

# VACMASTER®

# PRO350



## User's Manual

Register your product and get support at  
[www.VacMasterFresh.com](http://www.VacMasterFresh.com)

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Thank you for purchasing the VacMaster® PRO350 Vacuum Sealer. You are about to use one of the most powerful suction vacuum sealers available. With the help of the PRO350, you will now be able to keep food fresh for longer in the refrigerator, freezer or pantry. The PRO350 effectively removes air and extends freshness up to five times longer than traditional methods. Our versatile and convenient machine can also be used to preserve and organize other items, like keepsakes, or small and easy-to-lose items. Your PRO350 will quickly become invaluable to all your packaging needs; it will never leave your countertop.

The PRO350 combines a clean and simple style with a strong, compact design. This machine is fully automatic and features a variety of options that will fulfil all your packaging needs. Our machines are constructed with high-quality, fully tested, top-rated components which ensure optimum performance. Easy-to-clean, stainless steel construction will provide years of service.

For your safety and protection, carefully read and follow this guide. For more information, please visit us at [www.MyVacMaster.com](http://www.MyVacMaster.com).

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## Important Safeguards

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For your safety, always follow these basic precautions when using a VacMaster® PRO350 Vacuum Sealer:

1. Read this User's Guide carefully for operating instructions. Read all instructions in this User's Guide before use.
2. Do not use the PRO350 on a wet or hot surface, or near a heat source.
3. To protect against electrical shock, do not immerse any part of the vacuum sealer, power cord, or plug in water or any other liquid.
4. Unplug the machine before cleaning or when not in use.
5. To disconnect, unplug the power cord from the electrical outlet. Do not disconnect by pulling on the cord.
6. Do not operate the PRO350 if it has a damaged cord or plug.
7. Do not operate the PRO350 if it malfunctions or is damaged. Contact Customer Service at 800-821-7849.
8. Use the PRO350 only for its intended use.
9. Closely supervise children when using any electrical appliance. Do not allow the PRO350 to be used as a toy.
10. The PRO350 (120V appliances only) has a grounded plug. Use only a grounded electrical outlet. To reduce risk of electrical shock, do not modify the plug in any way.
11. Do not use an extension cord.
12. The power cord should not drape over a counter or tabletop, as the cord could be tripped over or pulled on unintentionally.
13. Do not place or operate near an electric or gas burner, or a heated oven.
14. Extreme caution and care must be used when sealing or handling any bags containing hot liquids.
15. Do not use outdoors.

For Household Use Only  
**SAVE THESE INSTRUCTIONS**

## Important Tips

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- Vacuum packaging is not a substitute for canning. All perishables still need to be refrigerated or frozen.
- Follow all food safety regulations as outlined by the FDA at [www.FDA.gov](http://www.FDA.gov).
- Use only VacMaster® vacuum bags, rolls, containers and accessories.
- Some fruits and vegetables may release gases, known as outgassing. When packaging these fruits and vegetables, outgassing can cause the vacuum to be gradually lost over time. Blanching or freezing before vacuum packaging helps prevent this from occurring.
- Delicate foods can be frozen prior to packaging to protect them from getting crushed by the vacuum. If you are packaging fresh meats without pre-freezing, first dry the meat. Place a folded paper towel between the meat and the top of bag to help absorb any moisture.
- To vacuum package liquids, pre-freeze in a dish, bowl, or ice cube tray.
- Use VacMaster® Bone Guards to cover an item's sharp edges to prevent bag punctures.
- Allow foods and liquids to cool before vacuum packaging.
- Avoid overfilling the bag. Leave at least 3" of space between the contents and the open end of the bag. This is called head space. This allows room for the bag to tightly form around the content and will prevent the bag from pulling out of the vacuum chamber during the sealing process.
- To prevent wrinkles from forming in the seal, gently stretch the bag flat along the seal bar before closing the lid.
- When using accessories, leave at least 1" of space between the contents and the top of the container.
- Use a clean, damp cloth and mild soap to clean the PRO350.
- VacMaster® bags and rolls are boilable, freezable, and microwavable.

## Features of the VacMaster® PRO350



1. **Seal Pad** - Provides pressure against the seal bar for a positive seal.
2. **Roll Cutter** - Cuts rolls to the desired length.
3. **Control Panel** - Controls machine functions.
4. **Seal Bar** - Provides wide, positive seals on bags and rolls up to 12" wide.
5. **Vacuum Chamber** - Area where the vacuum packaging process takes place and captures any overflow liquids.
6. **Gasket** - Seals out air between the vacuum chamber and lid.
7. **Accessory Port** - Use with the accessory hose to seal VacMaster® storage containers.
8. **Roll Storage Compartment** - Stores VacMaster® rolls up to 12" x 50'.
9. **Built-in Cooling Fan** - For cooler, more efficient operation.
10. **Handle** - Use to open and close lid.
11. **Transparent Lid** - Allows for easy bag placement.

# Control Panel of the VacMaster® PRO350



1. **Digital Display** - Displays the function settings and progress of the working cycle.
  2. **Arrow Buttons** - Press up or down to adjust the “Vacuum Level”, “Seal Time” and “Marinate Time” functions.
  3. **“Set” Button** - Press to select desired function:
    - a. Seal Time - Adjust the length of seal time from 0.5 to 9.0. When value is adjusted to zero, the PRO350 will not seal. The last used seal time is stored in memory.
    - b. Marinate Time - Adjust the length of the marinating time from 9 to 99 minutes.
  4. **“Vacuum Level” Button** - Press to set desired vacuum level.
    - a. 23hg - minimum vacuum setting.
    - b. 25hg - medium vacuum setting.
    - c. 27.5 - maximum vacuum setting.
    - d. Adjustable - manually control the vacuum level from a minimum setting of 20hg to a maximum of 27.5hg.
  5. **“Power” Button** - Turns the machine ON/OFF.
  6. **“Start” Button** - Begins the vacuum packaging process.
  7. **“Pulse” Button** - Use to prevent crushing delicate items. Press once, “P” will display. Press and hold to achieve desired vacuum.
  8. **“Seal” Button** - This button has two functions:
    - a. Press to interrupt the vacuum cycle and begin sealing the bag.
    - b. Press to create a seal on poly, other types of bags or rolls.
  9. **“Accessory” Button** - Press to vacuum seal canisters. See “Vacuum Seal with Canisters” section.
  10. **“Stop” Button** - Press to cancel any function in process.
- NOTE: When “Stop” is pressed the seal feature will not function.*

## Vacuum Package Precut Bags

Follow these steps when using precut vacuum packaging bags with your VacMaster® PRO350 Vacuum Sealer:

1. Choose a suitable-sized vacuum packaging bag, and place the item(s) inside.
2. Allow at least 3” of head space between the contents and the top of the bag.
3. Using the handle, open the lid and place the open end of the bag across the seal bar, keeping the opening within the gasket area.
4. To ensure a complete seal make sure the bag is flat across the seal bar, smoothing out any wrinkles.
5. Close the lid.
6. Press the “Start” button to begin the vacuum process. Press and hold down the lid until the vacuum engages.  
*NOTE: To prevent crushing delicate items, press the “Seal” button anytime to start the sealing process.*
7. Once the the bag is sealed, the machine will beep letting you know that the process is complete.
8. Open the lid.  
*NOTE: DO NOT touch the Seal Bar area, as it may be hot after use.*
9. Take the bag out and inspect the seal. A successful seal will look clear. If seal is spotty, incomplete, wrinkled, white or milky, cut the seal and repeat the vacuum sealing process.

**TIP:** Recommended seal time setting is 1.5.

## Make a Bag from a Vacuum Roll

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1. Place the vacuum roll into the roll storage compartment. Press the buttons located on both sides of the machine to release the roll compartment lid. Insert the roll with the open end of material on top.
2. Pull the roll material across the control panel.
3. Close the lid and lower the roll cutter.
4. Pull out the desired bag length. Leave at least 3" of space between the contents and open the end of the bag.
5. Press down on the roll cutter and slice bag to desired length.
6. Open the lid and place the open end of the bag across the seal bar, keeping the opening within the gasket area.
7. Close the lid. Press the "Seal" button to create a seal. Hold down the lid until the vacuum engages.
8. Follow instructions 3 – 9 under "How to: Vacuum Package Precut Bags" on page 6.

## Package Delicate Items with Pulse

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Delicate items, such as baked goods, fresh fruits, etc., can be crushed during the vacuum packaging process. To prevent this from occurring, use the "Pulse" vacuum function. When packaging liquid-rich items, you can also use this function to prevent liquid from being drawn into the machine.

1. Follow instructions 1 – 4 under "How to: Vacuum Package Precut Bags"
2. Press the "Pulse" button once to activate this function.  
*NOTE: The letter "P" will be displayed in the display window.*
3. Close and hold down the lid and press the "Pulse" button to begin the vacuum process. Watch the bag and release the "Pulse" button to stop the vacuum process before the contents are crushed or liquid is pulled into the machine.
4. Press the "Seal" button to seal the bag.
5. The machine will finish the cycle and then beep, indicating the sealing cycle is complete.

## Seal Only

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To seal a bag without vacuuming it, use the “Seal” button on the Control Panel.

1. Using the handle, open the lid and place the open end of the bag across seal bar.
2. To ensure a complete seal make sure the bag is flat across the seal bar, smoothing out any wrinkles.
3. Close and hold down the lid until the seal engages.
4. Press “Seal”.
5. Once the bag is sealed, the PRO350 will beep letting you know that the seal cycle is complete.
6. Open the lid and remove the bag.

## Vacuum Seal with Canisters

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Follow these steps when using storage canisters with your VacMaster® PRO350 Vacuum Sealer:

1. Place the items to be sealed in the canister. Make sure the lid of the canister is dry and free of any food particles and debris. Do not overfill. Leave a minimum of 1” head space between the canister contents and the top of the canister.
2. Place the lid on top of the canister. Turn the lid knob so the arrow points to “Vacuum”.  
*NOTE: The lid sits on the rim of the canister until the vacuum packaging process begins.*
3. Insert one end of the Accessory Hose into the lid port and insert the other end into the Accessory Port on the PRO350.
4. Press the “Accessory” button.
5. When the vacuum process is complete the machine will “beep”. Turn the lid knob to “Lock” position.
6. Gently twist and remove the Accessory Hose from the canister and machine.
7. To test the vacuum, tug on the canister lid. It should not move.
8. Store the canister.

*NOTE: Do not freeze the canister. Long term freezer storage in canisters will result in a loss of vacuum.*

## Marinate Food with Canisters

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Your PRO350 has a special marinating feature that allows foods to quickly achieve the optimum flavor infusion. While in the Marinate cycle, the PRO350 will alternate back and forth between a state of vacuum and state of rest.

*NOTE: One cycle is 9 minutes (8 minutes vacuum and 1 minute rest with no vacuum). Each cycle after will add an additional 9 minutes. Marinate cycle can range from 9 minutes (one cycle) to 99 minutes (11 cycles) based on desired intensity of flavor.*

1. Place the food and marinade in the canister. Ensure the rim of the canister is clean and dry, and no food or liquid has been spilled on the lid.
2. Turn the lid knob to “Open”.  
*NOTE: During the Marinate cycle the knob on the canister must be in the “Open” position.*
3. Insert one end of the Accessory Hose into the lid port and insert the other end of the Accessory Hose into the Accessory Port on the PRO350.
4. Press the “Set” button to select Marinate Time.
5. Using the arrow buttons to adjust Up or Down, set the marinating time (9 to 99 minutes).
6. With the lid in the closed position, press the “Start” button. With the vacuum pump running, push down on the canister to ensure the vacuum is engaged.
7. Your PRO350 will alternate between vacuuming and releasing air.  
*NOTE: The display will show both the remaining cycle time and a blinking light signaling the cycle is in process.*
8. When the Marinate cycle is complete, the machine will “beep” and release the vacuum.
9. Gently twist and remove the Accessory Hose from the canister and the machine.  
*NOTE: The Marinate cycle can be cancelled by pressing the “Stop” button.*

For storage reference, follow the “How to: Vacuum Seal with Canisters” on page 8.

## Troubleshooting

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- The PRO350 will not turn ON:
  - a. Make sure the unit is plugged into a grounded outlet.
  - b. Make sure the outlet is working.
  - c. Check the power cord for any tears or frays.
  - d. Check the fuse located in the power cord connecting outlet.
  
- Error code in the Digital Display:

E01 – The PRO350 cannot achieve the preset vacuum level.

  - a. Close and hold down the lid during the vacuum cycle.
  - b. Ensure the open end of the bag is across the seal bar and within the gasket area.
  - c. Make sure the bag is flat across the seal bar. Eliminate any wrinkles or folds.
  - d. Make sure the foam gasket is clean and not damaged.
  - e. When using the Accessory or Marinate feature, make sure the hose is securely attached, the lid knob is set to “Vacuum” and the lid is on the canister properly.

E02 – The PRO350 will not enter the sealing mode.

  - a. The lid must be in the closed position during the vacuum and sealing cycle.
  
- The bag is not sealing properly:
  - a. Push and hold down the lid during the vacuum cycle.
  - b. Increase or decrease the Seal Time. A positive seal will look clear. If the seal is spotty, incomplete, wrinkled, white or milky, cut the seal and restart the sealing process.
  - c. When vacuum packaging moist / wet foods, create a second seal above the first seal to ensure a positive seal.
  - d. For the best results, use VacMaster® bags and rolls.
  
- Loss of vacuum from the bag:
  - a. Check for any puncture holes in the bag. Cover any sharp item edges with a VacMaster® Bone Guard sheet and vacuum package in a new bag.
  - b. Check the seal and adjust the placement and/or sealing time.

## Cleaning and Care

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- Disconnect the power cord from the electrical outlet by unplugging it. DO NOT disconnect by pulling on the cord.
- DO NOT immerse in water or spray directly with liquid.
- Check the Vacuum Chamber and Gasket making sure they are clean and free of debris. If needed use a clean cloth with mild soap.
  - a. Wipe the vacuum chamber clean.
  - b. Wipe the gasket clean.
  - c. Wipe the seal area clean.

*NOTE: Always leave the lid in resting position when storing. DO NOT stack items on top of the lid or machine. If the lid is closed or forced down, the gasket will become compressed and the PRO350 may not operate properly.*

- Do not store the PRO350 outside.

## Vacuum Packaging Guidelines

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- Follow all food safety regulations as outlined by the FDA at [www.FDA.gov](http://www.FDA.gov).
- Vacuum packaging is NOT a substitute for canning.
- Vacuum packaging cannot reverse the deterioration of foods.
- Vacuum packaging is NOT a substitute for refrigeration or freezing.
- Some fruits and vegetables may release gases, known as outgassing. When packaging these fruits and vegetables, outgassing can cause the vacuum to be gradually lost over time. Blanching or freezing before vacuum packaging helps prevent this from occurring.

*NOTE: Due to the risk of anaerobic bacteria, soft cheeses, fresh mushrooms, garlic and onions should never be vacuum packaged.*

- It is critical that food handling and storage are maintained at low temperatures. You can reduce the growth of microorganisms at temperatures of 40°F or less (4°C). Freezing at 0°F will not kill microorganisms, but reduces the chances of them growing. For long-term food storage, always freeze foods that have been vacuumed packaged.

*NOTE: Beef and other proteins may look darker after being vacuum packaged. This is due to the removal of oxygen and is not an indication of spoilage.*

- Before vacuum packaging liquids such as soups, stews, and broths, make sure to pre-freeze in a dish, bowl or ice tray until solid. Remove the frozen liquid and vacuum package. Store in your freezer until ready to use.

**Notes**

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## Limited Warranty

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ARY, Inc., a distributor and manufacturer of vacuum packaging and other machines (collectively, the “Goods”), extends to the purchaser of the Goods a Limited One Year Warranty, from the receipt of the Goods, under terms and conditions set out herein.

All Goods sold by ARY, Inc. are warranted to be free from defects in material and workmanship at the time of delivery to purchaser. Defective material may be returned to ARY, Inc. after inspection by an agent of ARY, Inc. and upon receipt from ARY, Inc. of shipping instructions specific to the defective Goods authorized by ARY, Inc. to be returned. ARY, Inc. at its sole option, may either (i) replace or repair any defective materials and workmanship (and return the Goods to purchaser without charge), (ii) refund the purchase price, or (iii) grant a reasonable allowance with the foregoing procedure.

This warranty is subject to the following limitations:

- i. ARY, Inc.’s responsibility and the purchaser’s exclusive remedy under this warranty is limited to the repair or replacement of defects in material and workmanship, refund of the purchase price, or grant of a reasonable allowance on account of such defects, all as set forth above. ARY, Inc. is not responsible for any consequential damages resulting from the breach of this or any other express or implied warranty with respect to the Goods.
- ii. This express warranty is the only warranty applicable. It excludes all other express oral or written warranties and all warranties implied by law with respect to the Goods, including any warranties or merchantability or fitness for a particular purpose.
- iii. Every claim under this warranty shall be deemed waived by purchaser unless made in writing within one (1) year of the receipt of the Goods to which such claim relates.
- iv. This warranty, as to the Goods, is void (a) to repairs made by anyone other than ARY, Inc. without prior authorization from ARY, Inc., (b) to performance of any system of which ARY, Inc.’s Goods are a component part, (c) to deterioration by corrosion or any cause of failure other than defect of material or workmanship, (d) to any components of the Goods, including, without limitation, Teflon tape, lid gaskets and seal wire, or (e) if any of the Good or parts thereof have been tampered with or altered by someone other than ARY, Inc., or subjected to misuse, neglect, abuse, or misuse in application.

ARY, Inc.’s maximum liability hereunder, arising from any cause whatsoever, whether based in contract, tort (including negligence), strict liability, or any other theory of law, shall not exceed the purchase price. A suit based on any aforementioned cause of action must be commenced within one year from the date said action accrues.

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# **ARY**Inc.

ARY, Inc.  
P.O. Box 412888  
Kansas City, MO 64141  
[www.VacMasterFresh.com](http://www.VacMasterFresh.com)  
800.821.7849

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