



Frequently Asked Questions

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Q: What do I have to keep in mind when filling an Isosteel container?

A: The container should not be overfilled. Leave about 2 cm (0.8") below the edge because the lid or stopper also needs some space. The gasket of the lid or stopper should be clean and dry. This will prevent the contents from leaking.

Q: How do I achieve the ideal insulation effect with double-walled vacuum containers?

A: Pre-heat the container before filling in hot beverages to keep warm. Fill it with hot water, close it and allow to rest for approx. 5 minutes. Pour out the water and fill in the beverage. Pre-cool the container before filling in cold beverages to keep cool. Fill it with very cold water, close it and allow to rest for approx. 5 minutes. Empty the container and fill in the beverage. Remember:

- A full container keeps the heat better than a half empty one. Use a smaller container for smaller quantities.
- A container with a large opening and a plastic lid will lose heat faster than a container with the same size opening with a stainless steel lid.

Q: How should I clean my Isosteel product?

A: Clean the container thoroughly before initial use or if it has not been used for some time. Use regular dishwashing detergent and water. You can also dissolve dishwasher tabs, denture tabs or baking soda in hot water if the container is heavily soiled or stained. Allow the mixture to work for some time in the container and clean with a bottle brush. The containers should not be allowed to fully soak in dishwater. Rinse thoroughly and turn upside down to dry. Clean the exterior with a soft, moist cloth and subsequently dry and polish. Do not use any abrasive scouring agent or sponge to protect the surface.

Store containers with removed lid, cup or stopper if not in use to allow residual moisture to evaporate and avoid odors.

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Q: Can I clean Isosteel products in the dishwasher?

A: No. Only the vacuum pots VA9330K, VA9331K, VA9332K, VA9333K, VA9334K, VA-9344K, VA-9345K, VA-9346K are suitable for this. Especially double-walled containers with plastic parts (handle, grip) can be damaged by water inlet in the dishwasher. This also applies to plastic closures and non-slip rubber bases of containers.

Q: Why are Isosteel containers not suited for milk products or baby food?

A: Microbiological processes generally start developing bacteria within a short time in all closed stainless steel insulated containers which will cause the milk to become sour. These bacteria are hard to remove from the container despite thorough cleaning because they can collect in all kinds of cracks.

If you want to prepare baby formula in advance and keep it warm, you should measure the powder and fill only the hot water in the container. Mix both ingredients in another container or bottle, if required. This will ensure that no bacteria can form.

Q: Why are Isosteel containers not suited for carbonated beverages?

A: Carbonated beverages will cause the carbonic acid bound in the liquid to rise as a gas (especially during movement) and build pressure in the closed container that cannot escape. This can initially lead to small quantities of liquid escaping. In extreme cases, the gas will expand to the point where the lid is forced out by the pressure and can potentially harm people.

Q: How does the Quickstop pouring system works?

A: The Quickstop system allows pouring with one hand without having to remove the lid. Press the button down to open the vacuum bottle. Do not press the button if the bottle is in a horizontal position because liquid will leak all around in this position. To close the outer ring (or button, depending on the model) press it again. The stopper can be taken apart for cleaning. Pull out the inner part of the stopper clockwise. Allow to dry thoroughly after cleaning and screw back together before the next use.

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The Quickstop system of the thermal carafes is opened by pressing the pour button. Releasing it will close the pot.

The seals of the Quickstop stoppers have to be dry before closing. They should be checked for proper fit from time to time because faulty seals will cause the contents to leak.

Q: How do I find the right Isosteel product for me?

A: If you are, for instance, looking for a bottle that will keep your beverage hot for hours with low outside temperatures, it should be double-walled with vacuum technology and have a Quickstop pouring system. Of course, you can also use it to keep cold beverages cool.

If you want to drink freshly brewed coffee on your way to work, you will need e.g. a mug with drink opening that is double-walled with foam core insulation. This mug has less insulation than a vacuum flask and heat will also escape through the plastic lid. But this makes sense because the coffee will reach a pleasant temperature for drinking. It is not suitable for long-term storage but we still recommend being careful with that first sip to avoid scalding.

Single-walled sports bottles mugs are for short-term use and wherever a low weight is called for. Since they only have one stainless steel shell and no additional insulating layer or vacuum, they have no long insulating properties. Sports bottles should not be used for hot beverages because they can heat up and thus may cause burning.

Q: How do you make sure that Isosteel products do not contain harmful substances?

A: Of course, we ensure that our products pose no health risk and we have them tested by recognized testing institutes according to the valid legal standards of the German Food, Consumer Goods and Feed Code (LFGB) as well as the American Food and Drug Administration (FDA).

We also make sure our products do not exceed the limit values for PAH (polycyclic aromatic hydrocarbons). We rely on an expertise by the BFR (Federal Institute for Risk Assessment) that recommends 'minimizing PAH in consumer-oriented products' and states limit values.