

# CARYSIL

Sommelier & Sommelier Red Boost

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| Questions & Potential Barriers

**CARYSIL**  
sommelier  




# Objections & Questions

## **It's just an expensive Ice Bucket or Gadget**

- Feedback from consumers who have installed Sommelier in their kitchen:
- It's functional, it keeps drinks perfectly chilled and every sip at the perfect temperature. It solves the issue of wet, dripping bottles and offers convenience by being close at hand when entertaining in the kitchen.
- Its at the heart of our social entertainment space, in the kitchen and is always the talking point, with family and friends.
- It also has real wow-factor & stylish design, as well as offering a practical solution to keep wine at the perfect temperature, for every sip.

## **Why do I need this when I have a wine fridge?**

- They are 2 different things but very complimentary.
- People spend money on fridges making sure wine is at the right temp, Sommelier ensures every sip is at the perfect temperature.  
THEREFORE, STORE IT RIGHT, SERVE IT RIGHT!

## **Takes Up too Much Space**

The integrated unit is the same size as an A4 piece of paper, therefore very small and compact and is powered by using a standard 13amp plug.

## **So, it can't 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.

### **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.
- 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.

### **What is the Warranty for Sommelier?**

- Sommelier has a two-year warranty, any fault with the product we will replace like for like, at no extra cost.
- 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, email us at [customercare@kaelo.co.uk](mailto:customercare@kaelo.co.uk)