

# CARYSIL

Sommelier & Sommelier Red Boost

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| Frequently Asked Questions

**CARYSIL**  
sommelier  




# Frequently Asked Questions

## **How does Sommelier work?**

Sommelier uses patented technology to maintain the original temperature of your bottle. Working as a compliment to a wine fridge, if you take a bottle out at 8 degrees, Sommelier will keep your bottle to within a degree up to 2 hours.

The fridge stores it right, Sommelier serves it right.

## **Does it chill a bottle from ambient?**

Sommelier is designed to maintain the temperature of a bottle.

However, if your bottle isn't quite cold enough place it in Boost Mode, this will chill your bottle by 3-4 degrees. After half an hour, it'll automatically go back into Sommelier mode where it'll maintain that new temperature. This is available on Sommelier Plus only.

## **Can I adjust the temperature?**

The technology has been developed so you don't need to. Sommelier creates a cold jacket that insulates the bottle, meaning it maintains the bottle's original temperature.

- For any drink between 5-12 degrees, put it in Sommelier mode.
- For Red Wines stored between 12-18 degrees, place it in Red wine mode.
- If you'd like your bottle a bit colder, place it in Boost mode.

## **How do I use the touch controls?**

Sit next to your Sommelier, and run through these instructions with Ali:  
[Click here to watch on YouTube](#)

Or read through our User Guide: [kaelo.co.uk/user-guide](http://kaelo.co.uk/user-guide)

Please note if you don't have a Sommelier Plus model you won't have access to Red Wine or Boost mode.

### **I spilt a drink inside, what should I do?**

The chamber has no seams or joins, so the only issue when you spill a drink is the lost drink (let's hope it's not Champagne). We recommend using a sponge or cloth to collect the liquid, then wipe clean using your usual cleaning products.

### **Is Sommelier energy efficient?**

Definitely. It costs no more than 2p per hour to run and is powered by electricity.

If you store wines at specific temperatures, often kept in a fridge for days, weeks, or even months, that energy is wasted if the drink isn't enjoyed at that temperature. Using Sommelier means every sip will be perfectly chilled, exactly how it was intended to be.

Sommelier saves on producing and wasting ice, which can be expensive if using an ice machine and inconvenient if you have stacks of ice trays in your freezer. And let's face it, those water drips on your clothes and worksurface are quite annoying.

### **How do I install Sommelier?**

For Curved styles, Sommelier can be retrofitted into existing spaces.

We offer free installation when purchased through our webshop: [kaelo.co.uk/shop](https://kaelo.co.uk/shop)

For Flush and Undermount styles, we recommend cutting the hole during the fabrication of your worktop or surface, due to the type of hole required.

The full installation guides can be read here: [kaelo.co.uk/install](https://kaelo.co.uk/install)

### **Can Sommelier be placed outdoors?**

Being an electrical item, Sommelier can't be out in the elements. However, if it's placed under cover then there's no issue in using it outside. Note that Sommelier won't function fully in ambient temperatures above 35 degrees, if it does then it will automatically turn itself off.

### **Can a lid be placed on the Undermount style?**

Yes, we designed it for this very reason. Speak to your kitchen designer and they'll be able to design a lid that fits in with your chosen work surface.

### **I'd like to change the Crown, can I do this?**

For any models purchased after June 2022, you can replace the Crown to whichever colour and finish you fancy. Get in touch to find out more.

### **Where can find my nearest Sommelier Dealer?**

Enter your postcode and say hey to your nearest Kaelo here:

[kaelo.co.uk/find-a-dealer](https://kaelo.co.uk/find-a-dealer)

### **How do I activate my 2-year warranty?**

Register here: [kaelo.co.uk/activatewarranty](https://kaelo.co.uk/activatewarranty)

### **Help, there's an issue with my Sommelier**

Don't worry, we'll solve this as quickly as possible. **Please fill in the form below and someone from our team will be in touch.**

### **Get in touch**

If you have any questions, email us at [customercare@kaelo.co.uk](mailto:customercare@kaelo.co.uk)