prompt you to add more. Suvie will automatically start when the appropriate amount of water has been added.



Suvie will automatically detect if the drain tray is present during cooking or cooling. If the drain tray is removed, Suvie will pause its current state until it is replaced.

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# Cleanup and Maintenance

Your Suvie pans, starch strainer, and drain tray are all dishwasher safe. If you're using Suvie Smart Meals, the packaging is recyclable and disposable.

To spot-clean Suvie, use a damp, non-abrasive cloth or sponge. Every time you use your appliance, Suvie automatically steams the broiler lines inside to clean them out.

## 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.

## CAUTION

- Before and after a cook, be sure to clean off any food on the broiler element.
- Before and after a cook, make sure that the heater pad below the starch pan is always clean.

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# Troubleshooting

## **My Suvie is damaged.**

If your Suvie has a broken glass door, damaged drain tray, damaged water reservoir, or any other physical damage to the appliance, do not attempt to use the appliance. Please contact Suvie support at [help@suvie.com](mailto:help@suvie.com) for further assistance.

## **There is significant water in the vegetable pan after a cook has finished.**

Your Suvie's steam settings may need an adjustment. Please contact Suvie support at [help@suvie.com](mailto:help@suvie.com) for further assistance.

## **There is significant water in the starch pan after a cook has finished.**

There may be an issue with your starch pan draining mechanism. Please contact Suvie support at [help@suvie.com](mailto:help@suvie.com) for further assistance.

## **There is significant water all over the inside cavity of the appliance.**

Check to see that your starch pan was inserted properly with the label that says 'FRONT' facing outward towards the door. Simply clear out the excess water from the appliance cavity with a towel and be sure to insert your starch pan properly for your next cook. If the problem persists, please contact Suvie support at [help@suvie.com](mailto:help@suvie.com) for further assistance.

## **When attempting to connect to WiFi, the screen is stuck on 'initializing Wi-Fi' what should I do?**

Please unplug your Suvie, wait 15 seconds, then re-plug the appliance and try again. If this still does not resolve the issue, please contact Suvie Support at [help@suvie.com](mailto:help@suvie.com) for further assistance.

## **Suvie can't find my WiFi network (5 GHz network).**

If your Suvie can not find your WiFi network, please try clicking the reload button to refresh the list. If your network is still not listed, next please unplug your Suvie, wait 15 seconds, then re-plug the appliance and try again. If you are using a 5 GHz network, your Suvie will not be able to locate this network. We recommend connecting to a 2.4 GHz network.

## **Suvie is making loud popping or gurgling noises.**

Popping or gurgling noises coming from your Suvie are very normal and are nothing to be concerned about. As Suvie cooks your food using water in different states, occasionally boiling water and steam may cause these noises to occur. If you have any questions about the noises coming from your Suvie, please contact Suvie support.

## **Suvie is loud when refrigerating.**

As Suvie contains a compressor used for refrigerating, the appliance does make some noise during this stage, and this is normal.

## **Proteins have a white substance on them after a cook has finished.**

You may find a white, chalky substance on your proteins after you cook them sous vide. This is a perfectly safe, water soluble protein called albumin that's effectively the same protein that makes egg whites. You can remove this substance and then finish the protein by broiling it in Suvie for enhanced taste and appearance.

## **My vegetables did not brown after the broil finished.**

To enhance browning on your vegetables, we recommend patting down the vegetables with a paper towel to remove excess moisture; then add a drizzle of oil, salt, and pepper before broiling. Be sure to mix your veggies so the oil is evenly coated.

## **I cancelled my cook before Suvie finished, how do I drain the excess water so I can begin a new cook?**

After cancelling a cook, you will need to force Suvie to eject any excess water that remains in the appliance. Please go to Settings > Drain and follow the on-screen instructions. Please be sure your starch pan and drain tray are in the machine (these are the areas where the water will drain). Keep the reservoir in place but **DO NOT ADD MORE WATER.**

**My Smart Meal card will not scan.**

For Suvie to recognize the Smart Meal tag, first try scanning again and holding the Suvie logo directly on the tap zone for a longer span of time. If the problem persists, please contact Suvie Support at [help@suvie.com](mailto:help@suvie.com).

**My cook did not finish on time / my cook finished late.**

We're sorry to hear that your meal did not finish on time; predicting the cooking time is often a complicated matter and we are consistently working to improve this. Some fluctuation in cook time is expected, however, If your meal is more than 15 mins late or early than you have scheduled, please contact Suvie Support at [help@suvie.com](mailto:help@suvie.com) to investigate this issue further.

**I've filled water to the very top of the reservoir, but my Suvie still suggests I add more water.**

If you have filled the water reservoir to the top above the fill line indicated, please wait a moment for the sensor to register the water level. If Suvie is still suggesting you add more water, there may be an issue with the water level sensor. Please contact Suvie Support at [help@suvie.com](mailto:help@suvie.com) for assistance.

**Suvie keeps telling me to replace the drain tray, even though I've pushed it in already (sensor error).**

If you have checked and replaced the drain tray, please wait a moment as It may take a moment for the sensor to register. If the situation persists, there may be a issue with the sensor itself. Please contact Suvie Support at [help@suvie.com](mailto:help@suvie.com) for assistance.

**I have a question or an issue that is not listed here.**

You can view additional articles by visiting our support website at [support.suvie.com](http://support.suvie.com) or simply contact our customer success team at [help@suvie.com](mailto:help@suvie.com).

# Service and Support

For the latest information on troubleshooting, recipe suggestions, and all things related to using your Suvie, visit: [support.suvie.com](https://support.suvie.com)

