

# Teforia FAQs

# Care and Handling

## Water Maintenance

### How do I install the water filter?

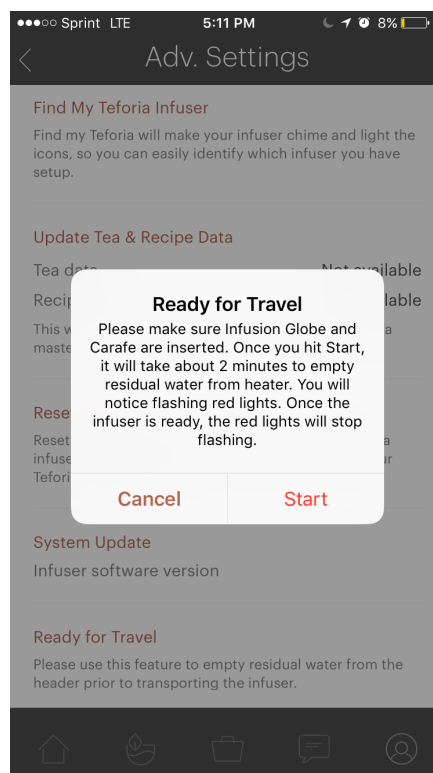
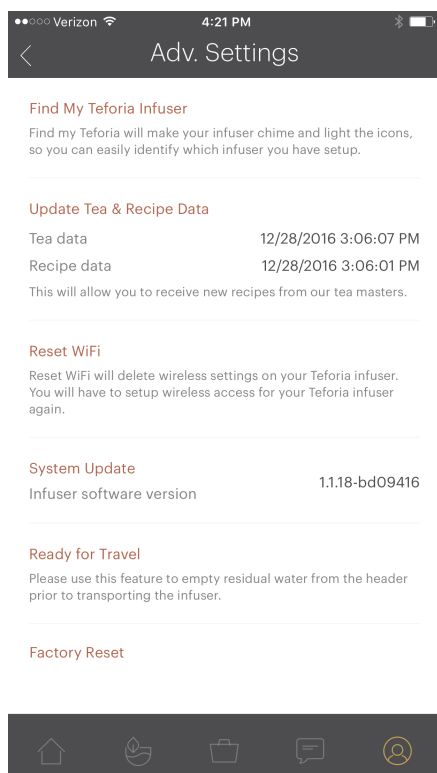
We recommend that you remove the water filter and only use pre-filtered water. If you have one already installed, please discard it and proceed without using the filter.

## Cleaning the Teforia

### How do I completely empty my infuser of water?

If you're planning on moving your infuser, sending it to someone else, or you intend on being out of town for an extended period of time, we recommend completely draining your infuser of all water.

To do this, navigate to Settings > Infuser > Advanced Settings > Ready for Travel > Start



## Daily Cleaning

Caring for your infuser is easy. When you're ready to clean up, please blot dry the top and underside of the nest where the Infusion Globe sits and the Infusion Arm.\* The Infusion Globe and the Carafe only need a quick warm water rinse. Allow time to air dry before placing back on the infuser.

For overall care and maintenance, please follow these instructions:

- Between infusions of teas within the same varietal, clean with a simple warm water rinse.
- When switching teas with distinctive flavors, we recommend adding liquid soap and using the Teforia brush.
- Please use the provided microfiber cloth and cleaning brushes with the Teforia. A small, detail brush for cleaning the Infusion Globe can be found inside the handle of the large brush.
- Wash all of the components by hand. Do not place the Infusion Globe or the Carafe in the dishwasher.
- Only use liquid soap and hot water to clean the Infusion Globe, Carafe, and water reservoir. Do not use any abrasive chemicals or materials.
- Dry all components with the microfiber cloth or let them air dry prior to placing back on the infuser.
- Blot dry top and underside of nest, and the infusion arm.

*\*Note: The parts that need to be blotted dry are black in color.*

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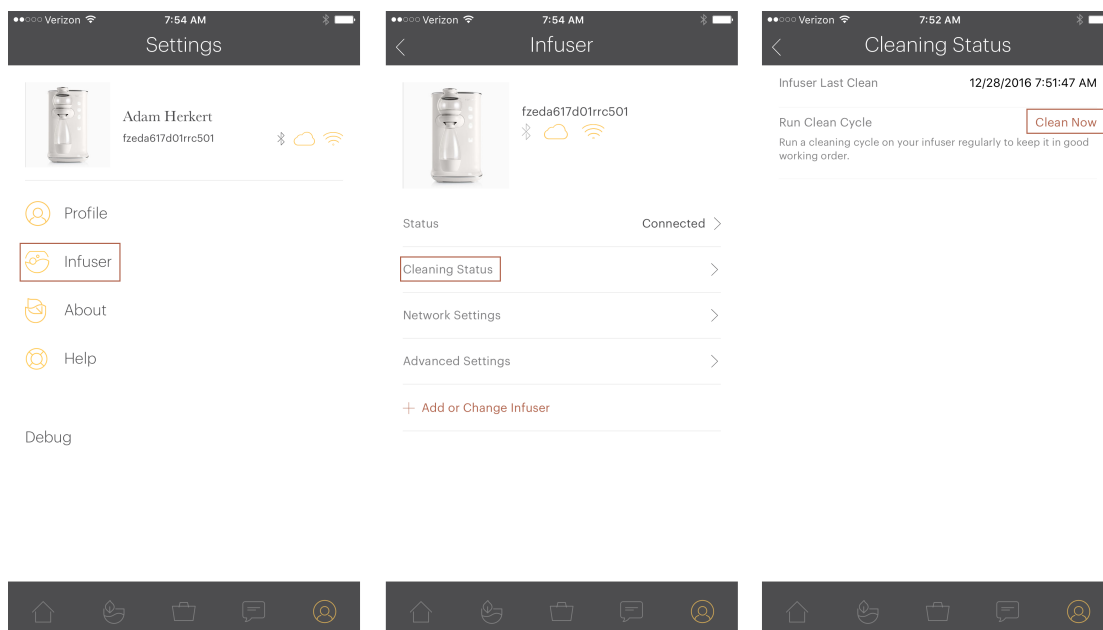
## How do I clean the Teforia?

Because of the nature and color of your infuser, the outside of the machine requires cleaning from time to time. We recommend cleaning your infuser regularly to maintain the integrity and longevity of the infuser.

- Unplug the infuser and remove the water reservoir, Infusion Globe, and Carafe.
- Use a damp microfiber cloth to wipe down exterior surfaces, including under the hood arm, Infusion Globe nest, Carafe holder, and water reservoir base.
- Do not place any components in the dishwasher.
- Remove the water filter from the water reservoir.
- Allow the Infusion Globe and Carafe to cool to room temperature before cleaning.
- Using liquid soap and hot water, use the supplied cleaning brush to clean the insides and exteriors of the water reservoir, Infusion Globe, and Carafe.
- Rinse with hot water.
- Allow all accessories to air dry or use a dry microfiber cloth to dry by hand before returning them to the infuser.
- Replace or reinstall the water filter before returning the water reservoir to the infuser.

Additionally, we recommend running a cleaning cycle at least once a week to keep your infuser operating in top condition. This cleaning cycle can be accessed in the [Teforia companion app](#).

- Fill the water reservoir at least halfway with fresh water.
- Insert the empty Carafe and empty Infusion Globe.
- In the Teforia app, go to Settings > Infuser > Advanced Settings > Run Clean Cycle.



- The Clean Cycle will perform an internal cleaning cycle over a period of several minutes, thoroughly cleaning the inaccessible components of the infuser.
- Once the Clean Cycle is complete, remove the Carafe and carefully discard the water.
- Allow the Infusion Globe and Carafe to cool to room temperature, and then clean with hot water and liquid soap with the supplied cleaning brush.

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## How do I clean the Infusion Globe and Carafe?

Although the Teforia's glassware is highly stain resistant, do not leave tea or wet tea leaves in the glassware for an extended period of time. Do not let used tea leaves sit in the globe for more than two hours as you may encourage mold to grow.

As with all double-walled glassware, the Carafe and Infusion Globe should be hand washed and not placed in the dishwasher. The advanced design of our Carafe and Infusion Globe means a simple warm water rinse will keep the two items clean between infusions. However, you can use a mild detergent and warm water with the included soft bristle brush as needed.

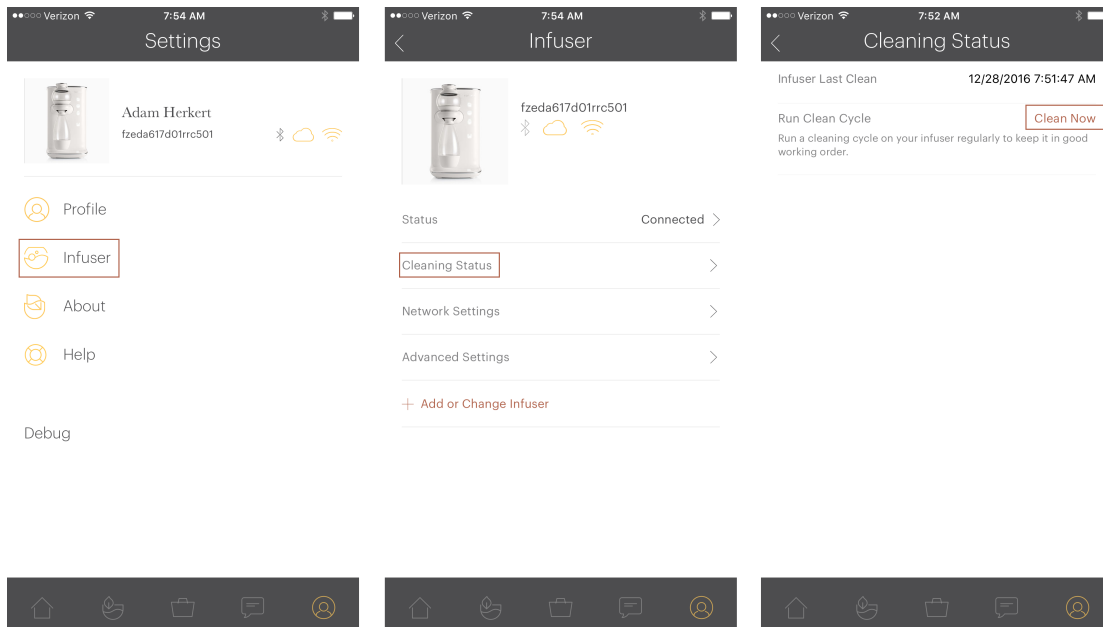
Dry the Carafe and Infusion Globe gently with a microfiber cloth (or air dry)**completely** before returning them to your Teforia.

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# How do I run a Cleaning Cycle?

We recommend running a cleaning cycle at least once a month to keep your infuser operating in top condition. This cleaning cycle can be accessed in the [Teforia companion app](#).

- Fill the water reservoir at least halfway with fresh water.
- Insert the empty Carafe and empty Infusion Globe.
- In the Teforia app, go to Settings > Infuser > Cleaning Status > Clean Now.
- The Cleaning Cycle will perform an internal cleaning cycle over a period of 5 minutes, thoroughly cleaning the inaccessible components of the infuser.
- Once the Cleaning Cycle is complete, remove the Carafe and carefully discard the water.
- Allow the Infusion Globe and Carafe to cool to room temperature, and then clean with warm water and a mild soap with the supplied cleaning brush.



## **How do I clean the water reservoir?**

The reservoir should be cleaned weekly to maintain overall system freshness. To clean please remove the installed water filter and then simply use a sponge with mild detergent and lukewarm water. Do not use any abrasive chemicals or materials. When finished please install the water filter prior to attaching the reservoir to the infuser.

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## **What do I do if there is liquid dripping?**

If you are planning on infusing multiple Carafes in quick succession, we recommend using the provided microfiber cloth to dry the top and underside of the nest arm where the Carafe hangs and the Infusion Globe sits. This will prevent any tea or other liquid from building up and dripping onto your infuser.

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## **Are the Carafe and Infusion Globe dishwasher safe?**

Like most double-walled vessels, our Carafe and Infusion Globe are not dishwasher safe because leaks can form and create condensation between the layers. However, the Carafe and Infusion Globe are easy to care for, needing only a quick rinse with warm water after each use. If necessary, you can use a small amount of natural dishwashing liquid with the cleaning brush provided with the set.

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# **Troubleshooting and Support**

## Error Messages

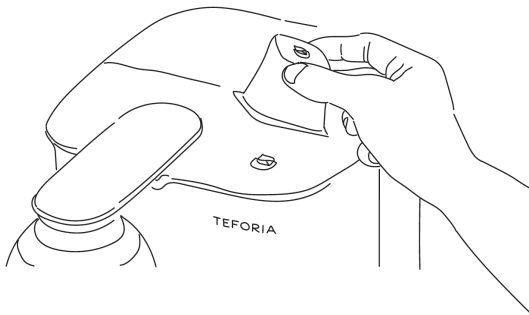
### **The icons are glowing red during startup. What do I do?**

If the icons continue to glow red when powering on your Teforia infuser, this means the drain cycle has not fully completed and needs to do so.

Once the drain cycle is complete, empty the Carafe and then replace it onto the infuser. This will finish the reset process, and you can then resume infusing tea normally.

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### **I've scanned a Sips container, but nothing is happening. What do I do?**



If you don't hear a chime and the *Scanning* icon doesn't illuminate, try again. Place the Sips container label side down on the Teforia logo at the top of the Infuser. Hold it in place for a few seconds so the machine can recognize the Sips container.






## What do I do if the infuser has an error or times out?

If your infuser encounters an error during an infusion, or if the infusion is paused for more than three minutes, you will see the icon lights glow red.

During this time, it is important not to power off the unit. Let the infuser run through the quick maintenance cycle. When the icons stop glowing red please remove any liquid in the Infusion Globe. After this you may proceed with another infusion or power off the unit.

## What do the icons on the infuser mean? How do I troubleshoot?

| ICONS   |   | TROUBLESHOOTING   |
|---|---|---|
|  | Scanning<br><br>The <i>Scanning</i> icon will glow a soft OFF-WHITE, and you will hear a chime to let you know that the RFID tag has been scanned.  | <p>If the <i>Scanning</i> icon starts pulsing this means your Teforia is not connected to WiFi. We recommend taking a moment to set this up as the infuser uses WiFi to connect to the cloud to receive new tea recipes. You can set up WiFi at any time using the Teforia companion app. The pulsing will stop automatically after 5 minutes.</p> <p>If the <i>Scanning</i> icon is pulsing RED it means either that you have scanned your Sips container too many times or you may have a counterfeit Sips.</p> |
|  | Infusing<br><br>The <i>Infusing</i> icon will glow a soft OFF-WHITE when the Teforia begins the infusion process.<br><br><i>*Please do not lift the Infusion Arm, remove the Carafe, Infusion Globe, or Water Reservoir during the infusion process as this could lead to burns and scalding.</i> | <p>When the <i>Infusing</i> icon glows RED, please check that the Infusion Globe and Infusion Arm are in place and properly secured.</p>  |
|  | Complete<br><br>The <i>Complete</i> icon will glow a soft OFF-WHITE, and you will hear a chime once the Teforia has completed the infusion.   | <p>If the <i>Complete</i> icon glows RED, please check that the Carafe is present and properly secured. If you have secured the Carafe and the icon remains RED, check that</p>   |

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the Infusion Globe, Water Reservoir, and Infusion Arm are all in place and properly secured.

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#### Low Water

If the *Low Water* icon starts blinking in a soft, OFF-WHITE color during the infusion process, it means that you have enough water to complete the infusion but you will need to add more for a future infusion. You can add water during the infusion process by bringing water to the reservoir. Do not remove the Water Reservoir during the infusion process.

If the *Low Water* icon is a solid RED, you will need to refill the Water Reservoir with water before your next infusion.



#### Start Button

The *Start* button glows a soft OFF-WHITE after reading a Sips container or after being activated by the Teforia companion app.

If the *Start* button turns off, this indicates that it has been more than several minutes since you initially scanned a Sips container. If this happens, simply rescan your Sips to activate the *Start* button. If you are using the app, once you hit the "Begin Infusing" button the Teforia will begin the infusion process.



#### Pulsing Icons



If, during an infusion, the *Scanning*, *Infusing*, and *Complete* icons pulse RED, there is an internal error. The Teforia will reset itself in about 60 seconds. If there is water in the Infusion Globe, it will empty automatically into the Carafe. Simply empty the Carafe, and return it to the machine. Then, start the infusion process from the beginning. If, during an infusion, the *Scanning*, *Infusing*, and *Complete* icons pulse RED,

If you power the Teforia off during this reset, you may continue to see the three pulsing icons when you turn it back on. This indicates that the Teforia is still resetting itself. The pulsing will stop once the reset is complete.

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## Infusing Tea

## **Why is there water underneath the Infusion Globe after an infusion?**

Sometimes, after multiple, back-to-back infusions, water can accumulate under the Infusion Globe on the nest. Likewise, if there is sitting water, it can sometimes also bubble slightly because of the air pushed through the Infusion Globe during the infusion process. Simply remove the Infusion Globe and blot dry any excess water from the top and bottom of the nest arm with the included microfiber towel and then continue infusing.

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## **How many Carafes of sencha can I infuse?**

When infusing sencha, a Japanese green tea, we recommend only infusing one Carafe. Why? Sencha leaves retain an immense amount of liquid when infusing, and a second Carafe can cause the Infusion Globe to overflow and spill.

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## When using my own tea, how much should I use?

Using your own tea is only available if you own the Teforia Classic infuser.

We have experimented with more than 1,000 teas and tisanes, and 4 grams is the amount that we are most comfortable recommending that you use to avoid any kind of overflow in the Infusion Globe.

You are more than welcome to experiment with 4.5 or 5 grams of your tea or tisane,\* but please be conscious of the possibility that there may be spillage over the top of the Infusion Globe.

*\*Note: Especially with tisanes, or herbal infusions, we recommend using 4 grams because the rate of expansion for the herbs, leaves, and spices can be unpredictable.*

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## Can I change the infusion temperature?

Our tea recipes, including the infusion temperature, are proprietary. The changes that are made to differentiate each tea recipe take into account any number of a dozen variables. At this time, we do not have plans to make the specific infusion temperature manually adjustable, because our recipes were crafted with tea masters and artisans and take into account terroir, seasonality, and so much more.

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## **How many times can I scan a Sips container?**

Our 100 percent recyclable/90 percent compostable Sips containers can be scanned 20 times over a 16 hour period.

For optimal flavor, we do recommend a two-hour window for infusing multiple Carafes from the same loose leaves, but we understand that you may want to infuse a Carafe in the morning and another on your lunch break.

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## **Why is the Infusing icon flashing red?**

If the infusing icon flashes red, then the Sips container you've scanned has reached maximum number of scans allowed during the 16 hour period.

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## **My Teforia isn't filling the Carafe. What do I do?**

After starting the infusion process with the app or a Sips, the Carafe should fill with 6-12 ounces of liquid depending on the type of tea. If the Infusion Globe is filling properly, but not decanting to the Carafe with a steady stream, it is possible the Infusion Globe needs to be cleaned. To do this we recommend using the small brush located in the handle of the larger brush we sent with the infuser to clean any tea leaves stuck in the Infusion Globe. After you do this please run a cleaning cycle to help flush the unit and help clean the Infusion Globe and then run another infusion.

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## **Can I reuse tea leaves? How many times?**

You will be able to generate multiple Carafes from a single Sips container, with some exceptions. Although we recommend 2-3 Carafes across the board per Sips, some teas, like Ryokucha, for example, can only be infused once. This tea comprises toasted brown rice, steamed green tea, and matcha green tea powder, and the matcha powder dissolves in the first infusion.

When using your own tea, the number of Carafes you can infuse depends on the quality of your leaves, and we invite you to experiment.

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## **Do I need multiple Carafes and Infusion Globes to prepare different teas?**

We carefully curated special materials to minimize aroma and flavor crossover. With proper care, one Carafe and Infusion Globe set can be used for many different type of teas.

For the discerning tea drinker who prefers different tea sets for different types of tea, we invite you to have multiple sets. In fact, having multiple sets is useful when you want to sample different teas at the same time.

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## **Is the Carafe insulated? How long will my tea stay warm?**

With our double-walled Carafe, your tea will stay warm for up to an hour if left untouched on the machine.

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## **Can I put sugar or milk in the Infusion Globe?**

Please only place loose leaf tea in the Infusion Globe prior to infusion. Sugar, milk, and any other additives should only be added to the tea after it's been infused and decanted for serving.

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## **Can I add dried herbs to the Infusion Globe to make an herbal infusion?**

Teforia infusers are designed to make the best tea from loose leaf tea, and we invite you to explore [herbal infusions](#) and tea blends from our curated collection or if you own the Teforia Classic to craft your own.

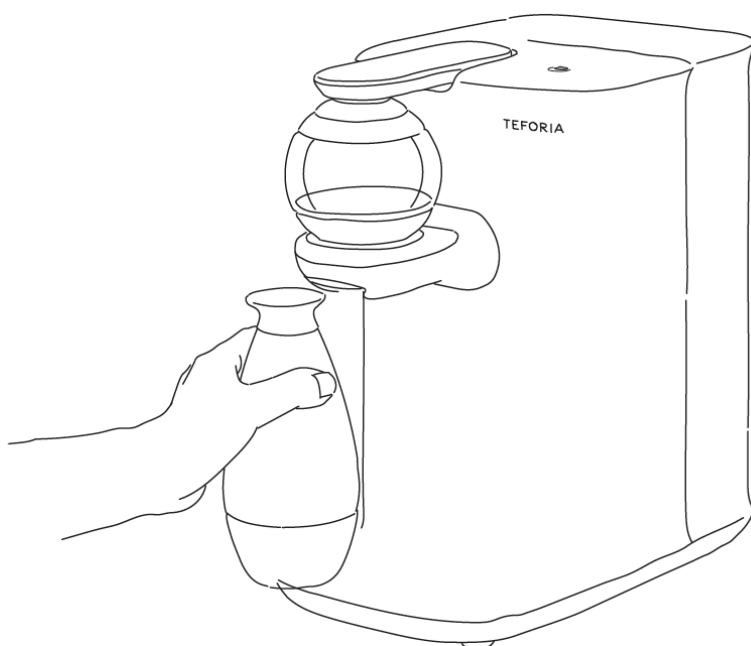
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## **Setup**

Articles geared toward setting up the Teforia infuser.

## How do I attach the Carafe?

Hold the Carafe by the neck, and glide the Carafe straight into the infuser. It is important to keep this motion horizontal and not at an angle. If the Carafe is not attached properly the *Complete* (Carafe) icon will illuminate red.



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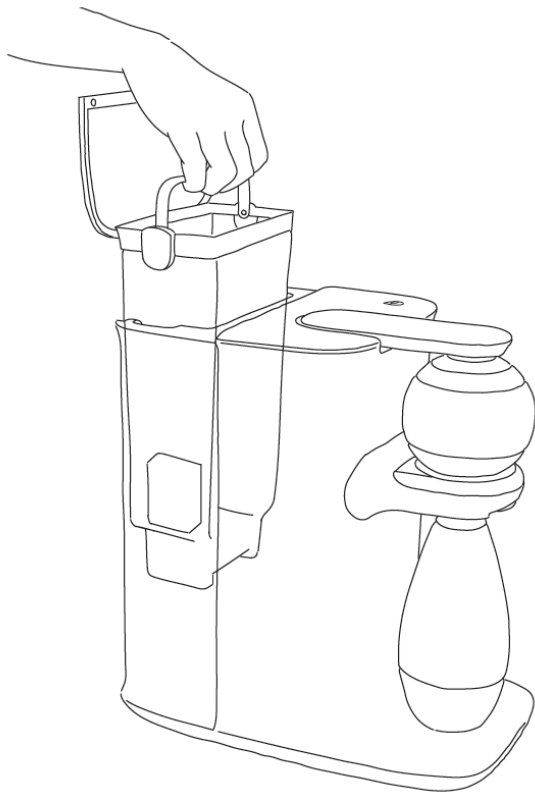
## How do I install the water reservoir?

When installing the water reservoir onto your infuser, please make sure to use the handle. Once you have the reservoir lined up with the back of the infuser, slide the reservoir down. The connection to the infuser will be a snug fit.



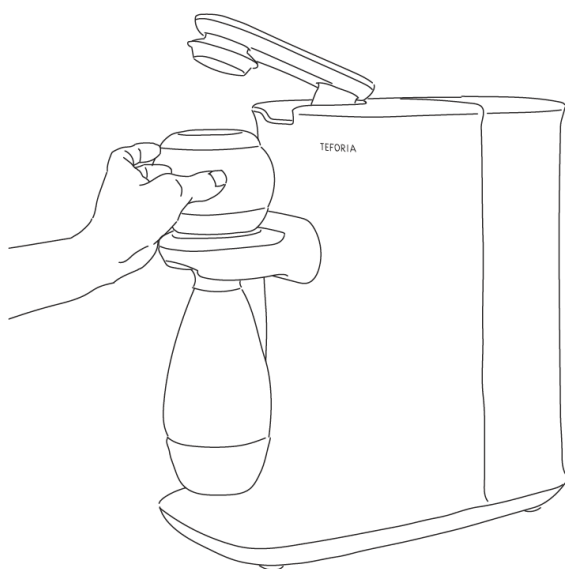
To ensure proper seating, please use your thumbs and push down firmly on the reservoir on both sides of the reservoir just above where the handle connects to the reservoir.

If the water reservoir is not set in place properly, you may experience a timeout on the infuser when running an infusion because the water pump will take too long to draw water.



## How do I attach the Infusion Globe?

Place the Infusion Globe onto the infuser, making sure that the six petals on the foot of the Infusion Globe are resting evenly on the infuser. Secure the Infusion Globe by rotating it clockwise until you can not turn it anymore. If the Infusion Globe is not attached properly, the *Infusing* icon will illuminate red. If this happens, please rotate the Infusion Globe a little more to ensure that it is locked into place.



# How do I connect my infuser to WiFi?

The Teforia infusers use WiFi to connect with the internet and the Teforia app on your phone. You will be prompted to setup your infusers WiFi connection when you first setup your infuser in the Teforia app.

Some items worth noting:

1. When first turning on your Infuser, the Leaf LED will flash light-blue until you have the finished configuring the WiFi.
2. Your phone and Teforia **must** be on the same WiFi network in order for your app to communicate with the app.
3. The Teforia Infuser currently only supports 802.11 a/b/g/n support, WPA encryption, and WPA2 encryption. It **does not** support WEP encryption or networks where the SSID is not broadcast. WEP was phased out in 2011 by the WiFi governing body due to major security issues.
4. The MAC address may not be printed on the machine or box, if you use MAC address whitelisting as a method for securing your WiFi, you will need to temporarily turn it off and go into your router's management portal to get the MAC address in order to add it to your whitelist. Once added you can turn MAC-based whitelisting back on.
5. Router guest networks are firewalled, so guest devices can't talk to other devices in the network, which prevent communication between the Teforia app and the infuser. We do not recommend using a guest network for this very reason.

## To connect your Teforia to WiFi:

- Please make sure Bluetooth is "on" on your mobile device and that you have the [Teforia companion app downloaded](#).
  - Open the Teforia app and complete the login process.
  - The next screen will ask you to select your infuser. The infuser will show as a serial number ending in 501 that is connected via Bluetooth.
  - Note: If you don't see your infuser, please turn your machine off and on again. Then, start again.
  - The app should prompt you to connect the infuser to wifi. The app will automatically connect using the wifi that your phone is connected to, so if you want to use a different wifi connection, please enter that now.
  - The app should successfully connect. The app should notify you of a successful connection, and you can now continue the First-Time Use setup process.
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# **The App, WiFi, and Bluetooth**

## **How do I install the Teforia companion app?**

The app is available for iOS and Android devices and can be downloaded from [teforia.com/app](http://teforia.com/app) or by searching "Teforia" in the App Store or Play Store.

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## **If I delete the app, do I lose all of the teas I added to my Tea Pantry?**

When you reinstall the app, as long as you log in using the same email address you used when you were adding the teas originally, your teas will repopulate in the app and will be found in the tea pantry.

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## **Some of My Teas are missing from the Tea Pantry. What do I do?**

If you find the teas you have saved to your Tea Pantry are missing, please pull down on the screen to refresh the Tea Pantry. Your teas should now sync and will be displayed.

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# **What do I do if my Teforia drops the WiFi connection?**

The following steps will help re-connect your Teforia Classic or Teforia Leaf to WiFi and keep it connected. It is vital that your infuser and mobile device are on the same WiFi connection.

1. Make sure Bluetooth is set to "On" on your mobile device.
  2. Power cycle your infuser by turning it off and on again.
  3. Your infuser will be ready in about 22 seconds.
  4. In the companion app, navigate to Settings, then Infuser, and then select Add or Change Infuser.
  5. Your infuser should be listed here. Please select it.
  6. You will be prompted for the WiFi password. Please enter the password now.
  7. This will connect the infuser to the WiFi.
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## What do the app icons mean?

 Home screen

**Home:** Update on new offerings from Teforia, or view the list of teas you have recently infused.

 Tea Pantry

**Tea Pantry:** In the Tea Pantry, you can infuse a tea, add a new tea, or explore the stories and origins of your favorite teas.

 Shop

**Shop:** In the Teforia shop, order your favorite Sips and find new teas to enjoy. Explore each tea's story and learn more about how flavor is reflected in every tea's terroir and seasonality, much like wine. You can also buy additional Infusion Globes and Carafes to maximize your Teforia experience.

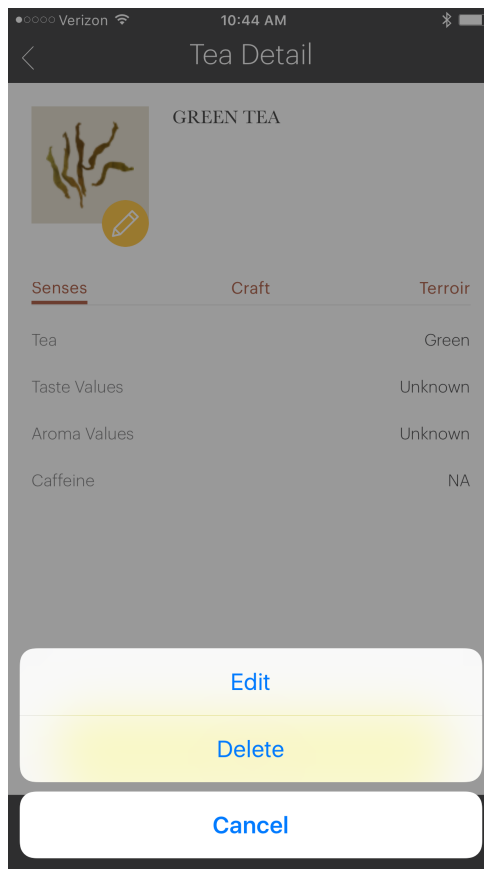
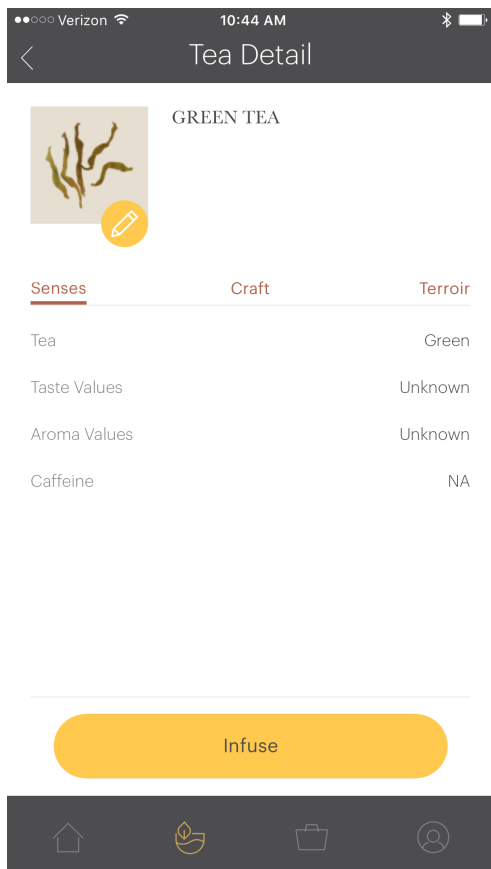
 Settings

**Settings:** In the companion app's settings, you can see the status of your Teforia infuser and whether the Infusion Globe, Carafe, and water reservoir are properly attached. You can also run a Cleaning Cycle, reset your WiFi, check for system updates, and add additional infusers.

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## How do I delete teas from my Tea Pantry in the app?

The Teforia app will allow you to delete any teas you have added. However, you will not be able to delete the Teforia teas from the pantry. To delete user added teas, open the Teforia companion app and navigate to the Tea Pantry. Select the tea you would like to edit or delete. On the tea detail screen select the pencil icon on the top left of the screen and a menu will appear at the bottom of the screen allowing you to edit or delete the tea.



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## **Do I need the companion app to operate my infuser?**

You need to use the app for initial setup, and to connect the infuser to the WiFi network. Although it isn't 100 percent necessary after that, you will find that your Teforia experience will be limited.

With the Teforia Leaf you are required to use our Sips to brew tea, because the RFID tag in them tells the Teforia Leaf the correct recipe to pull up.

With the Teforia Classic you will also be able to use our sips to brew tea, but if you want to use your own teas, you would be unable to do so. Why? The Teforia cannot pull up the right recipe for your tea without you answering a few questions about the tea in the app first.

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## **How does my Teforia infuser update?**

All updates for the Teforia infusers are pushed through the cloud to your infuser overnight, so as to not disturb you during the day while you're infusing tea. The Teforia infusers were built to be on at all times, and it's vital you leave your infuser running throughout the night to receive important updates for tea recipes and software improvements.

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# **General FAQs**

## **The Teforia Infuser**



# What is the difference between the Teforia Classic and the Teforia Leaf infusers?

The Teforia Classic infuser is an open system for brewing tea. In addition to infusing Teforia's teas using our proprietary Sips containers you will also be able to infuse any other tea you enjoy. With the help of the Teforia app you can add new teas to your pantry by answering a few simple questions about leaf shape, color, and category. Based on these answers the Teforia Classic will use the best recipe to infuse your tea.

The Teforia Leaf is optimized to use our proprietary Sips containers. We've taken everything you love about the incredible Teforia smart-infusion technology and made it easier to bring home. The expertise of a tea master, from water temperature to agitation, the whole process is controlled with the touch of a single button.

## Compare Teforia Infusers

|   | TEFORIA CLASSIC | TEFORIA LEAF |
|---|-----------------|--------------|
| Infuses Teforia Teas Perfectly          | ✓               | ✓            |
| Tea Subscription Compatible             | ✓               | ✓            |
| Updates Recipes Regularly over WiFi     | ✓               | ✓            |
| Communicates via Teforia App            | ✓               | ✓            |
| Offers Caffeine Boosts (on select teas) | ✓               | ✓            |
| Infuses Non-Teforia Teas                | ✓               |              |
| Starts Infusions from the App           | ✓               |              |
| Price                                   | \$999.00        | \$399.00     |

## What are the components of the infuser?



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## **How much tea can the Carafe hold?**

The Carafe is designed to hold two perfect servings of every tea. Many of our teas are designed to brew a 12 ounce Carafe from 4 grams of tea to produce two 6 ounce servings. Some of the teas in our collection, however, have been crafted by their tea master to produce an 8 or 10 ounce Carafe (thus producing two 4 or 5 ounce servings, respectively). On the "Tea Details" page in our shop, we identify the number of Carafes and serving size each tea yields.

Also, it is important to note that after each Carafe, the tea leaves absorb and retain liquid, so the volume of tea may be slightly more or just under the serving size.

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## **Are the Carafe and Infusion Globe breakable?**

Both the Carafe and Infusion Globe are constructed from a double-layer construction of high-impact plastic on the outside and hand-blown, food-safe borosilicate glass on the inside. Although glass vessels are fragile by nature, we took great care in artfully designing and engineering the Carafe and Infusion Globe to be strong enough for the rigors of daily use. We would recommend you treat them as you would any other glassware in your kitchen.

## **Are there any plastic parts that come into contact with the tea?**

The tea is infused in glass, and it is decanted into glass. Both the Carafe and Infusion Globe are double-walled: the inner walls are made of borosilicate glass — often know as Pyrex — and the outer walls are made of BPA-free, impact-resistant plastic.

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## **Will the Carafe absorb flavor or aroma?**

We went through an extensive material selection process to find the best materials possible for the infusion and presentation of tea. Borosilicate glass was selected for the interior of the Carafe because it is more resistant to absorbing aroma, flavor, and staining than other materials.

However, some flavor and aroma will stick to any surface, even borosilicate glass. We have provided a custom brush to clean the carafe. Our recommendation is to wash with mild dish soap and warm water.

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## **Will the infuser be available in colors other than white?**

Our infusers will only be available in white. We carefully selected white to celebrate and accentuate the wonderful variety of color in tea and tea liquor.

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## **What are the dimensions of the Teforia infusers?**

The Teforia infuser weighs 11 pounds (5 kg), and its dimensions are 8.11" x 12.48" x 13.66" (206mm x 317mm x 347mm). The Infusion Arm, when open, adds 4" to the height and the water reservoir adds 3 3/4" to the height when open.

We suggest a clearance of 8" from the top, 8" from the back and 8" from the right side to offer enough space to lift the Infusion Arm to place the Infusion Globe and to access the water reservoir at the rear of the infuser.

The Teforia, its accessories, and the Keepsake Box, weigh 22 pounds shipped.

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## **Will I need bluetooth or WiFi to operate the machine?**

WiFi and Bluetooth will not be required to operate the infuser when using Teforia Sips containers. If you own a Teforia Classic and want to infuse your own teas, then yes you will need to be connected to an infuser and the infuser will need to be connected to your WiFi network. We encourage you to connect your infuser whether you own the Classic or the Leaf to the WiFi as we are constantly updating our recipes and adding new teas to our portfolio to deliver the perfect cup of tea each time. In addition we also will periodically send software updates to the infuser to deliver new features and fix any bugs.

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## **How much water does the water reservoir hold?**

The reservoir will hold 2 liters of water, which is about 5 - 6 carafes depending on the type of tea you are infusing.

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# How are the Teforia infusers different than traditional tea making methods?

There are several things that make the Teforia infusers stand out. The first and most obvious is its design. It was designed and built specifically to infuse loose leaf tea. Most tea-making machines on the market today simply replicate the standard, manual process of a tea bag or adding tea to hot water.

The Teforia's design evolves this process based on the understanding we've acquired on precisely how great tea is made. Because of this, the tea made by the Teforia really is different than what you're used to, even if you've been a tea drinker all your life.

Here's why:

- The proprietary Teforia Selective Infusion Profile System ("Teforia SIPS"™) brings out the best in flavor and complexity to produce tea like you've never tasted before. Using Teforia SIPS™ the infuser automatically determines the best brewing recipe, crafted in collaboration with tea masters, tea growers, and scientists.
- The use of microinfusions leverage our proprietary SIPS™ technology to extract different layers of flavors with each microinfusion to create a multi-layered brew that carries an immense depth of flavor, making it perfect for sharing. Traditional methods can only extract the simplest flavor.
- The machine creates the perfectly balanced cup of tea at the touch of a button, while eliminating unwanted elements like astringency or bitterness.
- The machine has precision control over the process, but allows the user to customize each drink to their palate and preferences.
- For the first time, the Teforia provides control over the amount of caffeine in your beverage.
- Teforia brings the mystery and ritual of tea brewing center stage and allows you to immerse yourself and reflect as the water and tea transform right before your eyes.

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## **In the past, how did tea masters extract the kind of flavors that Teforia can today?**

Brewing the best cup of tea possible requires unique knowledge of how the tea was grown, the terroir in which it was grown, when and how it was harvested, how it has been treated, and how it should be served. A tea master is someone who collects and understands that breadth of knowledge for a range of teas from a specific region. With the level of care and detail it requires to study and understand all of these elements, each tea master is limited to the number of teas for which they hold such expert knowledge.

When you observe a tea master infusing tea, you will see the tea master is constantly monitoring the infusion progress with her senses. It's as much a labor of love as it is expertise and a lifetime of experience. Teforia is unprecedented in the tea world, because we have leveraged the power of technology to harness the knowledge from the world's tea masters and make it accessible to everyone. The Teforia infuser uses microinfusions to extract different layers of flavors to create a multi-layered brew that carries an immense depth of flavor, making it perfect for sharing. Teforia is like having the world's tea masters at your fingertips to brew the perfect cup, every time.

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## **How do the Teforia infusers use machine learning?**

We use "Pandora-style learning" — basically, the more you use your infuser, the more it learns about you, which allows the system to adjust to suit your tastes. The system will begin to learn your preferences based on the teas you drink and the customization types you use most frequently.

For instance, if you tend to enjoy oolong teas with high caffeine levels, the system will recommend teas with a similar profile that you may not be familiar with. The same goes for your personal tea recipes. If you typically customize your tea to have more of a smoky flavor, the Teforia will help you bring out that flavor in other teas, if you choose.



## **Will I need a smartphone to operate the machine?**

You need to use the app for initial setup, and to connect the infuser to the WiFi network. Although it isn't 100 percent necessary after that, you will find that your Teforia experience will be limited.

With the Teforia Leaf you are required to use our Sips to brew tea, because the RFID tag in them tells the Teforia Leaf the correct recipe to pull up.

With the Teforia Classic you will also be able to use our sips to brew tea, but if you want to use your own teas, you would be unable to do so. Why? The Teforia cannot pull up the right recipe for your tea without you answering a few questions about the tea in the app first.

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# How do the Teforia infusers make "the perfect cup" of tea?

Teforia infusers identify a variety of essential variables in tea brewing, including (but not limited to) steeping time, infusion temperature, ratio of tea leaves to water, and number of infusions. These are all taken into account with respect to each specific tea's shape and varietal properties, as well the terroir of where the tea was grown, when creating the recipe with the tea master or grower.

When using a Teforia Classic with your own tea, you need to add the tea first through the app by answering a few simple questions about the tea (shape, color, etc). We use the answers to pull the perfect recipe.

This process allows the Teforia Classic to bring out the full breadth of flavor for each tea, producing a much richer beverage than conventional methods.

The best instructions for how a particular tea is meant to be enjoyed come from the tea growers themselves — they know the land, the environment, and how the tea has been cultivated, treated and prepared every step of the way, in some cases for generations. We've had countless conversations with tea masters in the mountains of India and Taiwan, to make sure each tea recipe is perfect and according to their standards. From there, we've spent years of heads-down research on the science and technology needed to brew that cup — automatically and perfectly every time.

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## How do the Teforia infusers work?

The Teforia Classic and the Teforia Leaf use our proprietary Selective Infusion Profile System™ (SIPS) technology and smart packaging to automatically determine the best taste and composition of each type of tea, creating the perfect cup each time. The Teforia infusers truly refine the process of brewing tea by combining the ancient knowledge of tea masters with our advanced machine learning technology. We've pored over every single detail in making our infusers to ensure your tea tastes the way it is intended to.

If you own a Teforia Classic and would like to use your own loose leaf tea, you can do this by adding your tea through the companion app. [Learn more about how to use your own tea.](#)

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## Why are the Teforia machine's icons so soft?

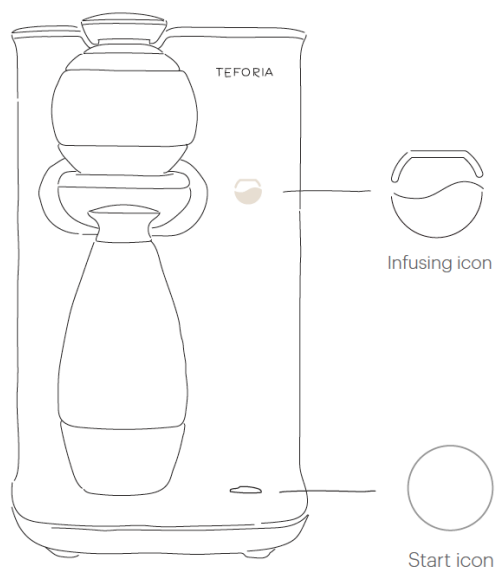
The Teforia's icons are soft, but should not be blurry. This soft glow is designed to complement the moment of reflection you experience as your tea is infusing.

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## What does the button on the base of the infuser do?

The buttons on the base of the machine will light up when a Sips container is scanned or if you have selected a tea from the Teforia Infuser. When they are illuminated this means the infuser is ready to run the unique recipe for that tea.

On certain teas in our portfolio you will see a second button towards the body of the infuser illuminate as well. This button will start the infusion, but will use caffeine boosted recipe instead of the standard recipe.



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## Our Teas

# What are Sips containers?

SIPS™ is the name of our proprietary technology. It stands for **S**elective **I**nfusion **P**rofile **S**ystem, and it's the magic behind the Teforia's ability to unlock and maximize every tea's flavor and health benefits.

Sips is the name of our tea containers. Why Sips? You sip tea. It's part of the experience of enjoying tea. With a freshly brewed cup of perfectly infused tea, you sip in and savor your tea's flavor and aroma.

The typical Sips container holds 4 grams of loose leaf tea, although some may contain less or more depending on the tea master's recipe. With Sips, there is no guesswork or measuring — you just scan, open, explore, and infuse.

- Our “smart” Sips containers protect tea from air and light in order to avoid further oxidation after they have been packaged.
- Each Carafe holds two perfect servings of tea.
- Before infusing, open the Sips container and touch, smell, and sip in the all-natural, whole-leaf tea leaves.
- Our Sips are 100 percent recyclable and 90 percent compostable. The container itself is made of injection-molded paper. The label is non-compostable and contains an RFID chip.
- Embrace your green by recycling your Sips containers locally and using the provided envelope to send the lid (with Sips label) back to us.

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## Will I be able to use my own tea?

If you own or purchase the Teforia Classic infuser, yes. You can use any type of loose leaf tea. However, the Teforia Classic is inherently optimized to effortlessly prepare teas from our portfolio of rare and artisanal teas. Each tea's recipe is pre-programmed in the smart label of each tea's packaging, and each container holds the correct amount of tea so you can experience **your** perfect cup of tea at the push of a button.

When using your own loose leaf tea, you will be able to add them through the Teforia app by answering a few essential questions (e.g., type of tea, leaf shape) and save them to your portfolio.

If you own or purchase the Teforia Lea infuser, you will not be able to use your own tea. The Teforia Leaf is configured for Teforia teas using our Sips tea containers.

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## **How are Teforia's pods different than Keurig or Nespresso pods?**

We understand the reference to Keurig and Nespresso, and in terms of convenience and ease, it's accurate. However, we have a very different "pod" philosophy because we don't cook or brew in the pods themselves.

Teforia teas are packaged in "smart" containers called Sips that protect the tea from air and light in order to avoid further oxidation after they have been packaged. Likewise, our Sips are designed to maintain the integrity of each tea: each whole-leaf loose tea has room to move freely and not get crushed. This allows you to see, smell, and touch the leaves before you pour them into the Infusion Globe for brewing.

The Teforia infuser experience is designed to be transparent; we don't hide the quality of our ingredients or withhold the pleasure of seeing the leaves before, during, and after brewing.

Also, unlike Keurig and Nespresso pods, all of our Sips containers are 100 percent recyclable and 90 percent compostable. We are also very conscious of our environmental footprint and only work with tea farmers committed to ethically-sourced, all-natural teas.

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## **What do the different levels of caffeine mean?**

Teforia's tea catalog includes teas with different levels of caffeine. Here are the descriptions and levels of caffeine.

- Caffeine free means the tea contains ZERO caffeine.
- Low Caffeine is less than 20mg of caffeine for 100ml of tea, or less than 36mg of caffeine in 180ml/6oz servings, or less than 28mg of caffeine for 120ml/4oz servings.
- High caffeine is greater than 20mg of caffeine for 100ml of tea.

## How do I recycle my Sips containers?

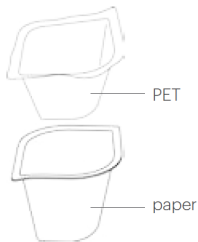
Teforia teas are packaged in perfectly portioned containers called Sips that are 100 percent recyclable and 90 percent compostable. Each Sips lid contains an RFID tag that allows the infuser to automatically recognize what kind of tea you're infusing. To compost your Sips, simply separate the PET liner from the paper container. The PET liner can then be recycled and the paper container can be composted.



Remove lid, and place in self-addressed return envelope to send back to Teforia.



Carefully separate the PET liner from the paper Sips container.



Place the paper Sips container in compost and the PET liner in recycling.



## What is cold infusion?

With our infusers, certain teas can be infused "cold". This is more commonly known in the coffee world as "cold brewing," and it involves a slow process of extracting flavors using room temperature.

Unlike traditional infusion methods, which rely on hot water to quickly extract flavors from tea leaves, cold infusion provides the ability to extract a different chemical makeup from tea leaves. With cold infusion, there tends to be less caffeine and fewer catechines, which can decrease bitterness.

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## What are microinfusions?

The Teforia infusers use anywhere between two to six microinfusions. These microinfusions leverage our proprietary SIPS™ (Selective Infusion Profile System™) technology to extract different layers of flavors with each microinfusion to create a multi-layered brew that carries an immense depth of flavor, making it perfect for sharing.

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## Why loose leaf tea?

Loose leaf tea is the purest, most unadulterated version of tea available that provides the truest taste of tea. We believe that loose leaf tea, when brewed properly, provides tea like Mother Nature intended.

It's also better for your health and the environment than bagged tea. Why? Loose leaf tea can be composted, making for a healthy garden and earth, and it requires less processing, energy, and packing materials than bagged tea.

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## **How many times a day can I make tea? How long does it take?**

You can make tea in your infuser as many times a day as you'd like. Depending on the type of tea, the average Carafe brewed using a Sips container can take anywhere between 4-7 minutes. Please note that each Carafe is brewed using several microinfusions.

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## **Can I use a tea bag or sachet?**

Our infusers work only with loose leaf tea, so we do not recommend using tea bags or sachets.

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## How do brewing time and temperature impact tea?

Depending on the brew time and temperature, the tea leaves can either burn or become bitter, degrading the taste of your tea. However, time and temperature are only the two most basic parameter for tea brewing. We have five other parameters that we control. All these combine to tease out the desired flavors and aromas, while suppressing the undesired.

The seven parameters Teforia controls : temperature, time, water/tea ratio, number of microinfusions, aeration, rest time and dynamic temperature. Each varietal of tea requires specific care to ensure your perfect cup always tastes the way it's supposed to, and even then it can be inconsistent between different varietals of the same type of tea. The Teforia infuser removes the guesswork and lets you enjoy and experience your perfect cup.

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## Can I put milk or anything other than water in the reservoir?

For the infuser to function properly, please **only use water** in the reservoir. You can add sugar, milk, and any other additions to the tea after it's been infused and decanted for serving.

## **How long can I leave wet leaves in the infusion globe?**

Please do not leave used leaves in the Infusion Globe for more than two hours. All of our Sips are completely natural, without additives or preservatives. Tea, like any plant material, will naturally degrade over time, especially when wet. Once the infusion is complete, the wet tea leaves should be discarded and the infusion globe cleaned.

However, depending on the quality of your tea leaves, you should be able to generate multiple tea carafes from each batch of tea in the Infusion Globe, and we invite you to experiment with the evolving flavor and aroma that comes with each new infusion.

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## **Can I make matcha in my infuser?**

At this time, the Teforia infusers are not optimized to support powdered teas like matcha. However, the infuser can infuse tea blends that include matcha powder, e.g. Ryokucha.

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## **Can I add fresh fruits to the infusion globe to create a fruit infusion?**

Last updated: 2017-05-01T14:18:10.000Z | [Online Version](#)

The Teforia infusers are designed to make the best tea from loose leaf tea, placing fresh fruits and other fresh food material in the machine is not advised and will void the product warranty.

However, we do encourage you to explore herbal infusions, or *tisanes*, which are made from dried fruits, spices, and other items.

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