



FREQUENTLY ASKED QUESTIONS

TOP FAQ'S

HOW MUCH WINE CAN AN ÜLLO FILTER PURIFY? HOW DO I PURCHASE REPLACEMENT FILTERS?

Each Selective Sulphite Capture(TM) filter is designed to purify one bottle of wine (750ml). For maximum sulfite removal, you can filter your wine twice through the same filter. Filters should be replaced after they have filtered a full bottle of wine.

A 6-pack or 15-pack of replacement filters can be purchased through our website.

CAN I USE A FILTER FOR MULTIPLE GLASSES OVER SEVERAL DAYS?

Yes. Simply filter the amount of wine you desire, then store the filter until your next use. To store a filter, it is recommended that the filter be washed with clean water, patted dry, placed in a plastic bag, and stored in a refrigerator. For best results, use the filter within 3 days of opening. Please beware that some efficacy of the filter may be lost due to storage conditions.

DO YOU SHIP INTERNATIONALLY? DO YOU HAVE INTERNATIONAL RETAILERS.

Yes, Üllo ships to most countries. However, customs inspections may delay delivery and you may be responsible for assessed duties. Üllo, unfortunately, does not have international retail or distribution at this time.

ABOUT ÜLLO

HOW DO YOU PRONOUNCE ÜLLO?

It is pronounced, “oo-low.”

WHERE DID THE NAME COME FROM? WHAT DOES THE NAME MEAN?

The name has its origins in historic alchemy symbols used by chemists. The symbol for purity was a “Ü” which reflects Üllo’s goal of bringing pure wine to everybody.

HOW IS ÜLLO DIFFERENT FROM ITS COMPETITORS?

Üllo is the only product that can remove sulphites selectively. Other products simply convert (or oxidize if you love chemistry terms) sulphites into other noxious chemicals or remove sulphites along with several other compounds in the process. The selectivity of Üllo's filters means that they won't harm the flavor or aroma compounds in your wine – a significant benefit if you are a wine lover.

PURE WINE AND SULPHITES

WHAT ARE SULPHITES?

sulphites are artificial chemicals added to wine as a preservative. They are a highly regulated food additive because they are common food allergens and are toxic at high levels. sulphites protect wine against oxidation and bacterial spoilage during shipping and storage but are no longer needed once you open the bottle.

ARE sulphites BAD FOR ME? WHY SHOULD I PURIFY MY WINE?

Although only a small percentage of people are diagnosed with severe sulfite allergies, many wine drinkers experience negative side effects that may be attributed to sulphites.

HOW DOES ÜLLO PURIFY WINE?

Üllo purifies wine using a sophisticated polymer to selectively bind sulphites, while allowing other compounds in wine to flow through unaffected. Through Selective Sulphite Capture™, sulphites are reduced to a more naturally occurring level in most wines.

DOES ÜLLO CHANGE THE TASTE OF WINE?

Sulphites have a distinctly harsh, bitter taste that is often noticeable in wine. Although levels vary, white wines tend to have more sulphites than reds. Preliminary taste tests show that a majority of tasters notice a difference.

CAN I PURIFY ANYTHING ELSE WITH ÜLLO?

Üllo will remove sulphites from any beverage, including hard ciders and champagne, but the purification process may reduce carbonation and take longer for carbonated beverages. For this reason, carbonated beverages are not recommended for purification with Üllo.

I'VE HEARD THAT ADDING HYDROGEN PEROXIDE TO WINE REMOVES sulphites. IS THIS TRUE?

No. Hydrogen peroxide is a powerful chemical oxidant that converts sulphites into sulfuric acid, but it does not remove them.

DOES REMOVING sulphites PREVENT A HEADACHE?

At this time, there are no clinical trials proving this point.

PRODUCT AND FILTER USE

IS THERE ANYTHING TO DO BEFORE USING ÜLLO FOR THE FIRST TIME?

Üllo comes ready to use. However, we recommend giving the Üllo purifier a quick rinse with water before the first use.

HOW SHOULD I STORE MY FILTERS?

For best storage, filters should not be exposed to high heat and should not be left open to air before use.

HOW MUCH WINE CAN AN ÜLLO FILTER PURIFY, AND HOW DO I PURCHASE REPLACEMENT FILTERS?

One filter is designed to purify one 750 ml bottle of wine. Dispose of filter after use. For maximum sulfite removal, you can double filter your wine through the same filter.

CAN I USE THE AERATOR WITHOUT A FILTER?

Yes! It is possible to use the aerator without using a filter.

HOW DO I CLEAN THE PURIFIER?

For best results, simply rinse the Üllo purifier under warm water to remove most of the wine residue. Soaking the Üllo in hot, soapy water will remove any dried on wine.

IS ÜLLO DISWASHER FRIENDLY?

Yes, but it is recommended to use top rack only.

WHY DO SOME WINES FILTER VERY SLOWLY, IN DRIPS?

This is likely due to carbonation. While dissolved carbon dioxide is noticeable in some wines, sparkling wines and Champagne being the most obvious, many wines have trace amounts of dissolved carbon dioxide.

The dissolved carbon dioxide will form small bubbles inside the Selective Sulphite Capture™ filter and slow the flow of wine. Üllo is still removing sulphites, but it will take significantly longer to purify the wine.

ÜLLO HAS STOPPED WORKING

First check to make sure your Üllo is not blocked by sediment or other matter. If your Üllo still isn't working please contact us through our webpage so that we can find a solution for you.

PRODUCT AND FILTER SPECIFICATIONS

WHAT IS THE FILTER MATERIAL MADE FROM? IS THE FILTER DANGEROUS IF CONSUMED?

Üllo filters are made from a sophisticated material often used in industrial food processing and pharmaceutical APIs (Active Pharmaceutical Ingredients). While the material meets several certifications, the material should not be consumed.

HOW DO I KNOW THAT THE FILTER IS REMOVING SULPHITES FROM THE WINE? WHAT KIND OF TESTS CAN BE DONE?

Üllo has partnered with a number of accredited 3rd party laboratories to ensure that our Selective Sulphite Capture™ filters are in fact reducing free sulphites from wine.

WHERE CAN I BUY ULLO?

MY ORDER HAS ARRIVED DAMAGED.

If your order has arrived in damaged packaging please contact Mblock and Sons customer Service. Information on how to contact them can be found on your packaging slip that came with your product.

If you purchased your products from ullowine.com, please contact us through our contact page, and we will find a solution. Problems with products purchased from an authorized retailer must be addressed with the retailer.

WHAT SHOULD I DO IF THERE IS A PROBLEM WITH MY ÜLLO?

Please contact us through our website and we will be sure to contact you to resolve your issue.

HOW CAN I CHANGE OR CANCEL MY ORDER?

If your order has not shipped, simply login to your shopping cart and modify your order.

If your order has shipped, you may still change or cancel your order by contacting us directly.

DO YOU SHIP INTERNATIONALLY?

Yes, Üllo ships to most countries. However, customs inspections may delay delivery and you may be responsible for assessed duties.

HOW CAN I TRACK MY ORDER?

Tracking numbers will be provided for every order placed through our website.

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Please be advised that Üllo is not intended to diagnose, cure, treat, or prevent reactions to sulphites. Those with a known allergy or sensitivity to sulphites should consult a medical professional before trying or using Üllo.

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